City of Mesa Emergency Operations Plan

2016

MESA, ARIZONA

EMERGENCY OPERATIONS PLAN

LETTER OF PROMULGATION

In the event of a natural or man-made disaster within the City of Mesa, City government must be prepared to implement plans and procedures to protect lives and property.

This plan is published in support of the State of Arizona Emergency Response and Recovery Plan and is in accordance with Arizona Revised Statutes, Title 26, Chapter 2, and the Maricopa County Emergency Operations Plan.

The purpose of this plan is to provide direction and guidance to City governmental departments and supporting agencies. It constitutes a directive to City departments to prepare for and execute assigned emergency tasks to ensure maximum survival of the population and to minimize damage to property in the event of a disaster.

This plan is effective for planning and preparation purposes, and for execution, when an emergency declaration is made by the Mayor or when placed in effect by the City Manager or another authorized official.

A copy of this plan has been filed in the office of the City Clerk of the City of Mesa, under the provision of Arizona Revised Statutes, Section 26-307B.

_____ _____

Date Mayor

_____

Attest: City Clerk

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MESA, ARIZONA

EMERGENCY OPERATIONS PLAN

APPROVAL AND IMPLEMENTATION

The updated City of Mesa Emergency Operations Plan was approved by the City Council on May 16, 2016. This plan provides guidance for preparedness, protection, response, and recovery from emergencies that occur in or near the City of Mesa.

This plan was developed to meet the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Federal Emergency Management Agency (FEMA) Comprehensive Preparedness Guide (CPG) 101 with authorities and guidance from the City, the County, and the State of Arizona and the United States Federal government.

This updated plan supersedes all previously published editions of the City of Mesa Emergency Operations Plan. The City of Mesa Emergency Manager is responsible for the development and maintenance of this plan. Any changes or modifications to this plan must be made with the coordination and approval of all department/agency heads of the City of Mesa.

All individuals within the City of Mesa Emergency Organization that have direct or delegated responsibility for emergency management functions before, during or after an emergency should become thoroughly familiar with the contents of this plan.

_____ _____

Date Mayor

_____

Attest: City Clerk

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MESA, ARIZONA

EMERGENCY OPERATIONS PLAN

RECORD OF CHANGES

CHANGE NUMBER	DATE OF CHANGE	CHANGE DESCRIPTION	POSTED BY
1	*10/2007*	*Updated Flood Annex*	*Gil Damiani*
2	*10/2008*	*Updated Hazardous Materials Section*	*Gil Damiani*
3	*10/2010*	*Transition to ESF Format*	*Gil Damiani*
4	*2016*	*Major update which includes additional access and functional needs language and practices, additional components to meet current CPG 101 and additions to build symmetry to adjacent localities and county plans. This also includes up to date ADA standards.*	*Cori Hayes*

MESA, ARIZONA
EMERGENCY OPERATIONS PLAN

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		Mesa Counts on College	
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		Arts & Culture	
		Community Services	
		Police Department	
		Fire and Medical/EOC	
		Fleet Services	
		Human Resources	
		Public Information & Communications	
		Environmental Management & Sustainability	
		American Red Cross	
		Arizona Department of Emergency and Military Affairs	
		Maricopa County Department of Emergency Management	
		Mesa Public School District	
		Salvation Army (Mesa Corps)	

*** Number of Copies as well as Departments and outside organizations will be updated after distribution.

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DEFINITIONS

Agency: A division or department of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

Agency Representative: A person assigned by a primary, assisting, or cooperating federal, state, local, or tribal government agency or private entity that has been delegated authority to make decisions affecting that agency or organization's participation in incident management activities following appropriate consultation with the leadership of that agency.

Area Command (Unified Area Command): An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met, and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an Emergency Operations Center facility or some location other than an Incident Command Post.

Arizona Bridge to Independent Living (ABIL): An organization that provides programs for individuals with disabilities, their family members, co-workers and employers. Congress enacted Independent Living Center legislation in the amended Rehabilitation Act of 1973. ABIL, a non-profit corporation, receives a diversity of funding through local, state, federal and private foundation grants and fees. ABIL advocates personal responsibility by, and for, people with disabilities - as a means to independence. ABIL has offices in Phoenix, Mesa and the West Valley and provides services throughout Maricopa County.

Arizona Corporation Commission: Article 15 of the Arizona Constitution establishes the Arizona Corporation Commission. Only 7 states have constitutionally formed Commissions. Arizona is one of only 13 states with elected Commissioners. In the 37 other states, Commissioners are appointed by either the governor or the legislature.
In most states, the Commission is known as the Public Service Commission or the Public Utility Commission. Our Commission, however, has responsibilities that go beyond traditional public utilities regulation. These additional roles include facilitating the incorporation of businesses and organizations, securities regulation and railroad/pipeline safety. By virtue of the Arizona Constitution, the Commissioners function in an Executive capacity, they adopt rules and regulations thereby functioning in a Legislative capacity, and they also act in a judicial capacity sitting as a tribunal and making decisions in contested matters.

Arizona Statewide Independent Living Council (SILC): A not-for-profit organization that promotes programs, resources and services for people with disabilities, access and functional needs. The SILC identifies needs of and advocates for programs and services that support people with disabilities to live independently and participate in their communities.

Assessment: An evaluation and interpretation of measurements and other information to provide a basis for decision-making.

Assignments: Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the Incident Action Plan (IAP).

Assistant: Title for subordinates of principal Command Staff positions. The title indicates a level of technical capability, qualifications, and responsibility subordinate to the primary positions. Assistants may also be assigned to unit leaders per NIMS / ICS.

Assisting Agency: An agency or organization providing personnel, services, or other resources to the agency with direct responsibility for incident management.

Available Resources: Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

Branch: The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in the Operations Section, and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or functional area.

Chain of Command: A series of command, control, executive, or management positions in hierarchical order of authority.

Chief: The ICS title for individuals responsible for management of functional sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established as a separate section).

City Emergency Organization: All City departments and employees as designated in this plan belong to the organization and are directed by the EOC Staff.

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Staff: In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants as needed per NIMS / ICS.

Common Operating Picture: A broad view of the overall situation as reflected by situation reports, aerial photography, and other information or intelligence.

Communications Unit: An organizational unit in the Logistics Section responsible for providing communication services at an incident or an EOC. A Communications Unit may also be a facility (e.g., a trailer or mobile van) used to support an Incident Communications Center.

Community Emergency Notification System (CENS): CENS is a telephone notification system used for notification of any large scale, life-threatening event requiring evacuations, shelter-in-place or similar actions.

Consequence Event Management: Consequence event management involves measures to alleviate the damage, loss, hardship or suffering caused by emergencies. It includes measures to protect public health and safety, restore essential government services, and provide emergency relief to affected State agencies and political subdivisions. Consequence management response is implemented under the primary jurisdiction of the affected political subdivision. The federal and state governments provide assistance as required.

Cooperating Agency: An agency supplying assistance other than direct operational or support functions or resources to the incident management effort.

Coordinate: To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Crisis Event Management: Crisis event management involves measures to identify, acquire, and plan the use of resources to anticipate, prevent, and/or resolve a terrorist threat or incident. Crisis Management is predominantly a law enforcement response and, by law, assigned primarily to the federal government through the FBI. This authority is provided by Presidential Decision Directive 39 (PDD-39). State and local governments provide assistance as required.

Critical Infrastructure and Key Resources (CI/KR): The vast majority of the CI/KR-related assets, systems, and networks are owned and operated by the private sector. However, in sectors such as Water and Government Facilities, the majority of owners and operators are governmental or quasi-governmental entities. The great diversity and redundancy of the Nation's CIKR provide for significant physical and economic resilience in the face of terrorist attacks, natural disasters, or other emergencies, and contribute to the strength of the Nation's economy.

Department of Homeland Security (DHS): This Department has the lead for the federal government for securing civilian government computer systems, and works with industry and state, local, tribal and territorial governments to secure critical infrastructure and information systems.

Department of Transportation (DOT): The Department of Transportation's (DOT) Pipeline and Hazardous Material Safety Administration (PHMSA), acting through the Office of Pipeline Safety (OPS), administers the Department's national regulatory program to assure the safe transportation of natural gas, petroleum, and other hazardous materials by pipeline. OPS develop regulations and other approaches to risk management to assure safety in design, construction, testing, operation, maintenance, and emergency response of pipeline facilities.

Deputy: A fully qualified individual who, in the absence of a superior, can be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy can act as relief for a superior and, therefore, must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors per NIMS / ICS.

Dispatch: The ordered movement of a resource or resources to an assigned operational mission or an administrative move from one location to another.

Disaster Recovery Center (DRC): When established in coordination with State and local jurisdictions, a DRC is a satellite component of the joint field office and provides a central facility where individuals of the whole community affected by a disaster can obtain information on disaster recovery assistance programs from various federal, state, local, tribal, private-sector, and voluntary organizations.

Division: The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Chief. A division is located within the ICS organization between the branch and resources in the Operations Section.

Emergency: Absent a Presidentially declared emergency, any incident(s), human-caused or natural, that requires responsive action to protect life or property. Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, an emergency means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

Emergency Alert System (EAS): Formerly known as the Emergency Broadcast System (EBS), this communications system enables the President, federal, state and local officials to disseminate emergency information rapidly over commercial AM and FM radio bands. This information is intended to reduce loss of life and property and to promote rapid recovery in the event of a natural disaster, a man-made disaster or an attack on the nation.

Emergency Manager: The individual assigned responsibility by the City Manager to coordinate the planning and preparedness activities of the City, maintain the Emergency Operations Plan and acts as staff advisor to the EOC Chief.

Emergency Operations Center Chief: The City Manager or designee acts in this position and directs the overall emergency preparedness program for the City.

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, county, city, tribal), or some combination thereof.

Emergency Operations Plan (EOP): The "steady-state" plan maintained by various jurisdictional levels for responding to a wide variety of potential hazards

Emergency Preparedness: Activities/information designed to minimize the effect on the whole community utilizing an 'all hazard' approach, to prepare for and deal with the immediate emergency conditions, which would be created. Efforts could include relocating or carry out emergency repairs to facilities that have been destroyed or damaged.

Emergency Procurement: The need for the immediate purchase of materials, services that cannot be met through normal procurement methods, the lack of which seriously threatens public health or safety, the preservation of property or the functioning of government.

Emergency Public Information: Information that is disseminated primarily in anticipation of an emergency or during an emergency. In addition to providing situational information, it also frequently provides directive actions required to be taken by the whole community.

Emergency Response Provider: Includes federal, state, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities.

Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of the whole community from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Event: A planned, non-emergency activity, ICS can be used as the management system for a wide range of events (e.g., parades, concerts, or sporting events.)

Extremely Hazardous Substance: Any of over 400 hazardous substances on a list compiled by the Environmental Protection Agency under Section 302 of Public Law 99-499 (SARA, Title III).

Federal: Of or pertaining to the Federal Government of the United States of America.

Function: Function refers to the five major activities in ICS: Command, Operations, Planning, Logistics and Finance/Administration. The term function is also used when

describing the activity involved, e.g. the planning function. A sixth function, Intelligence, may be established, if required, to meet incident management needs.

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief per NIMS / ICS.

Government Emergency Telecommunications Service (GETS): The Government Emergency Telecommunications Service (GETS) supports national leadership; Federal, State, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users. It is intended to be used in an emergency or crisis situation when the landline network is congested and the probability of completing a normal call is reduced.

Group: Established to divide the incident management structure into functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division. Groups, when activated, are located between branches and resources in the Operations Section per NIMS / ICS. (See Division.)

Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

Hazardous Materials: Substances or materials, which, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. An explosive substance, flammable or combustible substances, poisons, and radioactive materials are all classified as hazardous materials.

Incident: An occurrence or event, natural or human-caused that requires an emergency response to protect life or property.

Incident Action Plan (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Command Post (ICP): The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be co-located with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.

Incident Command System (ICS): A nationally recognized system of managing small to large-scale events through the systematic development of a complete, functional

organization. The system uses common terminology; is modular in nature, and has a unified command structure, manageable span of control, consolidated action planning, comprehensive resource management and integrated communications.

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

Incident Management System: The incident management system is designed for emergency managers to direct and control emergencies ranging in size and complexity from limited to large-scale disasters. The system is flexible and expandable to allow for coordination between various agencies, jurisdictions and levels of government and yet it affixes overall responsibility, maintains effective span of control and addresses the functional areas of command, operations, plans, logistics and administration, which are common to every incident.

Incident Management Team (IMT): The Incident Commander and appropriate command and general staff personnel assigned to an incident.

Incident Objectives: Statements of guidance and direction necessary for selecting appropriate strategies and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

Incident of National Significance: Based on criteria established in HSPD-5 (paragraph 4), an actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of federal, state, local, tribal, non-governmental, and/or private-sector entities in order to save lives and minimize damage, and provide the basis for long-term community recovery and mitigation activities.

Initial Action: The actions taken by those responders first to arrive at an incident site.

Initial Response: Resources initially committed to an incident.

Intelligence Officer: The intelligence officer is responsible for managing internal information, intelligence, and operational security requirements supporting incident management activities. These may include information security and operational security activities, as well as the complex task of ensuring that sensitive information of all types (e.g., classified information, law enforcement sensitive information, proprietary information, or export-controlled information) is handled in a way that not only safeguards the information, but also ensures that it gets to those who need access to it to perform their missions effectively and safely.

Joint Information Center (JIC): A facility organized to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the

incident. Public information officials from all participating agencies should co-locate at the JIC.

Joint Information System (JIS): Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, state, or federal boundary lines) or functional (e.g., law enforcement, public health).

Liaison: A form of communication for establishing and maintaining mutual understanding and cooperation.

Liaison Officer: A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.

Lessons Learned Information Sharing (LLIS.GOV): LLIS is a national network of lessons learned and best practices for emergency response providers and homeland security officials. Focusing on information sharing, the system seeks to improve preparedness nationwide by allowing local, state, and federal homeland security and response professionals to tap into a wealth of front-line expertise on the most effective planning, training, equipping, and operational practices for preventing, preparing for, responding to, and recovering from acts of terrorism.

Limited Emergency: An event which requires responses of emergency forces over and above normal working functions but which are manageable within local capability

Local Emergency: The existence of conditions of disaster or of extreme peril to the safety of persons or property within the territorial limits of the City of Mesa, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the City and which requires the combined efforts of other political entities.

Local Emergency Alert System (LEAS): Notification system in place with local television cable provider to be used to advise affected or potentially affected residents to turn to the jurisdictions designated channel (Ch11 in Mesa) and provides more specific information pertaining to the event.

Local Government: A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State

law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization, or in Alaska a Native village or Alaska Regional Native Corporation; a rural community, unincorporated town or village, or other public entity.

Logistics: Providing resources and other services to support incident management.

Logistics Section: The section responsible for providing facilities, services, and material support for the incident.

Major Disaster: As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

Management by Objective: A management approach that involves a four-step process for achieving the incident goal. The Management by Objectives approach includes the following: establishing overarching objectives; developing and issuing assignments, plans, procedures, and protocols; establishing specific, measurable objectives for various incident management functional activities and directing efforts to fulfill them, in support of defined strategic objectives; and documenting results to measure performance and facilitate corrective action.

Mitigation: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during or after an incident.

Mobilization: The process and procedures used by all organizations (federal, state, local, and tribal) for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multi-agency Coordination Entity: A multi-agency coordination entity functions within a broader Multi-agency Coordination System. It may establish the priorities among incidents and associated resource allocations, deconflict agency policies, and provide strategic guidance and direction to support incident management activities.

Multi-agency Coordination Systems: Multi-agency Coordination Systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The components of Multi-agency Coordination Systems include facilities, equipment; emergency operation centers (EOCs), specific multi-agency coordination entities, personnel, procedures, and

communications. These systems assist agencies and organizations to fully integrate the subsystems of the NIMS.

Multi-jurisdictional Incident: An incident requiring action from multiple agencies that each has jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.

Mutual-Aid Agreement: Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.

National Disaster Medical System (NDMS): A cooperative, asset-sharing partnership between the U.S. Department of Health and Human Services, the U.S. Department of Veterans Affairs, the U.S. Department of Homeland Security, and the U.S. Department of Defense. NDMS provides resources for meeting the continuity of care and mental health services requirements of the Emergency Support Function 8 in the Federal Response Plan.

National Incident Management System (NIMS): A system mandated by HSPD-5 that provides a consistent nationwide approach for federal, state, local and tribal governments; the private sector, and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among federal, state, local and tribal capabilities, and includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as ICS; multi-agency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualifications and certification; and the collection, tracking, and reporting of incident information and incident resources.

The National Infrastructure Protection Plan (NIPP): Sets forth a comprehensive risk management framework and clearly defines critical infrastructure protection roles and responsibilities for the Department of Homeland Security; Federal Sector-Specific Agencies (SSAs); and other Federal, State, local, tribal, and private sector security partners. The NIPP provides the coordinated approach that will be used to establish national priorities, goals, and requirements for infrastructure protection so that funding and resources are applied in the most effective manner.

National Response Framework (NRF): The NRF presents the guiding principles that enable all response partners to prepare for and provide a unified national response to disasters and emergencies - from the smallest incident to the largest catastrophe. The NRF establishes a comprehensive, national, all-hazards approach to domestic incident response.

Nongovernmental Organization: An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not

a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.

Operational Period: The time scheduled for executing a given set of operation actions, as specified in the Incident Action Plan. Operational periods can be of various lengths, although usually not over 24 hours.

Operations Section: The section responsible for all tactical incident operations. In ICS, it normally includes subordinate branches, divisions, and/or groups.

Persons with Disabilities, Access and/or Functional Needs: People who may have additional needs before, during, and after an incident in functional areas including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance include those who have disabilities, live in institutionalized settings, are elderly, are children, are from diverse cultures, have limited English proficiency or are non-English speaking, or are transportation disadvantaged. The use of “access and functional needs” in place of “special needs” is consistent with current trends nationally. Thus, be aware that these interchangeable terms mean the same thing.

Pipeline and Hazardous Materials Safety Administration (PHMSA): The Office of Hazardous Materials Safety develops and recommends regulatory changes governing the multimodal transportation of hazardous materials. It is the duty of this Office to develop regulatory policy options and initiatives based on social, economic, technological, environmental, and safety impacts of regulatory, legislative, or program activities involving hazardous materials transportation.

Planning Meeting: A meeting held as needed prior to and throughout the duration of an incident to select specific strategies and tactics for incident control operations and for service and support planning. For larger incidents, the planning meeting is a major element in the development of the Incident Action Plan (IAP).

Planning Section: Responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the IAP. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts of the whole community (i.e. at all levels of government and between government and private-sector and non-governmental organizations) to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

Preparedness Organizations: The groups that provide interagency coordination for domestic incident management activities in a non-emergency context. Preparedness organizations can include all agencies with a role in incident management, for prevention, preparedness, response, or recovery activities. They represent the whole community (i.e. a wide variety of committees, planning groups, and other organizations) that meet and coordinate to ensure the proper level of planning, training, equipping, and other preparedness requirements within a jurisdiction or area.

Prevention: Actions to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.

Private Sector: Organizations and entities that are not part of any governmental structure. It includes for-profit and not-for-profit organizations, formal and informal structures, commerce and industry, and private voluntary organizations (PVO).

Public Information Officer: A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.

Radioactive Material: Material that emits radiation (subatomic particles or pure energy) in the process of stabilization.

Reception Area: This refers to a location separate from staging areas, where resources report in for processing and out-processing. Reception Areas provide accountability, security, situational awareness briefings, safety awareness, distribution of IAPs, supplies and equipment, feeding, and bed down.

Recovery: The development, coordination, and execution of service- and site-restoration plans; the reconstitution of government operations and services; individual, private sector, non-governmental and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of the affected whole community; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

Recovery Plan: A plan developed by a state, local, or tribal jurisdiction with assistance from responding federal agencies to restore the affected area.

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is

maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.

Resource Management: Efficient incident management requires a system for identifying available resources at all jurisdictional levels to enable timely and unimpeded access to resources needed to prepare for, respond to, or recover from an incident. Resource management under the NIMS includes mutual-aid agreements; the use of special federal, state, local, and tribal teams; and resource mobilization protocols.

Resources Unit: Functional unit within the Planning Section responsible for recording the status of resources committed to the incident. This unit also evaluates resources currently committed to the incident, the effects additional responding resources will have on the incident, and anticipated resource needs.

Response: The efforts to minimize the risks created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.

Safety Officer: A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations and for developing measures for ensuring personnel safety.

Supervisory Control and Data Acquisition (SCADA): Is a system operating with coded signals over communication channels so as to provide control of remote equipment (using typically one communication channel per remote station).

Section: The organizational level having responsibility for a major functional area of incident management, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established). The section is organizationally situated between the branch and the Incident Command.

Service Animal: According to the ADA, Service Animals are defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service Animals are working animals, not pets. The work or task a Service Animal has been trained to provide must be directly related to the person's disability. Animals whose sole function is to provide comfort or emotional support do not qualify as Service Animals within the guidance of the ADA.

Span of Control: The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under the NIMS, an appropriate span of control is between 1:3 and 1:7.)

Staging Area: Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

Standard Operating Procedure (SOP): Generally a checklist or set of instructions, having the force of a directive, which lends themselves to a definite or standardized procedure without loss of effectiveness.

State of Emergency: The duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons or property in the state which are or are likely to be beyond the control of the services, personnel, equipment, or facilities of any single county, City of Mesa, and requires the combined efforts of the state and the political subdivision.

Strike Team: A set number of resources of the same kind and type that have an established minimum number of personnel.

Strategy: The general direction selected to accomplish incident objectives set by the IC.

Task Force: Any combination of resources assembled to support a specific mission or operational need. All resource elements within a Task Force must have common communications and a designated leader.

Threshold Planning Quantity: The minimum amount of an extremely hazardous substance, which must be reported under the provisions of Section 302 of Public Law 99-499 (SARA, Title III).

Terrorism: The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

Threat: An indication of possible violence, harm, or danger.

Transportation Security Administration (TSA): The Surface Division Pipeline Security Branch within the TSA Office of Security Policy and Industry Engagement (OSPIE) has one clear mission – to enhance the security preparedness of the nation's hazardous liquid and natural gas pipeline systems.

Type: A classification of resources in the ICS that refers to capability. Type 1 is generally considered to be more capable than Types 2, 3, or 4, respectively, because of size; power; capacity; or, in the case of incident management teams, experience and qualifications.

Unique Population: Temporary or permanent groups within a jurisdiction that could require specific attention during an emergency or disaster. Examples are schools, hospitals, managed care facilities, group homes, RV parks and campgrounds, temporary youth camps like scouts or student groups, sporting events, incarceration facilities, etc.

Unified Area Command: A Unified Area Command is established when incidents under an Area Command are multi-jurisdictional. (See Area Command.)

Unified Command: An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross-political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.

Unit: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Unity of Command: The concept by which each person within an organization reports to one and only one designated person. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

Volunteer: A volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

Weapons of Mass Destruction (WMD): WMD are characterized in five major areas, which include chemical, biological, radiological, nuclear and explosive weapons (CBRNE). WMD is defined as any weapon or device that is intended, or has the capability, to cause death or serious bodily injury to a significant number of people through the release, dissemination, or impact of - (A) toxic or poisonous chemicals or their precursors; (B) a disease organism; (C) radiation or radioactivity or (D) or explosive type weapons.

Weather - Related Definitions Issued by the National Weather Service:

Downburst: A thunderstorm down rush of air with an affected outflow area. This down force rush of air can generate tornado-force winds, which can adversely affect aircraft performance and cause significant property damage.

Excessive Heat Watch: Issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.

Excessive Heat Warning: Issued when heat conditions are forecast to is life-threatening. The warning is based on temperature, humidity, sky coverage and duration of the conditions.

Flash Flood Warning: Notification that expected rainfall will cause life-threatening runoff conditions in low-lying, poorly drained areas such as roadways, washes, and/or small streams.

Severe Weather Statement: A brief release used to provide specific information on observed severe weather and to convey imminent danger, to cancel all or part of a short-term WARNING, or to extend a WATCH for an hour or two.

Short Term Forecast: Is used to convey information regarding weather or hydrologic events that are expected to occur within the next few hours. NOWcasts eliminate the need for short-term applications of SPECIAL WEATHER STATEMENTS and most SEVERE WEATHER STATEMENTS.

Special Weather Statement: Only used to describe long-fused weather and hydrologic events, including an appropriate meteorological reasoning, and to clear counties from a WATCH.
Urban and Small Stream Flood Advisory: Notification that expected rainfall will cause ponding and/or significant but not life-threatening runoff conditions in low-lying, poorly drained areas such as roadways, washes, and/or small streams.

Warning: Announcement that threatening conditions (thunderstorm, high winds, tornado, flooding, dam or levee failure) are occurring or are imminent, and are expected to have a harmful effect and pose a threat to life and/or property to those in the area alerted. Persons within the area must take immediate steps to protect themselves.

Watch: Severe weather or flash flood WATCH means that conditions are such that a storm or flood of significant magnitude is likely to occur, but its occurrence, location, and/or timing is still uncertain. It is intended to provide enough lead-time so persons within the area alerted can take precautionary steps.

Wireless Priority Service (WPS): WPS is a Federal program that authorizes cellular communications service providers to prioritize calls over wireless networks. Participation in the WPS program is voluntary. Participating service providers typically deploy WPS in stages until service is available in most coverage areas and functionality has reached full operating capability.

ACRONYMS

AAR After Action Report

ABIL Arizona Bridge to Independent Living

ACC Arizona Corporation Commission

ADA Americans with Disabilities Act

ADES Arizona Department of Economic Security

DEMA Arizona Department of Emergency and Military Affairs

ADEQ Arizona Department of Environmental Quality

ADHS Arizona Department of Health Services

ARRA Arizona Radiation Regulatory Agency

ARS Arizona Revised Statutes

AzVOAD Arizona Volunteer Organizations Active in Disaster

CBRNE Chemical, Biological, Radiological, Nuclear, or Explosive

CDC Centers for Disease Control and Prevention

CERCLA Comprehensive Environmental Response, Compensation, and Liability Act

CI/KR Critical Infrastructure and Key Resources

DOT Department of Transportation

EOC Emergency Operations Center

EOP Emergency Operations Plan

GETS Government Emergency Telecommunications Service

GIS Geographic Information System

HAZMAT Hazardous Material

HSPD-8 Homeland Security Presidential Directive-8

IAP Incident Action Plan

IC Incident Commander

ICP Incident Command Post

ICS Incident Command System

JIC Joint Information Center

JIS Joint Information System

LEPC Local Emergency Planning Committee

MCDEM Maricopa County Department of Emergency Management

MMRS Metropolitan Medical Response System

NDMS National Disaster Medical System

NGO Nongovernmental Organization

NIMS National Incident Management System

NIPP National Infrastructure Protection Plan

NRC Nuclear Regulatory Commission

NRF National Response Framework

PHMSA Pipeline and Hazardous Materials Safety Administration

PIO Public Information Officer

PVNGS Palo Verde Nuclear Generating Station

PVO Private Voluntary Organizations

SCADA Supervisory Control and Data Acquisition

SERRP State Emergency Response & Recovery Plan

SILC Arizona State Independent Living Council

SITREP Situation Report

SOP Standard Operating Procedure

TSA Transportation Security Administration

UC Unified Command

WMD Weapons of Mass Destruction

WPS Wireless Priority Service

MESA, ARIZONA
EMERGENCY OPERATIONS PLAN
Basic Plan

Purpose

The purpose of this plan is to provide effective emergency operations within the City of Mesa using the existing governmental organization and the responsibilities assigned to various City departments, non-governmental agencies and the private sector during major emergencies and disasters. This plan provides direction and guidance and is also the framework for emergency responders, City of Mesa departments and supporting agencies to effectively coordinate and collaborate, before, during, and after a disaster, in order to provide a comprehensive response to all emergencies.

This plan establishes the framework to prepare for and respond to all hazards, both natural and man-made, in the City of Mesa. The plan is designed to be flexible and scalable to meet any type of disaster and for any size of disaster.

The City of Mesa is responsible to its citizens for providing for their health, welfare, and safety in the event of a natural disaster, man-made incident, or national emergency, including the threat or occurrence of enemy attack.

The plan consists of four sections containing the Basic Plan and three Annexes – Emergency Support Function Annex, Support Annex and Incident Specific Annex.

Basic Plan

The Basic Plan Section provides an overview of the City of Mesa's emergency management structure. The Basic Plan also contains appendices that provide relevant information.

Emergency Support Function Annex

Each ESF identifies primary and support agencies. ESFs with multiple primary agencies have designated an ESF coordinator to coordinate pre-incident planning. Each ESF describes the expected mission execution for each emergency phase and identifies tasks assigned to members of the ESF, including nongovernmental partners.

Support Annex

Each support function identifies coordinating and cooperating agencies. Each support function describes the framework through which a jurisdiction's departments and agencies, the private sector, not-for-profit and voluntary organizations, and other NGOs coordinate and execute the common emergency management strategies. The actions described in each support function apply to nearly every type of emergency. Each support function identifies a coordinating agency and cooperating agencies. In some instances, two departments or agencies share coordinating agency responsibilities.

Incident Specific Annex

The incident-specific annex contained in the City of Mesa EOP. Each incident specific appendix describes the policies, situation, concept of operations, and responsibilities for particular hazards or incident types that may impact the City Mesa.

Scope

The plan covers response to emergencies and seeks to mitigate the effects of a hazard, prepare for measures that will preserve life and minimize damage, respond during emergencies and provide necessary assistance, and to establish a recovery system that will return the whole community to its normal state.

The Maricopa County Department of Emergency Management (MCDEM) worked with the City of Mesa to ensure that the City's Emergency Operations Plan (EOP) and the County EOP are in concert, allowing for a more coordinated response. Jurisdictions having county-recognized plans shall conduct operations within their own jurisdiction limits pursuant to those plans.

This plan distinguishes between most small-scale emergencies that are most often handled at the field level using established field procedures, and major emergencies. This plan provides for direction, control and coordination between City responders and resources and adjacent political subdivisions before, during, and following major emergencies and disasters

This plan is applicable to all City of Mesa departments and agencies that may be tasked to perform activities in response to an emergency. This plan is also applicable to voluntary agencies, such as the American Red Cross and the Salvation Army, as well as to private sector groups.

Key Concepts

This section outlines the key concepts of this Emergency Operations Plan and the key concepts used by the City of Mesa Fire/Medical Department, Emergency Management Division, in all phases of emergency response. The key concepts are:

- Systematic and coordinated incident management activities to ensure an effective response to all hazards faced by the whole community of Mesa.
- Plan flexibility to allow use in response to all emergencies.
- Plan scalability to fit the size of the response whether it is a local, county, state, or federal-declared emergency.
- Coordination with intra-state agencies and local governments. As part of the agreements between the local municipalities and MCDEM, the County assists and assures coordination between plans.
- Proactive planning, mitigation, and community education will ensure the success of all elements of this plan.
- Utilizing the National Incident Management System (NIMS) and the Incident Command System (ICS) by all responding departments and agencies.

- Utilizing the ESF approach to ensure the deployment of crucial resources, assets, and personnel in response to an emergency. The ESF approach assigns responsibility to departments or agencies based on authorities, resources, and capabilities.
- Provides the framework for the development of detailed Standard Operating Procedures (SOP) and contingency planning for all hazards.
- The Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) will be followed in every aspect of this Emergency Operations Plan. Emergency and disaster response services and activities will be accessible and usable to all individuals regardless of disability, access or functional need. This plan is committed to the principle that it takes the full range of government, private, non-government, faith-based and volunteer groups, to successfully meet the needs of the whole community during times of disaster. Persons with disabilities, access and functional needs will be included in local emergency planning, training and exercise processes.

Situation Overview

There is the possibility that an emergency requiring rapid mobilization and maximum coordination of all agencies could occur within the City of Mesa. Conditions that could cause a major emergency/disaster include air quality emergencies, civil disturbances, common carrier accidents, earthquakes, electrical power outages, fire and explosion, hazardous materials, heat wave emergencies, influenza pandemic, nuclear emergencies, storms, floods and terrorist incidents or any combination thereof.

The Mesa Fire/Medical Department is the primary agency for planning the effective use of available resources and the coordination of appropriate emergency functions in response to situations beyond the capability of a single agency, department, or political subdivision.

The services, resources, and facilities of existing departments and agencies of City government will be utilized and when necessary, the private sector will be requested to perform emergency tasks and functions unavailable to the City. County support may be made available upon request or after City resources are totally committed.

Departments with emergency response capabilities will retain control over their committed forces except where specific functional support is provided to another department.

The Mayor may proclaim a local emergency, as defined in A.R.S. Section 26-311 when an emergency situation is, or is likely to be, beyond the response capability of the city, and the combined efforts of the city, county and state are considered essential for an effective response.

This plan may be partially or fully implemented in relation to a potential threat or actual emergency. The following individuals are authorized to activate the City Emergency Operations Center (EOC):

- City Manager
- Assistant City Managers
- Police Chief
- Fire Chief
- Emergency Manager

- Assistant Police Chiefs
- Police Duty Commanders
- Assistant Fire Chiefs
- Fire/Medical Department shift commanders

Hazard and Threat Analysis Summary

In 2015, Maricopa County and 26 other jurisdictions, including the City of Mesa, prepared a multi-jurisdictional local hazard mitigation plan to guide hazard mitigation planning for the County. This plan demonstrates the whole community's commitment to reducing risks from hazards and serves as a tool to help decision makers direct mitigation activities and resources. This plan documents hazard mitigation planning process and identifies relevant hazards, originating in and from neighboring jurisdictions, vulnerabilities including unique time variables and strategies. The county and participating jurisdictions use this plan to decrease vulnerability and increase resiliency and sustainability.

Critical Infrastructure & Key Resources (CIKR) protection activities have been incorporated into the vulnerability and impact analysis of the Arizona State Homeland Security Strategic Plan.

Roles and responsibilities for Critical Infrastructure and Key Resources (CIKR) protection and restoration are managed within the jurisdiction and are outlined in ESF #14 (Recovery and Mitigation).

Agricultural security and food supply security are addressed in ESF #11 (Agriculture and Natural Resources).

Chemical, biological, radiological, nuclear, and high-yield explosive (CBRNE) incidents; have been assessed and incorporated into Annex C: Incidents (see "Terrorism"). Other hazard or threat specific incidents, such as an "Influenza Pandemic" (includes those located and/or originating in the jurisdiction as well as a non-local, nationwide, or global incident) are also located in Annex C.

Superfund Amendments and Reauthorization Act (SARA), Title III, HAZMAT facility reporting documents and other research accomplished under the auspices of the Local Emergency Planning Committee are outlined in ESF #10 (Hazardous Materials). Specific and detailed hazard assessments for potential hazmat incidents are accomplished using plume modeling software programs which are available to both county and municipal agencies.

Other significant risk/threat assessments as produced by various federal, state and local governmental entities as well as private organizations are also available for use. Some examples include:

- Terrorism threat assessments by law enforcement agencies (FBI, DPS, MCSO, etc.).
- On-going analysis and dissemination of criminal, homeland security, and terrorist information through the Arizona Counter-Terrorism Information Center (ACTIC).
- Earthquake severity zones as defined by the U.S. Geological Survey (USGS).
- Long-range weather analysis by the National Weather Service (NWS).

- The Maricopa County Multi-Jurisdictional Hazard Mitigation Plan and Floodplain Analysis (MCMJHMP).
- Maps produced by the National Flood Insurance Program (NFIP) of FEMA.

The complete jurisdictional summary for the City of Mesa can be found in the most current Maricopa County Multi-Jurisdictional Hazard Mitigation Plan (MCMJHMP). The capability assessments are located within the specific-hazard annexes of the MCMJHMP.

Hazard	Probability	Magnitude /severity	Warning time in hours	Duration	CPRI score	Planning significance
Thunderstorm / High Wind	4	2	<6	< 1 week	3.3	Highly likely
Flooding / Flash Flooding / Tropical Storm	4	2	6-12	<1 week	3.15	Highly likely
Fissure	4	1	<6	> 1 week	3.1	Highly likely
Subsidence	4	2	>24	> 1 week	2.95	Highly likely
Drought	2	2	>24	> 1 week	2.5	Likely
Dam Failure	1	3	<6	> 1 week	2.35	Highly likely
Levee Failure	1	2	<6	<1 week	1.95	Unlikely
Wildfire	1	1	<6	< 1 week	1.45	Unlikely
Extreme Heat		3	>24	< 1 week	2.70	Likely

Note: CPRI numbers from the 2015 Hazard Mitigation Plan for Maricopa County. Refer to the most current version as appropriate.

Capability Assessment

A catastrophic event will immediately overwhelm the resources of the City of Mesa and immediate assistance will be required from the county, state and federal governments. The City of Mesa and all jurisdictions contained within the boundary of Maricopa County participated in a self-assessment to establish baseline data and identify gaps related to organization, planning, personnel, equipment, training and exercises. A detailed capability and limitation assessment is located within the hazard specific annexes in the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan.

Mitigation Overview

The City of Mesa is committed to reduce or eliminate the risk to people and property from natural hazards. A summary of mitigation actions and projects and implementation strategy can be found in the Maricopa County Multi-jurisdictional Hazard Mitigation Plan.

Assumptions

The City of Mesa has primary responsibility for emergency actions within the City and will commit all available resources to save lives, minimize injury to persons and minimize damage to property and the environment.

Outside assistance would likely be available in most large-scale disasters and plans have been established to facilitate coordination of this assistance. However, it is still essential for Mesa to plan and be prepared to carry out disaster response and short-term recovery operations on an independent basis.

Disasters may occur at any time with little warning, or in some instances, allow for increased readiness measures and warning actions to be taken in advance.

Local emergency management officials recognize their functions and responsibilities as they are outlined in this plan and will implement them as necessary. It must be understood, that due to the nature of some disasters, the City may not be physically capable of handling all requests for assistance for everyone immediately. Help may be there in hours, or it may take days. Residents of the City are strongly encouraged to be self-sufficient for at least the first 72 hours of any disaster.

Should a situation occur that requires a warning or an evacuation, persons with disabilities, access and functional needs, and/or unique populations such as schools, hospitals, managed care facilities, etc. will require specific attention.

Concept of Operations

The mission of the City EOC Staff is to promote coordinated effort in Planning, Response, Prevention and Recovery activities within the City departments, emergency organizations and outside agencies while providing direction and control of emergency operations.

The Mayor or designated representative has the over-all responsibility for actions taken to control an emergency within the City. The City Manager, as Chief Administrative Officer of the City; to include activating the EOP and EOC, controls the activities that are essential for Mesa's emergency preparedness program. In fulfilling these functions, the City Manager acts as EOC Chief for the City.

Existing agencies of government, including departments of the City, will perform emergency activities closely related to those they perform routinely. The efforts that would normally be required for those functions will be expanded to accomplish the emergency functions needed in a large-scale emergency or disaster.

A local emergency may be declared by the Mayor, as defined in Section 26-311, Arizona Revised Statutes, who may request outside assistance from other political jurisdictions or from organized volunteer groups. They will be requested and used only as an adjunct to existing City services and only when the emergency situation threatens to expand beyond the City's capabilities. More information can be found in Tab G of the basic plan Emergency Declaration Process.

The City of Mesa, through its existing public safety/utility or transportation departments, will take the necessary actions to control a limited emergency occurring in its jurisdiction. When conditions of a local emergency or disaster are present, or are imminent and a need for assistance can be reasonably estimated, requests for assistance will be made to the Maricopa County Department of Emergency Management. When the emergency exceeds the local government's capability to respond, assistance will be requested from the State. The federal government will provide assistance to the state as needed relative to the nature and scale of the emergency.

This plan recognizes the concept that emergency functions for persons involved in emergency management/public safety generally parallel their normal day-to-day functions. A City Public Information Officer (PIO) will assume all public relations responsibilities, coordinate all Joint Information System (JIS) activities, and act as the lead PIO regarding pre-incident and post-incident whole community awareness and education programs and campaigns. The PIO will develop and maintain communications plans and protocols, and ensure they are utilized, maintained, and updated in coordination with this Emergency Operations Plan (EOP).

The scope of operations encompasses awareness, prevention, preparedness, response, and recovery actions as it relates to potential emergency situations within the jurisdiction of the City of Mesa.

All legal questions or issues as a result of preparedness, response, or recovery actions will be referred to and decided by the City's Attorney.

Liability protection is available to responders per A.R.S. §26-353.

City Emergency Management will coordinate with all appropriate agencies, boards, divisions, or departments within the jurisdiction through the jurisdiction's Emergency Management program.

The Pets Evacuation and Transportation Standards (PETS) Act of 2006 requires that local and state government emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency. More information can be found in Annex A - ESF #6 (Mass Care).

This plan recognizes the concept that emergency functions for persons involved in emergency management/public safety generally parallel their normal day-to-day functions.

The City of Mesa will provide Lessons Learned Information Sharing to LLIS.GOV to improve terrorism prevention, preparedness, response, and recovery activities to other emergency responders and homeland security officials to improve national security.

Automatic and mutual aid agreements will be implemented when effective response to the disaster is beyond the capabilities of City of Mesa resources.

The EOC will ordinarily be fully activated and the EOC Staff will assume control of emergency operations in any emergency situation of such magnitude as to require significant mobilization of elements of local government other than those principally involved in emergency services on a day-to-day basis. Individuals authorized to activate EOC include the City Manager, Police Chief, Fire Chief, Emergency Manager, Assistant City Managers, Assistant Police Chiefs, Assistant Fire Chiefs, and Police Duty Commanders.

The EOC may be partially activated during emergencies of lower magnitude when doing so will assist field incident commanders in controlling the emergency, provide a controlled release of information to the public, or facilitate the liaison and coordination with outside agencies or jurisdictions. This partial activation will be considered a Tactical Operations Center (TOC). A TOC can be activated by any of the individuals above and to include Assistant Fire Chiefs and Fire/Medical Shift Commanders.

The EOC may be activated and staffed incrementally in response to a slow developing

emergency. The services, resources and facilities of existing City departments will be utilized. When necessary, the private sector will be requested to perform emergency tasks and functions unavailable to the City of Mesa. Departments with field forces will establish a unified command at a joint on-site command post from which to control their operations and coordinate with other field forces.

Levels of Emergencies

Limited Emergency: An event which requires responses of emergency forces over and above normal working functions but which are manageable within local capability.

Local Emergency: An event of more serious character threatening life and property on a larger scale, or over a widespread area, requiring a coordinated response of forces from other political subdivisions.

Disaster: An event, situation or calamitous occurrence causing great damage, loss or destruction. These events require prompt and effective response to protect life, property and the environment. Coordination among a large number of entities, including County, State and Federal agencies, to expedite control and recovery will be necessary.

The City of Mesa's EOC is located at 130 N. Robson. The alternate facility is located at Energy Resources 340 E 6th Street. In case, the primary EOC is nonfunctional an alternate EOC is pre-identified in accordance to the City's Continuity of Operations Plan. In the event that these facilities are not available, the Maricopa County EOC or neighboring jurisdictions' EOC's may be available as a contingency.

Incident Command System

As the situation dictates, individuals with prior experience at a similar-level event and pre-determined knowledge base will be assigned as the Incident Commander or Unified Commander. This individual will coordinate with the City EOC regarding response and recovery efforts, as well as the development and implementation of Incident Action Plan (IAP).

Other City departments will assign a number of representatives to the EOC sufficient to ensure that the necessary coordination occurs. The EOC will generally operate on a 24-hour basis.

The modular organization of the ICS allows responders to scale their efforts and apply the parts of the ICS structure that best meet the demands of the incident. In other words, there are no hard and fast rules for when or how to expand the ICS organization. Many incidents will never require the activation of the EOC Operations, Planning, Logistics, or Finance/Administration Sections, while others will require some or all of them to be established. A major advantage of the ICS organization is the ability to fill only those parts of the organization which are required for each unique incident. For some incidents, and in some applications, only a few of the organization's functional elements may be required. However, if there is a need to expand the organization, additional positions does exist within the ICS framework to meet virtually any need refer to Tab C.

For example, in responses involving responders from a single jurisdiction, the ICS establishes an organization for comprehensive response management. However, when an

incident involves more than one agency or jurisdiction, responders can expand the ICS framework to address a multi-jurisdictional incident.

The roles of the ICS participants will also vary depending on the incident and may even vary during the same incident. Staffing considerations are based on the needs of the incident. The number of personnel and the organizational structure are dependent on the size and complexity of the incident. Again there is no absolute standard to follow. However, large-scale incidents will usually require that each component, or section, is set up separately with different staff members managing each section. A basic operating guideline within the EOC is that the EOC Manager is responsible for all activities until command authority is transferred to another person (the activation, in part or in whole, of a functional section).

Another key aspect of the ICS that warrants mention is the development of an IAP. A planning cycle is typically established by the Incident Commander and Planning Section Chief. An IAP is then developed by the Planning Section for the next operational period (usually 12 or 24 hours in length) and submitted to the Incident Commander for approval. Creation of a planning cycle and development of an IAP for a particular operational period helps focus available resources on the highest priorities/incident objectives. The planning cycle, if properly practiced, brings together everyone's input and identifies critical shortfalls that need to be addressed to carry out the Incident Commander's objectives for that period Refer to Tab J.

Organization and Responsibilities

The City Emergency Organization consists of the City agencies designated in this plan (see City Organization Chart). All City agencies not designated are considered available for emergency services and will respond when directed by the City Manager or a designated representative. All non-essential City employees can be reassigned in an emergency to positions for which they are qualified.

Directors of Departments and Managers of Divisions will ensure that appropriate planning and Standing Operating Procedures (SOPs) or guidelines are prepared for the contingencies in which they will be involved. These SOPs will include procedures for notifying/recalling key personnel.

Citizens Corps members, Community Emergency Response Teams (CERT) as well as volunteer organizations, duly registered with the City of Mesa are authorized to augment the City of Mesa emergency response organization.

The City of Mesa utilizes NIMS as a basis for the Incident Command System (ICS) structure. The NIMS creates a standard incident management system that is scalable and modular, and can be used in incidents of any size/complexity. These functional areas include command, operations, planning, logistics and finance/administration. The NIMS incorporates the principles of Unified Command (UC), and Area Command, ensuring further coordination for incidents involving multiple jurisdictions or agencies and multiple events.

During a major emergency all physical resources within the City, whether publicly or privately owned, may be utilized when deemed necessary by the Mayor. The City assumes no financial or civil liability for the use of such resources; however, accurate records of such uses will be maintained in case reimbursement becomes possible.

Current listings of NIMS-typed resources are being maintained in MCDEM's web-based Database.

Each responding department and jurisdiction will maintain a listing of credentialed personnel.

EOC Roles and Responsibilities

The EOC Staff is the City Manager's resource for coordination of the City Emergency Operations Center (EOC) and upon activation will respond to the EOC to provide direction and control under the guidelines listed below.

An EOC Staff is comprised of persons with full knowledge of the emergency plan and their department's function will be activated by the City Manager (or designee) and will coordinate the activities of the City Emergency Organization and any mutual aid activities with other governments. Various aspects and factors of an emergency including type and magnitude will dictate the appropriate EOC Staff organization configuration. The EOC Staff is comprised of three groups: Executive Group, Command Staff, and General Staff.

Executive Group

The Executive Group includes both elected and appointed executives with legal and policy-making power, i.e., Mayor, City Council, City Manager, and Assistant City Manager.

Mayor

- The Mayor has primary authority and responsibility in an emergency to implement emergency powers of local government. This includes:
- Declaring a local emergency when necessary.
- Establishing curfews, blockades, and limits on utility usage.
- Making rules governing access to and from the affected area.
- Authorizing evacuation orders.
- Implementing other security measures.
- Keeping the public, Maricopa Department of Emergency Management and the Arizona Department of Emergency and Military Affairs informed of the situation (with assistance of the Emergency Manager.
- Requesting outside assistance when necessary.

City Manager

- The City Manager, as Chief Administrative Officer of the City, has the following functions:
- Activate the Emergency Operations Plan and EOC if required.
- Serve as EOC Chief and take command of EOC operations and EOC Staff.
- Implement the appropriate incident command structure. Assign Command Staff

members to Operations, Planning, Logistics, and Administration sections as needed.

- Provide overall leadership and guidance to the Command Staff.
- Support the overall preparedness program in terms of its budgetary and organizational requirements.
- Implement the policies and decisions of the Mayor/Council.
- Designate an EOC Chief if unable to act in that capacity. (The normal replacement would be the Assistant City Manager or the Police or the Fire Chief depending on whether the preponderance is on law enforcement, fire or rescue).
- Ensure that all departments are trained.
- Conduct an after action review of the situation and the effectiveness of response.

Command Staff

The Command Staff functions in a manner that directs activities necessary to maintain and restore City operations both during and after an emergency situation. The Command Staff is responsible for directing the structured command activities of Operations, Planning, Logistics, and Administration. Command (EOC Chief) - City Manager; (Police Chief, Fire Chief, City Manager, or other department manager as the incident dictates may function as advisors at the command table.) Alternate - Assistant City Manager, Police or Fire Chief.

EOC Chief/City Manager

The EOC Chief will serve as the overall manager of the incident and will provide guidance in the development and implementation of strategic decisions, and approving the ordering and releasing of resources. The EOC Chief Functions include:

- Activate elements of the Emergency Operations Plan.
- Assess incident situation.
- Conduct initial briefing for Command Staff.
- Approve and authorizes implementation of the Incident Action Plan.
- Authorize evacuation orders.
- Manage incident operations.
- Determine information needs and informing EOC Staff of these needs.
- Coordinate staff activity.
- Authorize release of information to the news media.
- Approve plan for demobilization.

Emergency Manager

The City's Emergency Manager will serve as Staff Advisor to the EOC Chief. The Emergency Manager functions include:

- Maintain the Emergency Operations Plan for the City and coordinate the planning of emergency and preparedness activities.
- Coordinate with and advise all City departments on developing, maintaining, and exercising their respective assigned responsibilities and Standard Operating Procedures relevant to this plan.
- Analyze the emergency skills needed by the City's forces and arrange the training necessary to provide those skills.
- Conduct ongoing hazard awareness and education programs for the whole community.
- Prepare and maintain a resource inventory.
- Ensure the operational capability of the EOC and alternate EOC.
- Activate the EOC.
- Through the Fire Chief and City Manager, keep the governing body apprised of the City's preparedness status and anticipated needs.
- Serve as liaison between the City, County and State emergency management organizations.
- Maintain liaison with organized emergency volunteer groups and private agencies.
- Establish procedures for employing volunteers for disaster operations.
- Establish and maintain a personnel reserve (i.e., volunteers and Disaster Reservists).
- Coordinate deployment of reserve personnel to City departments requiring augmentation.
- Maintain current notification list for this plan.
- Initiate and monitor any increased readiness actions needed among the City services when disasters threaten.
- Prepare and forward Situation Report to the City Manager's office. See Tab H for the Situation Report Form.
- Assist the EOC Chief in providing command staffing of the EOC on a 24 hour basis if required.

Public Information Officer

The Director of Public Information and Communications will serve in this function as Staff Advisor (PIO) to the EOC Chief. The PIO functions include:

- Obtain briefing from the EOC Chief.
- Obtain approval for the release of information from the EOC Chief.
- Prepare an initial information summary as soon as possible after arrival.
- Release information to the news media and post information in the EOC, and other appropriate locations.

- Attend meetings to update information releases.
- Respond to special requests for information.
- Arrange for adequate workspace, materials, telephones and staffing.
- Establish a Joint information Center either virtually or physically.
- Incorporate with staffing into a regional joint information center if established & appropriate.

Safety Officer

The City of Mesa's Safety Officer will serve in this function as Staff Advisor to the EOC Chief. The Safety Officer's functions include:

- Obtain briefing from the EOC Chief.
- Participate in planning meetings.
- Identify hazardous situations associated with the incident.
- Review the Incident Action Plan for safety implications.
- Exercise emergency authority to stop and prevent unsafe acts that are outside the scope of the Incident Action Plan.
- Investigate accidents that have occurred within the incident area.
- Assign assistants as needed.
- Review and approve the medical plan.
- Maintain Unit Log.

General Staff

The General Staff consists of other Department or Responsibility Center Managers/Directors that are assigned to assist the Command Staff in carrying out the tactical functions of Operations, Planning, Logistics, and Administration.

Operations Section

The Operations Section contains representatives from Police, Fire, Development Services, Utilities or other appropriate departments. The Operations Section will serve in a capacity that provides for the management of operations directly applicable to the incident. Functions include:

- Obtain briefing from EOC Chief.
- Develop operations portion of Incident Action Plan.
- Brief and assign operations personnel.
- Determine needs and request additional resources.
- Supervise operations in conjunction with Field Incident Command Post(s).

- Report information about specific activities, events and occurrences to the EOC Chief.
- Review suggested list of resources to be released and initiate recommendation for release of resources.
- Ensure general welfare and safety of Operations Section personnel.

Planning Section

The Planning Section contains representatives from Police, Fire, Development Services, or Utilities. The Planning Section is responsible for the collection, evaluation, dissemination and use of information concerning the development of the incident. Information is needed to: 1) understand the current situation; 2) predict the probable course of incident events; and 3) prepare alternative strategies and control operations for the incident. Functions include:

- Obtain briefing from EOC Chief.
- Activate Planning Section.
- Supervise preparation of Incident Action Plan Promulgate when approved.
- Establish information requirements and reporting schedules for each incident.
- Assemble information on alternative strategies.
- Establish a Weather Data Collection System when necessary.
- Identify need for use of specialized resources.
- Provide periodic predictions of incident.
- Compile and display incident status summary information.
- Advise Command Staff of any significant changes in incident status.
- Maintain resource status information.
- Prepare and distribute EOC Chief's orders.
- Ensure general welfare and safety of Planning Section personnel.
- Provide Incident Traffic Plan.

Logistics Section

The Logistics Section contains representatives from Procurement, Facilities and Fleet Services. The Logistics Section will provide for equipment, facilities, materials, supplies, and services in support of the incident. This section participates in development and implementation of the Incident Action Plan. Functions include:

- Obtain briefing from the EOC Chief.
- Plan organization of Logistics Section.
- Assign work locations and preliminary work tasks to Section personnel.
- Notify Planning Section of Logistics Units activated, including names and locations of assigned personnel.

- Participate in preparation of Incident Action Plan.
- Identify service and support requirements for planned and anticipated operations.
- Coordinate process and track requests for additional resources.
- Advise on current service and support requirements.
- Estimate future service and support requirements.
- Recommend release of section resources.
- Ensure general welfare and safety of Section personnel.

Administration Section

The Administration Section contains representatives from Financial Services as directed by the Financial Services Manager. Administration provides for all financial and legal considerations including cost analysis aspects of the incident, supervising members of the Administration Section, and coordinating legal information and recommendations. Functions include:

- Obtain briefing from EOC Chief.
- Attend planning meeting to gather information.
- Identify and procure supply and support needs for Finance.
- Meet with assisting and cooperating agency representatives.
- Inform EOC Chief and Command Staff when section is fully operational.
- Process declaration documentation.
- Provide input in all planning sessions on financial and cost analysis matters.
- Advise the Executive Group and Command Staff on emergency powers of local government and other legal issues.
- Review and advise the Executive Group and Command Staff on possible liabilities arising from disaster operations.
- Collect and compile departmental "After-Action Reports". Prepare and forward a master "After-Action Report" to the City Manager's office.

Direction, Control, and Coordination

Prior to activation of the Emergency Operations Plan (and EOC) by the City Manager, all City departments will control their emergency operations from their normal locations. At the City Manager's direction, the Emergency Operations Plan (and EOC) will be activated to provide overall direction and control of the incident. When directed by the City Manager or City Manager's designee, the EOC Staff will report to the EOC to coordinate their respective departmental emergency activities. The City Manager, as Chief Administrative Officer of the City, is responsible for the execution of the Emergency Operations Plan and will direct the operations from the EOC. In the absence of the City Manager, the Assistant City

Manager, or the Police Chief or Fire Chief will act in the command role based on the preponderant nature of the emergency. Elected and appointed officials, including the Mayor and City Council, who have ultimate responsibility for executive and policy decisions, will be represented in the EOC by the Mayor or his/her designee.

Line of Succession

For purposes of emergency management the following persons, in order, may make binding decisions or commit resources of the City of Mesa:

1. City Council
2. Mayor
3. Vice Mayor
4. City Manager
5. Assistant City Managers

Preservation of Records

Important city/municipal records must be preserved to insure continued operation of City government during a major emergency or reconstitution of city government following such an emergency. Procedures for preservation of vital records are prescribed by the City Clerk who is also responsible for insuring that vital City records are maintained and preserved.

Information Collection and Dissemination

The collection and sharing of information within the EOC as well as with city and town EOCs, the State EOC and other partners is critical during the course of an incident and information sharing and tracking can be accomplished using several methods. A web based information management system is used in the EOC to track details of the incident, track resources and track issues related to the incident. Mesa Fire/Medical or Mesa Police department may provide a Terrorism Liaison Officer (TLO) to the Emergency Operations Center (EOC) when appropriate to provide intelligence from the Arizona Counter Terrorism Information Center (ACTIC). Coordination between the EOC Planning Section and the ACTIC, including critical information needs, collection priorities, long term information collection, analysis and dissemination strategies are referenced in Annex B: Support. The ACTIC also collaborates with the general public through the community liaison program to include sector-specific watch programs.

Reports

An event log, compiled by a member of the General Staff, will be used to record significant events, status reports, event descriptions, and actions taken by the staff. In the event of a EOC activation, a Situation Report will be prepared by the Operations section at the end of each work shift. One copy will be sent to the City Manager's Office, and a second copy will be sent to the County EOC. The report to the County EOC may be submitted by telephone. Initial reports may be fragmentary and by telephone if the City Manager is not at the EOC. When conditions stabilize, complete reports will be provided.

A Security Log (a record of all persons entering and leaving the EOC) will be maintained by

Police/Emergency Management/Municipal security personnel at the entrance and issued a pass.

If a determination is made that State and Federal assistance will be needed, a Disaster Summary Report should be forwarded through the Maricopa County Department of Emergency Management to the Arizona Department of Emergency and Military Affairs. This report will be compiled from the individual damage assessment surveys conducted by the Damage Assessment Team.

Within five days after emergency operations are concluded, each involved department will submit an After-Action Report to the City Manager. The report will include estimates of operational costs if actual cost data is not yet available. Subsequent reports will be made as requested and as refined data becomes available. Also see ESF #14

Communications

Communications used by the EOC staff will include all systems normally in use to conduct daily business. These systems may be augmented should a period of warning occur prior to the onset of an emergency. The City Manager, as the EOC Chief, is responsible for control of the communications systems. The Communications Division under the Director of Public Information and Communication is responsible for all technical aspects relating to maintenance, installations and emergency procedures. See ESF #2 Communications.

Warning

All weather watches, weather warnings, and alert and attack warnings are disseminated to the local Public Safety Access Point (PSAP) center. The Police Department and/or the Fire/Medical Department Alarm Room may:

Notify the Communications and Public Affairs Department who will notify the City Manager and the Emergency Manager.

Activate the Community Emergency Notification System (CENS) to disseminate emergency warning information.

Utilize mobile sirens and PA systems to further disseminate warnings to the public.

Activate Local Emergency Alert System (LEAS), refer residents to Mesa Channel 11 for detailed information and if necessary utilize Maricopa County Emergency Alert System (EAS).

Advise the whole community to listen to commercial radio and TV broadcasting stations that should disseminate emergency warning and information.

Administration, Finance and Logistics

During an emergency some administrative procedures may have to be temporarily suspended or relaxed if they become detrimental to carrying out appropriate response to or recovery from an emergency. Such deviation should be carefully considered and approved before proceeding. See ESF #7 Resource Support and Financial Management Support in Annex B for additional information. Each department or agency will maintain documentation to substantiate reimbursement for emergency expenditures including both time and

materials to validate their activities should reimbursement become available.

Administration

The City Attorney will draft necessary emergency legislation when required. Forms to accommodate message traffic, event logs, and various reports are maintained in the EOC. The Police Department will prepare the physical layout of the EOC as shown in Tab F. The Police Department will utilize the EOC activation checklist to ensure all preparations are made to accommodate and support the EOC Staff. The Police Department is responsible for the physical comforts and needs of the EOC Staff. This includes food and shelter on an extended basis should the emergency dictate.

An After Action Report (AAR) shall be completed after each disaster or incident. These AARs contain valuable information to help the City and its departments improve and provide better service during an emergency. Each member in the EOC and employees detailed in the field will keep records of the event, their participation, and actions taken.

After an incident has concluded, personnel in the field and staff in the EOC will complete a “hot wash” or after action briefing, the notes from the “hot wash” should be incorporated into the AAR produced by the City Emergency Management staff.

After Action Reports and the improvement plans developed from the AARs will be incorporated into upcoming training sessions to assure that any deficiencies or training opportunities are not overlooked.

Finance

Procurement Services will be prepared to expedite the emergency purchases that City departments may need in order to accomplish their missions. Financial Services will provide financial information to the EOC Staff.

Annex A - ESF #14 (Recovery and Mitigation) and Annex B Support Financial Management describes and identifies the various programs that allow local jurisdictions and their response/support agencies to recover their eligible costs.

Logistics

Human Resources Services will be prepared to obtain additional personnel that may be needed for emergency operations. Priority for the use of limited resources will be given to activities essential for survival and well-being of people, protection of property, and to conduct essential government operations.

Plan Development and Maintenance

The Emergency Manager is assigned the task of coordinating the emergency planning process for the City of Mesa. This individual must also ensure that all recipients of the Emergency Operations Plan indicated on the Distribution List, are in possession of a current copy of the plan and understand their roles and responsibilities.

Authority to make changes to the plan rests with the Emergency Manager under the direction of the City Manager. The EM will determine if proposed changes need executive review/approval and coordinate appropriately. Routine changes for maintenance purposes

will be accomplished on an as needed basis. Managers, department heads, and agencies may delegate this task to a staff position. These delegates are designated as "Emergency Management Committee Delegates". The process used to develop and maintain the Mesa EOP will be based on nationally recognized emergency planning principles and best practices.

With the implementation of an electronic platform for this plan, minor modifications can be made by any city department on an as needed basis. Any significant changes in either format or content will be brought to the council's attention by the Emergency Manager, thus eliminating the need for quinquennial approval. Review of this Plan can be made at the request of Council or the Emergency Manager.

The EOP has been determined to be a secure document and is only released to the public upon request and approval of the City Manager or authorized agent.

The plan, after being revised, will be made available to all city departments and tasked organizations for review and comment. The plan will also be submitted to the Maricopa County Department of Emergency Management (MCDEM) upon adoption by the City Council.

Updating

This plan will be reviewed at least annually by the Emergency Manager and the Maricopa County Department of Emergency Management and the departments listed in this plan. As previously stated, with the implementation of an electronic platform for this plan, minor modifications can be made by any city department on an as needed basis. Any significant changes in either format or content will be brought to the council's attention by the Emergency Manager.

After an exercise, drill, actual emergency, technological changes or changes in departments affecting emergency response revisions may be made to this plan.

All annual reviews, updates or revisions to this plan, due to exercise or real-world event, will include the concurrence of the AZ Statewide Independent Living Council's (SILC) Emergency Preparedness Sub-Committee.

Testing the Plan

Planning is a continuous process that is conducted by the Emergency Manager, City department heads or their designees and other agencies or organizations that contribute to the plan. The planning process will be enhanced by periodic emergency exercises that will be coordinated, scheduled and conducted by the Emergency Manager on an as needed basis under the direction of the City Manager. These exercises will provide an opportunity for the City Emergency Organization to test its readiness level and to review emergency procedures and individual SOPs. Subsequent to the exercise, each entity involved in the drill may be requested to respond to the Emergency Manager with the results in their area and provide any recommended changes or deficiencies noted. Planning sessions, with appropriate participation, will be requested, scheduled and coordinated by the Emergency Manager as needed. Exercises to test all or parts of this plan will be conducted annually. These exercises will be conducted based upon ICS principles. Actual emergencies may

substitute for an exercise.

All drill and exercise participants represent the whole community including, but not limited to, the participation of persons with disabilities, access and functional needs, representatives from unique populations, and voluntary agencies that may or may not be utilized by the City of Mesa to support a full-cycle disaster or emergency event.

Training

The Emergency Management Division will coordinate training for City staff. Departments tasked in the plan may be requested to assist. National Incident Management System (NIMS) training will be offered to all responders, commensurate with individual responsibilities (IS 100, 200, 300, 400, 700 and 800) and include access and functional needs training, as provided by FEMA or other well-recognized sources.

Orientation for new City employees will include safety and basic emergency management awareness training.

Responsibilities

City of Mesa

The City of Mesa is responsible to its citizens for providing for their health, welfare, and safety in the event of a natural disaster, man-made incident, or national emergency; including the threat of terrorist attack. This plan covers the geographic area established by territorial limits. The roles and responsibilities of specific departments, divisions, and individuals when responding to a local emergency are defined in the ESF, Support and Incident Annexes.

County Government (Maricopa)

The roles and responsibilities of Maricopa County government, as well as the anticipated support to an emergency are described below:

County Attorney: Will advise the Chairman of the Board, County Manager, and Maricopa County Department of Emergency Management Director on pertinent legal matters relating to disaster and emergency powers of the Board of Supervisors.

County Manager: Provides direction and control to the Director (or designee) of the Maricopa County Department of Emergency Management.

Environmental Services Department: Provide increased vector control services, as needed. Ensure safety of drinking water supplies. Provide general sanitation advice to the public. Monitor shelters for proper sanitation and food handling procedures.

Flood Control District of Maricopa County: Provide for continued operation, maintenance, repair and reconstruction of flood control structures and mandated essential functions.

Medical Examiner: Provide for the identification of human remains, determination of cause and manner of death, inventory and protection of personal effects found on the decedent. Coordinate the services of funeral directors, ambulances, pathologists, dentists, x-ray technicians, and law enforcement agencies as necessary to identify and care for deceased

persons.

Public Health Department: Provide epidemiological surveillance, case investigation, and follow-up. Provide personnel for assignment to the County Emergency Operations Center (EOC) and/or provide a liaison to the County EOC for public health support. Provide personnel to support shelter operations as appropriate

Sheriff's Office: Provide law enforcement mutual aid to political jurisdictions requesting assistance. Provide security for vital government emergency facilities and essential private facilities in unincorporated areas.

Department of Transportation: Provide current roadway and bridge information to the County EOC. Assist the Sheriff's Office in traffic and area control. Perform emergency repair of County roads and bridges. Provide debris clearance and removal on County roads.

Department of Emergency Management: Develops, coordinates, and maintains emergency operations plans, resource information, procedures, programs, and other emergency management activities with federal agencies, the State of Arizona, adjoining County agencies, political subdivisions, and municipalities of the State, and the private sector.

Animal Care and Control Department: In the event of an emergency or disaster, the Animal Care and Control Department will assist in the evacuation of pets, utilizing Animal Care and Control Services vehicles, provide decontamination of pets and service animals (if needed), and provide temporary housing for pets of evacuees at any established shelter location.

State Government (Arizona)

The roles and responsibilities of the State of Arizona government, as well as the anticipated support to an emergency are described below:

Arizona Department of Emergency and Military Affairs (DEMA): Provide support through the counties by serving as a channel for obtaining and providing resources from the State or from outside the State.

Arizona Department of Public Safety: By agreement, will provide aircraft to support health / medical activities.

Arizona Department of Economic Security: Will administer appropriate long-term welfare support to disaster victims of the whole community.

Arizona National Guard: Requests for National Guard support to augment emergency forces shall be made through the County EOC who will forward it to the State EOC.

Arizona Humane Society (AHS): The Arizona Humane Society is an organization committed to protecting and advocating for all animals. AHS is the state's designated responder for animals in distress during natural disasters. AHS may assist with the procurement of animal shelter, food, and health and medical care needs when requested by county or state government, and as services are available. They may operate animal shelters, collection points, and rescue services for displaced, stray or abandoned animals as a result of emergencies and disasters, and/or provide technical assistance regarding the

care and welfare of animals exposed to disaster.

Arizona Statewide Independent Living Council (AZSILC): The AZSILC is a Governor appointed advisory council established by Arizona Governor's Executive Order Number 2007-15. The primary focus of AZSILC is to assess and advocate for programs and services that help people with disabilities, access and functional needs live and participate in an integrated whole community.

Federal Government

The roles and responsibilities of the United States government, as well as the anticipated support to an emergency are described below:

Department of Homeland Security (DHS) / Federal Emergency Management Agency (FEMA): If the Governor declares a state of Emergency and the President declares a Major Disaster, the City, affected municipalities, and the County will generally be eligible for Public Assistance from both the State and the Federal Government. Please refer to the current Maricopa County Emergency Operations Plan (EOP) for details (Basic Plan).

Generally, FEMA can assist with temporary housing assistance, home repair, home replacement, or assist with permanent housing construction. Assistance may also be available for other emergency needs. Assistance may be available for transportation, medical or dental expenses, for repairing or replacing damaged or destroyed personal items not covered by insurance, and other personal expenses.

National Weather Service (NWS): Issues weather statements and short-term forecasts for significant /severe weather events and flooding. Produces short-term weather forecasts, collects and maintains meteorological records for weather stations around the state, including precipitation and temperature data.

Federal Bureau of Investigation (FBI): Will be the lead Federal Agency for the criminal investigation of terrorist acts or threats and intelligence collection activities within the United States. Upon notification of a terrorist incident, the local FBI Special Agent in charge will establish a Joint Operations Center which will provide a Unified Command environment for all law enforcement activities related to the incident. The FBI will, upon request, assist in the identification of the deceased.

Other Organizations (Non- Governmental, Private and Volunteer)

It is anticipated that non-governmental entities, volunteer agencies, and private sector businesses will support emergency/disaster response and recovery efforts to the fullest extent possible. These may include, but are not limited to:

The American Red Cross: May provide liaison personnel to the EOC (when activated and depending on the scale and scope of a disaster or emergency incident). Provide care to disaster victims and displaced persons of the whole community, to include immediate emergency shelter, feeding, clothing, safe and well evacuation registration, and welfare inquiry.

The Salvation Army: May provide liaison personnel to the EOC (when activated and depending on the scale and scope of a disaster or emergency incident). Provide congregate care to disaster victims and displaced persons of the whole community, to include shelter,

feeding, clothing, medical care, registration, welfare inquiry. Feed emergency workers in the field.

Amateur Radio Operators: Augment city and/or county EOC communications and field communications capability when requested.

Valley Metro Regional Public Transportation Authority: Valley Metro is the regional transit agency in the Phoenix metropolitan area that provides two transit systems: bus and light rail. The Mesa Operations Department is responsible for managing transit services. They may augment transportation capability when requested by county or state government.

Arizona Funeral Directors' Association: A professional association that may assist the Medical Examiner's Office, when requested.

Arizona Public Service (APS): An electric utility serving more than one million customers in 11 counties throughout Arizona. APS is one of two suppliers of electricity to the Phoenix metropolitan area**.** APS is regulated by the Arizona Corporation Commission.

Century Link: Century Link is a provider of communications (local and long-distance telephone) and data (internet) services to residential, business, governmental, and wholesale customers.

Community Emergency Response Team (CERT): CERTs are formed by members of a neighborhood or workplace who wants to be better prepared for the hazards that threaten their communities. They serve to supplement a community's response capability; CERT does not *replace* a community's response.

Cox Communications: Cox Communications is a provider of digital cable television, telecommunications, and wireless services in the metropolitan Phoenix area.

Fire Corps: Since its start in 2004, Fire Corps has helped Fire and EMS departments build more capacity by engaging community volunteers to assist in a variety of non-emergency roles. These community volunteers can make a real difference for their local department, both by expanding the services a department can offer and by enabling first responders to focus more on training and response activities.

Medical Reserve Corps: The Medical Reserve Corps program coordinates the skills of credentialed practicing and retired physicians, nurses, and other health professionals as well as other public members interested in health issues, who are eager to volunteer to address their community's ongoing public health needs and to help their community during large-scale emergency situations.

Salt River Project (SRP): SRP is two entities: the Salt River Project Agricultural Improvement and Power District, a political subdivision of the state of Arizona; and the Salt River Valley Water Users' Association, a private corporation. The District provides electricity to two million people living in central Arizona. The Association delivers nearly one million acre-feet of water annually to a service area in central Arizona.

Southwest Ambulance: Southwest Ambulance, a division of Rural/Metro Corporation, provides emergency and non-emergency ambulance transportation to healthcare facilities and health management organizations, fire protection services and other private and commercial enterprises in Arizona.

Southwest Gas Corporation: Southwest Gas distributes natural gas service to residential, commercial, and industrial customers in the Phoenix metropolitan area.

Mutual Aid Agreements

Memorandum of Understanding AZ Dept. of Health services/ mass sheltering (BaseX Sheltering System)

Mountain Vista Medical Center/mid-level provider pro service/Medical Director

AZ state Forestry / Cooperate Fire Rate agreement

Agreement to provide Strategic National Stockpile Assets between Maricopa County Department of Public Health and The City of Mesa

Intergovernmental Agreement for Regional Emergency Operations Management and Disaster Services between Maricopa County, and The City of Mesa

Banner Desert Medical Center / Emergency Base Station

Gilbert, Apache Junction, Queen Creek/TOPAZ Regional Wireless Cooperative Network

Crisis Preparation & Recovery/CISM-Peer support

Memorandum of Agreement between City of Mesa Fire Department and Walgreens (Pharmaceutical Antibiotics supply and storage)

City of Mesa & Arizona State Terrorism Liaison Officer & the State of Arizona

AZ Mutual Aid Compact- Arizona Counties & Arizona Division of Emergency Management

City of Mesa & Mesa Public Schools use of district facilities and buses

City of Mesa Fire/Medical MMRS & Tempe Fire/Medical & Rescue/ Mesa to Provide 100 patience medical Module

City of Mesa Fire /Medical MMRS & Tempe Fire/ /Medical & Rescue/ Mesa to provide emergency lighting

City of Mesa Fire /Medical MMRS & Scottsdale Fire / Mesa to provide 100 patients Medical Module

City of Mesa Fire/Medical MMRS & Gilbert Fire & Rescue/Mesa to provide 100 patients Medical Module

City of Mesa Fire/Medical MMRS & Gilbert Fire & Rescue/Mesa to provide 20 Level B Suites, Gloves and boots

City of Mesa Fire/Medical MMRS Fire Connectors & Banner Desert Decon Training and Resources

City of Mesa and Southwest Gas Mutual Assistance Protocol

Salt River Project

Authorities and References

Federal

1. Public Law 81-920, and 44 Code of Federal Regulations (CFR) Part 205,

Federal Disaster Assistance.

2. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288.
3. National Security Decision Directive Number 259.
4. Superfund Amendments and Reauthorization Act of 1986 (SARA), Title III, Emergency Planning and Community Right-to-Know (Promulgated as Public Law 99-499).
5. 40 CFR Parts 300 and 355. Final Rule: Extremely Hazardous Substances List and Threshold Planning Notification Requirements (52 FR 13378 April 22, 1987).
6. Homeland Security Act of 2002.
7. Homeland Security Presidential Directive/HSPD 5, Management of Domestic Incidents.
8. Homeland Security Presidential Directive/HSPD 8, National Preparedness.
9. United States Department of Homeland Security (USDHS), National Incident Management System (NIMS).
10. United States Department of Homeland Security (USDHS), National Response Plan (NRP).
11. Department of Homeland Security (DHS), National Terrorism Advisory System (NTAS).
12. Presidential Directives 39 (June 21, 1995) and 62 (directing primary terrorism investigative authority to U.S. Department of Justice/FBI, authority referenced in terrorism Annex).
13. Civil Rights Act of 1964
14. Americans with Disabilities Act (ADA) of 1990
15. The Rehabilitation Act of 1973 (29 U.S.C. Sect. 701)
16. Title 28 C.F.R. Section 35.104 Definitions of a Service Animal.
17. Title 28 C.F.R. Section 35.136 Service Animal.
18. Pets Evacuation and Transportation Standards Act (Pets Act) ~~of 2006~~ (42 U.S.C. 5196b as amended 2006)

State of Arizona

1. Chapter 2, Title 26, Arizona Revised Statutes, as amended.
2 Chapter 1, Title 35, Arizona Revised Statutes, as amended.
3. State of Arizona Emergency Response and Recovery Plan, November 2008, as amended.
4. Arizonans with Disabilities Act (ARS 41-1401 Sec R 10.3.401-412 Sept

1996)

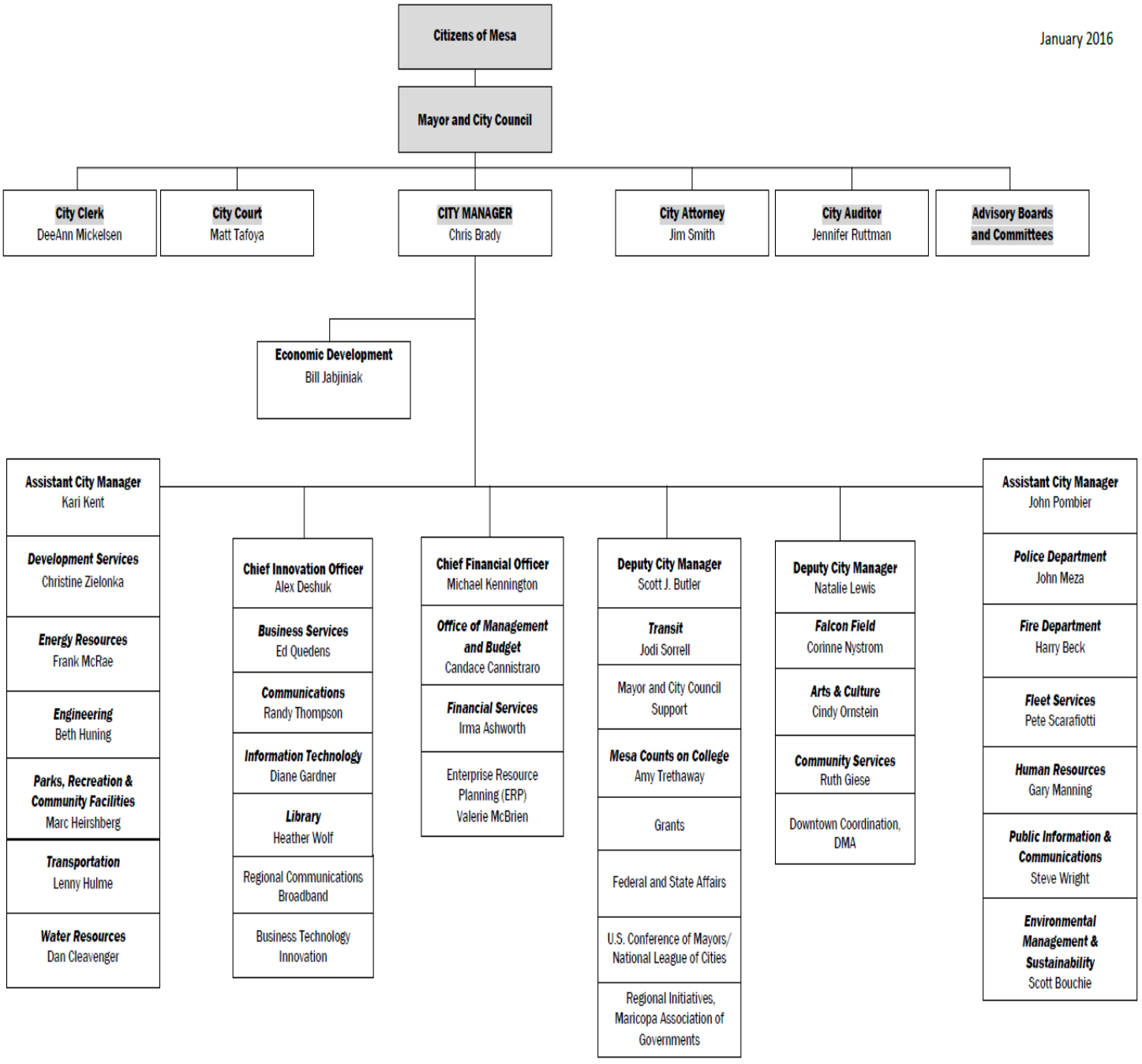
Maricopa County

1. Maricopa County Emergency Operations Plan, January 2016.
2. Maricopa County Community Wildfire Protection Plan, April 2010.
3. Maricopa County Emergency Management Resolution of 2011.
4. Maricopa County Multi-Jurisdictional Hazard Mitigation Plan, 2015.

City of Mesa

1. City Code Title 1, Chapter 14, Section 1.
2. NIMS Proclamation, dated August 15, 2005.

Tab A - City Organization Chart



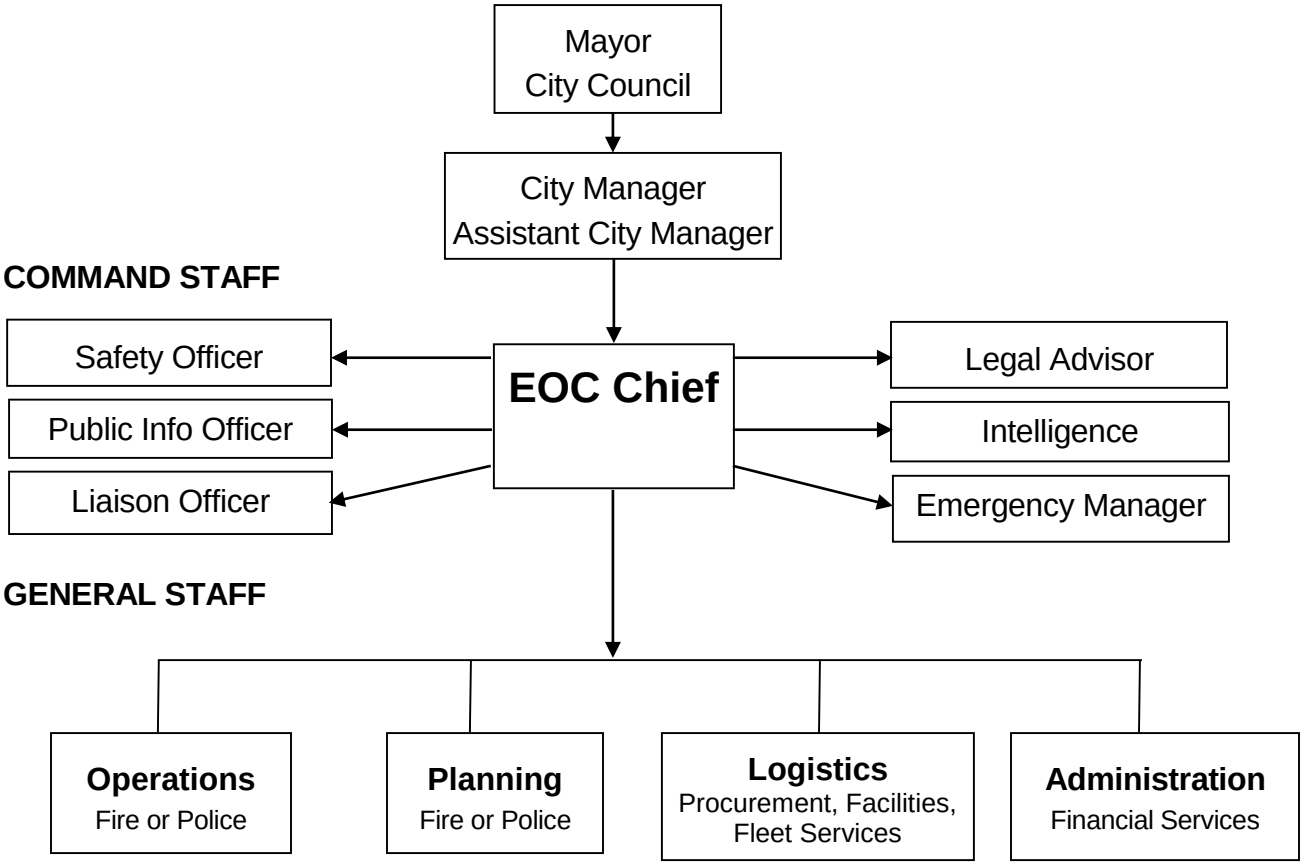
Tab B - EOC Activation Procedures

1. The following personnel are authorized to activate the City of Mesa EOC.
    a. City Manager
    b. Assistant City Managers
    c. Police Chief
    d. Assistant Police Chief
    e. Police Duty Commander
    f. Fire Chief
    g. Assistant Fire Chiefs
    h. Fire/Medical Department shift commanders
    i. Emergency Manager

2. Activation Process:
    a. When sufficient information from the field or from the above list of positions requires the EOC to open, they will notify the Public Safety Telecommunications Supervisor who will call the "On Call Emergency Manager" and advise of the request to activate the EOC. A brief description of the type of incident will also be provided.
    b. The Emergency Manager will then use the EOC Activation Checklist to notify or call out all necessary personnel to properly staff the center.
    c. EOC Staff will initiate and implement the Emergency Operations Plan at the appropriate level for the emergency.

Tab C - EOC Staff Organization Chart

EXECUTIVE GROUP



Note: The above assignments would be typical for disasters with fire or law enforcement preponderance. With other types of disasters, the EOC Chief has the flexibility to assign additional departments/divisions into the Operations and Planning sections if appropriate. Any City agency may, in fact, be assigned to head one of the four sections or participate in them in a direction and control capacity.

Tab D - EOC Staff List

Executive Group

Mayor
Vice Mayor
Councilmember
Councilmember
Councilmember
Councilmember
Councilmember
City Manager
Assistant City Managers
City Attorney

Command Staff

City Manager
Emergency Manager
Fire Chief
Financial Services Manager
Police Chief
Energy Resources Director
Water Resources Director
PIO/Safety

General Staff

EOC Support Team
Disabilities, Access and Functional Needs Liaison

Tab E - Command Staff Alternates

Alternate Command Staff

City Manager..... Assistant City Manager

Emergency Manager..... Deputy Chief

Fire Chief..... Assistant Fire Chief

Police Chief ..... Police Director

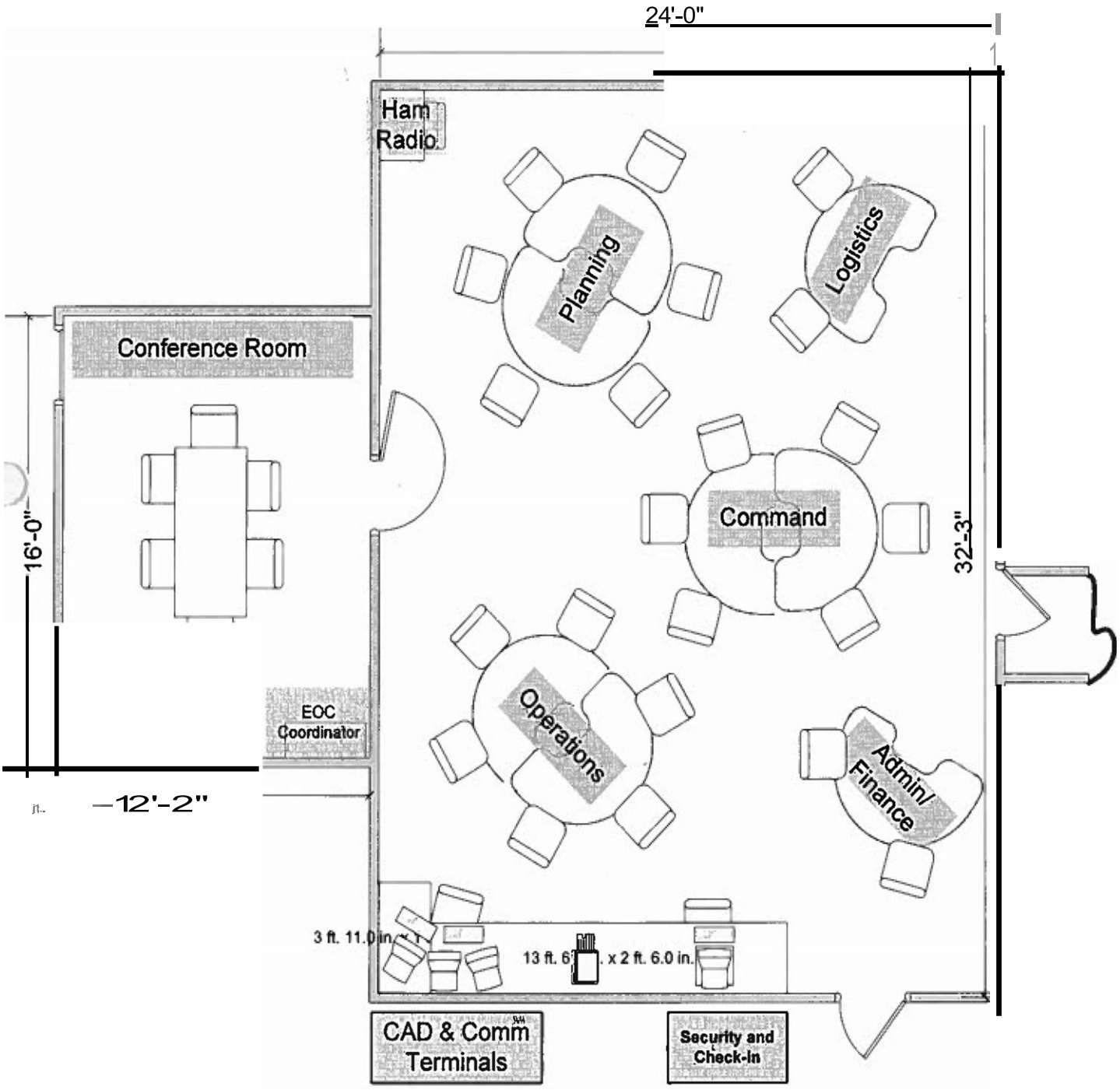
Public Information Officer ..... Public Information Specialist

Energy Resources Director..... Deputy Energy Resources Director

Energy Resources Director……..……Deputy Electric Director

Water Resources Director……..……. Water Resources Deputy Director

Tab F - EOC Layout



EOC Location 130 N Robson

Alternate EOC located at the Energy Resource Center

340 E 6th Street.

Tab G – Emergency Declaration Process

1. State law, County resolution, City resolution and this plan empower the City government to enact emergency legislation. Among the powers authorized for inclusion in such legislation is the power to declare a Local Emergency. A declared Local Emergency permits City government to set aside normal procedures of government in deference to the emergency.
2. The written declaration (Proclamation of Local Emergency Template) is the vehicle by which assistance can be obtained from county, state and federal agencies. The Declaration should be issued upon receipt of sufficient supportive information and forwarded to the Maricopa County Department of Emergency Management or the County EOC, if activated.
3. If the emergency is of sufficient magnitude and all County resources are expended, the Maricopa County Department of Emergency Management will recommend to the Chairman of the Board of Supervisors that the County declare an emergency. The County's emergency declaration will then be forwarded to the Arizona Department of Emergency and Military Affairs with a request that the Governor declare a State of Emergency. Financial and other public assistance, but no individual assistance, may be made available when the Governor declares a State of Emergency
4. The Governor may request a Presidential Declaration of a Major disaster if conditions so warrant. Such a request will be based on a damage assessment and will indicate the degree of commitment of local and State resources in attempting to cope with the situation.
5. When a Major Disaster is declared by the President the Federal Emergency Management Agency (FEMA) will administer the disaster relief program in the affected area. Two major categories of benefits may be made available – Individual Assistance and Public Assistance. See Annex A – ESF 14 Recovery for additional information.

Proclamation of Local Emergency

WHEREAS, on the _____ day of _____, _____, as Mayor of the City of Mesa, I find that due to _____

_____a condition of extreme peril to life and property does exist in the City of Mesa; and

WHEREAS, Arizona State Law (ARS Section 26-311), a local emergency is declared to exist within the City of Mesa; and

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that the Mayor of the City of Mesa is authorized to govern by proclamation and shall have the authority to impose all necessary regulations to preserve the peace and order of the City of Mesa, including but not limited to: imposition of curfews, ordering the closing of business, restrictions of public access to public buildings, streets or other public places, and calling upon regular or auxiliary law enforcement agencies and organizations within the City of Mesa to enforce said authority.

PROCLAIMED for the City of Mesa on this _____day of _____, _____.

ATTEST: _____

Mayor

_____

City Clerk

Proclamation Requesting County to Proclaim an Emergency

WHEREAS, on _____, the Mayor of the City of Mesa found that due to _____ a condition of extreme peril to life and property did exist in the City of Mesa; and

WHEREAS, in accordance with State law the Mayor proclaimed an emergency did exist within said city; and

WHEREAS, it has now been found that local resources are unable to cope with the effects of said emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this proclamation be forwarded to the Chairman of the Board of Supervisors of Maricopa County, State of Arizona, with the request that he/she proclaim the County of Maricopa to be in an emergency; and

IT IS FURTHER RESOLVED THAT _____(name)_____(position/title), is hereby authorized to execute for and on behalf of the City of Mesa, Arizona, a public entity established under the laws of the State of Arizona, an application and to file it in the appropriate State office for the purpose of obtaining certain State financial assistance (ARS 35-192) or Federal assistance under the Disaster Relief Act (Public Law 288, 93rd Congress) or otherwise available from the President's Disaster Relief Fund.

Proclaimed for the City of Mesa on this _____ day of _____, _____.

ATTEST: _____

Mayor

_____

City Clerk

Proclamation That a Local Emergency No Longer Exists

WHEREAS, beginning on the _____ day of _____, _____, there was an emergency situation created by _____

_____(type of emergency) and

WHEREAS, in accordance with State law the Mayor shall take command of the City forces and govern the City by proclamation during these times of great danger, and

WHEREAS, on the _____ day of _____, ____, I _____, Mayor of the City of Mesa, proclaimed an emergency existed, and

WHEREAS, the City of Mesa has been restored to peace, tranquility, and order,

NOW, THEREFORE, I_____, Mayor of the City of Mesa, County of Maricopa, State of Arizona, in conformity therewith and by virtue of the authority vested in me, and in accordance with the law, do hereby PROCLAIM AND DECLARE TO THE PEOPLE OF THE CITY OF MESA, that there no longer exists in the City of Mesa a state of local emergency and

I DO FURTHER PROCLAIM that the activities of the government of the City of Mesa and all of its departments hereby return to business as usual according to the charter and ordinances of the City of Mesa.

WITNESS MY HAND AND SEAL this _____ day of _____, _____.

ATTEST: _____

Mayor

_____

City Clerk

Tab H - Situation Report

Report No: _____Date: _____Time: _____

From:_____

To:_____

Nature of Emergency: _____

Location of Emergency: _____

_____

Date/Time of Occurrence: _____

Casualties: Injured: _____ Dead: _____Homeless: _____

Property Damage: _____

_____

Actions Taken (Details in Remarks):

Declaration of Emergency: _____Movement of People:_____

Evacuation:_____Movement of Supplies: _____

Assistance Required:

Personnel (Skill/Number):

_____

_____

_____

Equipment (Type/Number): _____

_____

_____

Other Resources: _____

_____

Is Area Accessible? _____

_____

Communications Available: _____

_____

_____

Actions Taken By:

American Red Cross: _____

_____

_____

Salvation Army: _____

_____

Others: _____

_____

_____

Remarks: _____

_____

_____

_____

Tab I - After-Action Report

Date of Emergency: _____

Type:_

Department: _____

Support was furnished to:

_____

_____

_____

Description of work done:

Labor hours used: Total persons_____

Total regular hours _____

Total overtime hours _____

Employees injured_____

Emergency expenditures: _____

_____

Items expended: _____

_____

_____

_____

_____

Damage to City Property: $ _____

Property damaged: _____

Remarks: _____

_____

_____

_____

_____

_____

_____

_____

_____

_____

Signed: _____

Department Representative

ANNEX A – EMERGENCY SUPPORT FUNCTIONS

City of Mesa, Arizona

Emergency Operations Plan

Overview

The ESF structure is designed to establish at least one department or agency as primary agency (P) for each ESF. In addition to the Primary Agencies, several departments or agencies are designated as Support agencies (S). These agencies will be pre-identified to develop, initiate, and maintain preparedness and training activities as well as response procedures. Primary and Support agencies have been pre-identified for each ESF and will prepare internal operating procedures designed to accomplish the tasks designated by the ESF.

The City of Mesa will utilize 15 ESFs that are closely aligned with the Maricopa County Emergency Operations Plan and the Arizona State Emergency Response and Recovery Plan (SERRP) which in turn both correspond to the 15 National Response Framework (NRF) ESFs. A matrix of these 15 ESFs are shown in a table format. Each ESF when activated will operate within the ICS framework. The Emergency Support Functions are defined as follows:

Emergency Support Functions

ESF	Title	Definition
ESF #1	Transportation	• Coordination of transportation support • Restoration/recovery of transportation infrastructure
ESF #2	Communications	• Provision of City communications (data, telephone, and radio) support to county and local response efforts.
ESF #3	Public Works and Engineering	• Technical advice and evaluation • Engineering services • Contracting for construction management and inspection • Contracting for the emergency repair of water and wastewater treatment facilities • Contracting for transportation infrastructure repair, • Emergency power • Debris management • Damage mitigation, and recovery activities
ESF #4	Fire Service	• Manages and coordinates support for firefighting activities.

ESF #5	Emergency Management	• Collects, analyzes, processes, and disseminates information about a potential or actual disaster or emergency • Tasks federal and state resources in providing mission support to local emergency response efforts • Collects intelligence information surrounding the disaster. This includes items such as the scope (extent) of the disaster, status of various systems (i.e., communications, transportation, utility, etc.), monitoring of resource status, and other information • Develops reports concerning the disaster, • Provides visual displays for the EOC during operations • Prepares Documentation (SITREPS,IAP ect.), • Develops short-range and long-range planning guidance for use in addressing developing issues • Accesses technical expertise to assist with evaluating the actual and/or potential effects of an event upon the whole community and infrastructure.
ESF #6	Mass Care	• Assists response efforts to meet the mass care needs of the whole community's victims of a disaster to include shelter, feeding, first aid, and disaster welfare information. • Ensure disabilities, access and functional needs are addressed • Ensure the care of pets and service animals are addressed • Ensure that transportation of evacuees is accessible to the whole community.
ESF #7	Resource Support	• Obtains emergency relief supplies, space, office equipment, office supplies, telecommunications, contracting services, transportations services, security services, and personnel required to support response activities.
ESF #8	Health and Medical	• Supports response to public health and medical care needs for potential or actual emergencies or during a developing potential health and medical situation. • Mass care and mass fatality

ESF #9	Search and Rescue	• Provides specialized life-saving assistance during an emergency. • Provides support during emergencies. • Locating, extricating, and providing onsite medical treatment to victims trapped in collapsed structures or for persons lost.
ESF #10	Hazardous Materials	• Provides support in response to an actual or potential discharge and/or release of Hazardous Materials following a major emergency or disaster.
ESF #11	Agricultural and Natural Resources	• Coordinate the activities of resources to prevent and remove environmental health risks. • Operates in conjunction with ESF-8, Health and Medical, to protect food production and supplies from contamination, to ensure that water supplies throughout the county are safe to drink • Monitor zoonotic diseases and in cases in which animal, veterinary or wildlife issues arise, and • Ensure the public health.
ESF #12	Energy	• Gathers, assesses, and shares information on energy system damage • Estimates the impact of energy system outages within affected areas • Restoration of the utility (electrical and gas) infrastructure following a disaster • Provision of temporary emergency power capabilities to critical facilities until a permanent restoration is accomplished.
ESF #13	Public Safety and Security	• Provides traffic and law enforcement support to local municipalities • Coordinates with the FBI and local officials in the suspected or actual incidence of a terrorist attack • Supports local municipalities and organizations with needed safety and security resources.
ESF #14	Recovery and Mitigation	• Provides support to County, local, and Tribal governments, non-governmental organizations (NGOs), and the private sector designed to enable whole community recovery from the long-term consequences of an emergency.

		• Support consists of available programs and resources of state and federal departments and agencies to enable whole community recovery, especially long-term community recovery, and to reduce or eliminate risk from future incidents, where feasible.
ESF #15	External Affairs	• Ensure that sufficient assets are available during a potential or actual incident to provide accurate, coordinated and timely information to the affected audiences.

Concept of Operations

The EOC Manager will activate one or all ESFs and/or open the EOC based on the requirements of the incident. The EST structure provides a modular concept to energize the precise components that can best address the requirements of a particular incident. Each ESF describes what is expected to occur and how the ESF group is expected the respond to it. Each ESF involves the preparedness, response, and recovery capabilities of the assigned primary agency before, during, and after an emergency or disaster event.

Organization and Responsibilities

City agencies are tasked with specific assignments and their responsibilities are described in each respective ESF within this Annex. An overview of primary and secondary roles and functions is provided in matrix format. A checklist is provided to assist the representative in the EOC. A significant responsibility or the Primary Agency is communication. A significant responsibility of the Primary Agency is communication. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Tab A - ESF/ICS Interface Chart

The following provides a chart as to how the ESF'S may be structured within the EOC.

* ESF #15 EXTERNAL AFFAIRS assigned to Command Staff as PIO

OPERATIONS	PLANNING	LOGISTICS	ADMIN/FINANCE
ESF #4 FIREFIGHTING	**ESF #5 EMERGENCY MANAGEMENT**	**ESF #7 RESOURCE SUPPORT**	**ESF #14 RECOVERY & MITIGATION**
ESF #6 MASS CARE	**ESF #10 HAZARDOUS MATERIALS**	ESF #2 COMMUNICATION	
ESF #8 MEDICAL SVCS	ESF #14 RECOVERY & MITIGATION	ESF #3 PUBLIC WORKS & ENGINEERING	
ESF #9 SEARCH & RESCUE	**ESF #11 AGRICULTURAL AND NATURAL RESOURCES**		
ESF #13 PUBLIC SAFETY (Law Enforcement)	ESF #1 TRANSPORTATION (Traffic Engineering)		
ESF #3 PUBLIC WORKS			
ESF #1 TRANSPORTATION (Streets)			

* ESF in bold indicates primary section responsibilities

Tab B - ESF Matrix

Departments/Divisions P = Primary S = Support	#1 Transportation	#2 Communications	#3 Public Works & Engineering	#4 Fire Services	#5 Emergency Management	#6 Mass Care	#7 Resource Support	#8 Health and Medical	#9 Search and Rescue	#10 Hazardous Materials	#11 Agricultural and Natural Resources	#12 Energy Services	#13 Public Safety & Security	#14 Recovery and Mitigation	#15 External Affairs
Mayor and City Council					S										
City Clerk					S										
City Attorney					S								S	S	
City Manager					P										
Fire/Medical		S		P	P	S	S	P	P	P	S			S	S
Police		P		S	P	S	S		S	S			P	S	S
Public Information and Communications		S			S									S	P
Information Technology		S			S										S
Business Services	S				S		P								
Financial Services							S							P	
Parks, Recreation & Community Facilities			S			P			S						S
Facilities Maintenance						S									
Fleet Services			S	S											
Transportation	P		S											S	S
Engineering			P												
Development Services			S											S	
Environmental Management and Sustainability		S	P				S	S		S	P			S	
Human Resources														S	
Energy Resources (Electric & Gas)			P	S	S					S		P			S
Water Resources			P	S	S					S	P				S
Economic Development/Airports	S	S	S		S										
Community Services											P			P	
Mesa Public Schools - Transportation Services						S									

ESF #1 Transportation Services

Primary Agency

City of Mesa Transportation Department

Support Agencies

City of Mesa Business Services Department
City of Mesa Economic Development Department
Phoenix-Mesa Gateway Airport Authority
City of Mesa Falcon Field Airport
Mesa Public Schools - Transportation Services
Maricopa County Department of Transportation
Union Pacific Railroad
Arizona Department of Public Safety
Arizona Department of Transportation, Phoenix Division

Introduction

ESF #1 Transportation supports the Maricopa County Emergency Operations Plan ESF #1 Transportation Infrastructure , State of Arizona Emergency Response and Recovery Plan, ESF #1 Transportation Infrastructure, which, in turn supports the National Response Framework, ESF #1 Transportation. This ESF will allow for a natural cohesiveness when state and federal transportation resources are activated. ESF #1 involves the preparedness, response, and recovery, of Transportation infrastructure before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies are pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

The purpose of ESF #1 is to provide for transportation infrastructure assessment, repair and restoration following an emergency or disaster event within the City of Mesa.

Scope

ESF #1 is designed to provide transportation safety and traffic movement controls and restrictions as part of the overall incident management effort throughout the City of Mesa.

Situation Overview

An emergency or disaster event will require transportation support to assist with incident management. Reporting damage to transportation infrastructure as a result of the incident, coordinating alternate transportation services, coordinating the restoration and recovery of the transportation infrastructure, performing activities conducted under the direct authority of Mesa Transportation Division, and coordinating and supporting prevention,

preparedness, mitigation activities among transportation infrastructure stakeholders at the local levels will be required to support the response and recovery missions of the event.

Assumptions

City transportation infrastructure may sustain damage. This damage may influence the means and accessibility for relief services and supplies. Disaster responses, which require transportation capacity, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and federal resources, if needed may not be available for up to 72 hours. Gradual clearing of access routes and resumption of services will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period. The requirement for transportation capacity during the immediate lifesaving response phase may exceed the availability of City controlled or readily obtained assets. Several jurisdictions and other activated ESFs will compete for the same resources.

Concept of Operations

City of Mesa Transportation Department, as the Primary Agency, will provide a representative to the City EOC upon request.

City of Mesa Transportation Department is responsible for coordinating City resources needed to restore and maintain transportation routes necessary to protect lives and property during an emergency / disaster.

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the City of Mesa Transportation Department, the assigned Primary Agency, plans, designs, constructs, and maintains roadways within the City's areas. Currently, City of Mesa Transportation Department operates and maintains roadway, bridges, culverts, signalized intersections, and traffic signs.
City of Mesa Transportation Department	• Establish and maintain an inventory of resources, including personnel, equipment, supplies, and facilities to support transportation infrastructure assessment. • Develop a quantified resource base matrix. Compare matrix to projected needs for each of the hazard specific annexes; identify shortfalls. • Initiate and maintain regular communication with support agencies.

	• Obtain current Memorandum of Understanding (MOU) or stand-by contracts with appropriate entities to facilitate immediate deployment of resources. • Establish system to prioritize and/or allocate governmental and private sector resources. • Develop an ESF 1 Standard Operating Procedure (SOP). • Recruit, train, and assign emergency personnel. • Participate regularly in exercises to evaluate transportation capabilities and identify any shortfalls. • Staff the EOC when notified by City of Mesa EOC. • Provide current roadway, bridge, culvert, traffic signals and sign information to the EOC. • Establish and maintain a working relationship with support agencies • Monitor status of transportation infrastructure. • Assist in traffic management measures. • Provide debris clearance and removal on City roads. • Complete needed repairs in priority order. • Channel transportation information for public release through the Joint Information System (JIS) and continue providing information and support upon re-entry of the affected area. • Maintain records of expenditures and document resources utilized. • Coordinate methods of infrastructure restoration with state and federal ESF 1 transportation counterparts.

Support Agencies	Activities
Background	The Support Agencies were identified by the primary agency in coordination with Emergency Management staff. They represent a wide variety of agencies, program resources and community resources throughout the city encompassing federal, state, county, and private organizations.
All Support Agencies	• Establish and maintain an inventory of resources, including personnel, equipment

	and supplies to support transportation infrastructure assessment. • Provide current inventory of transportation resources, to include personnel, equipment and supplies, to the Primary Agency. • Participate in the development of policies, procedures, and plans to effectively address transportation infrastructure needs before, during and after an event. • Maintain regular communication with Primary and Support agencies. • Attend training opportunities as requested. • Participate regularly in exercises to evaluate transportation infrastructure capabilities and identify any shortfalls. • Staff the EOC when requested by City of Mesa EOC. • Develop and maintain a working relationship with the Primary and Support agencies. • Provide transportation resources, upon request. • Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support emergency event.

ESF #2 Communications

Primary Agency:

City of Mesa Police Department (Communications Division)
City of Mesa Communications Department
City of Mesa Information Technology Department
City of Mesa Fire/Medical Department (Technical Services)
City of Mesa Fire/Medical Department (Regional Dispatch Center)
City of Mesa Police Department (PDIT)
Maricopa Region 911

Support Agencies:

City of Mesa Channel 11
Maricopa County Association of Governments (MAG)
City of Phoenix Police Department
Verizon
Cox Communications
Century Link

Introduction

ESF #2 Communications, supports the Maricopa County Emergency Operations Plan ESF #2 Communications, State of Arizona Emergency Response and Recovery Plan, ESF #2 Communications; which, in turn supports the National Response Framework, ESF #2 Communications. ESF #2 involves the preparedness, response, and recovery of Communication Services before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies will initiate, develop, and maintain preparedness and training activities, as well as, response procedures. A significant responsibility of the Primary Agency is communication. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

ESF #2 provides communications support to other Emergency Support Functions within the City Emergency Operations Plan and agencies as required when their systems have been impacted, and provides communications and information technology (IT) support as well.

Scope

ESF #2 will coordinate the establishment of communications to emergency personnel in an emergency or disaster event. Priority will be given to agencies with primary responsibility to respond or support emergency response activities. Support will include County agency communications systems, commercially leased communications and communication services provided by local amateur radio groups. ESF #2 supports the provisions of the

National Emergency Communications Plan.

Situation

ESF #2 is the conduit for Mesa Emergency Management to ensure an emergency communications system is developed, maintained and in operating condition to collect and disseminate information, receive requests for assistance, and coordinate disaster response and recovery activities.

ESF #2 can provide technical and program development guidance to assist local jurisdictions in developing, maintaining, and operating their emergency communications systems. This collaboration will assure a coordinated and integrated countywide emergency communications system.

Assumptions

City infrastructure may sustain damage. This damage may influence the means and accessibility for relief services and supplies.
Disaster responses, which require communications capacity, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and federal resources, if needed may not be available for up to 72 hours.

The requirement for communications capacity during the immediate lifesaving response phase may exceed the availability of City controlled or readily obtained assets. Depending on the geographic extent of the disaster response, additional capacity may be available from surrounding radio systems, such as the Phoenix Regional Wireless Cooperative or Maricopa County.

Failure of redundant communication systems will require response and emergency support agencies to establish temporary communication systems immediately following a disaster or emergency event. It should be noted the TOPAZ Regional Wireless Cooperative network utilized by the City of Mesa has a redundant, geographically separate core to enable continued normal functionality during the complete loss of the existing core control equipment. In addition, non-Public Safety City departments are transitioning to a separate radio network shared with Mesa Public Schools.

Several jurisdictions and other ESF activations will compete for the same resources. Depending on the geographic extent of the disaster response, additional capacity may be available from surrounding radio systems, such as the Phoenix Regional Wireless Cooperative or Maricopa County.

During an emergency or disaster event the Primary and Support Agencies will interact with different levels of government to provide communications support.

Concept of Operations

The City of Mesa Communications Command Structure (City of Mesa Police Department (Communications Division), City of Mesa Communications Department, City of Mesa Information Technology Department, City of Mesa Fire/Medical Department (Technical Services), City of Mesa Fire/Medical Department (Regional Dispatch Center), City of Mesa Police Department (PDIT), Maricopa Region 911) is responsible for coordinating City resources needed to restore and maintain communications necessary to protect lives and property during an emergency / disaster

The City of Mesa uses diverse communication tools; one is the emergency management software operational system which incorporates computer based text system with individual keyboard/computer monitor work stations, large screen projector to post continuous significant and regional events, maps with GIS information and written directives with check list for each position within the EOC. Communication between EOC functions is via internal real-time messaging. These systems have the ability to provide communications access to auditory challenged emergency staff.

Also available are phone systems connecting all work stations internally as well as to the EOC Command Staff, Regional and State EOC sites. Regional radio systems on interoperable frequencies and Amateur Radio (HAM) systems are also available for use by visually impaired emergency staff.

Manual communication via direct voice conversation and hard-copy written communications are available as a back-up method in case electronic communications tools are not available.

Situation awareness can be maintained in several ways; but not limited to emergency management software, City or regional radio systems, cell phone, satellite phone, and/ or liaisons.

Personnel identified by the EOC without compatible equipment will be coordinated\ managed by the City of Mesa Communications Command Structure (City of Mesa Police Department (Communications Division), City of Mesa Communications Department, City of Mesa Information Technology Department, City of Mesa Fire/Medical Department (Technical Services), City of Mesa Fire/Medical Department (Regional Dispatch Center), City of Mesa Police Department (PDIT), Maricopa Region 911). Alternative methods will be provided by Amateur Radio.

Communications between the EOC and Incident Command may include phone, radio systems, emergency management software, cache radios and/or Amateur Radio.
Each Regional 911 Dispatch Center will utilize their back up plans if their center is out of operation.

The phone lines for the City of Mesa Emergency Operations Center have telecommunications service priority for prompt restoration/provisioning. There is also voice

over internet protocol and satellite phones available for use.

All neighboring jurisdictions will be notified by the EOC through a variety of means to include: phone, emergency management software or radio system as available.
24-hour communications are provided and supported by City systems.

The methods of communicating with the whole community include, but are not limited to, the following systems. In addition to these standard systems, City of Mesa has a variety of mediums which can be used for public notifications.

Public Notification and Warning

Arizona Emergency Information Network (AZEIN) Emergency Bulletin System

The Arizona Emergency Information Network (AZEIN), is operated by Arizona Division of Emergency Management and is the state's online source for real-time emergency updates, preparedness and hazard information, and multimedia resources.

Emergency Alert System (EAS) via Radio and Television

An alert and warning system that uses the broadcast media to announce conditions that pose an immediate threat to public safety. The EAS is a national system that can be used by federal, state, and local officials to alert and warn the whole community.

Community Emergency Notification System (CENS)

A telephone-based system that can deliver recorded messages to citizens living in selected areas of the county. Landline residential and business phones (as well as cell phones that owners have registered in the system) can be selected by zip code, by specific streets or address, and by use of Geographic Information System (GIS) tools. Notifications are in English, Spanish and TTY.

Inter-Agency

Arizona Health Alert Network (AZHAN)

Part of the Arizona Department of Health Services, Bureau of Public Health Emergency Preparedness, and the AZHAN is a communications network between State and local public health agencies, healthcare providers, hospitals, and emergency management organizations.

Public Safety Answering (or Access) Point (PSAP)

A PSAP is a call center where operators are responsible for answering calls to an emergency telephone number, usually 911, and dispatching police, firefighting and ambulance services.

Flood Control District of Maricopa County

The Flood Control District Operates a 24-hour rain, stream and weather gage network which provides "real-time" internet-based information to agencies about rainfall, floods and weather conditions in the County.

Notification to Schools, Designated Government Agencies and Designated

Businesses

In addition to the all–hazards weather radios at many public schools, phone calls may be made from emergency management offices to schools alerting them of any potential danger when and where possible. Calls can also be placed to designated government agencies and businesses.

Notification to Custodial Institutions

The City of Mesa operates holding facilities/jails. The City emergency manager is responsible for notifying municipal staff operating such custodial institutions.

Inter-Emergency Management

Maricopa County Warning Radio Net - The inter-agency Warning Radio Net is and operated by Maricopa County Emergency Management for direct radio contact with Mesa police department dispatch center as well as Luke AFB, the National Weather Service, Maricopa County Sheriff's Office dispatch center and the Central Arizona Project.

Organizational Roles and Responsibilities

Primary Agencies	Activities
Background	In daily operations, the assigned Primary Agencies, City of Mesa Communications Command Structure (City of Mesa Police Department (Communications Division), City of Mesa Communications Department, City of Mesa Information Technology Department, City of Mesa Fire/Medical Department (Technical Services), City of Mesa Police Department (PDIT), Maricopa Region 911 & Police Communications) provides communications infrastructure support to the City.
City of Mesa Police Department (Communications Division)	• Staff the EOC when notified by Mesa EOC (Shift Supervisor or Administrator from Police Communications).This individual will act as a liaison between the EOC and the Police Communications Center. They will provide situational overview of calls for service work and pending as well as officer statuses.
City of Mesa Fire/Medical Department (Regional Dispatch Center)	• Staff the EOC when notified by Mesa EOC. This individual will act as a liaison between the EOC and the Regional Dispatch Center. They will provide situational overview of calls for service work and pending as well as officer statuses.
City of Mesa Communications Department	• Radio ○ Responsible for coordinating City resources needed to restore and maintain radio communications equipment. ○ Repair and maintain critical radio equipment during emergencies. • Establish and maintain a working relationship with Support Agencies, communications industry representatives, and private communication providers. • Identify, manage and provide communications resources,

	equipment, and personnel, upon request. • Provide EOC liaison representative • Maintain records of all expenditures and document resources utilized. Under ESF #2. • Assist other EOC units, branches, and sections as requested by the EOC Section Chiefs. • Coordinate with state and federal ESF #2 counterparts.

City of Mesa Information Technology Department	• Telephone
	  ○ Responsible for coordinating City resources needed to restore and maintain City of Mesa Telephone Systems.
	  ○ Repair and maintain critical telephone equipment during emergencies.
	• Computer Systems
	  ○ Responsible for coordinating City resources needed to restore and maintain computers, networks, and servers outside of PDIT control
	  ○ Repair and maintain critical computers, networks, and servers outside of PDIT control.
	• Provide EOC liaison representative.
	• Maintain records of all expenditures and document resources utilized. Under ESF #2.
	• Assist other EOC units, branches, and sections as requested by the EOC Section Chiefs.
	• Coordinate with state and federal ESF #2 counterparts.

City of Mesa Fire/Medical Department (Technical Services)	• Fire Alerting
	  ○ Responsible for coordinating City resources needed to restore and maintain Fire Alerting.
	  ○ Repair and maintain critical equipment during emergencies.
	• Provide EOC liaison representative.
	• Provide support for Mobile Computer Terminals (MCTs)
	• Available limited inventory of 'cache':
	  ○ VHF portable radios
	  ○ 700/800 MHz portable radios
	  ○ 3 to 4 Satellite Phones
	• Maintain records of all expenditures and document resources utilized. Under ESF #2.
	• Assist other EOC units, branches, and sections as requested by the EOC Section Chiefs.
	• Coordinate with state and federal ESF #2 counterparts.

City of Mesa Police Department (PDIT)	• CAD
	  ○ Responsible for coordinating City resources needed to restore and maintain CAD.
	  ○ Repair and maintain critical equipment during emergencies.
	• Computer Systems
	  ○ Responsible for coordinating City resources needed to restore and maintain computers, networks, and servers outside of City IT control.

	○ Repair and maintain critical computers, networks, and servers outside of City IT control. • Provide EOC liaison representative • Maintain records of all expenditures and document resources utilized. Under ESF #2. • Assist other EOC units, branches, and sections as requested by the EOC Section Chiefs. • Coordinate with state and federal ESF #2 counterparts.
Maricopa Region 911	• 911 Telephone Systems ○ Responsible for coordinating City resources needed to restore and maintain 911 Telephone Systems. ○ Repair and maintain critical equipment during emergencies - 911.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the County encompassing federal, state, county, city, and private organizations.
All Support Agencies	• Staff the EOC when requested by the Primary Agency or Mesa EOC. • Develop and maintain a working relationship with the Primary and Support Agencies, communication industry representatives, and private communication providers. • Provide communications resources, equipment, and vehicles, upon request. (Communications Department may be able to assist) • Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support emergency event.

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ESF #3 Public Works and Engineering

Primary Agency:

City of Mesa Water Resources Department
City of Mesa Energy Resources Department
City of Mesa Environmental Management and Sustainability Department
City of Mesa Engineering Department

Support Agencies:

City of Mesa Transportation Department
City of Mesa Fleet Services Department
City of Mesa Development Services Department
City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Economic Development Department
Phoenix-Mesa Gateway Airport Authority
City of Mesa Falcon Field Airport
Maricopa County Department of Transportation
Flood Control District of Maricopa County
Maricopa County Waste Resources and Recycling Management
Privately owned Solid Waste Management Companies
Salt River Project (SRP)
Arizona Public Service (APS)
Southwest Gas
El Paso Natural Gas
Kinder Morgan - Transmission Pipeline

Introduction

ESF #3 Public Works and Engineering supports the Maricopa County Emergency Operations Plan ESF #3 Public Works and Engineering, which, in turn supports the State of Arizona Emergency Response and Recovery Plan-, ESF #3 Public Works and Engineering, which, in turn supports the National Response Framework, ESF #3 Public Works and Engineering. This ESF will allow for a natural cohesiveness when state and Federal Public Works and Engineering resources are activated. ESF #3 involves the preparedness, response, recovery and mitigation of Public Works and Engineering services before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies will be pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures. A significant responsibility of the Primary Agency is communication. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

The purpose of ESF #3 is to provide for the coordinating and organizing of Public Works and Engineering capabilities and resources support to affected areas via local, state, federal and private resources, to include technical assistance, inspection, evaluation,

repair, and maintenance of utility services, debris removal, restoration of roads, and bridges.

This ESF combines with ESF #1 - Transportation to restore use of the roadway systems and with ESF #14 for long-term mitigation efforts to reduce or eliminate future disruptions to the systems.

Scope

ESF #3 is designed to provide Public Works and Engineering coordination as part of the overall incident management effort throughout the City. Activities within the scope of this ESF include:

- Conducting pre-and-post incident assessments of infrastructure
- Executing emergency contract support for life-saving and life-sustaining services
- Emergency flood fighting operations
- Emergency debris clearance on public right-of-way for access by emergency personnel and evacuation of affected populations
- Identification of emergency landfill areas for debris disposal
- Temporary repair of emergency access routes including damaged streets, roads, bridges and culverts
- Emergency restoration of critical public services and facilities including public water systems and water for firefighting, electrical and natural gas utilities
- Emergency demolition or stabilization of damaged structures and facilities designated by local government as immediate hazards to the public safety and health
- Temporary measures to abate immediate hazards to the public for health and safety reasons until demolition is accomplished
- Technical assistance and damage assessment including structural inspection
- Technical advice and evaluations, engineering services, construction management and inspection, emergency repair of water, electric, natural gas, wastewater, solid waste disposal facilities, and critical infrastructure.

Situation Overview

An emergency or disaster due to natural, technical or human-caused events may require emergency contracting services for road, bridge, traffic control, dam, levee, public building repair, and critical infrastructure repair and debris removal.

Assumptions

City infrastructure may sustain damage. This damage may influence the means and accessibility for relief services and supplies.

Initial response phase priorities: Immediate clearance of debris blocking access to

affected area by emergency personnel and equipment; identification and reporting of imperiled victims to rescue personnel; identification and reporting of fires, structural collapse, flooding, electrical hazards including downed power lines, ruptured natural gas, water, sewage and petroleum pipelines, hazardous material leaks or spills and other situations needing urgent attention; emergency flood containment measures; evacuation of endangered population ; establishing road closures and detours; perimeter cordon of affected area.

Recovery phase priorities:

- Inspection and condition assessment of public infrastructure; identify and establish continued debris clearance and systematic removal; temporary repairs to infrastructure; interim or full restoration of critical utilities and services; implement longer-term road closures and detours.
- Debris clearance may require the immediate removal of material of all types blocking streets and roads; debris is stockpiled outside the roadway for later removal.
- Debris removal may be complicated by the gathering and transportation of mostly unsorted debris to a collection area. This usually occurs after the situation is stabilized and the amount of debris is estimated and a process of removal determined.
- Debris disposal may be complicated by the types of debris brought to designated sites; typically debris is separated into vegetative (trees) and inert material (mud, dirt, gravel, rock); “white goods” or appliances such as refrigerators, freezers (anything with the potential of containing Freon), stoves, washers and dryers; metals (pipe, wire, vehicles); chemicals such as paints, solvents, cleaners, household and industrial products, etc.; and biological wastes such as animal carcasses.
- Disaster responses, which require Public Works and Engineering capacity, may be difficult to coordinate effectively during the immediate post-disaster phase additional resources and federal resources, if needed may not be available for up to 72 hours.
- Gradual clearing of access routes and resumption of services will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.
- The requirement for Public Works and Engineering capacity during the immediate lifesaving response phase will exceed the availability of county controlled or readily obtained assets.

Several jurisdictions and other activated ESFs will compete for the same resources.

Concept of Operations

City of Mesa’s Water Resources, Energy Resources, Environmental Management and Sustainability and Engineering Departments are responsible for coordinating City resources needed to restore and maintain transportation and other public works infrastructure necessary to protect lives and property during an emergency / disaster.

Information concerning conducting and coordinating damage assessments on public and private property, reporting damage information to other entities, requesting supplemental state and federal assistance as well as individual damage assessment forms is located in Annex B, Damage Assessment.

Organizational Roles and Responsibilities

Primary Agencies	Activities
Background	In daily operations, the assigned Primary Agency, City of Mesa Water Resources, Energy Resources, Environmental Management & Sustainability and Engineering provides infrastructure support to the City.
City of Mesa Water Resources, Energy Resources, Environmental Management and Sustainability, and Engineering	• The Primary Agencies, City of Mesa's Water Resources, Energy Resources, Environmental Management and Sustainability, and Engineering Departments, and other Support Agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency. • Staff the EOC when notified by EOC Manager. • Work with the EOC Operations Section Chief to identify, prioritize, and coordinate efforts to repair and restore local roads, bridges, and culverts as part of the response and recovery operations. • Establish and maintain a working relationship with Support Agencies, applicable industry representatives and private providers. • Respond to, assess and resolve critical infrastructure damage such as downed power lines, wastewater discharges, broken water lines, ruptured gas lines, ruptured gasoline supply lines and underground storage tanks that may occur from any disaster. • Work with the EOC Operations Section Chief, and the local utilities identified in ESF 12 Energy to identify, prioritize, and coordinate efforts to repair and restore services (e.g. gas, electric, phone) including engagement with surrounding energy providers to determine infrastructure and commodity status. • Conduct safety inspections and coordinating debris removal from public right of way before the general public is allowed to return to the impacted area as part of the response and recovery operations. • Work with the EOC Operations Section Chief, and the Maricopa County Department of Environmental Services and private and municipal water companies to identify, prioritize, and coordinate efforts to repair and restore water and wastewater services including conducting safety inspections before the general public is allowed to return to

	the impacted area as part of the response and recovery operations. • The responsibility to provide potable water to the general public belongs to the private and municipal water companies providing services to their customers. • Prioritization of the restoration of all services will include consideration of, but not limited to, the weather and the impact that the loss of service may or may not have on the whole community to include, but not limited to; persons with disabilities, access and functional needs and unique populations (i.e. schools, hospitals, managed care facilities, group homes, incarcerated, children, families, etc.). Protection of the affected populations is addressed in Annex B: Support, Protective Actions. • Communicate with the Arizona Corporation Commission (ACC) for evacuations and service terminations that meet federal and state reporting criteria. • Work with the EOC Operations Section Chief and local municipalities, to identify, prioritize, and coordinate efforts to remove debris from public roadways to ensure access for emergency responders as well as the evacuation of the whole community. This will include the establishment and coordination of road closures and the establishment of alternate routes of access and evacuation as part of the response and recovery operations. • May provide public works and engineering resources, equipment, and vehicles, upon request. • Track all public works and engineering movements whether initiated by an activated ESF (e.g., Mass Care, Resource Management, etc.) or by ESF #3. • Channel public works and engineering information for public release through the Joint Information System (JIS) and continue providing information and support upon re-entry of the affected area. • Maintain records of expenditures and document resources utilized. • Assist other EOC units, branches, and sections as requested. • Coordinate with State and Federal ESF #3 Public Works and Engineering counterparts through the State Emergency Operations Center as well as any private organizations when activated. • Work with City of Mesa Office of Procurement Services to ensure that qualified contractors are used to provide recovery and restoration services. • Work with Incident Command to coordinate necessary credentialing protocols so that response personnel have access to the incident site. • When requested coordinate expedited permit review with applicable jurisdictions as well as support agencies.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency in coordination with Mesa Emergency coordinator staff. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the City encompassing federal, state, county, city, utilities, and private organizations.
All Support Agencies	• Staff the EOC when requested by the Primary Agency or Mesa EOC. • Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives and private providers. • Provide direction on environmental regulatory matters • Provide public works and engineering resources upon request. • Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support emergency events. • Technical assistance may be obtained from the Arizona Department of Transportation, the Arizona Radiation Regulatory Agency, Arizona Department of Emergency and Military Affairs, Arizona Department of Environmental Quality, the Arizona Department of Health Services, Maricopa County Department of Environmental Services, and the Flood Control District of Maricopa County through the State Emergency Operations Center. • When requested coordinate expedited permit review with applicable jurisdictions.
City of Mesa Development Services Department	• After inspection, work with Development Services to coordinate for disposal of structures that present a safety hazard to the public. • When requested coordinate expedited permit review with applicable jurisdictions.
Flood Control District of Maricopa County	• Will act as the Primary Agency for recovery operations at FCDMC structures and facilities.
Maricopa County Waste Resources and Recycling Management	• Coordinate debris collection and removal with the municipalities and private organizations. • Work with Public Information Officers to communicate debris management instructions to the general public for sorting/separation of debris, to schedule pick-up times and drop off sites and issue routine updates. • Work with public health and environmental services to assess and resolve any potential health issues related to the debris removal process. If radiological contamination is present or suspected the Arizona Radiation Regulatory Agency will be contacted.

	• Pre-identify potential trash collection and temporary storage sites, including final landfill sites for specific waste categories such as vegetation, food, animal carcasses, hazardous and infectious wastes and construction debris. • After inspection, work with Planning And Development Department to coordinate for disposal of structures that present a safety hazard to the whole community. • When requested coordinate expedited permit review with applicable jurisdictions.
Maricopa County Department of Environmental Services	• Inspect for contaminated food supplies at food establishments. • Provide guidance through the joint information system for the disposal of contaminated food supplies. • When requested coordinate expedited permit review with applicable jurisdictions. • Provide direction on environmental regulatory issues

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ESF #4 Fire Service

Primary Agency

City of Mesa Fire/Medical Department

Support Agencies

City of Mesa Water Resources Department
City of Mesa Energy Resources Department - Gas Division
City of Mesa Fleet Services Department
City of Mesa Transportation Department
City of Mesa Police Department
Central Arizona Automatic Aid Consortium Fire Departments
Arizona State Land Department, Wildland Fire Division

Introduction

ESF #4 Fire Service supports the Maricopa County Emergency Operations Plan ESF #4 Fire Service, which, in turn supports the State of Arizona Emergency Response and Recovery Plan, ESF #4 Fire Service, which, in turn supports the National Response Framework, ESF #4 Firefighting. Development of this ESF will allow for a natural cohesiveness when State and Federal Fire Service resources are activated. ESF #4 involves the preparedness, response, and recovery of Fire Service resources before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies will be pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures.

Purpose

The purpose of ESF #4 is to provide for the coordination of Fire Service support to affected areas via local, state, federal and private resources, to include personnel, equipment, and supplies to detect and suppress rural and urban fires.

Scope

ESF #4 is designed to provide Fire Service coordination as part of the overall incident management effort throughout the City, and may include unincorporated areas and tribal jurisdictions. The Mesa agent for ESF #4 may be requested to coordinate all Fire Service movement with regional municipalities as well as the Maricopa County Department of Emergency Management ESF #4 function.

Situation Overview

An emergency or disaster event will require the coordination of local Fire Service operations. Fire Service resources will be expected to support the response and recovery missions of the event.

Assumptions

City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will influence the means and accessibility for rescue and fire suppression services. Disaster responses, which require Fire Service capacity, may be difficult to coordinate effectively during the immediate post-disaster phase. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized transportation patterns may be disrupted for a significant period. The requirement for Fire Service capacity during the immediate lifesaving response phase will exceed the availability of locally controlled or readily obtained assets. Several jurisdictions will compete for the same resources. Mutual and Automatic Aid agreements exist between fire agencies, as well as the Arizona Statewide Mutual Aid Plan. This will help, but, all agencies will still be requesting the same scarce resources in a large scale, widespread disaster.

Communications from the field will be sent through normal channels to the respective communications center or to the local emergency coordination/operations center.

Concept of Operations

The Mesa Fire/Medical Department (MFMD) is responsible for coordinating City resources needed to protect lives and property during an emergency / disaster.

Organizational Roles and Responsibilities

Background

In daily operations, the Fire Chief in conjunction with the Emergency Manager provides planning for disasters and major emergencies of all types. An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life.

Fire/Medical Department representatives will coordinate the following actions prior to an event:

Primary Agency	Activities
Background	In daily operations, the Fire Chief in conjunction with the Emergency Manager provides planning for disasters and major emergencies of all types. An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life.
City of Mesa Fire/Medical Department	Fire/Medical Department representatives will

	coordinate the following actions prior to an event: • In daily operations, the Fire Chief in conjunction with the Emergency Manager provides planning for disasters and major emergencies of all types. Fire/Medical Department representatives will coordinate the following actions prior to an event: • During an emergency / disaster MFMD in cooperation with Fire Districts, municipal fire agencies, private fire agencies, Tribal Nations, volunteer fire departments, and the Arizona State Forestry and Land Department, will coordinate resource requests for firefighting activities, personnel, equipment and supplies in support of local agencies involved in wildland, rural and urban firefighting operations, natural and man-made disasters outside the capabilities of the local jurisdiction. In addition, MFMD will assist in the coordination of resources using the Emergency Mutual Aid Compact agreements and the Arizona Statewide Fire Mutual Aid Plan. • Under Automatic Aid agreements, for firefighting in Maricopa County, the closest fire department will respond to the incident. If assistance from other fire departments is needed, then Automatic Aid will provide the necessary procedures for requesting that assistance. With multiple fire departments responding to an event, a Unified Command structure will be established. • If the incident is larger than available resources within the Automatic Aid area or specialty resources are needed, activation of the Arizona Fire Service Mutual Plan is required. Activation of the Arizona Fire Service Mutual Aid Plan is made by the County Fire Resource Coordinator to the Phoenix Fire Department Regional Dispatch Center.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency and represent a wide variety of agencies, program resources and community resources throughout the City encompassing State, County, Tribal, and private organizations.

City of Mesa Energy Resources Department - Gas Division City of Mesa Fleet Services Department Central Arizona Automatic Aid Consortium Fire Departments Arizona State Land Department, Wildland Fire Division.	• All firefighting support resources will be coordinated through and assigned from the EOC as requested by field Incident Commanders. • All firefighting asset deployments and recalls by the EOC will be tracked through appropriate Incident Command System (ICS) forms or emergency management software. Information will be collected through the Operations Section. Communication information for public release will be channeled through the EOC Manager to the PIO and coordinated with the on scene Public Information Officer (PIO). • All firefighting support resources will be used on a priority basis to protect lives and property. All expenses associated to this incident will be charged to a cost center that will be provided by the EOC Finance Section who will document and provide copies of all expenditures and charges. Resources will be tracked and assigned through critical incident management software.
City of Mesa Police Department	• Carry out evacuation of areas in coordination with the on-scene command post. • Assume control of law enforcement activities at the site. • Implement evacuation when necessary.
City of Mesa Transportation Department	• Assist MPD in traffic control by providing information and equipment in support of evacuation and rescue missions.

ESF #5 Emergency Management

Primary Agency

City of Mesa Fire/Medical Department (Division of Emergency Management)
City of Mesa Police Department
City Manager

Support Agencies

City Management
All City of Mesa Departments and Divisions
Maricopa County Department of Emergency Management
Arizona Department of Emergency and Military Affairs
All Support Agencies for each activated ESF

Introduction

ESF #5 Emergency Management, supports the Maricopa County Emergency Operations Plan ESF #5 Emergency Management, which, in turn supports the and State of Arizona Emergency Response and Recovery Plan, ESF #5 Emergency Management, which, in turn supports the National Response Framework, ESF #5 Emergency Management. Development of this ESF will allow for a natural cohesiveness when County, State and Federal Emergency Management resources are activated. ESF #5 involves the preparedness, response, and recovery of Emergency Management resources before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies will be pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures.. A significant responsibility of the Primary Agency is communication and coordination. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

The purpose of ESF #5 is to provide for the coordination of Emergency Management support to affected residents via local, state, and federal resources, as well as voluntary organizations requiring Emergency Management resources to perform disaster assistance missions following an emergency or disaster event within City of Mesa.

ESF #5 provides the core management and administrative functions of the Mesa Emergency Operations Center (EOC) to ensure coordinated and effective resource response when an emergency exhausts the capabilities of the City.

Scope

Utilizing the principles and objectives of the National Incident Management System (NIMS) and The Incident Command System (ICS), ESF #5 provides core emergency management and coordination activities of City resources during emergency operations to ensure the efficient use of all resources to protect lives and property.

ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination for operations involving potential and actual incidents of

City-wide significance. This includes:

- Alert and notification.
- Strategic incident action planning.
- Coordination of operations, logistics and material, and information management.
- Resource acquisition and management, worker safety and health, facilities management, financial management, and other support as required.
- Collect and process disaster conditions and disseminate emergency public information about an actual or a potential emergency situation.

ESF #5 is designed to provide Emergency Management coordination as part of the overall incident management effort throughout the City of Mesa., ESF #5 is the support ESF for all City government activities for all of the emergency response activities. Mesa is expected to coordinate all Emergency Management movement with the Mesa's ESF #5 function.

Situation Overview

An emergency or disaster event will require the coordination of all Emergency Management activities including but not limited to provision of emergency relief to individuals, restoration of public infrastructure and utilities, and coordination of logistical support for all responding departments/divisions.

Assumptions

City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will influence the means and accessibility for relief services and supplies. Disaster responses, which require Emergency Management attention, may be difficult to coordinate effectively during the immediate post-disaster phase. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period of time. The requirement for ESF #5, during the immediate lifesaving response phase will exceed the availability of city controlled or regional/automatic aid obtained assets. Several jurisdictions will compete for the same resources.

Concept of Operations

Upon notification of an impending or actual emergency situation the emergency coordinator, will make an assessment of the situation from the information received.

Based on this assessment, a determination will be made whether to recommend activate the Emergency Operations Center (EOC) or monitor the situation.

The Emergency coordinator will gather essential information and assess the immediate risks posed by the emergency.

Emergency situations will be monitored for future effects.

The Incident Command System is addressed in the Basic Plan.

Emergency Disaster response services and activities will be accessible and usable to the whole community regardless of disability, access and functional need, as per the Americans

with Disability Act and The Rehabilitation Act of 1973. This plan is committed to the principle that it takes the full range of government, private, non-government, faith-based and volunteer groups to successfully meet the needs of the whole community during times of disaster.

Upon activation of EOC, particularly if the need for evacuation, sheltering or alert and warning to the whole community is required, a Disabilities, Access and Functional Needs liaison position can be designated by the Maricopa County Department of Emergency Management. Depending on the severity and scope of a disaster or emergency event, a Disabilities, Access and Functional Needs liaison position can be located at the EOC, the Maricopa County EOC, or the State Emergency Operations Center (SEOC).

Organizational Roles and Responsibilities

Primary Agencies	Activities
Background	In daily operations, City of Mesa Division of Emergency Management is the Primary Agency for planning the effective use of available resources and the coordination of appropriate emergency functions in response to situations beyond the capability of a single agency, department, or political subdivision. City of Mesa Division of Emergency Management coordinates response and recovery activities through implementation of Emergency Response Plans during and after emergencies. Implementation requires the support and assistance of many other County departments, local jurisdictions, the private sector and volunteer agencies.
City of Mesa Fire/Medical Department (Division of Emergency Management) City of Mesa Police Department City Manager	• The Primary Agency, supported by the identified Support Agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency: • Staff the EOC when notified. • Establish and maintain a working relationship with Support Agencies. • Provide emergency management resources, as outlined per NIMS. • Channel emergency management information for public release through the Joint Information System (JIS). • Utilization when needed of the Governmental Emergency Telecommunications Service (GETS) and the Wireless Priority Service (WPS) for emergency communication in the event standard communication systems are inoperable.

	• Assist other EOC units, branches, and sections as requested. • Maintain records of expenditures and document resources utilized. • Coordinate with County, State and Federal ESF #5 Emergency Management counterparts. • Facilitate the creation of Support Agencies Standard Operation Procedures

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the county encompassing federal, state, county, city, and private organizations.
All Support Agencies	• Staff the EOC when requested by the Primary Agency. • Develop and maintain a working relationship with the Primary Agency and other support agencies. • Assist other EOC units, branches, and sections as requested. • Provide emergency management resources, equipment, and vehicles, upon request. • Communicate with the EOC on the activities related to the response and recovery of critical infrastructure. • Utilization when needed of the Governmental Emergency Telecommunications Service (GETS) and the Wireless Priority Service (WPS) for emergency communication in the event standard communication systems are inoperable • Act as a liaison with home agency to support emergency event.

ESF #6 Mass Care

Primary Agency

City of Mesa Parks, Recreation, and Community Facilities Department

Support Agencies

Mesa Public Schools - Transportation Services
City of Mesa Fire/Medical Department
City of Mesa Police Department
City of Mesa Facilities Maintenance Department
City of Mesa Community Services
Maricopa County Department of Housing
Maricopa County Department of Human Services
Maricopa County Department of Public Health
Maricopa County Department of Environmental Services
Maricopa County Department of Animal Care and Control
Maricopa County Sheriff's Office
Valley Metro/Regional Public Transportation Authority
The Salvation Army
Arizona Voluntary Organizations Active in Disasters (AzVOAD)
Arizona Humane Society
American Red Cross

Introduction

ESF #6 Mass Care supports the Maricopa County Emergency Operations Plan ESF #6 Mass Care, which, in turn supports the ESF #6 Mass Care and State of Arizona Emergency Response and Recovery Plan, ESF #6 Mass care which in turn is supported by the National Response Framework ESF #6 Mass Care. Development of this ESF will allow for a natural cohesiveness when County, State and Federal Mass Care resources are activated. ESF #6 involves the preparedness, response, and recovery of Emergency Management resources before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies will be pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures.

Emergency and disaster response services and activities will be accessible and usable to all individuals regardless of disability, access and functional need, as per the Americans with Disability Act (ADA) and The Rehabilitation Act of 1973. This plan is committed to the principle that it takes the full range of government, private, non-government, faith-based and volunteer groups to successfully meet the needs of the whole community during times of disaster.

Purpose

The purpose of ESF #6 is to provide for the coordination of governmental, nongovernmental and voluntary organizations to support the affected whole community within the City of Mesa, as well as requiring mass care resources in order to provide emergency relief services following an emergency or disaster event.

Support the reunification operations of the SERRP, Red Cross “safe and well” process and other reunification information processes to collect, receive and report information about the status of survivors that impact the City of Mesa.

Coordinate the provision of sheltering, feeding, spontaneous volunteer, and donations management in time of emergency or disaster that impacts Mesa.

Any organization or jurisdiction operating a shelter for the whole community must have completed prior to a disaster or emergency event the ADA Checklist for Emergency Shelters, Department of Justice, and July 26 2007. Should a facility previously surveyed not be available and a new site must be determined to provide care, at a minimum the Quick Check Survey must be completed prior to the opening of the shelter if it is to receive City support.

Scope

ESF #6 Mass Care will provide for cooperation between County, State and Federal Mass Care resources when they are activated. ESF #6 involves the preparedness, response, and recovery capabilities of City of Mesa Parks, Recreation and Community Facilities before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These agencies will be pre-identified to develop, initiate and maintain preparedness and training activities as well as response procedures.

Situation Overview

Disasters can occur without warning; shelters, first aid, mass care, and feeding sites may have to be setup with no advance notice. Slowly developing disasters may result in warning and evacuation time, but might cause the displacement of a large portion of the whole community. Such a hazard may necessitate opening shelters and conducting mass care activities statewide

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Assumptions

City infrastructure may sustain damage. This damage may influence the means and accessibility for relief services and supplies.

- Disaster responses, which require Mass Care resources, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and Federal resources, if needed may not be available for up to 72 hours.

- Gradual clearing of access routes and resumption of services will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.
- The requirement for Mass Care resources during the immediate lifesaving response phase may exceed the availability of city controlled or readily obtained assets.
- Several jurisdictions as well as activations of other ESFs will compete for the same resources.
- Coordination of volunteers/volunteers services, spontaneous individuals and groups, donations of money, goods and relief services may be necessary. See the Annex B: Support, Volunteer and Donations Management section for detailed information.
- There will be a significant percentage of the whole community with disabilities, access and functional needs.
- Providing emergency Mass Care and sheltering of survivors is a primary responsibility of local governments.
- Transportation may need to be provided for individuals without their own means to evacuate out of harm's way, to reception and care or evacuation centers, shelters, supply distribution sites, etc. Transport challenges will include transportation capability for those with disabilities, access and functional needs.
- People may evacuate an area before orders to evacuate are given. Long-term mass care may be required following some disasters. Some individuals and families will be deprived of normal means of obtaining food, clothing, shelter, and medical needs. Family members will become separated and unable to locate each other. Individuals may develop problems requiring specialized medical services. ESF #6 personnel may need to work closely with city, state and federal personnel throughout response and recovery operations in order to ensure coordinated and consistent service to the affected whole community.
- The majority of the whole community is assumed to be capable of evacuation under their own power, using personal vehicles and traveling with friends and family; however, there is a significant portion of the whole community that would require some level of assistance to evacuate during an emergency situation.
- Transportation resources, coordinated with any other agency if needed, include buses, drivers and vehicles that are capable to transport persons with disabilities, access and functional needs, including the transport of wheelchair/scooter accessible or other large, durable medical equipment that may or may not be needed by an individual.
- An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from caregivers, mobility devices, other durable medical equipment and/or Service Animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life.
- Provision of accessible transportation for reentry and/or return activities may also need to be provided.

Concept of Operations

Mass Care for the whole community involves services to include the sheltering of victims, mass feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and coordination of bulk distribution of emergency relief items. Mass Care also includes the coordination of the requested or required state and/or federal assistance in support of non-medical mass care services and the gathering of information related to sheltering and feeding operations in the impacted area.

Shelter facility surveys will be conducted for all shelters in the city, with results entered by Red Cross into the National Shelter System database. Upon opening, the Shelter Manager may designate, at a shelter site or through assistance at the EOC, an experienced individual as the Disabilities, *Access and Functional Needs Coordinator* for the Shelter.

Additional shelter support, including requests for equipment and supplies, will follow appropriate ICS protocols in the field to demonstrate the need for additional resources. When validated, requests for additional support will be made to MCDEM.

Shelters will be established and operated in a coordinated effort, as applicable, with neighboring jurisdictions, Maricopa County Department of Emergency Management (MCDEM) and the State Emergency Operations Center (SEOC) if needed. Shelters will provide services for the whole community, including persons with disabilities, access and functional needs, people from unique populations, people with household pets and/or with Service Animals. Consideration of animals is critical. If people cannot take their pets or Service Animals with them, they may choose not to evacuate.

The American Red Cross, with the assistance of Maricopa County Animal Care and Control and, as available to assist, the Arizona Humane Society, will collaborate and support the provisions outlined in the Pets Evacuation and Transportation Standards Act of 2006 to ensure providing for the care of household pets and Service Animals of individuals at American Red Cross shelters. All reasonable efforts will be made to establish and co-locate a pet care facility for the sheltered whole community.

Shelter providers will work with law enforcement to ensure security of the whole community within the shelter.

Valley Metro/Regional Public Transportation Authority (RPTA) is the public transportation provider and the Community Transportation Coordinator (CTC). In addition, as the CTC, Valley Metro/RPTA coordinates transportation for Medicaid, Transportation Disadvantaged (TD) program in compliance with the Americans with Disabilities Act (ADA). Valley Metro/RPTA does not fall under any city/town or County jurisdiction; it is an independent government organization.

In time of emergency, Valley Metro/RPTA may be called upon to provide for public evacuations and transportation. Resources include buses, drivers and vehicles that are capable to transport persons with disabilities, access and functional needs, including the transport of wheelchair/scooter or other large, durable medical equipment that may or may not be needed by an individual.

In addition to providing school facilities that could be eligible for assessment as a shelter site, all school districts have a key resource in their ADA compliance (i.e. wheelchair capable school buses). In time of emergency, school districts may be called upon to provide these vehicles to help with evacuations and transportation of the whole community.

The EOC will work with the school districts to coordinate evacuation transport assistance requests from the schools. The EOC will also work with the police and fire departments that are contacted by persons with disabilities, access and functional needs, people from unique populations, and/or anyone that requires evacuation assistance.

The EOC will collect and consolidate the requests and arrange transportation. These requests will be tracked, recorded and monitored by the logistics and operations sections.

Organizational Roles and Responsibilities

Primary Agencies	Activities
Background	In daily operations, the Primary Agency provides a wide array of community preparedness programs as well as emergency assistance to those impacted by disasters.
City of Mesa Parks, Recreation, and Community Facilities Department	• The Primary Agency supported by the Lead Support Agency, and others will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency. • Staff the EOC when requested. • Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives and private providers. • Coordinate the provision of Mass Care resources by government, volunteer and private volunteer organizations actively engaged in providing Mass Care and human services. • Support opening and operating American Red Cross shelters. • Assist with staffing of American Red Cross shelters, in coordination with Maricopa County Public Health, the Medical Reserve Corps (MRC), Community Emergency Response Teams (CERT) and other volunteers as requested. • With the Maricopa County Department of Environmental Services ensures that health standards are maintained at shelters and food preparation and food delivery sites.

	• Implement plans with Maricopa County Animal Care and Control and, as available to assist, the Arizona Humane Society to provide assistance to shelter management to care for the needs of and ensure the inclusion of authorized Service Animals within the general shelter operation. • Through cooperative efforts of municipal and volunteer organizations such as Citizen Corps Programs, Emergency Management will coordinate the establishment and operation of a Volunteer Reception Center (VRC) for managing unaffiliated volunteer and organizations as needed. • Maintain records of expenditures and document resources utilized during response and recovery
American Red Cross [Lead Support Agency]	• The American Red Cross will be the Lead Support Agency for providing Mass Care assistance within Maricopa County. American Red Cross Standard Operating Procedures (SOPS) will be maintained by the American Red Cross at the direction of the National American Red Cross and in cooperation with the Maricopa County Department of Emergency Management (MCDEM). This function will be coordinated with and involve other Support Agencies and organizations to ensure operational readiness in time of an emergency. • In coordination with MCDEM and Maricopa County Department of Public Health, the American Red Cross will maintain, in the Red Cross National Shelter System (NSS), a current listing of shelters with all relevant information. In coordination with MCDEM and Maricopa County Department of Environmental Services, and Public Health, the American Red Cross, following the requirements in the Department of Justice/ADA Checklist for Emergency Shelters, will conduct shelter facility surveys for all shelters in the City, with results entered by Red Cross into the American Red Cross National Shelter System database and updated annually

	for those identified as 'preferred' or 'key' shelter locations. MCDEM will also keep a separate shelter list of the same 'preferred' or 'key' shelters, should the Red Cross not be immediately available to offer shelter information, or to validate surveyed shelter locations. • The American Red Cross will establish and maintain mass feeding agreements, train volunteer shelter workers provide shelter management training, and utilize cached shelter equipment and maintain shelter registration and occupant records. • Establish a communication system between the EOC and shelters; • Support opening and operating American Red Cross shelters, at the request of the city of Mesa • The American Red Cross will comply with all applicable Federal, State and local laws in their shelters, feeding and other operations.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the county encompassing Federal, State, County, city, and private organizations.
All Support Agencies	• Staff the EOC when requested by the Primary Agency or EOC Manager. • Develop and maintain a working relationship with the Primary and Support Agencies, Mass Care industry representatives, and private Mass Care providers. • Provide Mass Care resources, equipment, and vehicles, upon request. • Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support emergency event. • Maintain records of expenditures and document resources utilized during response and recovery.

	• Coordinate Memoranda Of Understanding (MOUs) with appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families • Prepare for evacuation, through preparedness education efforts and/or mitigation, and care of, during response and recovery phases, the whole community. • Assist with providing staffing support for American Red Cross shelter management and volunteer staffing to American Red Cross operated shelters, in coordination with Maricopa County Public Health and the Citizen Corps Programs as requested. • Provide staffing support for American Red Cross Reception And Care (RCC) or Evacuation Service Centers (ESC) and Local Assistance Centers (LACS), upon request • Maintain records of expenditures and document resources of expenditures and document resources utilized during response and recovery.
Maricopa County Animal Care and Control may**:**	• Implement plans to provide relief to domestic animals shelters for their owners. Prepare for evacuation, through preparedness education efforts and/or mitigation, and care for, during the response and recovery phases, the whole community.
Maricopa County Department of Public Health	• Conduct appropriate epidemiologic assessments, population monitoring and human health assessments • Coordinate acute medical care needs with appropriate health care delivery agencies • Coordinate assessment, treatment and monitoring of those with medical needs to include behavioral health needs • Coordinate pharmaceutical requirements for those with medical and behavioral health needs • Coordinate “discharge” of those with medical needs when shelter closes • Provide support staff to assist with general shelter operations the city of Mesa

Maricopa County Department of Environmental Services	• Ensures that health standards are maintained at shelters, food preparation and food delivery sites.
The Salvation Army	• The Salvation Army (TSA) is designated as the Lead Support Agency for coordinating the receipt and distribution of solicited and unsolicited donations of disaster-specific services or goods in bulk and individual contributions. • Prepare for evacuation, through preparedness education efforts and/or mitigation, and care for, during the response and recovery phases, the whole community.
Valley Metro/Regional Public Transportation Authority	• Provide ADA accessible transportation resources including vehicles, fuel, drivers and equipment upon request. • Establish and maintain a working relationship with the Lead and Support Agencies as well as private transportation providers. • Track all transportation services and movements provided by their agency
Mesa Public Schools - Transportation Services	• Provide ADA accessible transportation resources including vehicles, fuel, drivers and equipment upon request. • Establish and maintain a working relationship with the Lead and Support Agencies as well as private transportation providers. • Track all transportation services and movements provided by their agency.

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ESF # 7 Resource Support

Primary Agency

City of Mesa Business Services Department

Support Agency

City of Mesa Financial Services Department
City of Mesa Police Department
City of Mesa Fire/Medical Department
City of Mesa Environmental Management and Sustainability Department

Introduction

ESF #7 Resource Support supports the Maricopa County Emergency Operations Plan ESF #7 Public Works and Engineering, which, in turn supports the State of Arizona Emergency Response and Recovery Plan , ESF #7 Resource Support, which, in turn supports the National Response Framework, ESF #7 Resource Support. Development of this ESF will allow for a natural cohesiveness when county, state and federal ESF #7 resources are activated. ESF #7 involves the preparedness, response, and recovery of Resource Support services before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These agencies have been pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures. A significant responsibility of the Primary Agency is communication. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

The purpose of ESF #7 is to establish responsibilities, policies and procedures for requesting, coordinating and obtaining emergency resources in support of residents via local, State, and Federal agencies, as well as to voluntary organizations requiring resources to perform disaster assistance missions following an emergency or disaster event within the City of Mesa.

Scope

ESF #7 is designed to provide Resource Support coordination as part of the overall incident management effort throughout the City. Depending on the nature of the disaster, Resource Support may assist in coordination with Maricopa County DEM unincorporated areas within the Mesa City limits as well as tribal nations around the City of Mesa. All are requested to coordinate all Resource Support requests with the ESF #7 function.

Situation Overview

An emergency or disaster event will require the coordination of Resource Support services. ESF #7 is the coordination center for the requisition, acquiring and allocating resources to

support the response to an emergency.

Assumptions

City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will negatively affect the accessibility and ability to provide relief services and supplies. Disaster responses, which require Resource Support assistance, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and federal resources, if needed may not be available for up to 72 hours. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period. The requirement for Resource Support services during the immediate lifesaving response phase will exceed the availability of County controlled or readily obtained assets. Several jurisdictions will compete for the same resources and supplies.

Concept of Operations

City of Mesa Business Services, as the Primary Agency, will provide a representative to the Mesa EOC upon request.

City of Mesa Business Services is responsible for coordinating County resources needed to protect lives and property during an emergency / disaster through the logistics section in the EOC.

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the assigned Primary Agency, Business Services provides resource support to the City agencies and departments through acquisitions from private vendors and contractors.
City of Mesa Business Services Department	• ESF #7 is responsible for providing logistical management and resource support to all Emergency Support Functions in response and recovery efforts to include emergency relief supplies, facilities, equipment, fuel, office supplies, contracting services, and all other resources which may be required. • Staff the EOC when notified by the EOC Manager. • Establish and maintain a working relationship with Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals. • Assist other EOC units, branches, and sections as requested. • Ensure that all City policies and procedures for resource management, including those outlined in the Basic Plan are followed.

	• Provide resources, equipment, facilities, and vehicles (in coordination with ESF #1 - Transportation) upon request. • Pre-positioning of resources to efficiently and effectively respond to an incident are outlined in Annex A. • Volunteer and Donation Management is outlined in the Annex B: Support. • Management of unsolicited donations is outlined in the Annex B: Support. • Negotiate contracts for support of emergency response actions. • Track all resource movements. • Identify and coordinate the use of facilities that could serve as logistical staging areas for resources coming into the county from State and Federal agencies. • Maintain records of expenditures and document resources utilized. • Coordinate with Mesa Police Department for the protection of resources and personnel. • Document and request additional resources, personnel and staging area support necessary to accomplish emergency tasks. • Establishing Points of Distribution across the jurisdiction. • Coordinate with State and Federal ESF #7 Resource Support counterparts. • Work with the safety officer for deployed personnel to insure personal safety and operational management

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the county encompassing federal, state, county, city, and private organizations.
All Support Agencies	• Response and recovery activities to be completed during and reviewed after an emergency event: • Staff the EOC when requested by the Primary Agency or EOC Manager. • Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors,

	contractors, and facility management professionals. • Provide resources, equipment, and vehicles, upon request. • Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support emergency event

ESF #8 Health and Medical

Primary Agency

City of Mesa Fire/Medical Department

Support Agencies

City of Mesa Environmental Management and Sustainability Department
American Red Cross
Maricopa County Office of the Medical Examiner
Maricopa County Department of Animal Care and Control
Maricopa Integrated Healthcare System
Maricopa County Medical Reserve Corps (Citizen Corps)
Banner Poison Control Center
Private Ambulance Services in Maricopa County

Introduction

ESF #8 Health and Medical supports the Maricopa County Emergency Operations Plan ESF #8 Health and Medical, which, in turn supports the, State of Arizona Emergency Response and Recovery Plan, ESF #8 Health and Medical, which, in turn supports the National Response Framework, ESF #8 Public Health and Medical. Development of this ESF will allow for a natural cohesiveness when City of Mesa, County, State and Federal Health and Medical Services resources are activated. ESF #8 involves the preparedness, response, and recovery of Health and Medical Services before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies listed above have been pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures. A significant responsibility of the Primary Agency is communication. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

The purpose of ESF #8 is to provide Health and Medical Services, including emergency medical services; disease, epidemic and vector control; immunizations; food, water, and environmental hazard surveillance; health and safety inspections; dental assistance; crisis counseling; public information and risk communications

Scope

ESF #8 is designed to provide Health and Medical Services coordination as part of the overall incident management effort throughout the City of Mesa. ESF #8 provides support in identifying and meeting the Health and Medical Services needs of people affected by a disaster or emergency. The City of Mesa as well as other incorporated cities, towns, and tribal nations are requested to coordinate all Health and Medical movements/activities with the MCDEM ESF #8 function.

Situation Overview

Medical care and public health services are essential elements of an emergency, disaster or terrorism incident response. City government must maintain the capabilities of health providers to initiate coordinated emergency health and medical care. Provision of health services will be needed for those people injured or made sick due to the disaster as well as to those with pre-existing conditions.

Assumptions

- Many casualties requiring emergency transportation and medical care may occur as the result of an emergency, disaster or terrorism incident.
- Persons receiving medical care before the incident will continue to require treatment.
- City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will influence the means and accessibility for relief services and supplies. Disaster responses, which require Health and Medical Services resources, may be difficult to coordinate effectively during the immediate post-disaster phase. Gradual clearing of access routes will permit a sustained flow of Health and Medical Services support, although localized support may be disrupted for a significant period.
- The requirement for Health and Medical Services capacity during the immediate lifesaving response phase will exceed the availability of MFMD controlled or other Health and Medical Services assets. Several jurisdictions will compete for the same resources.
- The systems and facilities that provide medical services may be impaired or totally disrupted by the incident. Facilities that survive with little or no structural damage may be rendered unusable or only partially usable because of a lack of utilities (power, water, sewer) or because staff are unable to report for duty as a result of personal injuries and/or damage or disruption of communications and transportation systems.

Concept of Operations

City of Mesa Fire/Medical Department, as the Primary Agency, will provide a representative to the Mesa EOC upon request

Emergency and disaster response services and activities will be accessible and usable to all individuals regardless of disability, access or functional need, as per the Americans with Disabilities Act (ADA) and The Rehabilitation Act of 1973. This plan is committed to the principle that it takes the full range of government, private, non-government, faith-based and volunteer groups to successfully meet the needs of the whole community during times of disaster.

Standard Operating Procedures (SOP) will be developed and maintained by MFMD which has primary functional responsibility for this ESF, in cooperation with Mesa EOC. This function will be coordinated with and involve other Support Agencies and organizations.
The emergency Health and Medical function is the primary responsibility of the MFMD and secondary support for this function is the responsibility of those departments listed at the

beginning of this ESF.

The Maricopa County Department of Environmental Services monitors reports of food and/or water contamination and responds as required by department directives and protocols per ESF #14.

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the City of Mesa Fire/Medical Department is responsible for responding to health related emergencies and to a limited degree through education protecting the health of residents to prevent the spread of disease, injury, and disability, and to promote healthy behaviors.
City of Mesa Fire/Medical Department	• The primary agency, the Mesa Fire/Medical Department supported by the identified above support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency: • Staff the EOC when activated or notified by the EOC Manager. • Establish and maintain a working relationship with Support Agencies, Health and Medical Services industry representatives, and private Health and Medical Services providers. • Provide Health and Medical Services resources, equipment, and facilities upon request. • Track all Health and Medical Services resource movements whether initiated by an activated ESF or by ESF #8. • Implement patient/casualty-tracking system and ensure appropriate dissemination to applicable entities. • Ensure the identification and care of human remains, determination of cause of death, inventory and protection of personal effects, and locating and notifying the next of kin in coordination with Maricopa County Medical Examiner's Office. • Channel Health and Medical Services information for public release through the incident PIO and continue providing information and support upon re-entry of the affected area. • Ensure the tracking system of potential exposure and diseases is operating and information is being shared appropriately. • If necessary, ensure that public health laboratory testing and epidemiological investigation is

	coordinated with law enforcement and other appropriate agencies. • Implement local plans to receive, store, and distribute pharmaceutical products from the Strategic National Stockpile (SNS). • Coordinate with the Primary Agency for ESF #7 to acquire adequate medical supplies and equipment to immediately respond to an emergency. • Coordinate with Maricopa County, State of Arizona and Federal agencies when the National Disaster Medical System is activated for an event occurring outside of the City of Mesa or for a mass-casualty event occurring within the City. • Maintain records of expenditures and document resources utilized. • Ensure that out of state medical personnel responding to an incident in the City of Mesa have received credentials from the Arizona Department of Health Services. • Coordinate the overall management of services for persons with disabilities, access and functional needs that are affected by the emergency. • Coordinate with the Medical Examiner, who has responsibility for mortuary services and identification of the deceased, upon request. • Assist other units, branches, and sections as requested. • Coordinate with County, State and Federal ESF #8 Health and Medical counterparts.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency in coordination with City of Mesa Emergency Management staff. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the County encompassing federal, state, county, city, and private organizations.
All Support Agencies	• Response and Recovery activities to be completed during and reviewed after an emergency event: • Staff the EOC when activated or requested by the EOC Manager. • Develop and maintain a working relationship with the Support Agencies, Health and Medical Services industry representatives, and private

	Health and Medical Services providers. • Provide Health and Medical Services resources, equipment, and vehicles, upon request. • Assist other units, branches, and sections as requested. • Act as liaison with home agency to support emergency event. • Maintain records of expenditures and document resources utilized during response and recovery.

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ESF #9 Search and Rescue

Primary Agency

City of Mesa Fire/Medical Department

Support Agencies

City of Mesa Police Department
City of Mesa Parks, Recreation, and Community Facilities Department
Automatic Aid Partners
Maricopa County Sheriff's Office
Maricopa County Department of Public Health
Maricopa County Office of the Medical Examiner

Introduction

ESF #9 Search & Rescue supports the Maricopa County Emergency Operations Plan ESF #9 Search & Rescue, which, in turn supports the, State of Arizona Emergency Response and Recovery Plan, ESF #9 Urban Search & Rescue, which in turn support the National Response Framework, ESF #9 Urban Search and Rescue. Development of this ESF will allow for a natural cohesiveness when State and Federal Search & Rescue resources are activated. ESF #9 involves the preparedness, response, and recovery of Search & Rescue resources before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies have been pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures

Purpose

The purpose of ESF #9 is to establish a framework for the provision and coordination of all Search & Rescue support, including Urban Search and Rescue, to affected residents via local, State, and Federal resources, as well as to voluntary organizations, requiring Search & Rescue resources to perform disaster assistance missions following an emergency or disaster event within the City of Mesa.

Scope

ESF #9 is designed to provide Search & Rescue coordination for urban search and rescue to include structural collapse, waterborne search and rescue including swift water and dive team responses, inland and wilderness search and rescue for missing or lost persons as part of the overall incident management effort throughout the City of Mesa.

Aeronautical search and rescue is coordinated through the Primary Agency with assistance of State or Federal resources.

Situation Overview

An emergency or disaster event will require the prompt rescue and medical care of a substantial number of persons in life-threatening situations. Search & Rescue services will be required to support the response and recovery missions of the event.

Assumptions

City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will influence the means and accessibility for relief services and supplies. Disaster responses, which require Search & Rescue capacity, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and Federal resources, if needed may not be available for up to 72 hours. Gradual clearing of access routes and resumption of services will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period. The requirement for Search & Rescue capacity during the immediate lifesaving response phase will exceed the availability of readily obtained assets. Several jurisdictions will compete for the same resources.

Concept of Operations

City of Mesa Fire/ Medical Department, as the Primary Agency, may be asked to provide a representative to the Mesa EOC upon request. Coordinate the Search and Rescue Response efforts with the supporting agencies through the EOC.

As available to assist, the Arizona Humane Society, and the Maricopa County Animal Care and Control, will collaborate and support the provisions outlined in the Pets Evacuation and Transportation Standards Act of 2006 to ensure providing for the care of household pets and Service Animals of the whole community needing Search and Rescue services.

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, Mesa Fire/Medical Department is responsible for Search & Rescue within incorporated City of Mesa limits and be asked to respond into some unincorporated areas within the Mesa City limits.
City of Mesa Fire/Medical Department	• Manage the on-scene search and rescue operations • The primary agency, City of Mesa Fire/Medical Department, supported by the identified support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency: • Staff the EOC when notified by the EOC Manager. • Establish and maintain a working relationship

	with Support Agencies, applicable industry representatives and private providers. • Provide Search & Rescue resources, equipment, and vehicles, upon request. • Track all Search & Rescue movements whether initiated by an activated ESF or by ESF #9. • Channel Search & Rescue information for public release through the incident PIO and continue providing information and support upon re-entry of the affected area. • Assist other units, branches, and sections as requested. • Maintain records of expenditures and document resources utilized. • Coordinate with State and Federal ESF Search & Rescue counterparts when activated.

Support Agencies	Activities
Background	The Support Agencies were identified by the MFMD in coordination with Fire/Medical Department staff. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the County encompassing Federal, State, County, City, and private organizations.
All Support Agencies	• Response and Recovery activities to be completed during and reviewed after an emergency event: • Staff the EOC when requested by the EOC Manager. • Develop and maintain a working relationship with the Primary agency and each Support Agency. • Provide Search & Rescue resources, equipment, and vehicles, upon request. • Assist other units, branches, and sections as requested. • Act as liaison with home agency to support emergency event. • Maintain records of expenditures and document resources utilized during response and recovery.
Maricopa County Department of Public Health	• Provide appropriate death documentation, certification and support to the Maricopa County Medical Examiner's Office in surge operations up to and including co-location

	with Medical Examiner staff to expedite the documentation process.

ESF #10 Hazardous Materials

Primary Agency

City of Mesa Fire/Medical Department

Support Agencies

City of Mesa Police Department
City of Mesa Energy Resources Department
City of Mesa Water Resources Department
City of Mesa Environmental Management and Sustainability Department
Maricopa County Department of Environmental Services
Maricopa County Department of Public Health

Introduction

ESF #10 Hazardous Materials aligns with ESF #10 in the Maricopa County Emergency Operations Plan (EOP), the State of Arizona Emergency Response and Recovery Plan (SEERP), and the National Response Framework. This ESF will allow for cohesiveness when County, State, and Federal ESF #10 resources are activated.

This ESF involves preparedness, response, recovery, and mitigation of ESF #10 services before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support agencies. These departments are pre-identified in order to initiate, develop, and maintain preparedness and training activities as well as response procedures. A significant responsibility of the Primary department is communication. Consistent communication between the Primary and Support departments will build a working relationship prior to any event.

This Emergency Support Function (ESF) #10 is excerpted from and referenced in the Maricopa County Local Emergency Planning Committee (LEPC) Hazardous Materials Plan. Specific operational procedures, guidelines, resource lists, and phone contacts are located in this Plan, a copy of which can be found at the Mesa ~~Fore~~ Fire/Medical Department.

Purpose

The purpose of this ESF is to coordinate the public and private responses that may be required and/or requested to minimize the impact of HAZMAT accidents and/or incidents on health, safety, property, and the environment; and to minimize the exposure of the whole community to the effects of an accidental release of HAZMAT through the establishment of effective warning, evacuation, decontamination, and recovery procedures.

Relationship to Other Plans -This ESF has been developed to comply with Superfund Amendments and Reauthorization Act (SARA), Title III, planning requirements and to provide guidance for response to accidents and/or incidents involving HAZMAT in general, and specifically those Extremely Hazardous Substances (EHS) identified by the U.S. Environmental Protection Department (EPA).

Title III of the Superfund Amendments and Reauthorization Act (SARA) of 1986, Emergency Planning and Community Right-to-Know Act (EPCRA) (Public Law 99-499) was enacted to provide local governments the authority to gather information concerning chemical hazards in the community, to plan for response to incidents involving those chemical, and to provide a means for the general public to obtain information concerning Hazardous Materials in their community.

EPCRA Compliance Monitoring - The City of Mesa Fire /Medical Department maintains records of facilities in and near the City of Mesa which store reportable quantities of hazardous materials. Facilities storing HAZMAT may be located in close proximity to schools, hospitals, nursing homes, essential government services, and other entities. A HAZMAT accident or incident could require that emergency responders provide these nearby entities with additional assistance during the incident if a health hazard is suspected.

Arizona State Homeland Security Strategic Plan – The goals and objectives of this plan are to protect Critical Infrastructure and Key Resources (CIKR) owned and operated by the public and private sectors. The State of Arizona has established specialized HAZMAT Response Units (listed below) that are available to assist local governments. State HAZMAT Response Unit leaders will act as State On-Scene Coordinators (SOSC) during response activities.

- The Arizona Department of Public Safety (DPS), Hazardous Materials Unit, is designated as the SOSC for HAZMAT highway and rail transportation incidents.
- The Arizona Department of Environmental Quality, Emergency Response Unit, will act as SOSC for fixed facility and non-transportation incidents.
- The Arizona Radiation Regulatory Department (ARRA) will assume the role of SOSC for all incidents where radioactive materials are of primary concern.

Scope

ESF #10 is designed to coordinate HAZMAT operations in order to rapidly identify, contain, and mitigate a HAZMAT release; rescue, decontaminate and treat victims exposed to the hazard; limit damage and effectively protect emergency responders and the public.

Situation Overview

Hazardous Materials are transported by a variety of methods including, but not limited to: pipeline, container, rail, truck, and car. Each represents a significant, different consequence when it leaves its container. The response to each type of incident varies by the severity and form of release (e.g. liquid or vapor).

An emergency or disaster event will require coordinating local HAZMAT operations. The City of Mesa Fire/Medical Department is responsible for the coordination and application of City resources to support the City of Mesa during a HAZMAT incident. If necessary, specialized HAZMAT response teams or response organizations may be brought in to assist

on-scene in response to and mitigation of the release of a hazardous material.

Assumptions

An accidental release of HAZMAT could pose a threat to the local population or environment and may require the evacuation of residents at any location within the City of Mesa. In most HAZMAT situations, individual department personnel and equipment provided through Automatic aid agreements may be adequate to respond to any disaster. However, if the City has exhausted all of its resources and a local disaster emergency declaration has been made, county, state and federal resources may be made available.
The amount of time available to assess the scope and magnitude of the incident will have a profound effect on the protective actions (evacuation or shelter-in-place) recommended. In the event of a serious or widespread HAZMAT incident, many members of the public within the high risk area (when identified) may choose to evacuate spontaneously without official orders or recommendations; some may choose private accommodations on their own when an evacuation is ordered or recommended. However, for planning purposes, reception and care resources should be identified for the City of Mesa population within the risk area. If evacuation is precluded, shelter-in-place instructions will be issued utilizing all communication channels available (e.g., audio, visual, text, etc.) to notify the whole community.

HAZMAT may enter and contaminate water supplies, irrigation systems, or sewage systems, necessitating shutdown of such facilities until they can be decontaminated.
City infrastructure may sustain damage, which could influence the means and accessibility for HAZMAT response.

Concept of Operations

The Mesa Fire/Medical Department is the Primary department for ESF #10. The first department unit on the scene will alert other responders regarding the status of the situation. Mesa Fire/Medical Department will establish a Unified Command Post and control operations at the scene of the incident. The Incident Commander is responsible for advising decision-makers about the risks associated by the threat and recommending methods for response and immediate actions. The Mesa Police Department will secure the incident scene.

Organizational Roles and Responsibilities

In daily operations, the Mesa Fire /Medical Department responds to incidents in the City involving hazardous materials. The goal of the City's responding forces is to stabilize the incident, leaving clean-up operations to hazardous materials specialists. All ESF #10 organizations are responsible for development of internal Standard Operating Procedures (SOPs) that support ESF #10 and EOC operations.

All Hazardous Materials support resources will be controlled and assigned from the Mesa Emergency Operations Center (EOC). All ESF #10 support resources will be used on a

priority basis to save lives and property. The assets available to this ESF will be used to assist emergency operations for the incident. All ESF #10 asset deployments and recalls by the Mesa EOC will be tracked on the appropriate Incident Command System (ICS) forms or web-based crisis information management system. Information will be collected through the EOC Operations Section and forwarded to the EOC Finance/Administration Section.

Information for public release will be channeled through the EOC Public Information Officer (PIO).

An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from their caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life.

Primary Agency	Activities
Background	In daily operations, MFMD is the primary agency for planning the effective use of available resources and the coordination of appropriate emergency functions in response to situations beyond the capability of a single agency, department, or political subdivision. MFMD coordinates response and recovery activities through implementation of emergency response plans during and after emergencies. Implementation requires the support and assistance of many other City of Mesa departments, neighboring jurisdictions, the private sector and volunteer agencies.
City of Mesa Fire/Medical Department	• MFMD, supported by the identified support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency: • Staff the EOC when notified by the EOC Manager. • Manage the On-Scene operations • Establish and maintain a working relationship with Support Agencies, applicable industry • Representatives and private providers. • Provide Hazardous Materials resources, equipment, and vehicles, upon request. • Track all hazardous materials unit movements whether initiated by an activated ESF or by ESF #10. • Maintain records of expenditures and document resources utilized. • Channel Hazardous Materials information for public release through the incident PIO and

	continue providing information and support upon re-entry of the affected area. • Assist other units, branches, and sections as requested. • Coordinate with State and Federal ESF #10 Hazardous Materials counterparts, when activated.

Support Agencies	Activities
Background	• The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the region and City of Mesa as well as encompassing Federal, State, County, City, and private organizations.
All Support Agencies	• Response and Recovery activities to be completed during and reviewed after an emergency event: • Staff the EOC when requested by the EOC Manager. • Develop and maintain a working relationship with the Support Agencies, applicable industry representatives and private providers. • Provide Hazardous Materials resources upon request. • Assist other units, branches, and sections as requested. • Act as liaison with home agency to support emergency event. • Determine the extent of a release and contamination in the affected areas by air, water and soil samples. • Assist the Incident Commander in determining the best method for cleanup and disposal in accordance with State and Federal regulations.
Maricopa County Department of Public Health	• Conduct appropriate epidemiologic assessments, population monitoring and human health assessments. • Disseminate clinical guidance to health care delivery system • Provide health related –risk communication/public information to the public

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ESF #11 Agriculture and Natural Resources

Primary Agency

City of Mesa Environmental Management and Sustainability Department
City of Mesa Water Resources Department
City of Mesa Community Services Department (Animal Control)

Support Agencies

City of Mesa Fire/Medical Department
Maricopa County Department of Environmental Services
Maricopa County Department of Public Health
Maricopa County Parks and Recreation Department
Arizona Department of Environmental Quality
Arizona Department of Health Services
Arizona Game and Fish Department
Arizona State Historic Preservation Office
Arizona Department of Agriculture – Office of the State Veterinarian
United States Department of Agriculture
Arizona Department of Agriculture

Introduction

ESF #11 Agricultural and Natural Resources supports the Maricopa County Emergency Operations Plan ESF #11 Agriculture and Natural Resources and State of Arizona Emergency Response and Recovery Plan, ESF #11 Agricultural and Natural Resources, which, in turn supports the National Response Framework, ESF #11 Agricultural and Natural Resources. Annex to control and eradicate any outbreak of highly contagious or economically devastating animal / zoonotic diseases, or any outbreak of an economically devastating plant pest or disease; ensure the safety and security of the commercial food supply; protect natural and cultural resources and historic property resources.

Purpose

The purpose of ESF #11 is to coordinate resources to prevent and remove environmental health risks. ESF #11 operates in conjunction with ESF #8, Health and Medical, to ensure that food and public water supplies are safe throughout the City. To monitor in coordination with Federal and State agencies plant and animal diseases and in cases in which animal, veterinary or wildlife issues arise, and ensure the public health.

Scope

This ESF addresses the coordination of resources that control and eradicate an outbreak of a highly contagious or economically devastating animal and plant disease, assurance of food safety and food defense and the prevention, detection and response to food borne

illnesses.

It also provides for collaboration with Federal and State agencies responsible for inspection, detection, prevention and eradication of highly pathogenic exotic plant disease, or economically devastating plant pest infestation. Of key importance is the safety of livestock and crops against the introduction of contaminants and the protection of wildlife, public land as well as natural, cultural and historic properties.

Situation Overview

The transportation of plants, animals and animal products in and out of Mesa, the ease of international travel, the ongoing threat of agro-terrorism and the consequences of an outbreak of a significantly impacting plant or animal disease within Mesa indicates our vulnerability and need for vigilance.

Within Mesa there are important natural, cultural and historic properties that must be protected in times of disaster.

Assumptions

City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will influence the means and accessibility for relief services and supplies. Disaster responses, which may require Environmental resources, may be difficult to coordinate effectively during the immediate post-disaster phase. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period. The requirement for Environmental resources during the immediate lifesaving response phase will exceed the availability of City controlled or readily obtained assets. Several jurisdictions and agencies will compete for the same resources. Local livestock producers, dairymen, feedlot operators and equine, within Mesa will be the first to notice an unusual condition / disease in their animals. Many of these producers will consult with their veterinarian. Others may contact the State Department of Agriculture, the State Veterinarian's Office, or the Arizona Veterinary Diagnostic Laboratory at the University of Arizona at Tucson or a private laboratory.

A widespread outbreak of disease or infestation in this industry would have a major impact on the economy of Mesa Maricopa County and surrounding counties as well as the State.

Any plant or animal diseases have the potential to adversely affect wildlife, domestic pets or public health and welfare.

In addition to animals, the agriculture industry is a major economic contributor to Mesa. A wide range of field crops as well as vegetables, grains and citrus are produced. There are significant historical, cultural and natural resources, especially water, within Mesa. In addition, Native American communities cultivate and harvest non-commercial crops that have cultural or religious significance which must be protected.

Concept of Operations

City of Mesa Environmental Management and Sustainability, City of Mesa Water Resources and City of Mesa Community Services (Animal Control) will serve as the Primary Agencies, and will provide a representative to the City EOC upon request. City of Mesa Environmental Management and Sustainability, City of Mesa Water Resources and City of Mesa Community Services (Animal Control) is responsible for coordinating City resources needed to protect lives and property during an emergency / disaster.
For situations that primarily impact public health, the Department of Public Health will be the Primary Agency. Examples include:

- Large-scale food or water related outbreak
- Human epidemics of vector-borne or zoonotic diseases

For situations that are primarily food and/or water borne the Department Of Environmental Services will be the Primary Agency. For situations that primarily impact wildlife the Parks and Recreation Department will be the Primary Agency.

ESF #11 provides for integrated local response and local liaison duties with State and Federal resources for situations involving an outbreak of a highly contagious animal or zoonotic disease.

An aggressive and proactive response by the Primary Agencies ensures the safety and security of Maricopa County's commercial supply of food products following an incident. They support, in a liaison role, the State and/or Federal Government should the situation necessitate such actions, as may occur if the situation impacts the State of Arizona or beyond.

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the Primary Agencies provide a wide array of community preparedness programs and services with focus on the public's health and wellbeing.
All Primary Agencies	• The Primary Agencies, supported by the Support Agencies, will ensure that response and recovery activities are completed during, and reviewed after, an emergency. • Staff EOC when requested by the City EOC. • Develop and maintain a working relationship with the Support Agencies, applicable industry representatives, private providers, and state and federal agencies. • Monitor reports of agriculture, food and/or water contamination and respond as required by their department directives and protocols

	• Maintain operational awareness of food, water, animal and agriculture safety and security. • Awareness of animal welfare through communication links with animal welfare and rescue groups, county law enforcement, etc. • Ensure full coordination of activities with other groups within the EOC to assist in the development and maintenance of situational awareness. • Coordinate the actions and response to ensure the protection of areas in Maricopa County of historical and cultural significance. A proactive approach to the protection of natural resources, especially water, is also necessary. • Assist other EOC units, branches, and sections as requested. • Maintain records of expenditures and document resources utilized during response and recovery.
Maricopa County Department of Environmental Services [Food/Water]	• Monitor reports food and/or water contamination and respond as required by department directives and protocols.
Maricopa County Department of Public Health [Public Health]	• Monitor reports of agriculture, food and/or water contamination impacting public health and respond as required by department directives and protocols.
Maricopa County Parks and Recreation Department [Wildlife]	• Maintain awareness of wildlife welfare through communication links with the Arizona Game And Fish Department, county law enforcement, etc.

Support Agencies	Activities
Background	The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the County, State and Federal sector as well as private organizations.
All Support Agencies	• Staff the EOC when requested by the Primary Agency or MCDEM. • Develop and maintain a working relationship with the Primary and Support Agencies. • Provide resources, equipment, and vehicles as needed, upon request. • Act as liaison with the primary agencies to support the response to an emergency event.

	• Assist other EOC units, branches, and sections as requested. • Maintain records of expenditures and document resources utilized during response and recovery. • Provide appropriate information to partners regarding protective actions and preventative practices.

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ESF #12 Energy Services

Primary Agencies

City of Mesa Energy Resources Department

Support Agencies

Maricopa County Department of Emergency Management
Arizona Public Service (APS)
Salt River Project (SRP)
Southwest Gas
El Paso Natural Gas
Kinder Morgan - Transmission Pipeline

Introduction

ESF #12 Energy Services supports the Maricopa County Emergency Operations Plan ESF #12 Energy services, the State of Arizona Emergency Response and Recovery Plan ESF#12, which, in turn supports the National Response Framework, ESF #12 Energy Services. Development of this ESF will allow for a natural cohesiveness when City, State and Federal Energy resources are activated. ESF #12 involves the preparedness, response, and recovery of Energy resources before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These agencies will be pre-identified to develop, initiate, and maintain preparedness and training activities as well as response procedures.

Purpose

The purpose of ESF #12 is to establish policies and procedures for providing, maintaining, and restoring Energy services that were interrupted, damaged, or destroyed during and after an emergency. ESF #12 also provides for maintaining a liaison with public utilities that provide services in the City of Mesa to coordinate operations of public utilities necessary to provide essential services to Mesa's citizens, businesses, and governments. To coordinate Energy Services support to affected areas via local, State, Federal and private resources, to include technical assistance, inspection, evaluation, repair, debris removal, and maintenance of utility services.

Scope

ESF #12 is designed to provide Energy Services coordination as part of the overall incident management effort throughout the City of Mesa and unincorporated sections of the county. The scope of ESF #12 includes the various utilities that provide services to the citizens of Mesa. The types of public private utilities providing services in Mesa are electric, natural gas, water, sewer, and telecommunications. These activities include communicating with providers, coordinating restoration strategies, and reviewing emergency plans. Potential emergency operations include:

- Coordinating restoration plans
- Implementing rationing measures
- Allocating fuel resources
- Locating supplemental resources and arranging for distribution and delivery
- Participating in damage assessment operations.

Situation Overview

An emergency will affect Mesa's energy infrastructure, delivery systems, and connectivity and will require the coordination of emergency repair and restoration of energy capacity.

Relationship to Other Plans - This ESF has been developed to comply with the Pipeline Security and Incident Recovery Protocol Plan (The Plan) which presents a framework and protocols to support the recovery of pipeline infrastructure, as well as measures to prevent a security incident and enhance resiliency. The purpose of The Plan is to reduce the consequences of an attack, as well as to minimize the operational impact of and time needed to recover from a disruption in the pipeline system infrastructure. It is a phased plan that focuses on prevention/protection, response, and recovery measures to be undertaken by the Federal Government supporting State, local and tribal governments and the private sector.

Assumptions

City infrastructure (buildings, roadways, communications and utilities) will sustain damage. This damage will influence the means and accessibility for relief services and supplies. Disaster responses, which require Energy capacity, may be difficult to coordinate effectively during the immediate post-disaster phase. The normal forms of communication and utilities may be severely interrupted during the early phases of an emergency or disaster. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period. The requirement for Energy capacity during the immediate lifesaving response phase will exceed the availability of readily obtained assets. There will be delays in all normal services such as police, fire, emergency medical services, public works, transportation, and water/sewer and utilities response due to damage to facilities and equipment and shortages of personnel. Disaster response and recovery may be limited by the inability of the general citizenry to be self-sufficient for more than three days without additional supplies of food, water, medical, and shelter resources. In general, an energy emergency exists whenever supplies of energy are inadequate to meet demand. Emergencies may cause shortages by disrupting electricity, natural gas, propane fuel, aviation fuel and other liquid pipeline infrastructures or by increasing energy use in general. Energy shortages can be caused by imbalances in supply and distribution and not necessarily a natural or human-caused incident. A shortage of energy in one form can cause shortages in other sources. Disruption to an energy system in one region may affect energy supplies in other regions that rely on the same delivery systems. Energy supply and transportation problems can be intrastate, interstate, and international. Disaster responses, which require Energy Services, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and

Federal resources, if needed may not be available for up to 72 hours.

Concept of Operations

When the City of Mesa Emergency Operations Center (EOC) is activated for emergencies or disasters, it will be the focal point for the establishment of priorities for restoration of distribution utilities across the geographical "region" of the city and/or county. The Utility Division that is most impacted will provide a representative to the Mesa EOC upon request. If it cannot be determined which Division is the most impacted, or for the sake of expedience, the EOC Manager may choose which Division will provide a representative. During activation, several employees from Energy Resources are current team members.
The representative for ESF #12 will report to the Public Works Section Chief. The City of Mesa will expend available resources (including mutual aid and private sector procurement), prior to seeking assistance through Maricopa County EOC. All utilities, whether publicly or privately owned, will be expected to manage and operate the utility within their own jurisdiction, providing emergency services based on requirements and capabilities. It is essential that underground utility locating services be included in any construction/ restoration projects prior to the onset of excavation.

Prioritization of the restoration of all services will include consideration of, but not limited to, the weather and the impact that the loss of service may or may not have on the whole community to include, but not limited to; persons with disabilities, access and functional needs and unique populations (i.e. schools, hospitals, managed care facilities, group homes, incarcerated, children, families, etc.)

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the assigned Support Agencies - APS, SRP, City of Mesa Energy Resources, El Paso Natural Gas, Kinder Morgan - Transmission Pipeline, and Southwest Gas - provide electricity, natural gas, and other utility services throughout the County.
City of Mesa Energy Resources Department	• The Primary Agency supported by the identified Support Agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency. • Staff the EOC when notified. • Establish and maintain a working relationship with Support Agencies, applicable industry representatives and private providers. • Gather, assess, and share information on energy system damage, as well as estimated repair and restoration time.

	• Communicate with the EOC on the activities related to the response and recovery of critical infrastructure. • Utilization when needed of the Governmental Emergency Telecommunications Service (GETS) and the Wireless Priority Service (WPS) for emergency communication in the event standard communication systems are inoperable. • In coordination with the Joint Information System (JIS), provide public service announcements on energy conservation, mitigation impacts, and restoration forecasts. • Maintain communication with County and State EOCs, Utility Operations Centers, and local municipalities' EOCs. • Communicate with the Arizona Corporation Commission (ACC) for evacuations and service terminations that meet federal and state reporting criteria. • Track energy status and resources provided by the support agencies. • Channel energy information for public release through the Joint Information System (JIS). • Maintain records of expenditures and document resources utilized. • Assist other EOC units, branches, and sections as requested. • Coordinate with State and Federal ESF #12 Energy counterparts when activated. • Conduct repair and maintenance operations until restoration of all services is complete.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout encompassing Federal, State, County, city, and private organizations.
All Support Agencies	• Staff the EOC when requested by the Primary Agency. • Develop and maintain a working relationship with the Primary and Support Agencies, industry representatives, and private providers. • Work with the Primary Agency to coordinate information on energy restoration.

	• Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support the emergency event. • Conduct repair and maintenance operations until restoration of all services is complete. • Coordinate energy information for public release with the Joint Information System (JIS). • Maintain records of expenditures and document resources utilized.

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ESF #13 Public Safety and Security

Primary Agency

City of Mesa Police Department

Support Agencies

City of Mesa - Municipal Security
City Attorney
City Prosecutor
Maricopa County Attorney
Maricopa County Constables
Maricopa County Sheriff's Office
Maricopa County Office of the Medical Examiner
Regional Jurisdictional Law Enforcement

Introduction

ESF #13 Public Safety and Security supports the Maricopa County Maricopa County Emergency Operations Plan ESF #13 Public Safety and Security, the State of Arizona Emergency Response and Recovery Plan, ESF #13 Public Safety which, in turn supports the National Response Framework, ESF #13 Public Safety and Security. Development of this ESF will allow for a natural cohesiveness when County, State and Federal ESF #13 resources are activated. ESF #13 involves the preparedness, response, and recovery of Public Safety and Security services before, during, and after an emergency or disaster event. To support these activities, the ESF structure has identified the Mesa Police Department as the Primary Agency. These Agencies will initiate, develop, and maintain preparedness and training activities as well as response procedures.

Purpose

The purpose of ESF #13 is to establish a framework for the provision and coordination of all Public Safety and Security support to affected areas via local, County, State, and Federal resources, as well as to voluntary organizations, requiring Public Safety and Security resources to perform disaster assistance missions following an emergency or disaster event within the City of Mesa.

Scope

ESF #13 is designed to provide Public Safety and Security coordination as part of the overall incident management effort throughout the City of Mesa, which may include parts of unincorporated county and tribal nations.

ESF #13 capabilities support incident management requirements including, but not limited to, force and critical infrastructure protection, security planning and technical assistance, technology support, and general law enforcement assistance in both pre-incident and post-incident situations. ESF #13 is activated in situations requiring extensive public safety and

security and where State, County, Tribal, and local government resources are overwhelmed or are inadequate, or for County to County support or in pre-incident or post-incident situations that require protective solutions or capabilities unique to County government.

Provides resources during potential or actual emergencies/disasters .Establishes the roles and responsibilities of City agencies involved in law enforcement activities during an emergency/disaster.

Situation Overview

An emergency or disaster event will require Law Enforcement and Security to maintain law and order, protect life and property, provide traffic control and law enforcement support, and provide site security for essential facilities/supplies and coordinate mutual aid requests.

Assumptions

In the event of an emergency or disaster, the following protocols will be in effect.
Law enforcement will institute safety measures to protect life and property. If an evacuation is required, traffic control personnel will ensure an orderly flow of traffic and proper parking at reception centers/shelters.

As a result of an evacuation, a large concentration of people in reception centers/shelters will require law enforcement presence to maintain peace and preserve orderly conduct. Additionally, surveillance patrols will be needed in the affected evacuated areas to prevent looting and the protection of property. Evacuation of prisons/jails may require additional personnel.

Terrorist acts and violent activity may cause disastrous results. There is also the potential for immobilization of local law enforcement resources through bombing, blackmail or sniping activities.

Incidents of bombing, bomb threats, threats against individuals and the public, and arson to achieve political concessions and public notoriety are becoming more prevalent.
Acts of terrorism and other criminal activities may immobilize/overwhelm local law enforcement and require State support.

In the event of an act of terrorism utilizing Chemical, Biological, Radiological, Nuclear, or Explosive agents (CBRNE) or accidents involving Hazardous Material, law enforcement personnel may be subject to decontamination processes or other personal protective measures to perform assigned duties.

Civil disturbances may result in injuries/damages requiring mobilization of law enforcement resources. County and local law enforcement officials are responsible for law enforcement within their jurisdiction. Agencies will have an established line of succession to cover shifts / absences.

City infrastructure may sustain damage. This damage may influence the means and accessibility for relief services and supplies. Disaster responses, which require Public Safety

and Security support, may be difficult to coordinate effectively during the immediate post-disaster phase.

Additional resources and Federal resources, if needed may not be available for up to 72 hours. Gradual clearing of access routes and resumption of services will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.

The requirement for Public Safety and Security support during the immediate lifesaving response phase may exceed the availability of ready obtained assets. Several jurisdictions and other activated ESFs will compete for the same resources.

Concept of Operations

City of Mesa Police Department, as the Primary Agency, will provide a representative to the Mesa EOC upon notification.
City of Mesa Police Department is responsible for coordinating City resources needed to protect lives and property during an emergency / disaster. Activated when city public safety and security capabilities and resources are needed to support incident operations.

This includes threat or pre-incident as well as post-incident situations. Maintains close coordination with State, County, local, Fire District, and Tribal and, if necessary, Federal officials to determine public safety and security support requirements and to jointly determine resource priorities. The Primary Agency, City of Mesa Police Department maintains communications with the EOC to determine capabilities, assess the availability of resources, and track resources that have been deployed. The Primary Agency may convene ESF #13 Support Agencies in a meeting or by conference call to coordinate City public safety and security assistance efforts. Resolution of resource and mission conflicts involving City public safety and security assets engaged in emergency operations is done by the Policy Group. Provides City public safety and security assistance to support prevention, preparedness, response, and recovery priorities in circumstances where locally available resources are overwhelmed or are inadequate, or where a unique City, County, State and/or Federal capability is required. This may include but is not limited to the following activities, when appropriate:

Supporting incident management planning activities and pre-incident actions required to assist in the prevention or mitigation of threats and hazards. This includes:

- Development of operational and tactical public safety and security plans to address potential or actual incidents of statewide or national significance.
- Conducting of technical security and/or vulnerability assessments.
- Deployment of State public safety and security resources in response to specific threats or potential incidents.

Identifying the need for ESF #13 support and analyzing potential factors that affect resources and actions needed, such as mapping, modeling, and forecasting for crowd size,

impact of weather, and other conditions on security, etc.

Assisting in the establishment of consistent processes for issuing identification badges to emergency responders and other personnel needing access to places within a controlled area, and verifying emergency responder credentials

Facilitating security forces to support City, (or to secure sites under City jurisdiction) to control access to the incident site and critical facilities.

Responsible for coordination of security forces and establishing protective measures around the incident site, critical infrastructure, and/or critical facilities. Coordination of emergency protective services to address public safety and security requirements during incidents of statewide and/or national significance. Coordination for the protection of emergency responders and other workers operating in a high-threat environment.

MCSO will provide and or coordinate transport security for medical countermeasures provided to the jurisdiction by the CDC's Strategic National Stockpile. City of Mesa Police Department will provide security at designated PODs within our jurisdiction and to contracted entities. City of Mesa Police Department will coordinate and support security PODs that are within other law enforcement jurisdictions.

Coordination of surveillance to assist in public safety and security efforts, and the provision of appropriate technology support, as required.

Coordination of specialized security assets such as traffic barriers; chemical, biological, radiological, nuclear, and explosives detection devices; aviation units, canine units; law enforcement personal protective gear; etc.

An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from caregivers, mobility devices, other durable medical equipment and/or Service Animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the Mesa Police Department is responsible for law enforcement in the City of Mesa.
City of Mesa Police Department	City of Mesa Police Department, supported by the identified support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency: • Staff the EOC when notified by EOC Manager.

	• Establish and maintain a working relationship with Support Agencies, applicable industry representatives and private providers. • Provide Public Safety and Security resources. • Ensure Public Safety and Security resources are available for security at critical facilities in coordination with respective public safety jurisdictions. • Track all Public Safety and Security resources. • Channel Public Safety and Security information for public release through the Joint Information Systems (JIS). • Maintain records of expenditures and document resources utilized. • Assist other EOC units, branches, and sections as requested. • Coordinate with State and Federal ESF Public Safety and Security counterparts when activated.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agency in coordination with Mesa Division of Emergency Management staff. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the county encompassing Federal, State, County, municipal, and private organizations.
All Support Agencies	• Staff the EOC when requested by Mesa PD or EOC Manager • Develop and maintain a working relationship with the Primary and Support Agencies. • Provide Public Safety and Security resources, equipment, and vehicles, upon request. • Assist other EOC units, branches, and sections as requested. • Act as liaison with home agency to support emergency event. • Maintain records of expenditures and document resources utilized during response and recovery.

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ESF #14 Recovery and Mitigation

Primary Agency

City of Mesa Financial Services Department
City of Mesa Community Services Department (Neighborhood Outreach)

Support Agencies

City of Mesa Development Services Department
City Attorney
City of Mesa Fire/Medical Department
City of Mesa Police Department
City of Mesa Transportation Department
City of Mesa Environmental Management and Sustainability Department
City of Mesa Human Resources/Time and Labor
City of Mesa Public Information and Communications Department
Maricopa County Department of Emergency Management
City of Mesa Information Technology Department
City of Mesa Community Services Department (Animal Control)
Maricopa County Department of Animal Care and Control
Maricopa County Department of Public Health
The Salvation Army
Faith Based Organizations within Mesa
Arizona Voluntary Organizations Active in Disasters (AzVOAD)

Introductions

ESF #14 Recovery and Mitigation supports the Maricopa County Department of Emergency Management ESF #14 Recovery and Mitigation, State of Arizona Emergency Response and Recovery Plan, ESF #14 Short/Long-Term Recovery and Mitigation, which, in turn supports the National Response Framework, ESF #14 Long-Term Community Recovery and Mitigation. Development of this ESF will allow for a natural cohesiveness when State and Federal Emergency Management resources are activated. ESF #14 involves the preparedness, response, and recovery actions of Recovery and Mitigation before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies have been pre-identified to initiate, develop, and maintain preparedness and training activities as well as response procedures. Consistent communication between the Primary Agency and the Support Agencies will build a working relationship prior to any event.

Purpose

The purpose of ESF #14 is to provide for the coordination of Recovery and Mitigation support to affected whole community via local, State, and Federal resources, requiring Recovery and Mitigation resources to perform Recovery and Mitigation missions following an emergency or disaster event within the City of Mesa. Recovery and Mitigation missions may

include assistance from Maricopa County, State and Federal governments in the areas of housing, business and employment, community infrastructure, and social services. Mitigation activities are meant to lessen or eliminate the long-term impacts of an emergency.

Scope

ESF #14 is designed to provide Recovery and Mitigation coordination as part of the overall incident management effort throughout the City of Mesa.

ESF #14 is divided into two areas of concentration; Human Services and Economic Recovery to address human and business community needs and infrastructure recovery to address restoration of public infrastructure. Mitigation activities that identify natural hazards that impact Mesa, assess the vulnerability and risk posed by those hazards to community-wide human and structural assets, and develop strategies for mitigation of those identified hazards are described in greater detail in the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan. Recovery assistance and support in the event of a Federal declaration can include Public Assistance (PA), support to political subdivisions, State agencies, certain private non-profit agencies and Tribal Nations as well as Individual Assistance (IA), support to individuals, households and families. Recovery also refers to State and Federal Government programs of assistance, support, and technical services that facilitate recovery actions for those impacted such as Federal grants and low-interest loans for lodging, rent, repair, rebuild or replacement of homes, businesses, property and infrastructure; for technical assistance, education and public information. Recovery activities that enable those impacted by an emergency or disaster event to begin the process of rebuilding their homes; replacing property; resuming employment; restoring their businesses; permanently repairing, rebuilding, or relocating public infrastructure; mitigating future disaster losses as well as State and Federal Government programs of assistance, support, and technical services that facilitate recovery activities are described in greater detail in the County's Long-Term Recovery Plan.

Situation Overview

Recovery and Mitigation activities refer to actions that enable disaster victims to begin the process of rebuilding their homes, replacing property, resuming employment, restoring their businesses, permanently repairing, rebuilding, or relocating public infrastructure, and mitigating future disaster losses. Individuals and families will initially receive assistance in the form of food, clothing, shelter, health care, and registration provided by the Grand Canyon Chapter of the American Red Cross, the Salvation Army, or similar welfare organizations. Locations of reception and care centers will be publicized through the news media and by other available means. Recovery and Mitigation activities refer to actions that enable disaster victims to begin the process of rebuilding their homes, replacing property, resuming employment, restoring their businesses, permanently repairing, rebuilding, or relocating public infrastructure, and mitigating future disaster losses. Recovery and Mitigation activities also refer to State and Federal Government programs of assistance, support, and technical services that facilitate disaster victims' recovery actions such as Federal grants and low-interest loans for repair or replacement of homes, businesses,

property and infrastructure; for technical assistance, education and public information.

Long-term recovery needs of persons with disabilities, access and functional needs will be coordinated as part of the whole community response in the development of a recovery plan. The establishment of an Unmet Needs Committee, or similar, activated by Volunteer Agencies Active in Disasters (VOAD) and include, as needed, non-VOAD organizations and entities to develop a recovery plan and funding structure, may be requested. VOAD leadership may establish an Unmet Needs Center, or similar, to assist the whole community in accessing offered services.

Consideration will be made of the health and physical access needs of evacuees, especially for persons with disabilities, access and functional needs, when returning to their residences and any specific instructions needed to address those issues. Providing temporary housing for evacuees will include accessible units. Accessible transportation for reentry and/or return activities may need to be provided.

Assumptions

City infrastructure (buildings, roadways, public works, communications and utilities) may sustain damage. This damage will influence the means and accessibility for relief services and supplies. Assistance from the County, State and Federal governments may be required to repair infrastructure to its pre-disaster condition. Recovery and Mitigation activities may occur simultaneously with response activities. Gradual clearing of access routes will permit a sustained flow of Recovery and Mitigation missions although some Recovery and Mitigation missions may not begin until well after the response phase of the emergency has ended.

Concept of Operations

City of Mesa Financial Services, as the Primary Agency, will provide a representative to the upon EOC activation or at the request of EOC Chief and will monitor and report on long term recovery activities throughout assessment, response and recovery. The City of Mesa will develop damage assessment teams to conduct damage assessments. The Damage Assessment Coordinator assists in the processing of damage assessment information, debris removal operations, requests for state and federal assistance, and assists with the administration of individual and public assistance programs. The designated Applicant Agent for the City of Mesa is the authorized agent for the purpose of obtaining Federal and State Emergency Management funds. The Applicant Agent is authorized to execute all contracts, certify completion of work, request payments and prepare all documentation related to Federal Emergency Management Department (FEMA) and Arizona Department of Emergency and Military Affairs (DEMA) funding requirements.

Long-term environmental restoration issues such as soil, water, and reforestation will be coordinated with the State Land Department – Forestry to assess the impact, and develop restoration plans with private and government partners. Historic and cultural site restoration will be coordinated with the State Historic Preservation Office. Recovery assessments, plans and activities will be coordinated by the Primary Agency for each area of concentration and

will involve the identified Support Agencies as well as any other governmental or private industry partners that can best assist in the recovery effort.

Organizational Roles and Responsibilities

Primary Agencies	Activities
Background	In daily operations, City of Mesa Financial Services is the primary agency for coordinating with the various City of Mesa Departments, tracking of the City of Mesa and expenses incurred in response to recovery and mitigation activities to ensure compliance with State, County, and Federal requirements. City of Mesa Community Services (Neighborhood Outreach) is the primary agency for coordinating communication and collaborative problem solving with residents concerned with neighborhood safety, appearance, and cohesiveness. Implementation for both departments requires the support and assistance of many other City of Mesa departments, regional jurisdictions, the private sector and volunteer agencies.
City of Mesa Financial Services,	• The City of Mesa Financial Services, supported by the identified support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency • Staff the EOC when notified by the EOC Manager. • Work with City of Mesa Departments to ensure Reporting Code is set up in the city's Financial System and Timekeeping System; thus providing a mechanism to track time spent and expenses incurred. • Coordinate with Time and Labor and communicate to the applicable City of Mesa departments the parameters for recording time and expenses; to ensure eligibility requirements are met and in compliance with County, State and Federal requirements. • Establish and maintain a working relationship with the Support Agencies, Recovery and Mitigation agencies and private Recovery and Mitigation providers. • Working with Support Agencies, track all Recovery and Mitigation missions whether initiated by an activated ESF (e.g., mass care, food, resource management, etc.) or by ESF #14.

	• Maintain records of expenditures and document resources utilized. • Assist other units, branches, and sections as requested. • Coordinate with County, State and Federal ESF #14 counterparts.
City of Mesa Community Services (Neighborhood Outreach)	• The City of Mesa Neighborhood Outreach Office, supported by the identified support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency • Establish and maintain a working relationship with the Support Agencies, Recovery and Mitigation agencies and private Recovery and Mitigation providers. • Determine needs of neighborhoods affected, and coordinate services to the community including in-kind donations management, volunteer team cleanup efforts and communication regarding available resources.

Support Agencies	Activities
Background	The Support Agencies were identified by the Primary Agencies in coordination with City of Mesa Emergency Management staff. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the City encompassing Federal, State, County and private organizations.
All Support Agencies	• Response and Recovery activities to be completed during and reviewed after an emergency event: • Staff the EOC when activated or requested by the EOC Chief. • Develop and maintain a working relationship with the Support Agencies, Recovery and Mitigation agencies and private Recovery and Mitigation providers. • Provide Recovery and Mitigation resources, equipment, and vehicles, upon request. • Assist other units, branches, and sections as requested. • Act as liaison with home agency to support emergency event.
Maricopa County Animal Care and Control	• Work with their partners to develop procedures for the collection, housing and care of unclaimed household pets and eventual reunification with their owners if possible.

	Livestock issues will be coordinated through ESF #11 and the Arizona Department of Agriculture via the State Emergency Response, Recovery Plan (SERRP).
Maricopa County Department of Public Health	• Work with the health care community to access and prioritize reestablishment of critical health care services • Conduct appropriate epidemiologic assessments, population monitoring and human health assessments. • Disseminate clinical guidance to health care delivery system • Provide health related –risk communication/public information to the public • Coordinate with state and community based agencies

ESF #15 External Affairs

Primary Agency

City of Mesa Public Information and Communications Department

Support Agencies

All City of Mesa Departments (Police, Energy Resources, Water Resources, Fire/Medical, Parks, Transportation, Information Technology)
Maricopa County Department of Emergency Management
Arizona Department of Emergency and Military Affairs

Introduction

ESF #15 External Affairs supports the Maricopa County Emergency Operations Plan, ESF#15 External Affairs, the State of Arizona Emergency Response and Recovery Plan, ESF #15 External Affairs; which, in turn supports the National Response Framework, ESF #15 External Affairs. Development of this ESF will allow for a natural cohesiveness when County, State and Federal external communications resources are activated. ESF #15 involves the sharing of information within the City of Mesa, Maricopa County and State of Arizona framework before, during, and after an emergency or disaster event. To support these activities, the ESF structure requires the identification of Primary and Support Agencies. These Agencies have been identified to initiate, develop, and maintain preparedness and training activities as well as response procedures.

Purpose

The purpose of ESF #15 is to establish a framework for the provision and coordination of all external communications to facilitate information flow within the response area, City of Mesa, Maricopa County and the State of Arizona.

Scope

ESF #15 will coordinate the establishment of communication links and information flow in the areas affected by an emergency or disaster event. Priority will be given to agencies with primary responsibility to respond or support emergency response activities. Subsequent resources will be directed to establishing a temporary communications link for affected residents until permanent repairs are complete. Support will include County Agency communications systems, commercially leased communications and communication services provided by local amateur radio groups. ESF #15 supports the provisions of the National Telecommunications Support Plan (NTSP).

Situation Overview

ESF #15 is the conduit for City of Mesa Public Information and Communications Department to ensure that an emergency Joint information Center is developed, maintained and in operating condition to collect and disseminate information, receive requests for assistance, and coordinate disaster response activities. ESF #15 can provide technical and program development guidance to assist local jurisdictions in developing, maintaining, and operating their emergency communications systems. This collaboration will assure a coordinated and integrated countywide emergency communications system.

Assumptions

Effective measures can be taken to enhance survival and minimize hardship prior to and during a potential or actual State of Emergency or Disaster by providing emergency public information to the whole community. Prior to and during a potential or actual emergency/disaster, the public requires survival instructions, information regarding disaster relief and government response and recovery operations. A public affairs program combining both education and community information will help to significantly reduce disaster related casualties, property damage and economic loss. People will want more emergency preparedness information during an emerging crisis. The principal means by which emergency public information will be disseminated will include media alert, Emergency Alert System (EAS), television, radio, cable-outlets, Arizona Emergency Information Network, internet sites, newspapers, press releases and flyers. A back up means for public information will include vehicle public address systems, door-to-door contact, and public meetings during critical periods and in locations with life-safety incidents. Major events create significant media interest that will bring out-of-state reporters, photographers and camera crews to an incident. This will create a heavy demand on the Joint Information System. News will break on platforms the City does not or cannot control, plans must be in place for extended 24/7 monitoring during emergencies. City infrastructure may sustain damage. This damage may influence the means and accessibility for relief services and supplies. Disaster responses, which require energy capacity, may be difficult to coordinate effectively during the immediate post-disaster phase. Additional resources and Federal resources, if needed may not be available for up to 72 hours. Gradual clearing of access routes and resumption of services will permit a sustained flow of emergency relief, although localized distribution patterns may be disrupted for a significant period.

The method for communicating with the whole community will be determined based on the channels available in order to provide information in the most timely and efficient manner to, including but not limited to, communicating to persons with disabilities, access and functional needs (e.g. sight and/or hearing impairments), and/or unique populations such as schools, hospitals, managed care facilities, group homes, etc.

During a disaster or emergency event, providing emergency public information so that everyone can receive the information clearly and in a timely manner is critical. This includes, but not limited to, warnings in languages other than English, warning for persons with disabilities, access and functional needs, and warnings to unique populations (i.e. custodial

institutions) so the whole community can make decisions about what steps they need to take to ensure their safety.

The location and accessibility of Reception and Care or Evacuation Centers and Disaster Shelters will include, as applicable, in the announcements to the whole community services that may or may not be immediately available like back-up power and refrigeration for medicines.

Concept of Operations

City of Mesa Public Information and Communications Department, as the Primary Agency, will provide a representative to the EOC upon activation or request. City of Mesa Public Information and Communications Department, as Primary Agency, will report to the Command Staff. They may also establish a Joint information Center or Joint information system.

During an incident of citywide significance, ESF #15 activities are implemented in coordination with the Mayor and components of the EOC as required. Information released to the public is approved by the City Manager, the Incident Commander, or their designees.

City of Mesa Public Information and Communications Department is responsible for coordinating City resources needed for public information to protect lives and property during a potential or actual emergency / disaster.

ESF #15 identifies procedures to implement external affairs processes as well as support information within complementary facilities such as the Family Assistance Center, Reception and Care Center or other site or operation that requires interface with the media.

Should the situation require the advance alerting, warning or evacuation of the public, the Public Information and Communications Department will utilize all available communication channels (e.g., audio, visual, text, etc.) to notify the whole community in order to provide information in the most timely and efficient manner. . The emergency public information will be clear, concise, and timely enough to receive, act on and/or understand the significance of the emergency alerts and warnings so that the whole community may or may not make decisions about what steps they need to ensure their safety.

An advanced/early evacuation may be needed to provide time to accommodate unique populations (i.e. children) and/or persons with disabilities, access and functional needs.
The methods of communicating with the whole community include, but are not limited to, the following systems. In addition to these standard systems, Cities and Towns have a variety of mediums which they can use for public notifications.

Public Notification and Warning

Arizona Emergency Information Network (AZEIN) Emergency Bulletin System

The Arizona Emergency Information Network (AZEIN), is operated by The Arizona Division of Emergency Management and is the state's online source for real- time emergency updates, preparedness and hazard information, and multimedia resources. Direct links to AZEIN are placed prominently on the MCDEM website as well as FaceBook and Twitter page.

Emergency Alert System (EAS) via Radio and Television

An alert and warning system that uses the broadcast media to announce conditions that pose an immediate threat to public safety. The EAS is a national system that can be used by federal, state, and local officials to alert and warn the public.

Community Emergency Notification System (CENS)

A telephone-based system that can deliver recorded messages to citizens living in selected areas of the county. Landline residential and business phones (as well as cell phones that owners have registered in the system) can be selected by zip code, by specific streets or address, and by use of Geographic Information System (GIS) tools. Notifications are in English, Spanish and TTY.

National Oceanic & Atmospheric Administration (NOAA) Weather Radio/All Hazards (NWR)

A nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service Office, weather warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week. NWR is an "All Hazards" radio network, in coordination with Emergency Management, also broadcasts warnings and post-event information for all types of hazards - including, but not limited to, natural, environmental, human caused incidents as well as public safety announcements such as '*AMBER'* alerts.

Inter-Agency

Arizona Health Alert Network (AZHAN)

Part of the Arizona Department of Health Services, Bureau of Public Health Emergency Preparedness, the AZHAN is a communications network between State and local public health agencies, healthcare providers, hospitals, and emergency management organizations.

Governmental Emergency Telecommunications Service (GETS)

The Government Emergency Telecommunications Service (GETS) supports national leadership; Federal, State, local, tribal and territorial governments; and other

authorized national security and emergency preparedness (NS/EP) users. It is intended to be used in an emergency or crisis situation when the landline network is congested and the probability of completing a normal call is reduced. During emergencies, the public telephone network can experience congestion due to increased call volumes and/or damage to network facilities, hindering the ability of national security and emergency preparedness (NS/EP) personnel to complete calls

Public Safety Answering (or Access) Point (PSAP)

A PSAP is a call center where operators are responsible for answering calls to an emergency telephone number, usually 911, and dispatching police, firefighting and ambulance services.

Flood Control District of Maricopa County

The Flood Control District Operates a 24-hour rain, stream and weather gage network which provides "real-time" internet-based information to Maricopa County Emergency Management and other agencies about rainfall, floods and weather conditions in the County.

Notification to Schools, Designated Government Agencies and Designated Businesses

In addition to the all–hazards weather radios at many public schools, phone calls may be made from local emergency management offices to schools alerting them of any potential danger when and where possible. Calls can also be placed to designated government agencies and businesses.

Notification to Custodial Institutions

Most jails in Maricopa County are operated by MCSO. MCSO will notify custodial institutions under its control of any emergency conditions either having been informed through their own law enforcement channels, by the MCDEM duty officer or as the information flows through an activation of the Emergency Operations Center. MCSO will take appropriate actions as outlined in their Standard Operating Procedures.

Some municipalities operate their own holding facilities/jails. Where a city has such a facility under its own control, as Mesa does, the respective city manager is responsible for notifying municipal staff operating such custodial institutions.

Wireless Priority Service (WPS)

WPS supports national leadership; Federal, State, local, tribal and territorial governments; and other authorized national security and emergency preparedness (NS/EP) users. It is intended to be used in an emergency or crisis situation when the wireless network is congested and the probability of completing

a normal call is reduced. During emergencies cellular networks can experience congestion due to increased call volumes and/or damage to network facilities, hindering the ability of national security and emergency preparedness (NS/EP) personnel to complete emergency calls.

Inter-Emergency Management

Maricopa County Warning Radio Net

The inter-agency Warning Radio Net is and operated by Maricopa County Emergency Management for direct radio contact with municipal police department dispatch centers in the county as well as Luke AFB, the National Weather Service, Maricopa County Sheriff's Office dispatch center and the Central Arizona Project.

National Warning System (NAWAS)

An automated telephone system used to convey warnings to United States based federal, state and local governments. The system consists of what is essentially a 2200+ telephone party line. The phone instruments are designed to provide protection for lightning strikes so they may be used during storms. The interconnecting lines provide some protection by avoiding local telephone switches. This ensures they are available even when the local system is down or overloaded. NAWAS has major terminals at each state Emergency Operations Center and/or State Emergency Management Facility. Other secondary terminals include local Emergency Management agencies, National Weather Service field offices and Public Safety Answering Points (PSAPS), also referred to as Jurisdictional Warning Points.

Joint Information System

Supports ESF #15 through a Joint Information System (see Annex B: Support, Public Information for additional information).
A critical component of the Joint Information System program during an emergency / disaster is to recognize trends, questions, rumors and/or confusion, etc. amongst the general public. In response to this need, a designated communication channel is activated during response and recovery operations. The JIS staff is responsible to ensure that when this channel is activated it is disseminated to the general public. The JIS staff uses information from this channel and/or other sources to identify areas or items that may need to be addressed through the media and/or other communications system.

- Communications messaging in support of integration and staffing to EOC facilities as appropriate.
- Coordinates messages with City departments, local and Tribal governments, State departments/agencies, and Federal entities.
- Establishes a Joint Information Center (JIC), virtual or real if necessary.

- Gathers information on the incident.
- Provide for sign-language interpreter as appropriate.
- Provides incident-related information through the media and other sources to individuals, families, businesses, and industries directly or indirectly affected by the incident.
- Uses a broad range of resources to disseminate information.
- Performs media monitoring to ensure that accurate information is disseminated.
- Handles appropriate special projects such as news conferences and press operations for incident tours by the City Council, other government officials and other dignitaries.
- Provides support and coordinates messaging to the communication office and other City officials as designated.
- Provides basic services such as communications and supplies, to assist the news media in disseminating information to the public.
- Oversees the key function of media relations.
- Provides external affairs support staff/liaisons when requested by County, State, local, or Tribal authorities.

Using Social Media

A social media strategy should be incorporated into crisis communications and media plans. Participation in a social media community establishes relationships before a crisis begins and allows social media representatives to develop appropriate use of these platforms. Using social media day-to-day builds trust and influence in online communities. Posting news releases, leveraging other content and sharing emergency preparedness information prior to an emergency will build participation. When appropriate, engage social media users to help share emergency messages and information. Mainstream media outlets will follow the County's feed. Building a solid base is key, so that when an emergency occurs, people are following us and can turn to the County for information.

Monitoring Social Media

Monitoring social media is an important aspect of working with social media.
Day-to-day monitoring can take place within normal work hours, with occasional checks performed on evenings and weekends.

Organizational Roles and Responsibilities

Primary Agency	Activities
Background	In daily operations, the City of Mesa Public Information and Communications Department, is responsible for and authorized to plan, manage, and control information flow and resources among all City of Mesa entities.
City of Mesa Public Information and	Pre-Emergency:

Communication	• Maintain & train this Emergency Support Function (ESF 15). • Conduct hazard awareness programs. • Assist in developing and delivering education preparedness programs to the whole community. • Prepare emergency information and instructions for release during emergencies. • Develop and maintain a system to release timely emergency information and instructions. • Coordinate and maintain a working relationship with the media particularly those who will disseminate emergency information to the public. • List and maintain available media resources (call letters, names, addresses, and telephone numbers) that will disseminate emergency information to the public. • Designate an information center that will be the single, official point of contact for the media during an emergency. • Develop Rumor Control Procedures, • Establish a means to monitor and respond to rumors. • Ensure ability to provide emergency information/instructions to hearing impaired and non-English speaking populations. • Participate in drills, exercises. • Develop emergency action checklists. • The primary agency, City of Mesa Office of Public Information and Communication, supported by the identified support agencies, will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency: • In the EOC ○ Staff the EOC when activated or notified by the EOC Manager. ○ Establish and maintain a working relationship with all Support Agencies, Communications industry representatives, and private communication providers. ○ Staff the “Public Information Officer" position within the City EOC "Command Staff" Section. ○ Brief EOC management and staff on procedures/rules to release public information. ○ Secure a “Press Conference Room” in the

	EOC building, but away from the actual EOC activities. If the JIC has not been activated ○ Assist with the dissemination of warning and emergency instructions. ○ Request activation of the EAS and NOAA Radio systems as required. ○ Keep City Manager, departments and staff informed of developments relating to the disaster. ○ Prepare official emergency public information: ○ Gather information. ○ Verify information for accuracy. ○ Monitor media reports. ○ Provide emergency public information; Coordinate releases to public: ○ Inform the public about disaster damage, restricted areas, and actions to protect and care for companion animals, farm animals, and wildlife, and available emergency assistance. ○ Issue official emergency instructions and information to the public through all available means. ○ Issue evacuation order(s) to media when directed by EOC Command. ○ Release information regarding curfews, as the Mayor or City Manager may order them. ○ Provide information regarding distribution points for potable water and/or ice; Update the residents as to the quality of the water supply and stress the possible negative effects of drinking contaminated water; ○ Provide information to the media (especially radio stations) and Channel 11 about the quality of the water supply and the location of distribution points for potable water and/or ice, following a disaster. ○ Establish communication links with local media. ○ Maintain direct media telephone and facsimile machine (FAX) numbers, to assure a method of communicating with them in the event of a failure in the media FAX network. ○ Maintain Email addresses to assure a method of communicating with them in the event of a failure in the media FAX

	network. ○ Provide releases of information to the media, throughout disaster, of City government activities to assure residents that City is mobilizing to respond to disaster. ○ Develop a flyer with information of importance and mass produce them on copier - for distribution to City workers in the field (police officers, firefighters, debris removal personnel, damage assessment team, etc.) ○ Respond to media inquiries. ○ Activate the Rumor Control Center. ○ Monitor and respond to rumors. ○ Schedule news conferences in coordination with the Joint Information Center. ○ Designate an information center where media representatives can be briefed, compose their news copy, and have telecommunications with their newspaper or station. ○ Establish, maintain contact with regional and Maricopa County EOC's and send staff as required. ○ Coordinate emergency information efforts. ○ Maintain documentation: clip articles, log, and maintain list of releases sent. ○ In the absence of the City Manager, news releases can be approved by the EOC Manager or incident commander. ○ Provide Communications resources, equipment, and personnel, upon request. ○ Track all Communications movements whether initiated by an activated ESF or by ESF #15. ○ Channel communication information for public release through the incident PIO and continue providing information and support upon re-entry or return of the affected area. ○ Maintain records of expenditures and document resources utilized. ○ Assist other units, branches, and sections as requested. ○ Coordinate with Maricopa County, State and Federal ESF #15 counterparts. ○ See City of Mesa Crisis Communication Handbook.

Support Agencies	Activities
Background	City of Mesa Public Information and Communications Department identified the Support Agencies in coordination with City of Mesa Emergency Management staff. The Support Agencies represent a wide variety of agencies, program resources and community resources throughout the City encompassing Federal, State, County, City, and private organizations.
All Support Agencies	Response and Recovery activities to be completed during and reviewed after an emergency event: • Staff the EOC when requested by the Primary Agency or EOC Manager. • Develop and maintain a working relationship with the Primary and Support Agencies, communication industry representatives, and private communication providers. • Provide Communications resources, equipment, and vehicles, upon request. • Assist other units, branches, and sections as requested. • Act as liaison with home agency to support emergency event.

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ANNEX B – SUPPORT

City of Mesa, Arizona

Emergency Operations Plan

Overview

The City of Mesa will utilize seven (7) support functions included in Annex B to the Emergency Operations Plan (EOP).

Each support function has at least one primary coordinating agency and several cooperating agencies. In some instances, the responsibility of a coordinating agency is a joint endeavor between two departments.

Upon activation of the Mesa EOC, the Emergency Manager and the EOC Chief will determine which support functions are needed to support the incident.

The support functions will be notified by the Emergency Manager. The activated Support Functions will designate a representative that will report to the EOC to coordinate the Support Function.

The Primary Coordinating Agency for the Support Function will be responsible for obtaining all information relating to the support functions activities and requirements needed to support the incident. Within the EOC, requests for assistance will be tasked to the appropriate Support Functions for completion. The Primary Agency will be responsible for coordinating the delivery of that support. The Primary Agency for the Support Function will be responsible for identifying the particular resource(s) they possess and coordinate for delivery.

The following functional support activities are discussed in Annex B of the Emergency Operations Plan.

- Financial Management
- Logistics Management
- Volunteer & Donation Management
- Worker Safety & Health
- Mass Fatality Management
- Damage Assessment
- Debris Management

Tab A - Support/ICS Interface Chart

OPERATIONS	PLANNING	LOGISTICS	ADMIN/FINANCE
Debris Management	Damage Assessment	Volunteer & Donation Management	Financial Management
	Mass Fatality Management	Logistics Management	
		Worker Safety & Health	

The following support functions will be developed at a later date:

- Local Mutual Aid
- Private Sector Coordination
- PIO

Tab B – Support Matrix

Departments/Divisions P = Primary Coordinating Agency S = Cooperating Agency	Financial Management	Logistics Management	Volunteer & Donation	Worker Safety & Health	Mass Fatality Management	Damage Assessment	Debris Management
Emergency Management/EOC		P	S		P	S	
Fire/Medical		S	S		S	S	S
Police		S	S		S	S	S
City Attorney (includes Risk Management)	S	S		S			S
Transportation		S					S
Environmental Management and Sustainability		S					P
Financial Services	P	S			S		
Human Resources (Safety Services)				P			
Information Technology	S	S					
Human Resources	S	S	S	S			
Parks, Recreation, and Community Facilities		S	S		S		S
Engineering		S				S	
Development Services		S				P	
Public Information and Communications		S	S		S	S	S
Community Service (Neighborhood Outreach)		S	P				
Private Sector							
NGO's							
County Agencies				S			

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Financial Management

Primary Coordinating Agency

City of Mesa Financial Services Department

Cooperating Agencies

All City Departments with timekeeping and financial responsibilities
City Attorney (Risk Management Office)
City of Mesa Information Technology Department

Purpose

The purpose of Financial Management support annex is to provide fiscal procedures to support all emergency measures during disaster events and preserve vital community records.

Assumptions

The Emergency Operations Center has been activated and staffed with appropriate department representatives. Affected departments within the city have activated components of the City of Mesa Continuity of Operations Plan.

Scope

This support annex is designed to provide guidance for fiscal procedures, cost analysis, equipment, supplies and service acquisition, documentation and cost recovery to an emergency or disaster in the City of Mesa as part of the overall incident management efforts.

Policies

All city departments will make every effort to assure the safety of cash, checks, accounts receivable, purchasing cards and assist in the protection of other valuable documents and records. Emergency Expenditures will be incurred in accordance with Section 609 (D) of the Mesa city Charter and Section 1-21-6-1-21-8 of the Mesa City Code.

Organization/Responsibilities

Primary Agency

Accounting/Purchasing/Finance Divisions

Will ensure that the following response and recovery activities are completed and reviewed after an emergency or disaster:

- Send staff to the City's EOC (Finance Section) when notified of activation.
- Establish and maintain a 24-hour emergency contact for each support agency.
- Develop a cost center specifically for the emergency/disaster event and notify all City Departments and EOC staff. All City Departments and EOC staff shall charge all related expenses to that Work Order #.
- Facilitate the financial acquisition of supplies, equipment, and services needed to support emergency response actions. Ensure all obligation documents initiated in the incident are properly prepared and completed.
- Purchasing cards should be used as much as possible to facilitate purchases.
- Establish and maintain a system whereby incident costs are identified and accumulated for state and federal reimbursement.
- Maintain accurate records of funds, materials, and labor hours expended as a direct result of the disaster.
- Direct departments to keep accurate records and separate disaster operational expenditures from day to day expenditures.
- Documentation should include logs, formal records and file copies of expenditures, receipts, and personnel time sheets.
- Ensure departments keep records of the name, arrival time, duration of utilization, departure time and other information relative to services provided by emergency workers and equipment, as well as documentation of injuries, lost or damaged equipment and any extraordinary costs.
- Ensure supply of vouchers, receipts, and other forms as needed.
- Ensure payroll system is set up and operational to pay employees.
- Provide input in all EOC incident-planning sessions on financial and cost analysis matters.
- Secure emergency cash.
- Secure additional purchase cards if needed.
- Evaluate effects of damage on city economic index, tax base, bond rating and insurance rating for use in long range recovery planning.

Support Agencies

All City Departments will:

- Document emergency work performed.
- Document Department costs to include logs, formal records and file copies of all expenditures, receipts, and personnel and equipment time sheets.
- Preserve essential records.
- Keep accurate records to separate disaster operational expenditures from day to day expenditures.
- Keep an updated inventory of your department's personnel, facilities, and equipment resources in an electronic and hard copy. Keep an updated list of emergency contact information for its personnel.

City of Mesa Legal Council Representative will:

- Provide legal advice concerning emergency administrative and procurement procedures.

City of Mesa Executive Group will:

- Appropriate funds to meet disaster expenditures as needed.
- Extend or terminate emergency/disaster declaration if needed.

City of Mesa Attorney (Risk Management Division) will:

- Ensure that all forms required by Workers Comp are completed, maintain file of injuries and illness associated with the incident and coordinate the investigation in all claims involving property associated with, or involved in the incident.
- File reports on City property losses.

City of Mesa Information Technology Department will:

- Ensure computer, software, voice and data support.

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Logistics Management

Primary Coordinating Agency

City of Mesa Fire/Medical Department (Division of Emergency Management)

Cooperating Agencies

All City Departments

Purpose

This annex provides an overview of logistics management functions, roles, and responsibilities. The logistics management annex supports ESF #7 – Resource Management which coordinates closely with ESF #5 – Emergency Management and implements the procedures of this annex in managing of resources for use in operational, tactical, and humanitarian functions during the all phases of a disaster: preparedness, mitigation, response, and recovery. The Logistics Management function must be prepared to coordinate with state and federal officials to obtain needed manpower and equipment resources.

Scope

This annex identifies the components of local, state, and federal logistics delivery structure and provides an overview of the concept of operations for logistics management in support of the EOP and describes how the City of Mesa coordinates logistics management with State and Federal governments and the private sector.

Policies

Logistics personnel find appropriate, time sensitive and cost-effective ways to fill the material requirements. Equipment and supplies are provided from current stocks and supplies or, if necessary, from commercial sources. ESF #7 (Resource Support) handles all procurement actions, which are made in accordance with current all laws and regulations. (See ESF #7 – Resource Support for more details).

Personal Property Management: All departments and agencies acting within the scope of incident response and recovery account for personal property in accordance with existing agency property management policies. This occurs whether property is acquired from an agency's own stock or from available state or federal excess, or purchased with money allocated from other resources. The process for requesting reimbursement is detailed in the Financial Management Support Annex.

Facility Management: All facilities and related support necessary for operations are sourced through the following ESFs when they are activated and requested to do so:

- ESF #7 (Resource Support) supports the requirements for obtaining facilities, facility setup, space management, building services, and general facility operations.
- ESF #3 (Public Works and Engineering) provides operational support for mobilization centers, staging areas, and distribution sites for all infrastructure and engineering service commodities (supplies and equipment) required to support assigned and direct-support missions.
- ESF #2 (Communications) supports emergency telecommunications and information technology services for Local, State, and Federal incident managers, as needed.
- ESF #5 (Emergency Management) will support portable emergency communications through agreement with Amateur Radio Emergency Services.
- ESF #1 (Transportation) serves as the point of contact for requesting transportation assistance. ESF #1 determines the mode and carrier for all transportation requests. Other ESF representatives coordinate transportation requirements with ESF #1.
- ESF #1 (Transportation Unit Leader/Officer) shall maintain a comprehensive resource directory as well as various transportation contracts capable of providing ground, rail, or aviation assets. If necessary, ESF #1, or its support agencies, has the capability to contract additional resources. If commercial transportation is not available, ESF #1 may request National Guard resources through the EOC to DEMA.

Organization and Assignments of Responsibilities

All Departments:

- Develop resources lists that detail type, location, contact arrangements, and acquisition procedures for critical resources.
- Document costs and track resources.
- Identify personnel requirements and training needs and make personnel and resources available as needed in an emergency.

Fire/Medical Department/Emergency Services

- Identify essential resources to carry out mission in each functional area and to support operation of critical facilities during the disaster.
- Prepare mutual aid agreements with surrounding jurisdictions to augment local resources.
- Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment.
- Develop SOPs to manage the processing, use, inspection, and return of resources coming into area.
- Develop training/exercises to test plan, and to ensure maximum use of available resources.

Purchasing:

- Undertakes ad hoc procurement as directed in ESF #7 Resource Support

- When notified of an emergency, reports to the EOC or other location specified by the ESF-7 Group Supervisor.
- When warning is available and as directed by ESF #7 Unit Leader, the Purchasing Representative may notify private industry parties to any memorandum of agreement of the jurisdiction's intent to activate the agreement, confirms availability of resources specified by the agreement, and reserves Supply.
- Locates needed resources using database and/or resource listings for the jurisdiction and participating suppliers.
- As directed by ESF #7 Unit Leader, seeks to procure resources not available through pre-arranged channels.
- In all cases, contacts suppliers, settles terms for transportation, and provides information necessary to pass checkpoints.
- Informs ESF #1 Unit Leader when the jurisdiction must provide transportation in order to make use of the resource.
- As directed by ESF #7 Unit Leader, recruits, identifies, or hires personnel to meet emergency staffing needs.

Finance Department:

- When notified of an emergency, reports to the EOC or other location specified by the Director of Emergency Management or his/her designee.
- Oversees the financial aspects of meeting resource requests, including recordkeeping, budgeting for procurement and transportation, and facilitating cash donations (as permitted by the laws of the jurisdiction.
- Match offers to needs (whether those of its own separate needs assessment or those of the larger jurisdictional needs assessment).
- Through PIO, disseminates information to ensure that offers are not inappropriate to needs.

City Attorney:

- When notified of an emergency, reports to the EOC or other location as specified by the Director of Emergency Management or his/her designee.
- Advises on contracts, donations, and questions of administrative law.

Logistics Branch Resource Manager:

- May be assigned by ESF #7 Unit Leader and shall report to the EOC.
- Directs and supervises the activities of the Needs, Supply, and Distribution functions.
- Monitors potential resource shortages in the jurisdiction and advises the Emergency Manager or CEO on the need for action.
- Identifies facilities/sites that may be used to store needed resources and donations.
- Determines the need for and directs activation of facilities necessary for the coordinated reception, storage, and physical Distribution and receiving of resources.
- Arranges for workspace and support needs for resource management staff.

- Tabulates needs assessment and specific requests.
- Prioritizes resource requests.
- Determines appropriate means for satisfying requests.
- Requests transportation from ESF #1(Transportation), as needed.

Receiving/Distribution Manager:

- Should be a manager from Central Supply, appointed by Logistics Section Chief.
- Ensures delivery of resources by coordinating routing, transportation, collection, sorting/aggregating, storage, and inventory with responsible parties.
- When notified of an emergency, reports to the EOC or other location specified by the Resource Manager.
- Controls movement of resources.
- Ensures facilities are activated as directed by Resource Manager; and monitors location, passage, and inventory of resources.

Attachments and References:

Tab A – Elements of a Resource List
This list of resources is kept in the County Emergency Management Software.

Tab A – Elements of a Resource List

- Identification of Resource -Type of equipment, service, personnel, facilities
- Corporation, Organization, or Agency That Controls the Resource - Address
- Contact Arrangements - 24-hour primary and back-up contact points (work, home, pager, cellular numbers, accessible by radio)
- Acquisition Procedures
    - Response time
    - Charges for the use of the resource should be identified or pre-arranged as you develop your list)
    - Resolve any liability issues
    - Identify any special training requirements to operate equipment
    - Identify personnel or contract personnel to operate equipment
    - Develop procedures to receive, inspect, inventory, and return resources
- Develop the necessary Memorandums of Understanding, Mutual Aid Agreements, and contracts.
- Build redundancy into Resource List
    - One provider may lack the compatibility to provide volume of goods, services or personnel requested
    - Provider may be unable to respond at the time you requested
    - Provider may be out of business when you call
- Update Information
    - Date resource was last verified, date next verification due
    - Develop form letters for updating information
- Examples of Resources to maintain:
    - Building Contractors
    - Building Materials and Supplies
    - Concrete, Block and Gravel
    - Emergency Fuel
    - Food Banks and Donated Goods
    - Generators
    - Highway and Heavy Equipment

- Mass Feeding Units
- Portable Toilets (including ADA accessible units)
- Portable Lighting and Generators
- Portable Showers (including ADA accessible units)
- Radio/Communications Support
- Vehicles (if any involve moving the public, including ADA accessible units)
- Trucking - Heavy Hauling
- Earth moving equipment (list of qualified operators)

Volunteer and Donation Management

Primary Coordinating Agency

City of Mesa Community Services Department (Neighborhood Outreach)

Cooperating Agencies

City of Mesa Fire/Medical Department - Division of Emergency Management
City of Mesa Fire/Medical Department
City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Police Department
City of Mesa Human Resources Department
City of Mesa Public Information and Communications Department
Arizona Voluntary Organizations Active in Disasters (AzVOAD) members
Arizona Humane Society
Arizona Red Cross
Association of Arizona Food Banks
The Salvation Army
Society of St. Vincent De Paul
Faith based Community

Purpose

This annex is designed to organize the deployment and management of affiliated and unaffiliated volunteers and donated goods and supplies that could be used to support Emergency Support Functions (ESF) in the City of Mesa during a large-scale emergency or disaster and/or during recovery efforts.

Scope

The intent of this annex is to direct donated services and goods to designated resource staging areas away from the disaster site. This will allow the services and supplies to be sorted, organized, and eventually sent to the disaster site based upon specific criteria and priorities set by on-scene personnel. As soon as a need for volunteers is perceived, the Logistics Section Chief will initiate a call to AzVOAD (Arizona Voluntary Organizations Active in Disasters). A member of AzVOAD can be located at the City of Mesa EOC, depending on the scope and scale of the disaster or emergency event, and at staging sites in order to facilitate the delivery of donated services/goods based on need.

Situation

When major events with high level of media interest occur, many individuals might self-assign themselves to donate services and or goods to assist the victims or participate in the recovery process. Disaster victims may not need many volunteer services. Receiving and

managing unneeded services and supplies waste valuable resources. Public education before and timely media releases during and after an emergency will help to limit unneeded resources.

Assumptions

During an emergency the amount of donated goods and services would be sizable, and could lead to difficulties in receiving; transporting, accounting for, and supervising volunteer workers and goods. For this reason, volunteer efforts must be coordinated, accounted for and supervised. Volunteers may arrive in the local area without warning, day or night. Volunteers will want to know where they should go, where they are being housed, and what mission they will be assigned to.

Concept of Operations

As the EOC receives reports from the field they will determine the needs of those affected by the emergency, forward that information to CoMCPI and inform potential volunteers through the media and other communication methods.

- The City will accept only those donated services and items that will contribute to the emergency at hand.
- The City will designate a Volunteer Management Coordinator (VMC Tab A)
- The City will activate the Volunteer Management System (VMS Tab B) in coordination with the EOC.
- The City will designate a Volunteer Reception Center (VRC Tab C) away from the emergency to receive donated items and services.
- In a federally or state declared disaster, volunteers from outside of Arizona must be coordinated through the Volunteer Management Coordinator (VMC) in the State of Arizona EOC.
- There will be a Phone Bank established to receive calls specific to donated goods and services. The Phone Bank and the VRC can co-exist in the same facility. The facility will be located near the emergency, but far enough away to be a safe area. Examples include schools, the City Community Center, Central Supply, Tumbleweed Reception Center, Boys and Girls club and vacant supermarket properties.
- There will be a designated Donations Reception Center (DRC Tab D). This facility can also co-exist with the VRC. See facility notes in #7.

Organization and Assignment of Responsibility

Specific assignments and areas of responsibility are defined in Tabs A, B, C, D, and E, The EOC and the Emergency Manager are ultimately responsible for all areas of volunteer management.

- The VMC will be appointed by the Logistics Section Chief.
- The VMC will report directly to the Logistics Section Chief.

- The VMS will be activated as soon as it is recognized that the emergency will generate possible volunteers and/or donated goods and supplies.
- Representatives from City of Mesa staff and volunteer supervisors will supervise the VRC, DRC, and Phone Bank.
- Records will be kept by the VRC and DRC volunteers to track donated goods and services for later accounting, possible reimbursement and receipts.
- Each organization involved in volunteer management is responsible for developing internal SOPs and checklists that support this annex.
- Organizations referenced in this support annex are responsible for maintaining a listing of resources available to them during emergencies.

Authorities and Reference

Tab A - Volunteer Management Coordinator
Tab B - Volunteer Management System
Tab C - Volunteer Reception Center
Tab D - Donation Reception Center
Tab E – Record of Donation Offer

Tab A - Volunteer Management Coordinator

1. The Volunteer Management Coordinator (VMC) would be a highly skilled individual who would supervise volunteers who coordinate resources and donations that come into an emergency within the City of Mesa. The ideal individual would be someone in a leadership position of any of the AzVOAD members and preferably someone not already on staff at the City of Mesa. The VMC would select from a list established through meetings with AzVOAD and Emergency Management staff.
2. The EOC Logistics Section Chief should appoint the Volunteer Management Coordinator (VMC) in writing when activating this annex. The Volunteer Management Coordinator (VMC) provides policy guidance and general direction for the donations program. A listing of possible VMC candidates should be a selected prior to a disaster.
3. Volunteer Management, as a function, primarily occurs during the recovery phase of an emergency. However, some volunteer management activities should occur during the preparedness and response phases of emergency management. The VMC would report directly to the EOC, provide timely reports on resources available, and appoint staff to assist in operation of the Volunteer Reception Center (VRC). The VMC would be assisted by volunteer staff to keep records for possible reimbursement and donation receipts.
4. The emergency will take most of the resources in the City of Mesa and there will be a need for someone to coordinate volunteered goods and services. The VMC will need to be someone who has experience and/or knowledge of how to properly account for and use those arriving volunteers and donations.
5. The VMC should be brought into the current emergency as soon as it is recognized that the incident will initiate volunteered goods/services. The EOC Logistics Section Chief should appoint the VMC. The VMC will then arrange a location for reception of persons and goods, volunteer staff to assist in credentialing, and forecasted needs and if possible, the VMC should be part of the planning session at the EOC at the start of each operational period.
6. Prior to an incident, the City of Mesa Emergency Manager will establish a list of persons who could act as a VMC. The VMC would ideally be a person in a leadership position from one of the volunteer agencies that would be available to assist during an incident.
7. Parks and Facilities will assist in locating appropriate facilities to house the VRC. And, appoint an individual to work with the VMC.
8. Human Resources will assist the VMC in coordination of city of Mesa employees to staff volunteer management activities as needed. And, assist the VMC in development of volunteer management policies and procedures.
9. The Finance Department will maintain the records of volunteer personnel and equipment used and supplies consumed during volunteer management operations. And, establish, in coordination with the City's Human Resources and Office of

Management and Budget, a City standard pay rate for type of work completed to apply to volunteer work. This rate will be utilized for potential reimbursement, value of donation receipts, or for use as matching fund contribution.

10. The Public Information and Communications (Mesa PIO) will work with the VMC to ensure accurate instructions and directions to the VRC are relayed to the media and available to volunteer personnel. And, coordinate all city-level press releases related to volunteer management.

Tab B -Volunteer Management System

1. The Volunteer Management System (VMS) will be used to coordinate resources and donations that come into an emergency within the City of Mesa. The elements will include a Volunteer Management Coordinator (VMC), the Volunteer Reception Center (VRC), a Donation Reception Center (DRC) and the Phone Bank.
2. There are five major functions in a volunteer management system: Volunteer registration and credentialing, reception of goods, coordination with CoMCPI, forecasting needs and data collection. The EOC Logistics Section Chief should appoint the Volunteer Management Coordinator (VMC) in writing when this annex is activated and a replacement should be appointed in writing whenever there is a vacancy in this position. The Volunteer Management Coordinator (VMC) provides policy guidance and general direction for the donations program. The VMC should be a selected prior to a disaster, and the staff of the Volunteer Reception Center should consist of local volunteer agencies such as those who are members of Arizona Voluntary Organizations Active in Disaster (AzVOAD).
3. When a major event where there is high level of media interest occurs, many individuals might self-assign themselves to donate services and goods to assist the victims or participate in the recovery process. Disaster victims may not need many volunteer services. Receiving and managing unneeded services wastes valuable resources.
4. The emergency will take most of the resources in the City of Mesa and there will be a need for someone to coordinate volunteered goods and services. The VMC will need to be someone who had experience and/or knowledge of how to properly account for and use those arriving volunteers and donations. The VRC should be located in an area away from the emergency. The VRC, DRC and the phone bank can co-exist in the same facility.
5. The VMC should be brought into the current emergency as soon as it is recognized that the incident will initiate volunteered goods/services. The Logistics Section Chief should appoint the VMC. The VMC will then arrange a location for reception of persons and goods, staff to assist, credentialing, and forecasted needs. If possible, the VMC should be part of the planning session at the EOC at the start of each operational period.
6. Prior to an incident, the Emergency Manager for the City of Mesa will establish a list of persons who could act as a VMC. The VMC would ideally be a person in a leadership position from one of the volunteer agencies that would be available to assist during an incident.
7. The Fire/Medical Department will network their volunteers into the volunteer system. And, network the Citizen Corps members into the volunteer system.
8. The Police Department will have the police department volunteer coordinator organize volunteer efforts with the VMC and provide security for the VRC.
9. The City Attorney will determine the procedures handling liability issues involving

volunteers that are assisting the City in disaster relief and recovery operations.

10. Parks and Facilities will assist in locating appropriate facilities to house the VRC. And, appoint and individual to work with the VMC.

11. Human Resources will assist in the coordination of City employees to staff volunteer management activities as needed. And, assist in the development of volunteer management policies and procedures.

12. Finance Department will maintain the records of volunteer personnel and equipment used and supplies consumed during volunteer management operations. And, establish, in coordination with the city's human resources and office of management and budget, a City standard pay rate for type of work completed to apply to volunteer work. This rate will be utilized for potential reimbursement or for use as matching fund contribution.

13. Public Information and Communications (Mesa PIO) will work with VOAD in the City of Mesa EOC to ensure accurate instructions and directions to sites within the disaster area are available to VOAD personnel and volunteers. Coordinate all City-level press releases related to volunteer management. And, develop pre-scripted messages for volunteers to use during phone bank operations.

Tab C - Volunteer Reception Center

1. The Volunteer Reception Center (VRC) would be a facility where self-assigned, or unaffiliated and organized groups of volunteers are assembled, registered, assigned tasks, and provided logistical support. Volunteers may be assigned to operate various donation management facilities, to provide direct assistance to victims or to assist government departments in recovery operations. The VRC should be located in reasonable proximity to the disaster area, but not in that area.
2. The EOC Logistics Section Chief will appoint the Volunteer Management Coordinator (VMC) and assign someone from the City of Mesa Parks and Facilities to locate a suitable facility to operate as the VRC. All volunteer services should be coordinated through the VMC. The VMC be responsible for credentialing, accounting for and assignment of all volunteers and goods.
3. Many individuals may offer to donate services to assist the victims or participate in the recovery process. The amount of donations offered could lead to overwhelming difficulties in receiving, transporting, accounting for, and supervising of volunteer workers. With advanced notice through media outlets and the phone bank, the VRC would facilitate organized reception and assignment of those volunteers.
4. The emergency will take most of the resources in the City of Mesa and there will be a need for volunteered goods and services, especially during the recovery phase of operations. The VRC will provide organized distribution of goods and services provide for accountability and control self-assignment of volunteers.
5. The VRC should be a facility that is not too far from but not in the immediate emergency area. The facility would ideally provide adequate intake space, sleeping facilities, bathrooms and showers and food service areas (like a school). The VRC may also co-exist with the Donation Reception Center (DRC) and the phone bank.
6. Prior to an incident, the Emergency Manager for the City of Mesa will establish a list of possible sites that could function as a VRC. And, establish any IGA or MOI needed to use private or publicly owned facilities.
7. Parks and Facilities will assist in locating appropriate facilities to house the VRC. And, appoint and individual to work in the VRC.
8. Human Resources will assist in the coordination of City employees to staff volunteer management activities in the VRC. And, assist in development of volunteer management policies and procedures for use in the VRC.
9. Finance Department will maintain the records of volunteer personnel and equipment used and supplies consumed during volunteer management operations. Establish, in coordination with the City's Human Resources and Office of Management and Budget, a City standard pay rate for type of work completed to apply to volunteer work. This rate will be utilized for potential reimbursement or for use as matching fund contribution.
10. Public Information and Communications will work with the VRC to ensure accurate instructions and directions to the VRC are relayed to the media and available to

volunteer personnel. And, coordinate all City-level press releases related to the VRC.

11. Arizona Voluntary Organizations Active in Disasters can work to staff and operate the VRC and assist in volunteer efforts

Tab D – Donation Reception Center

1. The Donation Reception Center (DRC) would be a facility to receive donated goods and supplies for relief efforts. The DRC should be located in reasonable proximity to the disaster area, but not in that area.
2. The EOC Logistics Section Chief will appoint the Volunteer Management Coordinator (VMC) and assign someone from the City of Mesa Central Supply to locate a suitable facility to operate as the DRC. The DRC should be large enough to receive supplies for interior and exterior storage. Supplies would be cataloged and distributed through designated individuals at the DRC.
3. Many individuals may offer to donate goods to assist the victims or contribute to the recovery process. The amount of donations offered could lead to overwhelming difficulties in receiving, transporting, and accounting for the items. Persons working at the DRC would need to know what should and shouldn't be accepted and what may contribute to relief efforts.
4. The emergency will generate donation of food, tools, clothing and supplies for rescuers and victims. The DRC would allow for a centralized location to control reception of and distribution of donated goods. This would limit persons traveling to and through designated emergency areas or leaving donations in inappropriate locations.
5. The DRC should be a facility that is not too far from but not in the immediate emergency area. The facility would ideally provide adequate intake space, controlled temperature rooms, and outdoor storage areas. The DRC may also co-exist with the Volunteer Reception Center (VRC) and the phone bank.
6. Prior to an incident, the Emergency Manager for the City of Mesa will establish a list of possible sites that could function as a DRC. And, establish any IGA or MOI needed to use private or publicly owned facilities.
7. The Police Department will provide security at the DRC.
8. Central Supply will assist in locating appropriate facilities to house the DRC. And, appoint and individual to work in the DRC to assist in cataloging and distributing supplies.
9. Human Resources will assist in the coordination of City volunteers to staff volunteer management activities in the DRC. And, assist in development of volunteer management policies and procedures for use in the DRC.
10. Finance Department will maintain the records of donated goods and supplies taken in and distributed at the DRC for possible reimbursement and receipts of contributions. In coordination with the City's Central Supply, form an estimate of received goods and supplies. This rate will be utilized for potential reimbursement from state or federal funds or for receipts for contributions.
11. Public Information and Communications will work with the DRC and the VMC to ensure accurate instructions and directions to the DRC are relayed to the media and

available to possible vendors and contributors. And, coordinate all City-level press releases related to the DRC.

12. Arizona Voluntary Organizations Active in Disasters can assist in intake and distribution of supplies and goods at the DRC. And assist in accounting and control of supplies and goods at the DRC.

Tab E - Record of Donation Offer

CITY OF MESA
DONATION RECEIVING CENTER

Call received by: _____ Date: _____ Time:_____

Donor Name and Information: Salutation: _____

First Name: _____ Last Name: _____

Title: _____ Organization:_____

Phone 1: _____ Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

Donated (free) Goods ☐ or Services ☐

Commercial (vendor) Goods ☐ or Services ☐

Type of Resource: (e.g., people, food, equipment): _____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets, chairs): _____

Description/Notes: _____

Total Quantity: _____ Units (#): _____ Measure (e.g., box, each):_____

Packaging_____ Amount (#):_____ Size (e.g., can, dozen, gallon):_____

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: _____

Estimated Value: _____ Available until: _____

Follow-up required: Yes No Action taken: _____
_____

Worker Safety and Health

Primary Coordinating Agency

City of Mesa Human Resources Department (Safety Services)

Cooperating Agencies

City Attorney (Risk Management Office)
All City of Mesa Departments and Divisions

Purpose

This annex provides guidelines for assuring worker safety and health during potential or actual incidents. This annex describes the actions needed to ensure that threats to the responder safety and health are anticipated, recognized, evaluated, and controlled.

Scope

This annex addresses technical assistance for incident safety management. Activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

Policies

Emergency Support Function (ESF) #5 – Emergency Management activates the Human Resources and Risk Management Office in cooperation with the Health and Safety Services, as the overall coordinator for Worker Safety and Health technical support. However, specific cooperating agencies, especially Fire and Police, who train intensively for certain situations shall maintain control of operations to address those situations.
Risk Management and Safety assistance and coordination, as described in this annex, may be requested during the course of an incident if specific needs are identified; all normal reporting operating procedures will remain in effect unless otherwise noted.
Private sector employers are responsible for the safety and health of their own employees. Municipal governments are responsible for worker health and safety pursuant to state and local statutes, and in some cases 40 CFR 311, Worker Protection. This responsibility includes allocating sufficient resources for safety and health programs, training staff, purchasing protective clothing and equipment as needed, and correcting unsafe or unsanitary conditions.

Several State and Federal agencies have oversight authority for responders and response operations. While these agencies retain their authorities, they are expected to work with local, state, federal and private sector responders prior to and during response operations to ensure the adequate protection of all workers.

Concept of Operations

Risk Management coordinates safety and health assets to provide proactive consideration of all potential hazards, ensures availability and management of all safety resources needed by the responders; shares responder safety-related information, and coordinates among local, state, and federal agencies and government and private sector organizations involved in incident response.

Organization and Assignment of Responsibility

City Attorney (Risk Management Office) will:

- Coordinate technical support for responder health and safety.
- Provide technical advice.
- Identify hazards and risks associated with response and recovery activities;
- Monitor responders for chemical and/or biological contamination; and
- Provide appropriate workplace safety training.
- Provide occupational safety and health technical advice to the Incident Safety Officer either at the EOC, Incident Command Post, Joint Field Office (JFO), or Disaster Recovery Center (DRC).
- Ensure appropriate immunizations are provided to responders.

All Departments will:

- Identify qualified Safety Officers to train, monitor, and brief department personnel on hazards, specific reporting procedures, PPE, decontamination, etc.
- Provide Critical Incident Stress Management (CISM) or Critical Incident Stress Debriefing (CISD) opportunities to staff.

Mass Fatality Management

Primary Coordinating Agency:

City of Mesa Fire/Medical Department - Division of Emergency Management

Cooperating Agencies:

City of Mesa Fire/Medical Department
City of Mesa Police Department
City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Public Information and Communications Department
City of Mesa Financial Services Department
Maricopa County Department of Emergency Management
Maricopa County Office of the Medical Examiner
Maricopa County Public Fiduciary

Purpose

The purpose of this annex is to list procedures to be followed when an incident results in mass fatalities to the extent that the number of dead exceeds the resources needed to process them.

Scope

This annex is designed to address general policies and procedures for the collection, identification, and disposition of deceased persons at mass fatality incidents or disasters in cooperation with the Maricopa County Office of the Medical Examiner (OME). It is the practice of the City of Mesa that human remains should only be removed if authorized by the medical examiner or his/her designee.

Situation Overview

Any major disaster may result in a large number of fatalities requiring extraordinary procedures. The Maricopa County Medical Examiner's Office is responsible for the dead. Local funeral service personnel, and or requested federal resources when activated, will be available to assist under the direction of the Medical Examiner's Office.

Assumptions

When disaster conditions permit an estimate will be made of the number of dead. Remains will be recovered and evacuated to temporary morgues for identification purposes and safeguarding of personal effects found on the dead. Necessary information about each victim will be compiled and processed by the medical examiner.

Concept of Operations

The focus of mass fatality operations is to establish a method for the sensitive, respectful care and handling of deceased human remains in a timely fashion. This operation details removal, identification, sanitation, preservation, of fatalities and notification of the next of kin or their representative under the direction of authorized persons.

Temporary Morgue Site:
A morgue site is to be selected, organized, and put into operation if the number of fatalities exceeds the resources of the Medical Examiner's Office. Once a morgue site is selected, the Medical Examiner or designated representative will organize its operations and assign personnel to appropriate duties.
The temporary morgue should be located as near as possible to the area with the heaviest concentration of fatalities, should be equipped with facilities for workers, be removed from public view, have sufficient space for body identification procedures and acceptable separate areas for specific functions (body handling, interviewing, records, etc.).

Organization and Assignment of Responsibility

When a need is identified, the Emergency Operations Center will notify Maricopa County Department of Emergency Management (MCDEM) and coordinate with Maricopa County Medical Examiner's Office (OME) for the implementation of Maricopa County's Mass Fatality Plan.

City of Mesa Fire/Medical Department - Division of Emergency Management will:

- Coordinate with the on-scene Commander to determine resources needed to effectively respond.
- Be responsible for requesting activating the Mass Fatality Coordination Annex through MCDEM.
- Provide the City Manager and EOC Command Section with current information.

City of Mesa Fire/Medical Department will:

- Report the location of any fatalities to the Operations Section Chief.
- Assist in removal of deceased when authorized by the OME or designee.

City of Mesa Police Department will:

- Provide security to prohibit entry into areas with fatalities and to preserve the scene for investigations.
- Provide security for temporary morgue if required.

City of Mesa Financial Services Department will:

- Provide a cost center that will be used to document and track all expenditures and charges related to the recovery and preservation of fatalities.

City of Mesa Parks, Recreation, and Community Facilities Department will:

- Assist in determining what facility will be used as a temporary morgue when needed.

City of Mesa Public Information and Communications Department will:

- Work with the office of the Medical Examiner to keep media appropriately informed.
- Work with the office of the Medical Examiner to release the names of the decedents only after verification by law enforcement that next of kin have been notified.

Maricopa County Office of the Medical Examiner will:

- Establish mortuary services.
- Establish a temporary morgue near the disaster site as needed.
- Coordinate refrigeration units for storage of bodies.
- Prepare remains for final disposition.
- Conduct fatality identification.
- Assist in the consolidation and submittal of final reports and disaster-associated costs.

Maricopa County Public Fiduciary

- The Public Fiduciary may have a role in an incident, which would include the following:
  - Responsible for indigent burial program
  - Act as guardians, conservators and court-appointed personal representatives of persons and their estates in the absence of any other qualified/eligible appointees and as such are responsible for the coordination of final disposition

Direction, Control and Coordination:

- Operations will be coordinated by the Maricopa Medical Examiner's Office working with the Maricopa County Health Services Department. Charge all expenses associated to this incident to a cost center that will be provided by the Financial Services Department. Document and provide copies of all expenditures and charges to the EOC Finance Section.

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Damage Assessment

Primary Coordinating Agency:

City of Mesa Development Services Department

Cooperating Agencies:

City of Mesa Fire/Medical Department - Division of Emergency Management
City of Mesa Engineering Department
City of Mesa Fire/Medical Department
City of Mesa Police Department
City of Mesa Public Information and Communications Department

Purpose

The purpose of this annex is to ensure public safety, health, and welfare following a declared emergency by receiving, assessing, and recording damage information resulting from a disaster or other major emergency incident in the City.

Scope

A full-range of engineering, building inspection, and enforcement services will be implemented, managed, and coordinated in a way that maximizes the use of resources and aids emergency response and recovery operations during and after the major event.

Situation Overview

Many hazardous events have the potential for causing deaths, injuries, and extensive property damage. If such an incident occurs, a planned damage assessment and reporting procedure is essential for effective response and recovery operations. Such a procedure is also critical to the success of cost recovery actions initiated during declared disasters.

Assumptions

Pre-Incident identification of critical facilities and structures is important in the identifying and prioritization of response and recovery activities once an incident occurs.
If an incident is larger than what City damage assessment teams can handle in a reasonable time, then damage assessment teams from the county or state can be requested to work in coordination with City assets to conduct a timely assessment.
All damage assessment data will be given to the City of Mesa Applicant Agent for compilation into a comprehensive report.

Concept of Operations

General

The Mayor has declared an emergency.

The EOC has been activated.

The Building Official, who shall serve as the Damage Assessment Coordinator (DAC) requests members of the Damage Assessment Teams (DAT) to report for duty.
The DAC will brief assembled damage report personnel on the situation, assignments, and other operating information necessary to conduct a rapid damage assessment (Windshield Survey) of all buildings in a the areas that appear to be the most damaged. The team will use the Field Damage Assessment Form, Tab A. During the rapid assessment period, the inspection teams shall make cursory inspections of buildings to determine the severity and scope of the disaster, and shall report all such information to the DAC as rapidly as possible.

Damage reporting shall be received, assessed, assimilated, and reported to the DAC.
Following the rapid assessment period, the DAC shall assemble and instruct inspection teams to conduct a prioritized comprehensive structure-by-structure walk through inspection of all buildings within the disaster-affected area(s), appropriately posting heavily damaged buildings. This effort will result in a Detailed Damage Assessment report, Tab B.
Some buildings or structures may require further engineering evaluation to be performed by a consultant hired by the owner.

Overall assessment practices will follow the procedures of the Applied Technology Council's ATC 20 and the ATC 20-1 Field Manual of Disaster Assessment. The Building Official shall maintain a list of active ATC20 personnel and shall present it to the EOC on request.

The EOC Chief will receive analyzed data from city damage assessment teams and determine if damages warrant a request by the Mayor for state assistance. If so, CoMCPI will prepare the appropriate proclamation for the Mayor's signature. If the Governor grants state assistance, the State may ask for a Federal Declaration of emergency or major disaster.

Damage assessments will focus on critical facilities first, essential facilities second, and then the balance of structures and infrastructure.

Critical Facilities - Facilities that are critical to government response and recovery activities (i.e., life safety and property and environmental protection). These facilities include: 911 Centers, Emergency Operations Centers, Police and Fire Stations, Public Works facilities, sewer and water facilities, hospitals and health clinics, bridges and roads, shelters, jails and prisons. Other facilities that, if damaged, could cause serious secondary impacts may also be considered "critical." A hazardous material facility is one example of this type of critical facility.

Essential Facilities - Facilities that are essential to the continued delivery of key government services and/or that may significantly impact the public's ability to recover from the emergency.

It is critical during these assessments that long term, non-hospital healthcare settings (i.e. nursing homes, hospice, critical care, group homes, etc.) are assessed in terms of their potential secondary, long-term impacts. These secondary impacts include how additional resources the unique populations residing in these settings may or may not usually require, have an influence on limited resources during the recovery phase, should these settings be ineligible for immediate reentry.

Organization and Assignment of Responsibility

All organizations involved in damage assessment are responsible for development of internal Standard Operating Procedures (SOPs) that support Annex B Damage Assessment and EOC operations.

City of Mesa Fire/Medical Department - Division of Emergency Management will:

- Be responsible for activating the Damage Assessment Function for response and recovery activities during emergencies.

City of Mesa Development Services Department will:

- Coordinate planning for and oversee the operation of the damage assessment program throughout the declared emergency.
- Appoint a DAC who will serve as the primary damage assessment contact in the City during all phases of an emergency/disaster.
- Identify and train individuals for damage assessment positions.
- Maintain a Damage Assessment Team membership roster.
- Develop and maintain a Damage Assessment Guide as a separately published document. In the pre-emergency phase, this Guide will contain general planning information with respect to equipment, staffing, and general operating guidance. When the Damage Assessment Function is activated, the Guide will be updated with specific equipment information, updated staff rosters, and detailed operating procedures; copies of the document will be provided to all key damage assessment personnel. In the pre-emergency phase, the Guide shall include:

    - Equipment requirements for the damage assessment teams.
    - Supply requirements for the damage assessment teams.
    - Position identification and duties for damage assessment teams.
    - A list of organizations that could potentially provide personnel to assist in damage assessments.
    - Maintain and update, as needed, procedures for activation, operations, and administrative procedures.

- Maintain and update, as needed, copies of City damage assessment forms/checklists used by the City.
- Procedures for coordinating with county, state, and federal damage assessment personnel.
- Develop operating procedures for and train staff to act as damage assessment teams with other jurisdictions and professional agencies for damage assessment assistance.
- In an emergency, conduct an initial windshield survey of the City to determine damage assessments of impacted areas. Part of this survey includes not only the damage to structures, roads, etc., but also the types and amounts of debris in the impacted areas of the City.
- Following the rapid assessment period, the DAC assembles and instructs inspection teams to conduct a prioritized comprehensive structure-by-structure inspection of all buildings within the disaster-affected area(s).
- Damage reporting is received, assessed, assimilated, and reported to the DAC. The DAC will consolidate initial damage assessments, complete a report and forward it to the Planning Section Chief.
- Ensure required damage assessment related records are maintained.

- Assist the DAC in conducting assessments.
- Direction, Control and Coordination
- The Lead Building Official will serve as the Disaster Assessment Coordinator (DAC). The DAC will report directly to the Planning Section Chief. The DAC will form a Disaster Assessment Team (DAT) prior to any emergencies and the team will be activated as soon as it is recognized that the emergency will generate damage to the infrastructure of the City.
- All organizations involved in damage assessment are responsible for development of internal Standard Operating Procedures (SOPs) that support Annex B, Damage Assessments, and EOC operations.
- Organizations referenced in this annex are responsible for maintaining a listing of resources available to them during emergencies.

City of Mesa Fire/Medical Department will:

- Report any unsafe buildings.
- Assist assessment teams in determining safety of buildings.

City of Mesa Police Department will:

- Provide traffic control around unsafe structures
- Provide security to prohibit entry into unsecured or unsafe buildings.

City of Mesa Public Information and Communications Department will:

- Keep media appropriately informed of unsafe buildings or restricted areas.

Authorities and References

Tab A - Field Damage Assessment Form
Tab B - Detailed Damage Assessment Report

Tab A - Field Damage Assessment Form

City of Mesa
FIELD DAMAGE ASSESSMENT FORM

Key for Damage Categories (Use appropriate letters in the 'category' blocks below)		
A. Debris Clearance B. Emergency Protective Measures C. Roads & Bridges	D. Water Control Facilities E. Public Buildings & Equipment F. Public Utility System	G. Parks, Recreation, and Community Facilities & Other

SITE #	CATEGORY	STREET or AREA LOCATION						
		GPS (when available use decimal degrees)						
DAMAGE DESCRIPTION:								
EMERGENCY FOLLOW-UP NEEDED?		Y	N	TOTAL ESTIMATED DAMAGES: $				
FLOOD INSURANCE		Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)	

DATE:_____ PAGE ____ of ____ Completed by: _____

Tab B - Detailed Damage Assessment Report

CITY OF MESA DETAILED DAMAGE ASSESSMENT REPORT				
1. OCCUPANT			2. PROPERTY ADDRESS (inc. apt # & zip code)	
3. TELEPHONE NUMBERS & INSURANCE INFORMATION			4. TYPE OF PROPERTY	5. OWNERSHIP
Home	Work	Cell	☐ Single Family ☐ Multi-Family (usually Apts.) ☐ Business ☐ Check here if residence is a vacation home—not a primary residence	☐ Own ☐ Rent ☐ Lease (business only)
Insurance Company	Policy Number	Contact info		
6. CONSTRUCTION TYPE				
☐ Masonry ☐ Wood Frame ☐ Mobile Home ☐ Manufactured ☐ Other_____				
7. TYPE OF INSURANCE				
☐ Property ☐ Flood (Structure) ☐ Flood (Contents) ☐ Wind/Hurricane ☐ None				
8. DAMAGES (Check all that apply)				
HVAC ☐ Yes ☐ No Major Appliances: ☐ Yes ☐ No Furnace ☐ Yes ☐ No Electricity ☐ On ☐ Off Roof Intact ☐ Yes ☐ No Sewer ☐ OK ☐ Not OK Natural Gas ☐ On ☐ Off Foundation ☐ Yes ☐ No Basement ☐ Yes – Depth___ Feet Water Heater ☐ Yes ☐ No Windows ☐ Yes ☐ No Flooding				
9. SOURCE OF DAMAGES				
☐ Rain ☐ Flood ☐ Wind ☐ Tornado ☐ Fire ☐ Other (specify) _____				
10. Based on the damages reported, the property is currently ☐ Habitable ☐ Uninhabitable				

11. OCCUPANT/OWNER ESTIMATE OF DAMAGES		
REPAIRS	**CONTENTS**	**TOTAL**
$	**$**	**$**
12. COMMENTS		
12. ASSESSOR		**13. DATE & TIME REPORT TAKEN**

Debris Management

Primary Coordinating Agency

City of Mesa Environmental Management and Sustainability Department

Cooperating Agencies

City of Mesa Transportation Department
City of Mesa Public Information and Communications Department
City of Mesa Fire/Medical Department
City Attorney
City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Police Department

Purpose

To facilitate and coordinate the removal, collection, and disposal of debris following a disaster in order to minimize any potential threat to the health, safety, and welfare of citizens, expedite recovery efforts in the impacted area, and address any threat of significant damage to public or private property.

Scope

The debris management program will be based on the waste management approach of reduction, reuse, reclamation, resource recovery, incineration, and land filling in order of preference. Public Works and the support agencies will accomplish expedient repair and restoration of essential services and vital facilities, but it may be necessary to contract for major reconstruction. Assistance may be available from other jurisdictions through local agreements and from commercial firms through contingency contracts.

Assumptions

Damage to hazardous materials facilities, power lines, sewer and water distribution systems, and secondary hazards, such as fires, may result in health and safety hazards that would pose a threat to employees.

Local landfills and waste disposal facilities may be inadequate to deal with large amounts of debris and it may be necessary to use alternate methods and facilities for disposal.
The City may have insufficient resources to remove the debris created by a major emergency or disaster.

If local debris removal capabilities are insufficient, it will be necessary to execute a local emergency declaration and request external assist in debris removal. If the local emergency situation is of such magnitude that the Governor requests a Presidential Disaster Declaration and such a declaration is approved, federal assistance could become available.

Citizens will remove debris from the immediate area of their homes and businesses but will require government assistance in hauling it away for disposal.

Policies

The debris removal process must be initiated as soon as possible to protect public health and safety following an incident.

It will be the policy of the City to prioritize which areas will need to be cleared first to minimize life safety concerns and which arterials will need to be cleared first to allow rescue and recovery efforts to reach those that need it the most (See Tab A Critical Facilities).

Concept of Operations

City of Mesa Environmental Management and Sustainability Department will be responsible for coordinating debris removal operations for the City. The City will be responsible for removing debris from property under its own authority, and from private property when it is deemed in the public interest/safety.

Prior to an incident Solid Waste will work with Emergency Management in development and maintenance of a list of approved contractors who have the capability to provide debris removal, collection, and disposal in a cost effective and environmentally sound manner. The listing will categorize contractors by their capability and service area to facilitate their identification by state agencies and local governments, as well as ensure their effective utilization and prompt deployment following the disaster.

The City will be responsible for managing the debris contract from project beginning to end unless the government entities involved are incapable of carrying out this responsibility due to the lack of adequate resources. In these circumstances, other state and federal agencies will be identified to assume the responsibility of managing the debris contract.
Managing the debris contract includes such things as monitoring of performance, contract modifications, inspections, acceptance, payment, and closing out of activities. The City will seek out regional agreements to maximize the utilization of public assets. These should be pre-identified prior to the agreement being developed and implemented.

Debris storage and reduction sites will be identified and evaluated by Debris Management Team. Initially, debris may be placed in temporary holding areas until such time as a detailed plan of debris collection and disposal is prepared.

Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use and will be on public property when feasible. Activation of sites will be under the control of the City engineer and will be coordinated with other recovery efforts through the local EOC.

Site selection criteria will be developed into a checklist format for use by these teams to facilitate identification and assessment of potential sites. Criteria will include such factors of ownership of property, size of parcel, surrounding land uses and environmental conditions, and transportation facilities that serve the site.

To facilitate the disposal process, debris will be segregated by type. It is recommended that the categories of debris established for recovery operations will be standardized.

Following a disaster the top priority is to clear major roads and routes providing access to key population support facilities such like hospitals, to allow for the movement of emergency vehicles, resumption of critical services and damage assessment.

In initial roadway debris clearance, debris is normally pushed to the side of the road and no attempt is made to remove or dispose of it.

Fire hydrants, driveway cutouts and utility valves should be left unobstructed.
If utility systems are damaged, debris management crews may need to coordinate their efforts to remove debris with utility crews.

If the emergency situation resulted in a Presidential Disaster Declaration, expenses of debris removal from public property may be partially reimbursed by the Federal Government if the debris must be removed to:

a. Eliminate immediate threats to life, public health and safety;
b. Eliminate immediate threats of significant damage to improved public or private property and
c. Ensure economic recovery of the affected whole community.

Debris removal and disposal operations are extremely costly, it is vital to determine if federal assistance will be provided and the rules that apply to such assistance before debris removal operations.

Debris removal from Private Property including demolishing condemned structures is generally the responsibility of the property owner and the cost may be wholly or partially covered by insurance.

If there has been a Presidential Disaster Declaration and debris on private property is so widespread that public health, safety or the economic recovery is threatened, local government may be partially reimbursed for the cost of debris removal from private property.

Preparation for Debris Removal - considerable time and labor can be saved in the debris removal process by sorting debris from public property and encouraging the public to sort from private property before it is picked up. A proactive public outreach program should advise the public of the actions they can take to facilitate pickup including:

a. Sorting debris into categories

b. Placing sorted debris piles curbside;
c. Keeping debris out of the road and away from fire hydrants and utility services;
d. Keeping household garbage in normal refuse containers.

After an estimate of the amount of debris that needs to be removed is made, options for removing the debris should be evaluated in terms of their cost and timeliness. The general strategies for debris removal and processing are: Removal and processing of debris by local government, which takes resources away from daily tasks. Removal and processing of debris by contractors may be faster but requires detailed contracts and requires extensive oversight and inspection.

If contractors will be used, the disaster area should be divided into geographical sectors for control purposes and bids solicited based on the estimated quantity of debris in each sector. In defining sectors, it is desirable to group properties of like type, construction and with similar vegetation together.

Debris may be removed by one time collection of all debris or using multiple passes to collect different types of material.

Temporary Debris Storage and Reduction (TDSR) Facilities - the effective disposal of large quantities of disaster debris requires temporary storage and volume reduction facilities are established. Such facilities hold debris until it can be sorted, reduced in volume and dispatched to an appropriate disposal facility. Sorting and volume reduction will significantly reduce the costs of disposing of debris and preventing potentially serious environmental problems.

The volume of debris can be greatly reduced by incineration chipping and grinding and recycling to reduce the overall cost of disposal.

Site Selection for TDSR facilities should be:

a. Government owned
b. Large enough to accommodate a storage area, a sorting area, and volume reduction operation area.
c. Reasonable proximity to disaster areas and debris disposal sites.
d. Good road access.
e. Not in a residential area or in the vicinity of schools, churches, or other facilities with concentrations of the population.
f. Not in an environmentally sensitive area, such as wetlands or a water well field.

Consider landfills and possible local sites for TDSR facilities.

The Public Information staff should provide the public with detailed information on debris removal and disposal plans and procedures.

Public information on debris removal must start as soon as possible after the disaster before people start moving and stacking large amounts of debris.

Public instructions should encourage citizens to:

a. Assist their whole community locally (i.e. neighbors, schools, small businesses, persons with disabilities, access and functional needs) in removing debris;
b. Move debris to curbside for pickup;
c. Separate debris into categories determined by local officials and
d. Keep debris piles away from fire hydrants and utility valves.

Public information should keep citizens advised of:

a. Debris pickup schedules and the system of pick up
b. Self-help disposal guidelines for citizens and businesses that wish to haul their own debris to a debris storage area or landfill.

Public Information must have plans to reach the whole community affected, including those who may not have access to multi-media resources.

Organization and Assignment of Responsibility

City of Mesa Environmental Management and Sustainability Department will:

- Assign a representative as the Debris Team Management who will supervise debris clearance from the public right-of-way, coordinate debris management for public and private entities, and oversee the repair and restoration of key facilities and systems following a disaster/emergency.
- Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies.
- Develop mutual aid agreements with other state agencies and local governments.
- Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event.
- Develop site selection criteria checklists to assist in identification of potential debris storage sites.
- Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs.
- Establish debris assessment process to define scope of problem.
- Develop and coordinate prescript announcements with Public Information Office (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues.
- Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions.
- Perform necessary audits of operation and coordinate with ESF #5 (Emergency Management) to submit claim for federal assistance.

- In conjunction with ESF #1 (Transportation), determine the transportation requirements necessary to conduct debris removal operations.
- Determine the capability of the landfill to accept disaster debris or establishing sites for disaster debris.
- In conjunction with ESF #7 (Resource Support), contract with local vendors to conduct immediate debris removal operations and when the debris removal complexity exceeds local capabilities.
- In conjunction with ESF #1 (Transportation), determine the priority for clearing the road system.
- Support Departments

City of Mesa Transportation Department will:

- Assist in obtaining transportation assistance as needed in the removal and disposal of disaster debris.
- With Public Works, determine the priority for clearing the road system in the City.

City Attorney will:

- Identify and address potential legal, environmental, and health issues that may be generated during all stages of the debris removal process
- Develop the necessary right-of-entry and hold harmless agreements indemnifying all levels of government against any potential claims.

City of Mesa Public Information and Communications Department will:

- Coordinate with Public Works or the Debris Management Unit Leader on developing detailed information on debris removal and disposal plans and procedures.
- Utilize multiple media sources such as Public Service Announcements (PSAs), flyers, and press releases.
- Develop and coordinate prescript announcements for debris removal process.
- Public instructions should encourage citizens to:
  - Assist their whole community locally (i.e. neighbors, schools, small businesses, persons with disabilities, access and functional needs) in removing debris;
  - Move debris to curbside for pickup;
  - Separate debris into categories determined by local officials.
  - Keep debris piles away from fire hydrants and utility valves.
- Public information should keep citizens advised of:
  - Debris pickup schedules, storage sites, use of private contractors, and environmental and health issues.
  - Self-help disposal guidelines for citizens and businesses that wish to haul their own debris to a debris storage area or landfill.
- Public Information must have plans to reach the whole community affected, including those who may not have access to multi-media resources.

City of Mesa Fire/Medical Department will:

- Conduct an immediate assessment on the capability and availability of firefighting resources in the City.
- Determine the need for firefighting services with ongoing fires as a result of the disaster.
- Assist in the coordination of ESF #10 (Hazardous Materials) operations in the City during the debris management process.

City of Mesa Police Department will:

- Assist in monitoring illegal dumping activities.
- Assist in monitoring TDSR sites to ensure compliance with local traffic regulations.
- Coordinate traffic control at all loading sites and at entrances to and from TDSR sites.

Tab A – Critical Facilities

Health Care:
Banner Healthcare – Baywood, Gateway, Desert
Cardon Children's Hospital
Mountain Vista Medical Center

Nursing Homes:
This information is available in Firehouse software and can be accessed by City of Mesa Fire Prevention staff members.

Animal Hospitals:
This information will be collected from Maricopa County Animal and Control.

City Infrastructure locations:
City Hall
City Service Center West Yard
East Mesa Service Center
Fire Stations 207, 208
Water Treatment plants
Airports
Libraries
Red Mountain Recreation Center
Mesa Senior Center
Community Center
Police HQ and Substations
Fire HQ and substations

(*Depending on the emergency certain schools may be utilized as shelters, below is the list of current schools within Mesa most likely to be shelters)*

Mesa Unified School District Facilities:
Junior High Schools:

Carson	525 N. Westwood
Franklin @ Brimhall	4949 E. Southern
Freemont	1001 N. Power Rd
Kino	848 N. Horne
Poston	2433 E. Adobe
Rhodes	1860 S Longmore
Shepherd	1407 N. Alta Mesa Dr
Smith	10100 East Adobe Road
Stapley	3250 E. Hermosa Vista Dr
Summit Academy	1515 W. Summit
Taylor	705 S. 32nd St

High Schools

Dobson	1501 W Guadalupe
EVIT	1601 W Main St
Mesa	1630 E Southern
Mountain View	2700 E Brown Rd
Red Mountain	7301 E Brown Rd
Skyline	845 S. Crismon Rd
Westwood	945 W. 8th St.
Desert Ridge*	10045 E. Madero Avenue

* This is a Gilbert Public School located within the boundaries of The City of Mesa.

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Continuity of Government

The purpose of continuity of government in time of emergency or disaster is to preserve lawful leadership and authority, prevent unlawful assumption of authority, assure direction and control mechanisms are in place, and assure delivery of government services.

The need for available personnel capable of coordinating and directing emergency and disaster response functions is essential, as well as the need for availability of records and facilities with which to carry out necessary governmental functions. Emergencies may occur when critical personnel are absent. To insure provisions for the continued functioning of county government, a predetermined line of succession must be established for all key positions. Persons who are assigned succession responsibility must be proficient in their potential responsibilities. Each agency needs to identify and establish its internal critical services priorities necessary to re-establish basic services. This includes the cross training of personnel for relief of duties or absenteeism.

Each City Department /Entity is required to establish procedures to ensure that City leadership will continue to function effectively through designation of at least three successors, by position, who are authorized to exercise all the powers and discharge all the duties of the office. Lines of succession within individual offices, agencies, and departments of City of Mesa government are as follows:

Mayor and City Council

Mayor

Vice Mayor

City Manager

City Manager

Assistant City Manager

Municipal Court

Presiding City Magistrate

City Magistrate

Court Administrator

Deputy Court Administrator

City Clerk

City Clerk

Deputy City Clerk

City Attorney

City Attorney

Deputy City Attorney

City Prosecutor

City Auditor Department

City Auditor

Deputy City Auditor

Community Services

Community Services Director

Deputy City Manager over Community Services

Housing & Community Development Director

Fire/Medical Department

Fire Chief

Duty Chief

Police Department

Chief of Police

Assistant Chief – Investigations (has Emergency Operations / Homeland Security responsibilities)

Assistant Chief – Operations

Assistant Chief – Administration

Assistant Chief – Community Engagement

Public Information & Communications

Public Information Officer & Communications Director

Public Information Officer & Communications Specialist

Information Technology

Chief Information Officer (CIO)

Assistant Chief Information Officer

Communications Department

Communications Administrator

Wireless Communications Administrator

Communications Systems Coordinator

Business Services

Business Services Director

Revenue Collections Administrator

Procurement Administrator

Financial Services

Finance Director

Assistant Finance Director

Falcon Field

Airport Director

Airport Projects & Operations Supervisor

Airport Administration Supervisor

Office of Management & Budget (OMB)

OMB Director

OMB Deputy Director

Parks, Recreation & Community Facilities

Parks Director

Assistant Park Director

Parks Planning & Development Administrator

Facilities Maintenance

Facilities Director

Work Coordinator

Library Services Department

Library Director

Branch Coordinator II

Branch Coordinator I

Facilities Supervisor

Facilities Supervisor

Fleet Services

Fleet Director

Maintenance Supervisor

Support Services Administrator

Transportation

Transportation Director

Transportation Director Traffic Engineer

ITS Engineer

Deputy Transportation Director, Field Operation

Engineering

Director of Engineering

Assistant City Engineer

Development Services

Director

Deputy Director

Environmental Management and Sustainability

Department Director

Deputy Director

Human Resources

HR Director

Management Assistant/ Safety Services

Energy Resources

Energy Resources Department Director

Energy Resources Deputy Director

Deputy Director – Electric

Water Resources

Department Director

Assistant Director

Deputy Director

Economic Development

Director

Deputy Director

Manager Assistant II

Arts and Culture

Director, Arts and Culture

Assistant Director, Arts and Culture

Assistant Director, Director, Mesa Arts Center

Director, Arizona Museum of Natural History

Director, i.d.e.a. Museum

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ANNEX C – INCIDENT SPECIFIC

City of Mesa, Arizona

Emergency Operations Plan

Purpose

The purpose of this section is to provide an overview of the particular hazards or incident types that are included in Annex C to the Emergency Operations Plan (EOP).

Situation

Response to all hazards, natural or man-caused has been generally described previously in the Basic Plan. The following information will detail the response, by hazard, stipulating additional support required by each situation as it differs from the Basic Plan or in the Emergency Support Functions.

The following hazards or incident types are addressed in this Annex.

- Air Quality Emergencies
- Civil Disturbances
- Common Carrier Accidents
- Earthquakes
- Electrical Power Outages
- Excessive Heat Emergencies
- Fire and Explosion
- Hazardous Materials
- Influenza Pandemic
- Natural Gas Outages
- Palo Verde Nuclear Generating Station (PVNGS)
- Storms and Floods
- Terrorist Incident

Tab A – Incident Specific Matrix

Departments/Divisions	Air Quality Emergencies	Civil Disturbances	Common Carrier Accidents	Earthquakes	Electrical Power Outages	Excessive Heat Emergencies	Fire and Explosion	Hazardous Materials	Influenza Pandemic	Natural Gas Outages	Palo Verde Nuclear Generating Station (PVNGS)	Storms and Floods	Terrorist Incident
Mayor and City Council		X		X	X	X	X		X	X			
City Clerk		X											
Courts		X											
City Attorney													
City Manager				X	X		X			X			
Emergency Management				X		X	X	X					
Fire/Medical			X	X			X	X					X
Police		X	X	X	X		X	X		X			X
Public Information and Communications						X							
Information Technology													
Business Services													
Financial Services													
Parks, Recreation & Community Facilities													
Facilities Maintenance													
Fleet Services													
Transportation		X		X			X	X					X
Engineering													
Development Services				X				X					
Environmental Management and Sustainability			X					X					X
Human Resources													
Energy Resources (Electric & Gas)				X	X					X			X
Water Resources								X					X
Economic Development/Airports													
Community Services						X							

Air Quality Emergencies

Purpose

The purpose of this hazard specific appendix is to assist in the reduction of air pollution generated by the emissions of City of Mesa employee vehicles during air quality emergencies.

Scope

This appendix briefly describes the policies and procedures to reduce air pollution generated by the emissions of City of Mesa employees' vehicles during air quality emergencies.

Situation Overview

The City of Mesa is within an air quality non-attainment area for three pollutants: carbon monoxide (CO), ozone, and particulate matter (PM 2.5 and PM-10). CO is most likely to reach an unhealthful level in the metropolitan area on calm days during the winter, when a temperature inversion forms that traps cold air and pollutants near the surface. Ozone is most likely to reach an unhealthful level on calm days during the summer when the temperature is warm. Particulate matter is most likely to reach an unhealthful level at any time of the year during calm or windy conditions.

The Maricopa County Air Quality Department monitors all three pollutants on a daily basis from 23 fixed air monitoring sites as does the Arizona Department of Air Quality (ADEQ). This information is used by ADEQ to make daily forecasts of pollution levels for the coming evening and the next day.

Assumptions

Under certain circumstances, the Governor may declare an air quality emergency. Arizona Revised Statutes (ARS) Section 49-465(B) states: "If the Governor declares that an emergency exists. . . , the Governor shall prohibit, restrict or condition the employment schedules for employees of this State and its political subdivisions, and on a voluntary basis only, may encourage private employers to develop similar work rules to restrict vehicle emissions during air quality emergencies. Any unscheduled leave that an employee of this State and its political subdivisions is required to take because of this prohibition shall be leave with pay."

Concept of Operations

ADEQ issues a Health Watch when the highest concentrations of ozone or particulate matter levels may approach the federal health standard. At this point, people of the whole community with respiratory or other health problems that make them more sensitive to air pollution are advised to limit their outdoor activity.

ADEQ issues a High Pollution Advisory (HPA) when the highest concentrations of ozone or PM levels may exceed the federal health standard. At this point, pollution levels are reaching unhealthy levels for everyone, not just people with respiratory problems. HPA's encourage people to limit outdoor activity, and reduce driving and other activities that cause air pollution. A HPA also alerts businesses to implement their travel reduction plans. In addition, the Maricopa County Air Quality Department may issue a No Burn Day restriction prohibiting all fireplace, woodstove and outdoor burning devices. This includes the use of manufactured logs.

When the City of Mesa is notified of an HPA, it will encourage its employees when possible to use an alternative method of getting to work such as car or vanpooling, telecommute, riding a bike or the bus to work (trip reduction program).

Organization and Assignment of Responsibilities

The Emergency Operations Center will not be activated to accomplish implementation of this incident.

Direction, Control and Coordination

See Basic Plan

Information Collection and Dissemination

If the Governor declares an air quality emergency, the Arizona Department of Emergency and Military Affairs will notify the Maricopa County Department of Emergency Management. The Maricopa County Department of Emergency Management will subsequently notify each of the communities in the nonattainment area of the Governor's order. The Emergency Manager will be responsible for notifying City officials.

Authorities and References

See Basic Plan

Civil Disturbances

Purpose

The purpose of this hazard specific appendix is to restore law and order and to protect life and property in the event of a civil disturbance within the City of Mesa.

Scope

The scope of this appendix is to set forth policies and procedures to maintain or restore law and order and protect life and property in the City of Mesa.

Situation Overview

A civil disturbance emergency situation could develop at any time. Expect well-organized, unlawful activities to be directed towards governmental agencies, public utilities and the private sector.

Assumption

Civil disturbances will be accompanied by other criminal activities such as vandalism, arson, looting, sabotage, sniping, or bomb threats. The Police Department has the capability to preserve the peace and to suppress civil disturbances. Assistance from outside agencies may be required to support Police Department efforts. The Police Department participates in periodic training and exercises with other regional, county, state and federal law enforcement entities to prepare for events of this nature.

Relationship to Other Plans:

Critical Infrastructure and Key Resources (CI/KR)

The vast majority of the CI/KR-related assets, systems, and networks are owned and operated by the private sector. However, in sectors such as Water and Government Facilities, the majority of owners and operators are governmental or quasi-governmental entities. The great diversity and redundancy of the Nation's CI/KR provide for significant physical and economic resilience in the face of terrorist attacks, natural disasters, or other emergencies, and contribute to the strength of the Nation's economy. However, this vast and diverse aggregation of highly interconnected assets, systems, and networks may also present an attractive array of targets to domestic and international terrorists and magnify greatly the potential for cascading failure in the wake of catastrophic natural or manmade disasters. Improvements in protection and resilience that focus on elements of CI/KR that are deemed to be nationally critical can make it more difficult for terrorists to launch destructive attacks, as well as lessen the impact of any attack or other disaster that does occur and provide greater resiliency in response and recovery.

Concept of Operations

The Mayor has the overall responsibility for actions taken to control civil disturbances including demonstrations and unlawful acts ranging from passive disobedience to mass insurrection. The Chief of Police will assume control of operations and will prescribe operational procedures.

The plan will consist of two phases:

Phase I - Notification of a pending or active civil disturbance. It is designed to be a partial commitment of forces to cope with the situation or to prepare the organization for a Phase II alert.

Phase II - Begins when the disturbance is serious enough to require the application of massive counter forces or the situation becomes too critical for the forces already on hand to control.

The execution of Phase I will be upon direction of the Chief of Police or the Police Incident Commander.

The execution of Phase II will be upon direction of the EOC.

- Operational control will be retained at normal locations in Phase I.
- The Police Department will maintain operational control throughout the duration of the emergency, assigning specific tasks for supporting agencies.

Organization and Assignment of Responsibilities

The on-scene Police incident command system will be expanded and integrated into the City EOP Incident Management System. Refer to Basic Plan. The City of Mesa Police Department Emergency Operations Manual provides detailed information in managing large crowds and civil disturbances.

Tasks

Mayor/City Council will:

- Establish policy and pass emergency legislation to suppress any civil disturbance;
- Declare an emergency; may meet with disaffected leaders to negotiate differences; formulate official public information,
- Request assistance if needed. See Civil Disturbance in Annex C for Civil Disturbance Proclamations.

City of Mesa Police Department will:

- Initiate Phase I of this plan and notify the City Manager.
- Provide warning to the whole community.
- Control access to and prevent looting in affected areas.
- Control all assisting forces deployed at the site of the emergency.
- Collect and disseminate information and intelligence.
- Establish holding areas for processing of violators along with transportation of prisoners to the Mesa Court building in the event the courtroom jail is insufficient.
- Furnish liaison personnel to other agencies as required.
- Advise the Mayor and City Manager's Office when Phase II should be initiated.
- Provide law enforcement and security protection for the personnel and equipment of supporting units.
- Provide security at water treatment plants, pumping stations, reservoirs, electrical substations and other locations as required.

Mayor/City Council and the Police Department may be needed to:

- Be prepared to handle on-site incident response activities. They may be required to provide law enforcement resources to ensure site management control, including incident-specific access, or personnel resources trained to protect pipeline operations and critical infrastructure.

City of Mesa Transportation Department will:

- Provide barricading.
- Remove barricades erected by rioters.
- Conduct debris clearance.
- Provide assessment of damage and emergency repairs to City property.
- Be prepared to assist in traffic control and evacuation.

Courts:

- Upon notification of initiation of Phase I, set up courtrooms for mass arraignments.
- Establish area for posting of bonds and payment of fines.

Other departments will provide support functions as outlined in the Basic Plan.

Support

The Maricopa County Sheriff's Office is authorized to provide mutual aid support to the City upon request of the Mayor.

Direction, Control and Coordination

City of Mesa Police will direct and control from the on-scene Command Post and coordinate with other agencies as necessary. All operations will be carried out using NIMS ICS. See also Annex A: ESF #13 “Law Enforcement”.

Information Collection and Dissemination

City of Mesa Police Department will be responsible for notifying City officials. See Annex A: ESF #15 External Affairs and Annex B Support Functions.

Tab A - Proclamation of Local Emergency and Curfew

WHEREAS, Arizona State Law (ARS Section 26-311), that the Mayor shall take command and govern the City by Proclamation during times of great danger, and

WHEREAS, there have been many acts of violence, rioting, insurrection, looting, arson, unlawful assembly, destruction of property, danger to life, or other civil disturbances, and

WHEREAS, these acts have been committed and are presently being committed, and

WHEREAS, it is necessary that the Mayor now take command of the Police Department and govern the City in order to protect life and property and to preserve the peace of the City of Mesa.

NOW THEREFORE, I, _____ Mayor of the City of Mesa, County of Maricopa, State of Arizona, in conformity therewith and by virtue of the authority in me vested, and in accordance with the law, do hereby,

PROCLAIM AND DECLARE TO THE PEOPLE OF THE CITY OF MESA that there now exists in the City of Mesa a local emergency, and great danger, and

I DO FURTHER DECLARE that within the area bounded by

_____, _____

_____, and _____,

there shall be a curfew which shall be in effect from _____ P.M. to _____ A.M. and further that all business establishments within the area having on their premises any intoxicating beverages, and all service stations, are hereby ordered closed during these hours, and

I DO FURTHER ORDER that all persons living or residing within the aforementioned area under curfew go immediately to their homes and remain there and all other persons not residing within the aforementioned area under curfew immediately leave this area, and

I DO HEREBY PROCLAIM that the Police are ordered to remove, disperse or arrest any person or persons found to be in violation of this PROCLAMATION or committing or attempting to commit any of the following acts. Disturbing the peace by using any threat to use force or violence or other means to disturb the peace, or making an attempt or advance toward the commission of any act which would be a riot if actually committed; taking part in a riot or unlawful assembly or committing any crime against the laws of the State of Arizona or the ordinances of the City of Mesa, or any person refusing to obey the lawful order of any public officer or person assisting such public officer in attempting to restore peace, tranquility and order to the City, and

I DO FURTHER PROCLAIM AND ORDER that the Police of the City of Mesa are hereby authorized to use any and all means at their disposal for the enforcement of this PROCLAMATION; the Police are further authorized and empowered to use any other means at their disposal to dispel or disperse a riot, or rout an unlawful assembly or to protect life and property, and

IT IS FURTHER PROCLAIMED that anyone violating any provision of this PROCLAMATION shall be punished as provided by law.

WITNESS MY HAND AND SEAL THIS _____ day of _____, _____.

_____

Mayor

ATTEST:

_____

City Clerk

Tab B - Proclamation to End Local Emergency and Curfew

WHEREAS, beginning on the ____ day of _____, _____, there were acts of violence, riot, insurrection, looting, arson, unlawful assembly, destruction of property, and danger to life, and other civil disturbances, and

WHEREAS these acts were continuing, and

WHEREAS, Arizona State Law (ARS Section 26-311) provided that the Mayor shall take command and govern the City by proclamation during these times of great danger, and

WHEREAS, on the _____ day of _____, _____, at _____, I, _____, Mayor of the City of Mesa, proclaimed a local emergency existed, and

WHEREAS, the City of Mesa has been restored to peace, tranquility and order,

NOW, THEREFORE, I _____, Mayor of the City of Mesa, County of Maricopa, State of Arizona, in conformity therewith and by virtue of the authority in me vested, and in accordance with the law, do hereby

PROCLAIM AND DECLARE TO THE PEOPLE OF THE CITY OF MESA, that there no longer exists in the City of Mesa a local emergency, and

I DO FURTHER PROCLAIM that the activities of the government of the City of Mesa and all of its departments hereby return to business as usual according to the Charter and ordinances of the City of Mesa.

WITNESS MY HAND AND SEAL this _____ day of _____, _____

_____

Mayor

ATTEST: _____

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Common Carrier Accidents

Purpose

The purpose of this hazard specific appendix is to ensure an effective and rapid response to a common commercial carrier accident in order to minimize loss of life, expedite recovery efforts and to provide appropriate control and security measures to the site and to the residue.

Scope

This appendix addresses general and specific emergency response activities to off-site incidents caused by aircraft, trains and buses within the City of Mesa.

Situation Overview

Common commercial carriers, defined as aircraft, trains, buses and trucks, transport people and goods above and through the City of Mesa by air, rail and roads. Regardless of their nature or location, commercial carrier accidents can involve local, State and federal agencies. Due to this involvement and the immediacy of the control problem, it is imperative that City officials be cognizant of their role as well as the responsibilities of other concerned agencies.

Assumptions

A common commercial carrier accident may occur in the City of Mesa. The carrier will be an aircraft, train, bus or other commercial vehicle. There will be survivors requiring extrication, decontamination, on-site treatment and emergency transportation. Secondary effects of fire and disruption of gas, water, and electrical distribution in the immediate vicinity will occur. Hazardous materials may be involved particular with trucks and appropriate HAZMAT response measures will have to be taken.

Concept of Operations

See Basic Plan and appropriate ESF and support function (Annex A and B). For clarity, each type of commercial carrier accident is covered separately under the headings of Aircraft, Trains, Buses or Trucks.

Organization and Assignment of Responsibilities

Tasks

City of Mesa Police Department will:

- Perform rapid survey of crash scene and damaged areas.
- Report findings immediately to the Incident Commander (or EOC if activated) with

recommendations regarding mobilization of additional forces.

- Assist the Fire/Medical Department in establishing an On-Scene Command Post.
- Establish traffic and personnel access control procedures, establish a perimeter, and preserve the accident scene intact (to include all debris).
- Recall off-duty personnel.
- Ensure that emergency vehicles responding to the crash site have the best possible access routes, which will enable them to reach and exit the scene without unnecessary delay.
- Direct teams to make a detailed search of the area noting pieces of wreckage, luggage and other debris. In an aircraft disaster, bodies and parts of bodies will be covered and guarded until the accident investigators authorize removal.
- Recommend evacuation of any residents, if required, and establish evacuation assembly areas until congregate care facilities can be arranged.

City of Mesa Fire/Medical Department will:

- Establish an On-Scene Command Post in conjunction with the Police Department and assume primary responsibility for on-scene management of the accident site.
- The Automatic Aid agreement will assign units as necessary. Request mutual assistance from Maricopa County, as required.
- Activate the Metropolitan Medical Response System partners from Phoenix, Glendale, Gilbert and Tempe, (Tucson also has MMRS capabilities and may be asked to respond) to assist in treatment, decontaminations and transportation of victims.
- Recommend evacuation from the disaster area when deemed advisable, in coordination with the Police Department.
- Assign search and rescue teams to search for and remove survivors from the accident scene.
- Designate open areas close to the scene for first aid stations and medical triage teams.
- Establish and provide a transportation sector to supervise regular and improvised ambulances until a medical coordinator is available.
- Recall off-duty personnel as appropriate and necessary.

City of Mesa Environmental Management and Sustainability Department will:

- Conduct debris clearance operations (does not include components of the carrier or other elements of the accident scene).
- Commercial carrier accidents are categorized below as aircraft, trains, buses or trucks. Additional response procedures used in dealing with each category are addressed.

Aircraft Accidents

Central Arizona is in a zone of converging commercial, military and general aviation traffic. In addition to Falcon Field and Phoenix/Mesa Gateway Airport the City of Mesa is in proximity of a major air terminal at Sky Harbor International Airport and another airfield nearby in the City of Chandler.

The Fire/Medical Department will establish an On-Scene Command Post in conjunction with the Police Department and assume the primary responsibility for on-site management of air crash incidents. If the crash site is outside the corporate boundaries, the County Sheriff's Office will be notified.

If the crash site involves a military aircraft, the wreckage site may become, at the responding military authority's request, Federal property until that authority releases the site. The military on-scene Commander will assume on-scene responsibility.

Automatic Aid and Mutual aid agreements will be implemented to enhance response to the disaster as this type of incident may exceed the capability of City resources and/or if the crash site is near or crosses jurisdictional boundaries.

Tasks

The General Staff will perform the following:

- Notify the FAA's Albuquerque Air Route Traffic Control (1-505-856-4500) to request a temporary flight restriction over the crash site, if required.
- If the incident involves military weapons, notify the Luke Air Force Base Command Post (623-856-5600 or 623-856-5800).
- If a large number of passengers is involved:
  - Request on-site triage and medical coordination support, if required.
  - If helicopter support is needed, request support from the Department of Public Safety.
  - Establish and provide a transportation sector to supervise regular and improvised ambulances until a medical coordinator is available.
  - Notify the Medical Examiner at 602-506-1138 if there are fatalities. Coordinate with the Medical Examiner to establish a temporary morgue site.

As soon as possible, forward the following information to the Maricopa County EOC (602-273-1411):

- The location of the accident.
- The number of injuries or deaths, if known.
- The type of aircraft (passenger, cargo, etc.).
- Whether the aircraft is military or civilian.
- The best available access routes into and out of the area for emergency vehicles.
- Any additional assistance required (police, fire, medical, military, etc.).

When the following information is available, forward to the Maricopa County EOC:

- The aircraft identification numbers.
- The owner(s) of the involved aircraft.
- The name and address of the pilot.
- A description of property damage.
- The location of known survivors.
- A brief statement of circumstances surrounding the incident.
- Whether weapons were aboard if the aircraft was military.
- Whether US mail was aboard.

If a potential mass casualty situation exists, notify the MESA Fire/Medical Department Dispatch Center, which will, through established procedures, activate the MMRS and Maricopa County Medical Alerting System to put local area hospitals on alert.
Conditions in the affected area may necessitate the shutting down of certain utilities. Coordinate the priorities for shutdown and restoration with City of Mesa utilities and private utility companies involved.

Upon the arrival of the NTSB access is restricted to the scene unless authorized by the NTSB. The NTSB will lead the aviation crash investigation until it is determined to have been caused by a criminal act. Upon determination that the crash is the result of a criminal act, the Federal Bureau of Investigation (FBI) will become the lead investigative agency.

The Maricopa County Emergency Operations Plan (Annex B) provides added details and discusses the roles of other agencies that support aircraft crash disaster operations. Services of these agencies will be provided automatically when the disaster is reported.

Train Accidents

A major line of the Union Pacific Railroad traverses the City of Mesa. The branch is between Broadway and Main and turns south along Center Street. These lines are used by Union Pacific to transport cargo, and it can be assumed that hazardous material makes up part of the load.
Train car initials (for example “UP”, “SP”, “ATF”. etc.) plus the car number can be used to identify different types of cargo. DOT tank car specification numbers consist of a class designation followed by identifying letters and numbers. The second number, where present, indicates tank test pressure in PSI.

Tasks

The Fire/Medical Department will establish an on-scene command post, if necessary, while the Police Department will provide security.

The General Staff will notify the Union Pacific Police Dispatch Center in Omaha, Nebraska at 1-888-877-7267 (24/7) of an accident.

Arizona Corporation Commission pipeline and railroad safety emergency line at 602-252-4449 (24/7) will be notified of rail accidents.

Bus Accidents

Buses and coaches transiting the City of Mesa are subject to motor vehicle accidents. Response procedures to accidents involving large numbers of individuals are the same as regular road accidents, with the exception of increased logistics problems involved with greater numbers of victims.

DPS will be in charge of on-scene operations when the location of the accident is on a State or Federal highway.

Truck Accidents

Commercial and private trucks transiting the City of Mesa are subject to vehicle accidents. Response procedures to accidents involving trucks are similar to other vehicular road accidents, with the exception of an increased potential for these vehicles to carry hazardous materials and the resulting increased possibility of hazmat spills. See Hazardous Materials Specific Appendix.

DPS will be in charge of on-scene operations when the location of the accident is on a State or Federal highway.

Direction, Control and Coordination

City of Mesa Police and Fire/Medical will direct and control from the on- scene Command Post and coordinate with other agencies as necessary. All operations will be carried out using NIMS ICS. See also Basic Plan Section and appropriate ESF's and support.

Information Collection and Dissemination

Fire/Medical Department will be responsible for notifying City officials and As soon as possible, forward the following information to the Maricopa County EOC (602-273-1411):

- The location of the accident.
- The number of injuries or deaths, if known.
- The best available access routes into and out of the area for emergency vehicles.
- Any additional assistance required (police, fire, medical, military, etc.).

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Earthquakes

Purpose

The purpose of this hazard specific appendix is to address the areas of earthquake response and the initial stages of recovery for the residents of the City of Mesa.

Scope

This appendix will ensure a rapid response to disaster areas due to an earthquake in the City of Mesa in order to minimize loss of life and to initiate prompt recovery operations.

Situation Overview

The City of Mesa, like most of Arizona, is in Seismic Risk Area Two and can expect MODERATE damage as a result of an earthquake. Of all natural disasters, earthquakes can inflict the greatest loss of life and property and require the greatest mustering of resources to mitigate their effects. The City of Mesa may experience the effects of earthquakes and they may occur without warning. There may be secondary effects of fire and disruption of gas, water and electrical distribution systems. After-shocks may seriously hamper recovery efforts. There may be a need for law enforcement, firefighting, search and rescue, mass shelter, increased medical services, food and water distribution, emergency utilities, evacuation and damage assessment.

Concept of Operations

Earthquakes present a unique challenge to emergency responders. There is usually no warning and it is difficult to ascertain the area involved and extent of damage. Emergency response personnel must perform two critical tasks immediately following an earthquake to ensure the most effective operations.

- The Police Department must perform a rapid survey of the City and report the results.
- A status check on all emergency forces and equipment should be completed as soon as possible.

Emergency personnel must be prepared to conduct emergency communications on a unit-to-unit basis (relay if needed) because communications equipment may be inoperative.
Once an overall picture of the area and extent of damage emerges, resources can be deployed where they are most needed. Emergency units must avoid free-lance responding. An overall assessment must occur to effectively direct response forces.
The results of the rapid survey will indicate the need for activating the EOP and EOC. In general, the quicker this is accomplished, the better the emergency response outcome will be.

Organization and Assignment of Responsibilities

Significant earthquakes will likely require the full City Emergency organization. Refer to the Basic Plan.

Tasks

Mayor. See Basic Plan.

City Manager. See Basic Plan.

Mayor and/or City Manager:

- Be prepared to handle on-site incident response activities. This may be required to provide law enforcement resources to ensure site management control, including incident-specific access, or personnel resources trained to protect pipeline operations and critical infrastructure.

City of Mesa Emergency Manager or Designee:

- Obtain the following information from the Maricopa County EOC:
- Seismographic data about the earthquake epicenter and intensity.
- Electrical outages and anticipated restoration times.
- Obtain information about City of Mesa customers of Energy Resources, Arizona Public Service (APS) and Salt River Project (SRP) who are on life support systems. Notify the Fire/Medical Department if any are suspected to live in an area that has experienced a power failure.
- Obtain information about City of Mesa Energy Resources and Southwest Gas customers who provide emergency medical services and care, have life support systems and require back-up power generation in times of extreme emergencies. Notify the Fire Department if any are suspected to live in an area that has experienced a power failure.
- Collect and maintain data on condition of buildings and other facilities that are or may become weakened by earthquake activity.
- Notify MCDEM of the situation.

City of Mesa Police Department:

- Establish an on-scene command post if the damage is sufficiently local in nature. If damage is widespread, establish a mobile command post to coordinate field inputs to the City EOC.
- Perform rapid survey of damaged areas.
- Warn the whole community to leave buildings considered to be unsafe for further occupancy.

City of Mesa Fire/Medical Department:

- Assist the Police Department in establishing an on-scene or mobile command post.
- Evacuate citizens on life support systems if they live in an area that has experienced a power failure.

City of Mesa Transportation and Development Services Departments:

- Survey damage to buildings, roads, utilities and other facilities and report that information to the EOC.
- Designate areas to be used for debris and waste disposal.
- Establish priorities for the repair of public utilities and facilities.
- Determine the structural integrity of buildings damaged as a result of the earthquake.

City of Mesa Energy Resources Department – Electric

- The Utilities Control Center (UCC) and Energy Resources Administrative personnel shall dispatch necessary personnel to the location of reported leaks. This activity could include local emergency responders, such as fire and police.
- Standby personnel will respond and take corrective action as needed, including damage assessment, staffing and material requirements.
- Utility management personnel will report on damage assessment, repair requirements and anticipated restoration times.

City of Mesa Energy Resources Department – Gas

- All operators of natural gas systems are required to maintain plans for emergency response activities and keep a written plan of procedures to cope with gas emergencies.
- The Utilities Control Center (UCC) shall dispatch necessary personnel to the location of reported leaks. This activity could include local emergency responders, such as fire and police.
- Respond to gas leak reports and interruption of gas service.
- Report estimation of restoration for gas service after an outage.

Support
See Basic Plan, Annex A and B.

Direction, Control and Coordination

City of Mesa Police and Fire/Medical will direct and control from the on scene Command Post and coordinate with other agencies as necessary. All operations will be carried out using NIMS ICS. See also Basic Plan Section and appropriate ESF's and support.

Information Collection and Dissemination

Fire/Medical Department will be responsible for notifying City officials.

Electrical Power Outages

Purpose

The purpose of this hazard specific appendix is to assist the residents of the City of Mesa in the recovery from outages and shortfalls associated with electrical power failures or rotating electrical power outages.

Scope

The scope of this appendix is to identify the threat and provide guidance during a major loss of power in the City of Mesa impacting its residents.

Situation Overview

The City of Mesa has two primary providers of commercial electrical power—the City of Mesa Energy Resources Department (ERD) and Salt River Project Agricultural and Power District (SRP). ERD's electric system is essentially an "electric island" surrounded by SRP's electric system. However, ERD's electric system and SRP's electric system are for the most part independent systems. Thus, normally, an event that impacts ERD's system has little to no probability of impacting SRP's customers and vice versa.

Because the major electric utilities in the western states are interconnected through an extensive grid system operated by the Western Electricity Coordinating Council (WECC), the failure of a major transmission line in a location well outside or in other parts of the state could result in large-scale power outages in the City of Mesa. A lack of adequate generation and transmission capabilities in certain areas might also cause shortages. While this interconnectivity increases the number of ways in which a power failure could occur, it also increases the options available for the restoration of power.

Local thunderstorms/micro bursts, particularly during the summer monsoon season, are capable of causing widespread power failures in the East Valley. Excessive summer heat can have a significant effect on electrical demands in the City of Mesa and the surrounding area and also cause power failures.

Energy emergencies have been categorized by the electric utilities that are members of WECC, including those in Arizona, into three alert levels:

> **Alert 1** means all available resources are in use. The utility has no reserves beyond the minimum requirement and there is a concern that it may not be able to sustain its required operating reserves. All non-firm wholesale energy sales are curtailed.
>
> **Alert 2** means load management procedures are in effect. At this point, the utility makes appeals to the public to reduce energy use, initiates voltage reductions on the system, and curtails interruptible loads through a voluntary curtailment program.
> **Alert 3** means a firm load interruption is imminent or in progress.

When a firm load interruption is required (Alert 3), SRP will employ the use of involuntary curtailments in the form of "rolling curtailments" rather than taking the risk of further degradation of the electric utility grid. When rolling curtailments occur, service will be cut off to circuits servicing one or more predetermined areas, each of which contains approximately 750 homes or their equivalent. These outages will generally last approximately twenty minutes to one hour for each circuit disconnected. As service is restored to areas that just experienced the curtailments, it is then interrupted to another set of areas. This process repeats itself until power demands fall to the point at which power can be restored throughout the utility's service area. The utilities have identified critical needs facilities such as hospitals, water treatment plants and 911 dispatch centers and the circuits servicing those facilities will not be taken off line during the rolling curtailments.
The times of greatest exposure are summer weekday afternoons during summer monsoon season. Wildland fires affecting transmission lines servicing the Valley from the north could aggravate the situation.

Assumptions

If a power outage is large enough to warrant opening the EOC, but not large enough to affect other cities and towns, ERD and/or SRP will send a representative to the EOC. The representative will keep the City up to date on power restoration efforts through contact with the utility's EOC.

If a power outage is large enough to affect multiple jurisdictions, SRP will send a representative to the County EOC, and the City EOC will receive updates from the County EOC.

Traffic management planning will need to be developed for intersections with stoplights in affected areas.

Because some telephone systems rely on electric power, access to the 911 system may be limited in affected areas.

Locally owned water companies that rely on wells may be unable to deliver potable water. Water treatment facilities will be unable to operate at full capacity, or perhaps even operate at all.

Concept of Operations

As a general rule, the City EOC will not be activated when rolling curtailments occur. However, SRP will coordinate closely with Public Information Office to ensure that the areas affected by blackouts are notified as far in advance as possible.

If an electrical outage or curtailment is expected to last for an extended period of time and affect a major portion of the City, the EOC will be activated. ERD and/or SRP will be asked to send a representative to the City EOC, unless it has a representative in the State or

County EOC.

The Public Information Office will issue news releases and work with the ERD and SRP to establish a Citizen's information hotline to inform the public of services available and, to the extent possible, the status of power restoration efforts.

If an extended power outage occurs during a summer heat wave, a life-threatening situation can occur for a large segment of the population. These citizens will need to be moved to a temporary shelter where their medical needs can be met until power is restored to their homes.

SRP has a program for customers that voluntarily identifies that the customer who rely on electrically operated medical systems in their homes, and these persons have been advised to procure battery-powered backups to meet their needs during the short power outages associated with rolling blackouts. The customer also has the option of flagging their account and in return SRP will send them reminders every year prior to summer season that they should have extra sources of power in the home, to keep their devices running. In the event of unanticipated power failures of an extended nature, however, these people will need to be moved to a temporary shelter where their medical needs can be met until power is restored to their homes.

Tasks

Mayor will declare a local emergency if deemed necessary.

City Manager will ensure that the provisions of this plan are implemented.

Because of the possibility of a technological crisis caused by power interruptions to computer systems in City offices, the Information Technology Department should send representatives to the EOC, when activated.

ERD and/or SRP will:

- Closely coordinate to accurately identify the cause(s) of any interruptions of electric utility service and coordinate how to best restore service to affected customers.
- Closely communicate with City management and the City EOC to insure that accurate information is shared in a timely manner.

City of Mesa Police Department will:

- Be prepared to perform traffic management at controlled intersections in affected areas, particularly those areas controlled by stoplights.
- Increase patrols in affected areas for crime prevention and ensure 911 accesses for residents whose telephones fail because of the power outage.

Support

Maricopa County Department of Environmental Services will provide support in the following areas:

- Monitoring of wastewater treatment and disposal facilities.
- Testing of drinking water supplies for both private and public systems.
- Checking regulated facilities such as restaurants and grocery stores for evidence of food spoilage.
- Monitoring cooling centers for proper sanitation and food handling procedures.
- Providing general sanitation advice to the whole community.

Maricopa County Public Health Department will:

- Monitor for disease outbreaks and other health-related problems in areas that have experienced extended periods without refrigeration or interruption of sanitation services.
- Monitor for increased morbidity and mortality.

Maricopa County Department of Air Quality will perform the following:

- Increase air quality monitoring to determine whether the use of generators has increased pollution levels, and issuing public warnings if necessary.

Red Cross may at the request of the City:

- Establish shelters outside the power outage area or in buildings within the power outage area that are powered by generators.

Direction, Control, and Coordination

The City of Mesa EOC will be activated when an outage or curtailment is expected to last for an extended period of time and affect a major portion of the City. The Energy Resources Department will coordinate closely with the utility companies and the Maricopa County EOC by sending a representative to the City EOC if not already present in the State or County EOC.

Information Collection and Dissemination

Notification of a significant power outage will come from ERD and SRP. The ERD and SRP representatives will provide information regarding specific need requirements of the impacted areas to the City EOC. See ESF #15 External Affairs for dissemination.

Administration, Finance, and Logistics

The Finance/Administration Section under the Incident Command System will coordinate fiscal and administrative requirements and determine the necessary financial support for the

EOC. Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. Logistical procedures are described in Annex B

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Excessive Heat Emergencies

Purpose

The purpose of this hazard specific appendix is to establish a program that will both educate the whole community about how to cope with a heat wave and, when necessary, provide protection from its effects on unique populations.

Scope

The scope of this appendix is to describe emergency response activities and additional support required for heat wave emergencies in the City of Mesa.

Situation Overview

Periods of prolonged excessive heat can result in life-threatening situations, particularly among the whole community who do not have access to air-conditioning. Documented cases of fatality counts of over 100 have occurred in other U.S. cities during the past few years as a result of prolonged heat waves.

By recognizing a heat wave in its developmental stages, the City can take actions that will enable citizens to avoid life-threatening conditions.

Violent summer thunderstorms can be particularly serious. In addition to increasing the humidity, they can produce power outages that deprive large segments of the whole community access to air-conditioning in their homes.

Assumptions

Cooling site shelters not subject to power outages may be established as required during heat wave emergencies.

Concept of Operations

The Phoenix Office of the National Weather Service (NWS) will issue heat related messages based on these factors: Temperature, Humidity, and Expected Duration. The combination of factors that will trigger one of these heat-related messages may vary with the time of year; for instance, factors that may result in a high heat warning in early May might not result in one in mid-July. These NWS products are:

Heat Advisory - Issued within 12 hours of the onset of the following conditions: heat index of at least 105°F but less than 115°F for less than 3 hours per day, or nighttime lows above 80°F for 2 consecutive days.

Excessive Heat Watch – Issued by the National Weather Service when heat indices in

excess of 105ºF (41ºC) during the day combined with nighttime low temperatures of 80ºF (27ºC) or higher are forecast to occur for two consecutive days

Excessive Heat Warning – Issued within 12 hours of the onset of the following criteria: heat index of at least 105°F for more than 3 hours per day for 2 consecutive days, or heat index more than 115°F for any period of time.

The Public Information Office will issue the appropriate heat emergency messages prior to the beginning of the summer heat season by providing news releases and public announcements to inform the whole community on how to deal with the heat wave.

The Community Services Department will identify sites that will operate under extended hours to provide access to air conditioning for the whole community who do not have air-conditioned homes. If necessary, the Red Cross and the Salvation Army will open shelters to provide air conditioning to those who are unable to utilize designated cooling sites.

Organization

Under most circumstances, the EOC will not be activated to implement the provisions of this annex.

Tasks

Mayor will declare a local emergency if deemed necessary.

Emergency Manager will:

- Ensure that the provisions of this annex are implemented.

Public Information and Communications Office will:

- Issue press releases giving the public guidance about how to deal with the heat wave emergency. Press releases should emphasize what unique populations may be at risk, how to recognize and prevent heat stroke, the importance of getting at least two to four hours a day of cooling, where cooling is available and where to call for assistance.

City of Mesa Community Services Department will:

- Identify centers to be opened and staffed a minimum of 12 hours a day when the heat wave emergency is initially enacted. On a case-by-case basis, centers may be returned to regular hours prior to the termination of the emergency if demand does not warrant the extended hours.

Other Departments:

- Provide tips on Heat related issues for staff.
- Encourage field staff to monitor conditions of citizens during prolonged heat wave.

Support

The National Weather Service will issue excessive heat Advisory, watches or warnings.

When requested, **the Grand Canyon Chapter of the American Red Cross** may assist in shelter operations to serve as cooling sites augmenting those set up by the City see ESF #6.

Salt River Project (SRP) may offer free bags of ice and dry ice to affected customers when power interruptions lead to extended outages in their service area.

Direction, Control, and Coordination

The City of Mesa Emergency Operations Center may not be activated to accomplish implementation of this appendix. However, coordination between energy utility and cooling site shelters may be necessary and may be accomplished by City of Mesa Fire/Medical Department.

Information Collection and Dissemination

The City of Mesa Fire/Medical Department will coordinate with Maricopa County Department of Emergency Management and city Departments on the disseminations of information about the emergency.

Administration, Finance, and Logistics

The Finance/Administration Section under the Incident Command System will coordinate fiscal and administrative requirements and determine the necessary financial support for the EOC. Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. Logistical procedures are described in Annex B.

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Fire and Explosion

Purpose

The purpose of this hazard specific appendix is to provide fire protection support for extraordinary fire and explosion emergencies in the City of Mesa, to include wildland fires affecting or threatening the City.

Scope

This appendix applies only to extraordinary fire and explosion emergencies that exceed the normal response capabilities of the City of Mesa and not as the result of bomb threats or terrorist activity.

Situation Overview

The Fire Management Office of the Arizona State Land Department makes an annual assessment to determine state wildland fire conditions. The City of Mesa has the responsibility for any fire suppression activities within its boundaries.

Concept of Operations

See Basic Plan and ESF #4. The Fire Department will establish an on-scene Command Post and will assume responsibility for on-site management. The Police Department will provide control and security of the affected area. Fires on State and County land that threaten the City of Mesa should be reported to the Fire Management Office of the State Land Department.

Organization and Assignment of Responsibilities

Tasks

Mayor - **See Basic Plan**

City Manager – **See Basic Plan**

Emergency Management Coordinator - **See Basic Plan**

City of Mesa Police Department

- Assist the Fire Department in establishing an on-scene command post.
- Prevent looting of damaged and evacuated areas.
- Alert the citizens of areas that are likely to be affected.

City of Mesa Fire/Medical Department

- Establish an on-scene command post and assume primary responsibility for on-scene management of the emergency.
- Request mutual aid assistance from other fire departments, as required.
- For fires on State or County land adjoining the City of Mesa, request assistance from the Fire Management Office of the State Land Department.

City of Mesa Transportation Department - **See Basic Plan**

Direction, Control, and Coordination

The City of Mesa EOC will be activated for incidents that are extraordinary fire and explosion emergencies

Information Collection and Dissemination

Notification of a fire or explosion will come through 911 to the fire department. The incident commander will provide information regarding specific need requirements of the impacted areas to the City EOC. See ESF #15 External Affairs for dissemination.

Administration, Finance, and Logistics

The Finance/Administration Section under the Incident Command System will coordinate fiscal and administrative requirements and determine the necessary financial support for the EOC. Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. Logistical procedures are described in Annex B.

Hazardous Materials

Purpose

The purpose of this hazard specific appendix is to coordinate the public and private responses that may be required or requested in order to protect citizens and emergency response personnel from the effects of hazardous materials involved in a transportation, storage, or usage incident and provide expeditious recovery from the incident.

Scope

The scope of this appendix is to provide broad objectives that will provide the greatest protection of life and health, the environment and property of the residents of the City of Mesa.

Situation Overview

A hazardous material is any material or substance, which in normal use can be damaging to the health and well-being of man. Such materials cover a broad range of types which may be classified as follows:

- Toxic agents including drugs, chemicals, either natural or synthetic that in normal use are in any way harmful, ranging from poisons to skin irritants and allergens;
- Corrosive chemicals such as sodium hydroxide or sulfuric acid that destroy or otherwise damage the skin and mucous membranes on external contact or inhalation;
- Flammable materials including organic solvents, finely divided metals or powders, some classes of fibers, textiles or plastics, gases and chemicals that either evolve or absorb oxygen during storage, thus constituting a fire risk in contact with organic materials;
- Explosives and strong oxidizers such as peroxides and nitrates;
- Materials in which dangerous heat build-up occurs in storage, either by oxidation or microbiological action;
- Radioactive chemicals or substances that emit ionizing radiation.
- Hazardous materials are dangerous to health and property, if not properly controlled.

Throughout the City, businesses, industries, residences, etc., store and use a wide variety of hazardous materials on a regular basis. Facilities which use or store extremely hazardous substances or hazardous chemicals in excess of the threshold planning quantity are required to comply with all reporting and planning requirements in SARA Title III and Arizona Revised Statues, Title 26, Chapter 2, Article 3. These hazardous materials are transported throughout the area via streets, highways, rail, pipeline and air.

An accident may result in emergency response personnel encountering dangerous conditions requiring immediate corrective action to protect themselves, accident victims and citizens. All Mesa Fire/Medical personnel have received initial hazardous materials

response training. The Fire/Medical Department also maintains a Level A trained Hazardous Materials Response Team. Additional assistance may be obtained from specialists and agencies as indicated in Tab A.

Public Law 99-499, the Superfund Amendment and Reauthorization Act of 1986 (SARA), Title III: Emergency Planning and Community Right-to-Know, was enacted to provide local governments the authority to gather information concerning chemical hazards in their community, plan for the response to incidents involving those hazards, and provide a means for the general public to access information concerning hazardous substances in their community.

The Arizona State Emergency Response Commission (AZSERC) enforces the provisions of SARA, Title III and other federal laws and regulations dealing with hazardous materials in the State of Arizona. The administrative offices and staff supporting the AZERC are located at the Arizona Department of Emergency and Military Affairs.

The Maricopa County Local Emergency Planning Committee (LEPC) is the County's designated lead agency for emergency planning and enforcement of the provisions of SARA, Title III and other federal laws and regulations dealing with hazardous materials. The administrative offices and staff support of the Maricopa County LEPC are located at the Maricopa County Department of Emergency Management.

Assumptions

Disasters involving hazardous materials are usually confined to a localized area. Action should be taken to contain the spill as promptly as possible. Rapid communication channels must be utilized to inform responsible officials for emergency response. The training consists of classroom as well as field exercises. Depending on the magnitude, nature, and threatened area, the resources of industry, local, state and federal government, separately or in combination, may be required to cope with the situation.

Concept of Operations

See Basic Plan and ESF #10. Persons arriving at the scene of a hazardous materials incident are expected to immediately contact through the Communications Center (9-1-1) with the Mesa Fire/Medical Department for mitigation, response, and recovery activities. The Fire/Medical Department will control operations and assume responsibility for incident management.

If the situation obviously requires immediate action to cordon off the area or evacuate nearby residents or building occupants (i.e., if there is danger of an immediate explosion or release of toxic gases), the first officer on the scene (either Fire/Medical or Police) should initiate such action immediately. A larger evacuation area should be considered initially, adjustments in size of the Evacuation Zone could be made later after the senior Fire/Medical Officer arrives at the scene. The ranking Fire/Medical Department Officer on the scene will evaluate the situation and determine if a hazardous material release has occurred or there

is a threat of release. He/she will then notify the other responding units and "Alarm". The Police/Fire dispatcher will notify and advise all necessary personnel of the situation.

The initial Fire/Medical Department Officer will also determine a safe route of entry into the area of the incident, provide staging directives, and begin isolating the area.
Other City of Mesa departments and automatic aid partners will be notified and will assist as needed, following NIMS procedures and Fire/Medical Department's direction.
The Arizona Radiation Regulatory Agency (ARRA) has the primary responsibility for incidents involving radioactive materials. If the incident involves radioactive materials, a trained Radiological Defense Officer (RDO) will direct radiological control measures at the scene until ARRA personnel arrive. If a RDO is unavailable, a trained Radiological Monitor will direct radiological control measures until the arrival of ARRA personnel.
The Commander, Luke Air Force Base, has responsibility for incidents involving military weapons. If military weapons are involved, the area will be evacuated to a distance of at least 4000 feet, the Base Command Post (623-856-5800) will be notified, and the site will be secured until military forces arrive to assume responsibility.

Control of Hazardous Area

Hazard Zone (Hot zone)

The Hazard (Hot) Zone is the area in which personnel are potentially in immediate danger to life and health from the hazardous condition. Lobby Control and Site Safety officers rigidly control access to this area. Only personnel with proper protective equipment and an assigned activity will be allowed to enter. The Hazard Zone should be geographically described to all units on the scene, when possible.

Evacuation Zone (Cold zone)

The Evacuation (Cold) Zone is the larger area surrounding the Hazard Zone in which a lesser degree of risk to personnel exists. All civilians will be removed from this area. The limits of this zone will be enforced by the Police Department, based on distances and directions determined by the Fire/Medical Department. The area to be evacuated depends on the nature and amounts of the material(s) and type of risk presented to unprotected personnel (toxic, explosive, etc.). In some instances it is necessary to completely evacuate a radius around a site for a certain distance (i.e., potential explosion). In other instances evacuation only needs to be downwind, following paths where toxic or flammable vapors may be carried.

Records and Reports

If a reportable release of an extremely hazardous substance or a hazardous chemical, as designated by the Environmental Protection Agency, occurs at a facility, the facility owner/operator/emergency coordinator shall, in accordance with SARA, Title III, and ARS 26-348, immediately notify the following agencies using the format provided in Tab B.

- The emergency response agency (i.e., the local fire department) through 911 or other appropriate number if emergency response is required.
- The Maricopa County Local Emergency Planning Committee (Maricopa County Department of Emergency Management) at 602-273-1411 (24-hour number).
- The Arizona Emergency Response Commission through the Arizona Department of Environmental Quality Emergency Response Unit, 602-771-2330 (24-hour number).
- The National Response Center at 800-424-8802 (24-hour number).
- If suspected, or known, that radiological material is involved in an incident, the Arizona Radiation Regulatory Agency (ARRA) and the Maricopa County Department of Emergency Management must be notified immediately. The Supplemental Radiological Incident Report shall be completed when an incident involves radioactive materials (see Tab C).

Incident Commanders may be required to complete the Arizona Hazardous Materials Incident Form (Tab D) or similar departmental form for the Arizona Emergency Response Commission.

Organization and Assignment of Responsibilities

See Basic Plan and ESF #10.
The on-scene Fire/Medical incident command system would be expanded and integrated into the City EOP. Refer to Basic Plan.

Tasks

City of Mesa Emergency Management Staff will:

- Notify ARRA if the incident involves radioactive materials.
- Obtain the assistance of a trained RDO to direct radiological control measures at the scene until ARRA personnel arrive. The Maricopa County EOC can provide possible sources for obtaining the services of a RDO.
- If the incident involves military weapons, notify the Luke Air Force Base Command Post (623-856-5600 or 623-856-5800)
- If there is a mass casualty situation, notify the Phoenix Fire Dispatch Center and ask them to activate the Maricopa County Medical Alerting System (MCMAS). Activating MCMAS will place area hospitals on alert and to prepare them to receive casualties.

City of Mesa Fire/Medical Department will:

- Establish a Command Post, at a safe location near the incident, and coordinate all agencies assisting in the operation. The Incident Commander is responsible for the direction and coordination of all aspects of the incident, from initial response through stabilization.
  - Take immediate steps to identify the type, amount, and nature of the hazardous material and request technical assistance.
  - Isolate, and determine hazard and evacuation zones.
  - Determine necessary levels of Personal Protective Equipment.
  - Set-up a Contamination Reduction Corridor and perform necessary decontamination.
  - Accomplish air monitoring of the incident if needed.
  - Recommend and initiate evacuation if indicated.
  - Complete the Arizona Hazardous Materials Incident Report Form (Tab D) in accordance with established reporting procedures.

City of Mesa Police Department will:

- Clear scene of all unnecessary personnel.
- Carry out evacuation as recommended by the Fire/Medical Incident Commander. See Evacuation Procedures.
- Control access to evacuated areas and prevent looting of damaged or evacuated areas.
- Provide for traffic and crowd control.
- Provide levels of security where needed at the scene (i.e., keep onlookers away from contaminated patients).

City of Mesa Transportation, Environmental Management and Sustainability, and Development Services Department based on need:

- At least one department official will report to the Command Post and assist the Fire/Medical Department with appropriate heavy equipment for rescue, recovery operations, diking, or clearing access for emergency vehicles, etc.
- Provide barricades around the Hazard and/or Evacuation Zones, as requested.
- Provide sand for building dikes to contain and absorb liquids and for use in blocking run-off into drains or sanitation systems.
- Assist in traffic control with the appropriate signs, barricades, arrows, etc.
- Give appropriate assistance and support to public utilities in checking for damage to their facilities and restoring services to normal where required.
- Coordinate with Fire/Medical and Police in gathering evidence from personnel clearing or moving debris.

Utility Operations (Water Resources) Administration Based on need:

- Assist in determining the identity of the material and establish the type and degree of

the hazard involved.
- Provide assistance or advice on actions required.
- Determine the proper method for neutralizing, containing, or removing the hazardous material.
- Assist the on-scene commander in matters pertaining to the effluent which might adversely affect the water and/or sanitary sewage systems.
- Support on-scene emergency actions by filling requests for deployment of department heavy or specialized equipment.
- Regulate the water supply for fire suppression and react to water main damage so as to restore service as expeditiously as possible.
- React to the entry of any pollutant or contaminant into the water supply sources by shutting off appropriate intakes or switching to alternate sources.
- Cooperate with the Environmental Services Department in determining and carrying out actions designed to neutralize or eliminate pollutants that have entered the water supply system.

Facility Owners/Operators/Emergency Coordinators:

- Comply with all reporting and planning requirements in SARA, Title III, and Arizona Revised Statutes, Title 26, Chapter 2, Article 3.

Support

Advice and emergency response resources are available both locally and nationally. The agencies listed in Tab A can be contacted for technical assistance during a HAZMAT incident.

Fire departments that have specially trained HAZMAT response teams should be contacted for additional support, if required. An automatic aid system exists among most of the fire departments in the Phoenix metropolitan area. Because of this system, the closest fire station to the incident will respond, regardless of the municipality in which the incident is located. Most metropolitan fire departments are dispatched either by the Phoenix Fire Department alarm room or the Mesa Fire/Medical Department alarm room.

Specialized HAZMAT Response Units

The State of Arizona has established the following specialized HAZMAT response units that are available to assist local governments. Requests for their assistance should be submitted to the Maricopa County Emergency Operations Center (EOC), if it has been activated. State HAZMAT response unit leaders will act as State on-scene coordinators (SOSC) during response activities.

- Arizona Department of Public Safety, Hazardous Materials Unit, is designated as the SOSC for HAZMAT highway and rail transportation incidents.
- Arizona Department of Environmental Quality, Emergency Response Unit, will act as SOSC for fixed facility and non-transportation incidents.

- Arizona Radiation Regulatory Agency will assume the role of SOSC for all incidents where radioactive materials are of primary concern.
- Arizona Corporation Commission (ACC) is designated as SOSC for all hazardous liquid pipeline incidents and for railroad incidents after a hazard is no longer present and cleanup determinations have been made.

Direction, Control, and Coordination

See Basic Plan, Fire Annex C, ESF #10 Hazardous Materials and ESF #5 Emergency Management.

Information Collection and Dissemination

All City of Mesa agencies participating in a hazardous materials incident or exercise resulting in an activation of this appendix will provide reports, summaries and estimates as requested to compile after-action reports.

Administration, Finance, and Logistics

The Finance/Administration Section under the Incident Command System will coordinate fiscal and administrative requirements and determine the necessary financial support for the EOC. Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. See Annex B for Logistical procedures and ESF #7 Resource Support.

Authorities and References

Arizona Revised Statutes, Title 26 and Federal Law 99-288 (Superfund Amendments and Reauthorization Act of 1986 (SARA) Title III, Emergency Planning and Community Right to Know Act.

Tab A – Assistance

Federal Bureau of Investigation/ Radio Room 24/7	623-466-1999 or 623-466-1088
AZ Department of Public Safety - Duty Office AZ Department of Public Safety – East Valley Dispatch Center AZ Department of Public Safety – Operations Center (Officer Only Line)	602-223-2212 602-223-2207 602-223-2177
U.S. Air Force: Luke Air Force Base – 24 hours	623-856-5600 if involves military devices. Command Post Main #
U.S. Air Force: Luke Air Force Base – 24 hours	623-856-5800 Alternate
AZ Department of Environmental Quality – Spill Release Emergency Response Unit Duty Officer – 24 hours	602-390-7894 or 1-800-234-5677 option 1
Maricopa County Local Emergency Planning Committee – 24 hours	602-273-1411
National Response Center (EPA) – 24 hours	1-800-424-8802
CHEMTREC	1-800-424-9300
Arizona Radiation Regulatory Agency (ARRA)	602-255-4845 or thru DPS Watch Commander during non-duty hours.
91st Civil Support Team, Weapons of Mass Destruction	602-267-2953
Agency for Toxic Substances and Disease Registry (ATSDR)	1-800-232-4636
Banner Poison & Drug Information Center – 24 hours	1-800-222-1222

Tab B – Hazmat Accident/Incident Report Form

HAZMAT ACCIDENT/INCIDENT	
Date:	Time of Report:.
Report taken by:	
CALLER INFORMATION	
Name/Title	
Organization	
Call Back Number	
SUSPECTED RESPONSIBLE PARTY	
Name	
Organization	
Address	
Phone	
INCIDENT LOCATION	
Address	
Building Number	
RELEASE MATERIAL(S)	
Chemical	
Quantity Released	
Time and Duration of the Release	
Medium or Media Into Which The Release occurred	
Off Facility Site Release?	
SOURCE/CAUSE OF INCIDENT	
KNOWN OR ANTICIPATED HEALTH RISKS	
Delayed (Chronic)/Immediate (Acute)	
Injuries/Deaths	
Evacuation	
TRANSPORTATION RELEASE	
Carrier	
Truck/Trailer Number	Railroad Car Number
Origin/Shipper	
Destination	
Bill-Lading/Waybill Number	

Tab C – Supplemental Radiological Incident Report

TIME OF EVENT				DATE		
PERSON CALLING						
ORGANIZATION				PHONE		
DESCRIPTION OF INCIDENT						
NUMBER OF INJURED		INJURED EVACUATED TO				
RADIOACTIVE MATERIALS INVOLVED:						
	1		2		3	
NAME/ISOTOPE						
GAS, LIQUID OR SOLID						
SEALED OR UNSEALED						
ACTIVITY (CURIES)						
SERIAL NUMBER						
OTHER HAZARDOUS MATERIALS INVOLVED:						
NAME/ISOTOPE						
GAS, LIQUID OR SOLID						
SEALED OR UNSEALED						
ACTIVITY (CURIES)						
SERIAL NUMBER INVOLVED						
ITEM DESCRIPTION, MAKE, MODEL, SERIAL #, ETC.						
VEHICLE DESCRIPTION						
ON-SCENE CONTROLLER: NAME						
AGENCY						
PHONE OR RADIO FREQ						
RESPONSE AGENCIES ON-SCENE						
FOLLOW UP REPORT						
TIME						
REPORT						

Tab D – Arizona Hazmat Response Incident Report Form

Arizona Hazardous Materials Incident Report Form

Report Taken by:	NRC#	Agency Report #	*AZSERC Mission #
Fire Dept/Agency:	Business Address:	Business Phone No:	Date & Time Call Received:

Caller Information:

Caller Name:	Title:	Organization:
Business Address:	Phone No:	Date and time of Incident:

Incident Information:

General Site Location Description/Directions:				
Street Address:		City:	County:	State:
Zip Code:	Latitude:	Longitude:	Milepost:	

Potential Responsible Party Information:

Organization Name:		Business/Street Address:		
City:	County:	State:	Zip Code:	Office No:
Cellular No:	Email:		Other:	

Incident Description Information:

Incident Type/Description:
Incident Source/Cause:
Affected Medium, Extent, Name Body of Water, Etc. (air, water, soil)

Materials Involved:

Material/Chemical Name/C.A.S. No:	Amount Released:

Damage Description:

Injuries:	Deaths:	Other Damages:
Remedial Actions and Response Dates:		

Notification by Caller:

Possible Health Risks, and Environmental Hazards:
Proper Precautions, Medical Advise or Evacuation:
Who Notified:

(OVER)

AZSERC Incident Form 01 (July-2008) ***PAGE 602-215-5718 FOR AZSERC CONTROL NO.**

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Influenza Pandemic

Purpose

The purpose of this hazard specific appendix is to enhance the ability of City officials to continue to deliver essential services through city departments during an influenza pandemic/public health emergency, and protect the health and welfare of its employees and their families.

Scope

This appendix seeks to ensure continuity of essential government services during a public health emergency by achieving pre-designed coordination among City departments and the elected and administrative authorities of the City.

Situation Overview

A pandemic is a global disease outbreak. It occurs when a new virus emerges for which there is little or no immunity in the human population. During the 20th century, there were three influenza pandemics. The 1918 pandemic caused at least 500,000 deaths in the U.S. and up to 40 million deaths worldwide. The 1957 pandemic caused at least 70,000 deaths in the U.S. and 1 to 2 million deaths worldwide. The 1968 pandemic caused about 34,000 deaths in the U.S. and 700,000 deaths worldwide.

When a pandemic influenza virus emerges, its global spread is considered inevitable. Its spread can be delayed through measures such as border closures and travel restrictions, but it cannot be stopped. Because the strain of the virus emerges so rapidly, it is highly unlikely that a vaccine will be available for a pandemic flu outbreak.

The City government will be severely affected by a pandemic. It is estimated that 20% to 30% of the workforce is likely to be directly affected by the disease, and additional employees are likely to need to stay home to care for sick family members. At the height of the pandemic, up to 40% of the workforce may be unavailable. In addition, the delivery of such basic commodities as fuel, groceries, etc. is likely to be severely disrupted.
The World Health Organization has developed a Global Influenza Preparedness Plan that breaks the pandemic threat down into several phases which are listed below. It is the recommendation from the World Health Organization that “countries are strongly advised to develop their own national risk assessments based on local circumstances, taking into consideration the information provided by the global assessments produced by WHO”:

- Interpandemic phase: This is the period between influenza pandemics.
- Alert phase: This is the phase when influenza caused by a new subtype has been identified in humans. Increased vigilance and careful risk assessment, at local, national and global levels, are characteristic of this phase. If the risk assessments indicate that the new virus is not developing into a pandemic strain, a de-escalation of activities towards those in the interpandemic phase may occur.

- Pandemic phase: This is the period of global spread of human influenza caused by a new subtype. Movement between the interpandemic, alert and pandemic phases may occur quickly or gradually as indicated by the global risk assessment, principally based on virological, epidemiological and clinical data.
- Transition phase: As the assessed global risk reduces, de-escalation of global actions may occur, and reduction in response activities or movement towards recovery actions by countries may be appropriate, according to their own risk assessments.

Several governmental organizations conduct pandemic surveillance on a routine basis and provide information about how to recognize, prepare for, and deal with a pandemic.

- Federal level - Centers for Disease Control and Prevention (CDC) and its parent organization, the Department of Health and Human Services (DHHS).
- State level - Arizona Department of Health Services (ADHS).
- County level - Maricopa County Public Health Department.

In the United States, the pandemic phases are based on the global phases. The Secretary of the U.S. Department of Health and Human Services will determine that the nation is in the pandemic period (phase 6) when sustained human-to-human transmission is observed anywhere in the world.

Concept of Operations

If a pandemic appears to be imminent or has been declared, the Maricopa County Department of Health and Department of Emergency Management will issue news releases to inform the public about the specific disease including prevention and treatment measures.

Local government leaders will provide pandemic guidance and policy decisions to their communities based on recommendations from County authorities. This could include measures to avoid the spread of the disease and how to assist those who are ill.
Everyday preventive actions that employees and the general public can take to reduce the spread of the disease:

- Try to avoid close contact with sick people.
- While sick, limit contact with others as much as possible to keep from infecting them.
- If you are sick with flu-like illness, CDC recommends that you stay home for at least 24 hours after your fever is gone except to get medical care or for other necessities. (Your fever should be gone for 24 hours without the use of a fever-reducing medicine.)
- Cover your nose and mouth with a tissue when you cough or sneeze. Throw the tissue in the trash after you use it.
- Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.
- Avoid touching your eyes, nose and mouth. Germs spread this way.

- Clean and disinfect surfaces and objects that may be contaminated with germs like the flu.

The City of Mesa will implement measures to assure that essential services such as law enforcement, fire protection and other vital community programs.
The City of Mesa will cooperate with Federal, State, and County agencies to assist in the identification of pandemic victims. Local governments will also support preventive measures to avoid the spread of the disease. All governmental organizations will work together to provide treatment of those who are ill and appropriate disposition of those who have died.

Tasks

If it is determined that a pandemic is imminent or in progress;

Mayor will make policy decisions in the following areas:

- Implement provisions for non-critical employees to remain at home though alternate work arrangements or leave time.
- Assure that government departments have a sufficient number of trained employees to provide vital services to the community.
- Make emergency funding available for extraordinary expenses related to the pandemic.
- Identify supplies and services needed for continued government operations.
- Provide public education about measures to prevent the spread of the disease through press releases, hot-lines, and briefings based on sound scientific facts provided by public health officials. Education will also provide information on how the public may sustain itself for a period of time with limited or no outside assistance.
- Be prepared to implement measures decreed by health authorities to prevent the spread of the disease. Measures may include closing or restricted access to facilities and events that involve gatherings of people. Additional measures may include the quarantine of those who have become infected with the disease. Other assistance may include logistical support in the distribution and provision of medications.
- Support the local medical community who are involved in treating the ill or making disposition of the diseased.
- Provide critical information to County agencies when requested.

Support

The U.S. Department of Health and Human Services has a pandemic influenza plan and planning guidelines for state and local governments, individuals, businesses, and schools. This information can be accessed at www.PandemicFlu.gov.

The Arizona Department of Health Services has a pandemic plan and additional guidance on pandemic planning available at www.azdhs.gov/pandemicflu.

The Maricopa County Department of Emergency Management has developed the county's overall plan for response to, and recovery from, major emergencies. This plan involves following the National Incident Management System (NIMS) and can be accessed by calling 602-273-1411.

Direction, Control and Coordination

The EOC would be placed on limited scale activation. The City of Mesa's Continuity of Operation's Plan establishes a line of succession to support this appendix and to provide departmental authority if management becomes incapacitated.

Information Collection and Dissemination

Surveillance, case investigation and management are conducted by the Arizona Department of Health Services and the Maricopa County Public Health Department. When an outbreak is suspected, the City of Mesa Emergency Manager will be notified by the Maricopa County Emergency Management Department. The City of Mesa Emergency Manager will follow call-down procedures.

Administration, Finance and Logistics

Standard emergency administration and supply procedures will be used. See Basic Plan and Finance Management in Annex B.

Authorities and References

When a Local Emergency is proclaimed, the Mayor is authorized, by ARS 26-311, to govern by proclamation (See Basic Plan) to declare a local emergency and impose all necessary regulations to preserve the peace and order including: imposing curfew, closing business, public buildings, streets or other public places. Isolation and quarantine authority is held by the County and State Health Departments.

Natural Gas Outages

Purpose

The purpose of this hazard specific appendix is to assist the residents of the City of Mesa in the recovery from outages and shortfalls associated with natural gas failures and outages.

Scope

The scope of this appendix is to identify the threat and provide guidance during a major loss of natural gas in the City of Mesa impacting its residents.

Situation Overview

The City of Mesa has two primary distribution providers of natural gas—the City of Mesa Energy Resources and Southwest Gas. Both operators receive their natural gas supply from Kinder Morgan/El Paso Natural Gas (KM/EPNG) through their transmission system.
Because the major natural gas utilities in the western states are interconnected through extensive transmission systems operated by KM/EPNG, the failure of a major transmission line in a location well outside on in other parts of the state could result in large-scale natural gas outages in the City of Mesa and the greater Phoenix area. A lack of adequate transmission capabilities in certain areas might also cause shortages. While this interconnectivity increases the number of ways in which an outage or shortfall could occur, it also increases the options available for the restoration of natural gas.

Energy emergencies have been categorized by KM/EPNG in Arizona, into three alert levels.

- Warning of Strained Operating Conditions (SOC): Currently the EPNG system is experiencing a high draft condition with the potential for a low line pack situation. Delivery point operators are encouraged to review their transport to ensure that their takes are in balance with their supplies and to ensure their scheduled supplies are performing as expected. If the situation fails to improve EPNG will declare an SOC for a DRAFT condition.
- Warning of Critical Operating Conditions (COC): Curtailment of customer load to meet the Critical conditions of the gas transport shall need to be performed. The level of the curtailment will be coordinated with KM/EPNG.
- Warning of Extreme Operating Conditions (EOC): Curtailment shall occur and transport cannot be guaranteed to meet most of our customer load. Prioritization and outages shall occur to our customers.

Assumptions

If a natural gas outage is large enough to warrant opening the EOC, but not large enough to affect other cities and towns, the natural gas transmission provider will send a representative to or communicate directly with the EOC. The representative will keep the

City up to date on natural gas restoration efforts through contact with the utility's EOC.
If a natural gas outage is large enough to affect multiple jurisdictions, the natural gas transmission provider will send a representative to or communicate directly with the County EOC, and the City EOC will receive updates from the County EOC.

Concept of Operations

As a general rule, the City EOC will not be activated when a natural gas outage or curtailment occurs. However, Energy Resources will coordinate closely with Public Information office to ensure that the areas affected by outages are notified as far in advance as possible.

If an outage or curtailment is expected to last for an extended period of time and affect a major portion of the City, the EOC will be activated. Energy Resources will send a representative to the City EOC, unless it has a representative in the State or County EOC. The Public Information Office will issue news releases and work with Energy Resources to establish a Citizen's information hotline to inform the public of services available and, to the extent possible, the status of restoration efforts.

Mesa has specific curtailment requirements within its City Charter that detail what customer classes should be curtailed first in an emergency scenario. This hierarchy of service is difficult to adhere to, particularly because

1. Curtailment of the lower priority customer classes would not cause a significant reduction in load on the system
2. Mesa does not have remote/electronic control of any valves in the gas system through its SCADA system, so curtailing enough customers to have an effect on the load on the system requires dispatching crews to shut multiple valves over wide geographic areas

Some flexibility is allowed in the code in that the hierarchy should be adhered to "to the extent feasible" and that during times of emergency Mesa shall have the right to shut off, discontinue, re-establish, or continue service to one (1) or more classes of customers, or a portion thereof, irrespective of the priority of preference provisions.

Tasks

Mayor will declare a local emergency if deemed necessary.

City Manager will ensure that the provisions of this plan are implemented.
Because of the possibility of a technological crisis caused by power interruptions to computer systems in City offices, the Information Technology Department should send representatives to the EOC, when activated.

City of Mesa Police Department will:

- Be prepared to perform traffic management at controlled intersections in affected areas.
- Increase patrols in affected areas and may check with residents during winter and cold weather if required.

City of Mesa Energy Resources Department will:

- Follow their Emergency Plan procedures located in the Operations & Maintenance (O&M) Manual for each scenario.
- Communicate with EPNG/KM to ascertain the extent or the issue and the timeframe for returning the system to normal operations.
- Initiate their Curtailment plan, as directed by the City Manager or Energy Resources Director.
- Communicate with the City EOC, if activated.
- Activate their Emergency Information Center (EIC), as needed.
- Activate employees through callout, as needed.
- Initiate their Mutual Assistance plan with Southwest Gas, as needed.

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Palo Verde Nuclear Generating Station (PVNGS)

Purpose

The purpose of this hazard specific appendix is to prepare for and provide information to effectively respond to an accident at the Palo Verde Nuclear Generating Station and to provide effective response to inquiries.

Scope

The scope of this appendix is to provide broad objectives that will provide the greatest protection of life and health, the environment and property of the residents of the City of Mesa due to a major accident at the Palo Verde Nuclear Generating Station (PVNGS).

Situation Overview

The Palo Verde Nuclear Generating Station (PVNGS) is the largest facility designed for the peaceful use of nuclear power in the United States and is licensed and inspected by the Nuclear Regulatory Commission (NRC). Planning guidance and acceptance criteria for NRC licensees require the State and local governments to develop radiological emergency Planning and emergency preparedness procedures. These Planning and procedures are outlined in Nuclear Regulation 0654 (NUREG-0654) and Federal Emergency Management Agency Radiological Emergency Preparedness 1 (FEMA REP 1).

PVNGS is a standardized triple-unit commercial nuclear power facility consisting of three identical pressurized water reactors and turbine generators. The plant is located 50 miles west of downtown Phoenix near the community of Wintersburg and about 55 miles west of the western boundary of the City of Mesa.

A joint State/County plan has been developed to respond to an emergency or incident at PVNGS. The Governor of the State of Arizona is responsible for State government operations and receives advice and assistance concerning emergency planning and operational matters from the Director, Arizona Department of Emergency and Military Affairs. The Chairman of the Maricopa County Board of Supervisors has final responsibility for decision making at the County level and the Maricopa County Department of Emergency Management (MCDEM) is responsible for the accomplishment of emergency response tasks. Planning and coordination of emergency response tasks, as well as operational activities, are accomplished, by direction, through the County staff at the MCDEM Emergency Operations Center (EOC).

The MCDEM Duty Officer receives notification of an emergency at PVNGS through the Notification Alert Network (NAN). The pyramid recall notification list is then initiated and the EOC is activated. Representatives from the Maricopa County Department of Emergency Management, Sheriff's Office, Department of Transportation, Public Health Department, Environmental Services Department and the Central Arizona Chapter of the American Red Cross respond to staff the EOC. Other County Departments, such as the Flood Control

District, are recalled as needed. The State Emergency Operations Center is also activated simultaneously.

Planning standards outlined in NUREG-0654/FEMA REP 1 establish a 10-mile plume exposure pathway Emergency Planning Zone (EPZ) around the plant. The planning basis for the size of the EPZ is determined on the Protective Action Guide (PAG), defined as the projected absorbed dose to individuals in the general population that warrants protective actions. The EPZ size is established based on four criteria. The first criterion is based primarily on the projected doses from traditional design basis accidents that would not exceed PAG levels outside the 10-mile zone. Second, size is based on the projected doses from most core melt sequences that would not exceed the PAG outside the zone. Thirdly, size is determined on the worse case core meltdown, in which immediate life-threatening doses would generally not occur outside the zone. The final criterion is based on the concept that detailed planning within 10 miles would provide a substantial base for expansion of response efforts in the event that this proves necessary. Within the EPZ, shelter and/or evacuation are the principle immediate protective actions to be taken for the general public, and reception and care centers are pre-established to shelter displaced individuals.

NUREG-0654 also establishes an ingestion exposure pathway emergency planning zone, commonly referred to as the IPZ, as a defined area of 50 miles radius from the facility within which food or potable water may become contaminated as a result of a release of radioactive materials. The size of the IPZ is determined based on four criteria. The first criterion was selected based on the downwind range within which contamination will generally not exceed the PAG because of wind shifts during the release and travel time. The second criterion is based on the concept that there may be a conversion of atmospheric iodine to chemical forms, which do not readily enter the ingestion pathway. Thirdly, it is believed much of any particulate material in a radioactive plume would have been deposited on the ground within 50 miles of the plant. Finally, the size of the IPZ is based on the concept that the likelihood of exceeding ingestion pathway protective action guide levels at 50 miles is comparable to the likelihood of exceeding plume exposure pathway protective action guide levels at 10 miles. The principle protective actions to be taken generally concern agricultural products and may include impounding of foodstuffs, removal of surface soil contamination, ensuring contaminated products do not enter the market place, and ensuring that animals do not graze on the open range within contaminated areas.

Four emergency classifications are used to notify Federal, State and County officials and response organizations of an incident or accident at PVNGS. The lowest classification is an

"**Unusual Event",** which indicates a minor problem, has taken place. No release of radioactive material is expected.

An **"Alert"** is the next higher classification level; it indicates a minor problem and small amounts of radioactive material could be released inside the plant.

A **"Site Area Emergency"** is the next higher classification. This classification indicates a more serious problem is taking place. Small amounts of radioactive material could be

released near the plant, and if special action needs to be taken, sirens will be sounded. The Emergency Alert System (EAS) will be used to direct protective action procedures.

A **"General Emergency"** is the most serious of all emergency classifications and warns that radioactive material could be released outside the plant site. Sirens will be sounded to initiate protective action procedures and information will be provided over the EAS.

Assumptions

Since the City of Mesa is outside the ingestion exposure pathway (IEP) emergency planning zone (EPZ), it will not be directly affected by an accident at PVNGS. A major accident at PVNGS could result in numerous inquiries to City officials regarding the status of the emergency.

Concept of Operations

Response procedures for an emergency at PVNGS are detailed in the joint State/County Fixed Nuclear Facility Off-Site Emergency Response Plan. The Plan describes the organization for emergencies, classifies emergencies and defines and assigns off-site responsibilities and authorities.

The Maricopa County Department of Emergency Management will activate the Emergency Operations Center and will assume responsibility for coordination of County response forces and volunteers in the event of an accident at Palo Verde NGS.

The Arizona Department of Emergency and Military Affairs is responsible for State government's Off-Site Emergency Response Plan and will coordinate State and local agencies' emergency actions. The Arizona Radiation Regulatory Agency (ARRA) will evaluate the radiological hazards and recommend appropriate protective actions.

Organization and Assignment of Responsibilities

City of Mesa officials will be aware of the general concepts of emergency response operations of the PVNGS. The Maricopa County EOC (602-273-1411) will be activated and provide information on request to queries concerning plant status.

Information Collection and Dissemination

Information will be collected and disseminated through the Joint Information Center (JIC). The City of Mesa will have access to the County's web-based Crisis Information Management System to track details of the situation.

Administration, Finance, and Logistics

Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. Logistical procedures are described in

Annex B.

Authorities and References

Office Site Emergency Response Plan for the Palo Verde Nuclear Generating Station.

Storms and Floods

Purpose

The purpose of this hazard specific appendix to provide an appropriate level of protection to citizens and property within the City of Mesa from windstorm, thunderstorm and flood emergencies or disasters through mitigation and preparedness efforts along with response and recovery planning.

Scope

The scope of this appendix is to describe specific emergency response activities that may be required in the event of flooding caused by windstorms, thunderstorms, runoffs, and failure of flood retarding structures in the City of Mesa.

Situation Overview

The City may be subjected to a variety of storm and/or flood situations with related property damage during any time of the year. The possible situations that may be encountered with this hazard are categorized as follows:

Heavy or continuous rain on the Salt and Verde River water-shed areas may result in some controlled water releases by Salt River Project (SRP). These releases typically cause flooding of downstream street crossings of the riverbed which result in increased congestion on traffic routes over bridged crossings. Extreme releases carry the potential of flooding residential, commercial and industrial property within the floodplain below the Buckhorn-Mesa Flood Structures.

A failure of an upstream dam would result in catastrophic flooding with associated property damage and population displacement within the floodplain area. The City would suffer an extreme disruption to normal functions for a period of time due to the barrier created, damage to the transportation infrastructure, utilities, and the task of caring for evacuees.
Wind and other related storm damage from high winds, tornadoes, hail, etc. Damage and problems that may result could include one or more of these situations:

- Power lines down
- Major power outages
- Telephone and cell phone outages
- Structural damage
- Traumatic injuries or death of citizens in severe instances
- Natural Gas facility damage
- Natural Gas outage or over-pressurization
- Atmospheric release of natural gas

Assumptions

The City of Mesa is involved in a number of programs at the local, county, state and federal levels, designed to mitigate the potential storm and flood damage problems.
Normal City resources and responsible utility entities handle typical storm and flood damage experienced by the City of Mesa. Available weather information and situation evaluations by the Salt River Project (SRP) and the Arizona Meteorological Network will allow time for activation of the EOC before major water releases are necessary.
Major flooding or catastrophic dam failure would require a greater degree of mobilization of City resources and coordination with outside agencies to cope with the evacuation, sheltering, transportation, damage assessment, and recovery problems.

Concept of Operations

Typical storms, (Micro-Burst) may cause local flooding and wind damage. Existing City departments that routinely handle such emergencies will perform operations. The Streets Department publishes a "Standard Operating Procedures for Emergency Flooding" which details their operating procedures during storms including the set-up of the "Storm Center". The SOP includes information on pumps, capacities, equipment, personnel, etc. Other City departments will act independently within their normal operating procedures to address problems related to the emergency.

For large-scale disasters, with major or catastrophic storm/flood situations, the Emergency Operations Plan will be activated including the EOC. If activated, the EOC will exercise primary direction and control during a storm or flooding disaster. For details see Basic Plan under "Concept of Operations".

Organization and Assignment of Responsibilities

See Basic Plan, "EOC Staff Functions" and ESF #5.

Notification and distribution of severe weather and water release information will be available from the Flood Control District of Maricopa County, Salt River Project (SRP), and National Weather Service (NWS).

The City of Mesa will assume overall direction and control of emergency response operations within its jurisdiction, to include warning, evacuation and security of the affected areas. Determination of evacuation zones will be based on actual or projected water releases in conjunction with flood inundation maps.

Direction, Control, and Coordination

The City of Mesa EOC if activated, will assume overall direction and control of emergency response operations within its jurisdiction, to include warning, evacuation and security of the affected areas.

Information Collection and Dissemination

Notification and distribution of severe weather information will be available from the National Weather Service, Salt River Project and the Flood Control District of Maricopa County. The Reservoir Pool, Spillway Discharge, and Dam Failure Inundation maps may be found in the appropriate Emergency Action Plan. The structures that affect the City of Mesa are the Salt-Verde River Water releases and the Buckhorn – Mesa Flood Structures.

Administration, Finance, and Logistics

The Finance/Administration Section under the Incident Command System will coordinate fiscal and administrative requirements and determine the necessary financial support for the EOC. Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. Logistical procedures are described in Annex B.

Tab A – Salt River Granite Reef Dam

The following pages represent inundation patterns in the Salt River riverbed caused by water releases over Granite Reef Dam when the capacity of the Salt and Verde watershed storage facilities has been exceeded. These maps show releases of 90,000-100,000 cubic feet per second (cfs), 145,000-150,000 cfs and 190,000-200,000 cfs. Additionally several maps have been adjusted to reflect the 120,000 cfs release experienced during the January 1993 flooding event.

The following table provides information on river crossings and bridge capacities which may affect residents of the City of Mesa during water release events.

Crossing	Distance in miles from Granite Reef	Type Crossing	Design Capacity (CFS)	Maintained by
Granite Reef Dam	0			
Gilbert Road	6	Bridge	80,000	MCDOT
Country Club Road	11	Bridge	180,000	ADOT
McKellips Road	11.5	Grade		MCDOT
Alma School Road	12	Bridge	200,000	MCDOT
Pima-Price Freeway (Loop 101)	14	Bridge	200,000	ADOT
Red Mountain Freeway (Loop 202)	14-15	Bridge	200,000	ADOT
Hayden Road	15	Bridge	200,000	Tempe
Scottsdale Road	16	Bridge	200,000	Tempe

Terrorist Incidents

Purpose

The purpose of this hazard specific appendix is to provide an overview of the concept of operations for management of response to a terrorist incident that defines coordination with other government agencies and provides response and recovery procedures to protect citizens and property should an incident occur within the City of Mesa.

Scope

The scope of this appendix is to describe additional response activities and identify agencies that support response to incidents that are determined or suspected to be an act of terrorism within the City of Mesa.

Situation Overview

The City of Mesa may be subjected to a terrorist incident with the primary purpose of destroying the public's confidence in the government's ability to protect its citizens. Terrorists often use threats to create fear among the whole community, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their cause.

Potential targets for terrorism threats include political leaders at all levels of municipal, county, state and federal government, high profile events with instant media coverage, large crowds, particularly in closed facilities (i.e. malls, sports events), critical and accessible facilities or any facility or person of interest to the terrorist cause.

The objectives of terrorism distinguish it from other violent acts aimed at personal gain, such as criminal violence. It is the calculated use of violence or the threat of violence to instill fear, intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological.

Tactics used by terrorists to obtain their goals may include bombing, arson, hijacking, kidnapping of public officials (and staff), creating ecological disasters, occupation of a building, attacks on facilities, sabotage, hostage taking, assassination and perpetration of hoaxes.

Terrorist methods may include conventional weapons or, for more effect, chemical, biological, radiological, nuclear or explosives (CBRNE) devices or weapons. This annex deals primarily with terrorist incidents using CBRN agents, but is adaptable to terrorist incidents using conventional weapons

In a terrorist incident, the area of operations could potentially span a number of political boundaries and involve numerous jurisdictions.

Relationship to Other Plans: There are three main federal plans that relate to the EOP:

TSA: Pipeline Security Guideline, April 2011
Under the NIPP, TSA is assigned as a Sector-Specific Agency (SSA) for the Transportation Systems Sector, including the pipeline systems mode. SSAs are responsible for coordinating infrastructure protection activities within the critical infrastructure sectors. DOE is the SSA for the Energy Sector and therefore works closely with TSA on pipeline security issues, programs, and activities.

DHS: National Infrastructure Protection Plan (NIPP), 2009
The Department of Transportation (DOT) is responsible for administering a national program of safety in natural gas and hazardous liquid pipeline transportation, and TSA and DOT collaborate on matters relating to transportation security and transportation infrastructure protection.

The Pipeline Security and Incident Recovery Protocol Plan (the Plan), 2010
The Pipeline Security and Incident Recovery Protocol Plan (the Plan, 2010) addresses measures to prevent, protect, respond, and recover from a pipeline infrastructure security incident. Pursuant to the Implementing Recommendations of the 9/11 Commission Act of 2007 (the 9/11 Act), Pub. L. 110-53, the Plan primarily applies to the Transportation Security Administration (TSA) a component of the Department of Homeland Security (DHS/TSA), and the Pipeline and Hazardous Materials Safety Administration (PHMSA) an entity within the Department of Transportation (DOT/PHMSA). However, the Plan identifies resources other Federal Government agencies can provide to augment security and enhance a pipeline incident recovery.

Critical Infrastructure and Key Resources (CI/KR)

Cyber infrastructure

Cyber infrastructure includes electronic information and communication systems, and the information contained in these systems. Computer systems, control systems such as Supervisory Control and Data Acquisition (SCADA) systems, and networks such as the Internet are all part of cyber infrastructure.

- Cybersecurity includes preventing damage to, unauthorized use of, or exploitation of electronic information and communications systems and the information contained therein to ensure confidentiality, integrity, and availability.
- Cybersecurity also includes restoring electronic information and communications systems in the event of a terrorist attack or natural disaster.

Utility Infrastructure

The vast majority of the CI/KR-related assets, systems, and networks are owned and operated by the private sector. However, in government facilities, the majority of owners and operators are governmental or quasi-governmental entities. The great diversity and

redundancy of the Nation's CI/KR provide for significant physical and economic resilience in the face of terrorist attacks, natural disasters, or other emergencies, and contribute to the strength of the Nation's economy. This vast and diverse aggregation of highly interconnected assets, systems, and networks may also present an attractive array of targets to domestic and international terrorists and magnify greatly the potential for cascading failure in the wake of catastrophic natural or manmade disasters.
Critical pipeline facilities, deemed as a facility or a combination of facilities, if damaged or destroyed, would have the potential to:

- Disrupt or significantly reduce required services or deliverability to installations identified as critical to national defense;
- Disrupt or significantly reduce required services or deliverability resulting in major economic disruption;
- Cause mass casualties;
- Disrupt or significantly reduce required services or deliverability resulting in a state or local government's inability to provide essential public services and emergency response for an extended period of time;
- Disrupt or significantly reduce the intended usage of major rivers, lakes, or waterways (i.e., public drinking water); or
- Significantly disrupt pipeline system operations for an extended period of time.

Assumptions

Local law enforcement, fire and EMS agencies train and exercise on a periodic basis at the State and regional level to assist in preparations for this type of event. They have the capability to respond to suspected terrorist incidents and make the determination as to whether or not the incident should be classified as a terrorist act.

Concept of Operations

The Federal Bureau of Investigation, as the lead agency for criminal investigations of terrorist acts or terrorist threats and intelligence collection activities within the United States. The local FBI Office activates a Crisis Management Team to establish the Joint Operations Center (JOC) in the affected area, possibly collocated with the City of Mesa's Emergency Operations Center.

The Arizona Radiation Regulatory Agency (ARRA) is the State lead agency in terrorist incidents involving nuclear material. The Department of Energy, the lead Federal agency for radiological incidents, will implement the Federal Radiological Emergency Response Plan to coordinate radiological responses. ARRA will assist in assessing the situation, developing protective action recommendations, coordinating the release of public information regarding the event, and serving as the primary State resource of technical information regarding the on-site conditions and the off-site radiological effects.

The Department of Health and Human Services (DHHS) is a supporting federal agency in terrorist incidents involving biological or chemical material. DHHS will assist in threat

assessment, consultation, agent identification, epidemiological investigation, hazard detection and reduction, decontamination, public health support, medical support and pharmaceutical support operations.

The U.S. Environmental Protection Agency (EPA) is a supporting agency in terrorist incidents involving hazardous materials as defined under the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA). EPA will implement the National Oil and Hazardous Substances Pollution Contingency Plan to coordinate the environmental response, which provides environmental monitoring, decontamination and long term site restoration operations.

Terrorism Liaison Officers (TLOs) in coordination with the Arizona Counterterrorism Information Center (AcTIC), a center designed to coordinate homeland security efforts among state, federal, local, tribal and border community agencies, will be able to detect and deter terrorist activities. Additionally, through intelligence gathering, analysis and dissemination of information, emergency planning and preparedness will build a capacity to respond and recover from a large-scale Weapons of Mass Destruction event.

Operational boundaries may be used to control access to an affected area, target public information messages, divide operational sectors among responders, and facilitate assessment of potential effects on the whole community and the environment. These operational boundaries may include the following:

Crime Scene Boundary - The Crime Scene Boundary defines the law enforcement crime scene. Access to the crime scene may be restricted on authority of the FBI, DPS and local law enforcement.

Hazardous Materials Boundary - The Hazardous Materials Boundary defines the hazardous materials site, which may be referred to in technical operations as the “working point” (nuclear) or the “hot zone” (biological/chemical). Depending on the spread of contaminants, the hazardous materials site may include some portions of the crime scene and the surrounding community. Access into this area may be restricted to response personnel wearing protective clothing and using decontamination procedures.

Disaster Boundary - The Disaster Boundary defines the community at-risk which may need to take protective actions such as sheltering, evacuation or quarantine. Access into this area may or may not be restricted.

The overall response to a terrorist incident, whether domestic or international, includes two major components:

> Crisis event management response involves measures to identify, acquire, and plan the use of resources to anticipate, prevent, mitigate and/or resolve a terrorist threat or incident. Crisis management response is implemented under the primary jurisdiction of the law enforcement agencies at all levels of government.

Consequence event management response involves measures to alleviate the damage, loss, hardship or suffering caused by emergencies. It includes measures to protect public health and safety, restore essential services, and provide emergency relief to affected agencies and organizations. Consequence management response is implemented under the primary jurisdiction of the affected political subdivision, with support from the Federal government.

Technical operations constitute an important support component to both crisis management and consequence management response to a terrorist incident involving weapons of mass destruction (WMD). Technical operations address aspects of WMD material that are not encountered in standard law enforcement disaster operations. Technical operations involve measures to identify the WMD agent or device; assess the threat posed by the WMD agent or device; provide consultation to decision makers concerning the implications of the WMD agent or device for crisis management and consequence management; render safe, transfer, and/or dispose of a WMD agent or device; and decontaminate response workers and the affected population and environment.

Weapons of mass destruction are categorized into major areas, which include chemical, biological, radiological, nuclear or explosive weapons (CBRNE).

Nuclear or radiological terrorism ranges from the actual detonation of nuclear weapons or devices to acts of nuclear threats or extortion. As an example, it can take the form of the release of radioactive substances, such as the radioactive contamination of drinking water, to acts of sabotage in and against nuclear power stations.

Biological weapons are regarded as infectious agents that are replicating (having the ability to produce a replica of its self) such as bacteria, viruses and fungi or toxins (non-replicating), which are poisons produced from agents, other living organisms and plants which are pathogenic to man.

Chemical weapons are defined as compounds which, through their chemical properties, produce lethal or damaging effects and are classified by their effects: nerve (Tabun, Sarin, Soman, VX), blood (hydrogen cyanide, cyanogen chloride, arsine), choking (phosgene) or blister agents (mustards, Lewisite).

Explosive materials are considered WMD agents and can be used independently as an explosive or as a dispersal device for spreading other types of agents such as a radiological dispersal device (RDD) or “dirty bomb”.

The lead agency for crisis management response for terrorist incidents within the United States is the Federal Bureau of Investigation of the Department of Justice (DOJ-FBI). The FBI coordinates crisis management response operations throughout a terrorist incident.

Assumptions

Response to a chemical, biological, radiological, nuclear or explosive (CBRNE) terrorism site closely resembles a response to a HAZMAT situation with the following modifications:

Law enforcement is the lead agency for terrorist incidents, but fire services are best equipped for Hazmat situations. Close coordination will be required. Significant health and safety issues may displace the precedence of law enforcement responsibilities.

The site control zone distances for some of the chemical agents may have a radius distance in excess of several miles.

Mass decontamination may be required before people and/or pets can be transported for medical attention.

Mass decontamination may be required before people and/or pets can be transported to shelters.

Increased attention will be required to detect physiological clues about the nature of the hazard and to recognize and react to signs of symptoms.

Biological agents may be difficult to diagnose until symptoms appear, which could result in delays of several days until the disease is detected.

Protection from chemical and biological agents can be accomplished by evacuation or in-place sheltering.

The FBI has procedures in place to mobilize federal assets, including consequence management organizations, such as the Department of Defense, Environmental Protection Agency, US Public Health Service of the Department of Health and Human Services and others as needed at the first sign of a potential WMD crisis. Response time for federal consequence management organizations should be planned for 6-12 hours.
The Department of Energy and Department of Defense can provide, through the FBI, their Nuclear Emergency Search Team (NEST) with the capabilities to measure radiation, identify radiation sources, identify weapons, render safe nuclear weapons and devices, limit radiation damage of an explosion if one has occurred, and to decontaminate contaminated areas.

The 91st Civil Support (Weapons of Mass Destruction) Team of the Arizona National Guard has a detection and response capability that can be employed in suspected terrorist events. See Tab A for capabilities and activation procedures.

Organization and Assignment of Responsibilities

Terrorist incidents are unpredictable in scope and size and will require the activation of the City emergency response organization and EOC. Refer to Basic Plan and ESF 5

Emergency Management. It can be expected that a number of Federal and State agencies will assist local authorities in responding to the incident.

During a terrorist incident, operational transition from crisis management to consequence management, and the corresponding shift in lead agencies, may be complex. Transition could be immediate and clearly defined, or both crisis management and consequence management operations could overlap.

City of Mesa Police Department:

Pre-incident

- Identify potential terrorist capabilities and intentions, as well as conducting an evaluation of general or specific vulnerabilities.
- Maintain liaison with State and Federal law enforcement agencies that can provide information regarding potential or known terrorists, potential or expected targets, and methods normally used against these type targets.
- Develop a standard operating procedure to identify whether an incident is a terrorist act.
- Contact FBI (623-466-1999) (623-466-1088) if there is a threatened terrorist act with FBI jurisdiction.

Post-Incident

- Ascertain whether the incident is a terrorist act. If so, initiate notification procedures necessary to activate the Federal response.
- Establish an on-scene command post and, with support from the Fire/Medical Department, establish an on-site control plan.
- Recommend activation of the EOC.
- Control access to the affected area.
- Provide warning to the whole community.
- Collect and disseminate information and intelligence.
- Provide law enforcement and security protection for the personnel and equipment of supporting units.
- Be prepared to secure the scene, awaiting specialized equipment if necessary. Federal response to a terrorist incident may take several hours.

Natural Gas Pipeline Security

Because of their proximity to the pipeline facilities, local governments will need to be prepared to handle on-site incident response activities. They may be required to provide law enforcement resources to ensure site management control, including incident-specific access, or personnel resources trained to handle fire suppression, and hazardous material spills. Any local laws or regulations that apply to pipeline operations may need to be temporarily waived to address the immediate response effort.

City of Mesa Fire/Medical Department:

- Dispatch Hazmat team, activate Metropolitan Medical Response System and command personnel to establish on-site control plan.
- Conduct operations at the scene with consideration to a contaminated environment and decontaminate victims before transport. Notify hospitals which patients were contaminated.
- If the incident involves radiological hazards, hazardous chemicals or biological agents, utilize self-contained breathing apparatus and proper protective clothing.
- Advise the Police Department to clear the scene of all persons not protected by such equipment and secure the evacuation hot zone as determined by the Fire/Medical Department.
- Establish a contamination reduction corridor at the edge of the hot zone for suspected contaminated persons and equipment.
- Segregate clothing and equipment used near the scene until they can be monitored for contamination.
- When removing injured persons from the incident scene do it rapidly and avoid contact whenever possible. Open wounds should be covered immediately.
- Injured persons believed to be contaminated should be wrapped in blankets to avoid contamination of other persons and equipment.
- Notify the Maricopa County Department of Emergency Management (602-273-1411) and request mutual aid, if necessary.
- A terrorist incident location is a crime scene, and removal of material or persons from the area should be cleared through the Police Incident Commander.

Natural Gas Pipeline Security

- Because of their proximity to the pipeline facilities, local governments will need to be prepared to handle on-site incident response activities. They may be required to provide site management control such as Incident Command, including incident-specific access, or personnel resources trained to handle fire suppression, and hazardous material spills.

City of Mesa Energy Resources Department – Natural Gas Pipeline Operations:

Pre-Incident

- Disruption events can adversely impact the City of Mesa's Energy Resources department ability to support essential functions and provide support to the operations of citizens and other agencies.
- Emergencies and threatened emergencies differ in priority and impact.

Post-Incident

- The City Manager's Office will determine which systems citywide are considered to be mission critical.
- The City of Mesa's Energy Resources is responsible to identify which alternate site will be utilized as a backup site, define these systems and address the method of transferring / replicating them at an alternate site.
- The City of Mesa's Energy Resources department personnel and resources located outside the area affected by the emergency or threat will be available as necessary to continue essential functions.
- The City of Mesa's Energy Resources department will provide an operational plan outlining operational capabilities within 12 hours post-event and plan to be able to continue essential operations for at least 30 days or until termination of the event, whichever occurs first.
- The City of Mesa's Energy Resources department must be prepared to operate without help for at least 72 hours.
- The City of Mesa's Energy Resources employees are aware of their responsibilities and respond as directed in the states, counties, and City's Emergency Operations Plan (EOP).
- Some emergencies could affect the organization's resources for providing essential services, thus making it necessary to request resources from other organizations.

City of Mesa Energy Resources Department – Electric Transmission & Distribution (T&D) Operations:

Pre-Incident

- Disruption events adversely impact Energy Resources ability to maintain electric power supply to City agencies and citizens.
- Emergencies and threatened emergencies differ in priority and impact.

Post-Incident

- The City Manager's Office will determine which systems citywide are considered to be mission critical.
- The City of Mesa's Energy Resources is responsible to identify which alternate site will be utilized as a backup site, define these systems and address the method of transferring / replicating them at an alternate site.
- The City of Mesa's Energy Resources department personnel and resources located outside the area affected by the emergency or threat will be available as necessary to continue essential functions.
- The City of Mesa's Energy Resources department will provide an operational plan outlining operational capabilities within 12 hours post-event and plan to be able to continue essential operations for at least 30 days or until termination of the event, whichever occurs first.
- The City of Mesa's Energy Resources department must be prepared to operate without help for at least 72 hours.

- The City of Mesa's Energy Resources employees are aware of their responsibilities and respond as directed in the states, counties, and City's Emergency Operations Plan (EOP).
- Some emergencies could affect the organization's resources for providing essential services, thus making it necessary to request resources from other organizations.

City of Mesa Water Resources Department – SCADA/IT Infrastructure (Process Controls-Water, Gas and Electric):

Pre-Incident

- Due to the operational need for remote monitoring of Energy Resources utility infrastructures, both Electric and Gas utilities rely heavily on SCADA technology. An alternate site for SCADA monitoring is located in the Energy Resources Emergency Information Center.
- Back-up sites for monitoring and managing Electric and Gas utility systems via the SCADA network, are located at the Val Vista water Treatment plant.
- Absent to these alternate sites, Electric personnel can be dispatched to substations and locations on the distribution network to manually operate distribution equipment.
- Accordingly, Gas personnel can be dispatched to distribution gate stations to monitor pressure operations, as well as sub-gate stations, to assure system integrity.

Post-Incident

- Verify communications, internally and in-field to identify cause for issue.
- Communicate the issue identification and Action Plan to management for problem resolution and system repair.
- Isolate the server if necessary to avoid additional complications and issue with City infrastructure.
- Management of the SCADA system may switch to the alternate site.

City of Mesa Transportation Department and City of Mesa Environmental Management and Sustainability Department:

- Close coordination with law enforcement to prevent disturbance of the crime scene and with the fire/medical department to ascertain contaminated or other unsafe areas will be necessary before proceeding with the following:
    - Provide barricading.
    - Conduct debris clearing.
    - Provide assessment of the damage and emergency repairs to City property.
    - Be prepared to assist in traffic control and evacuation.

Other departments will provide support functions as outlined in the Annex A and B.

Direction, Control, and Coordination

The on-scene Police incident command system would be expanded and integrated into the City EOP Incident Management System. The City of Mesa EOC will be primarily responsible for interagency coordination in addition to their primary function of setting priorities for response, concentrating on preservation of life and property and the establishment of security.

Information Collection and Dissemination

Information sharing about possible terrorism activity is coordinated through the City of Mesa Police Department, Maricopa County Sheriff's Office and other law enforcement agencies.

Administration, Finance, and Logistics

The Finance/Administration Section under the Incident Command System will coordinate fiscal and administrative requirements and determine the necessary financial support for the EOC. Extraordinary financial obligations resulting directly from support of this appendix must have prior approval from the City of Mesa City Manager. Logistical procedures are described in Annex B.

Tab A - 91st WMD CST

1. The Weapons of Mass Destruction Civil Support Team (WMD CST) is a full-time, federally funded, Arizona National Guard unit that is stationed at Papago Park Military Reservation in Phoenix, AZ.

2. The 91st WMD CST is designed augment local and regional terrorism response capabilities in events known or suspected to involve Weapons of Mass Destruction. WMD events are incidents involving hostile use of chemicals (such as Chemical Warfare Agents, biological, or radiological agents. The team can be enroute within three hours of notification to support civil authorities in the event or suspicion of a WMD attack. The CST is a Consequence Management organization.

3. The 91st CST is not intended to replace the First Responder, but will augment local resources with special capabilities as the first *military* responder. The team integrates with the National Incident Management System (NIMS) in support of the local Incident Commander providing a crucial capability between the initial local response and that of follow-on State and federal assets. The CST is a force multiplier adding to an overall response package of local, state and federal assets. **The 91st CST provides rapid confirmatory analysis of chemical and radiological hazards, as well as presumptive identification of biological agents at a WMD Incident.** The team uses special military and commercial detection, identification, and communications equipment and is trained for WMD response. advice on event mitigation, medical treatment, follow-on resources, and other response concerns are provided to the Incident Commander.

4. Requests for assistance may be made directly to the team commander by an Incident Commander through the Phoenix, Mesa and Tucson Regional Dispatch Centers, through a regional fire coordination center or the State Metropolitan Medical Response System (MMRS). Designated State on-scene coordinators may also make direct requests. At first notification of a probable WMD event, the team will assemble for rapid deployment. Military support guidelines allow the 91st CST Commander to respond immediately without an official declaration to valid civil requests that involve imminent threat to life and property. The team is on-call 24 hours, 7 days a week. The 91st CST can be enroute within three hours of notification. Primary mode of transportation is 8 modified commercial vehicles, and the unit is also air-transportable. No cost incurred to the State of Arizona or jurisdictional entities to utilize the CST due to the fact that it is federally funded. The team may also be formally requested through government emergency management channels to support deliberate stand by missions for major events or high profile events.

Tab B - Metropolitan Medical Response System

1. The Metropolitan Medical Response System (MMRS) is an operational system that focuses on a strong medical response to the consequences of a chemical, biological, radiological, nuclear, or explosive Weapons of Mass Destruction (CBRNE/WMD) incident as well as a multiple victim event that exceeds a jurisdictions normal response capability. As a federal program MMRS is developed and operated at a local level. The system assists the Phoenix metropolitan area to achieve an enhanced local capability to respond to a multi-casualty event until significant state and federal resources can be mobilized including the National Disaster Medical System (NDMS). It involves the integration of emergency management, health and medical systems into a coordinated response to multi-casualty incidents. This system can be activated for a natural occurring disaster and/or public health emergency.

2. Three cities in Maricopa County (Glendale, Mesa and Phoenix) are designated MMRS cities by contract with the U.S. Department of Homeland Security. The Fire Departments in these cities manage and coordinate the MMRS program. In addition, the system has support cities that participate and provide assets and resources to assist regional/statewide MMRS deployment (Gilbert, - Mesa MMRS, Peoria-Glendale MMRS, and Tempe-Phoenix MMRS.) The City of Tucson is also a MMRS city with the program coordination through Tucson Fire Department. Tucson MMRS also has regional support from other fire agencies that include; Northwest Fire District, Green Valley Fire Department, Drexel Heights Fire District and Rural/Metro Fire Department. The Tucson MMRS assets are also deployable on a regional/statewide MMRS deployment.

3. Any jurisdiction affected by a catastrophic event involving multiple victims that extends beyond local capabilities and resources can request assistance from the MMRS through the Arizona Department of Public Safety (DPS), which is the statewide coordinating agency for CBRNE/WMD events. In addition, the Phoenix and East Valley Regional Automatic Aid Consortium can also request MMRS assets to assist with any multi- casualty incident.

4. The MMRS system maintains response capabilities of personnel, trucks, trailers, equipment, and supplies to include mass medical casualty and decontamination equipment and a limited supply of pharmaceuticals. Stakeholders with the MMRS system include Arizona Department of Health Services, Maricopa County Public Health Department.

5. A potential MMRS response is evaluated and deployment determined by specialty trained Command Staff located within the four MMRS cities. The Phoenix and Tucson Urban Area Security Initiative (UASI) can provide additional specialty trained CBRNE response capabilities to support an incident to include Police and Fire Rapid Response Teams (RRT) for tactical law enforcement, bomb, hazmat and technical rescue support.

Tab C – Strategic National Stockpile

1. The Strategic National Stockpile (SNS) is a large cache of medicines maintained under a joint agreement between the Centers for Disease Control and Prevention (CDC) and the Department of Homeland Security for responding to a biological or chemical attack or any other major health emergency. It is designed to meet shortfalls in the MMRS pharmaceutical capability, local hospital supplies, and other components of the state's ability to respond to such an incident.

2. The SNS can be deployed prior to receipt of a federal disaster declaration. Requests for deployment of the SNS are generally originated upon the recommendation of the Director of the Arizona Department of Health Services to the Governor or the Governor's designee, the Director of the Arizona Department of Emergency and Military Affairs (DEMA). The request by the Governor or the DEMA Director is sent to the CDC or the Director of the Department of Health and Human Services. The state can request either the standard pharmaceutical package, known as the "12-hour push package," or, if the number of symptomatic patients and the need for mass prophylaxis is more precisely known, a more specifically targeted vendor managed inventory (VMI).

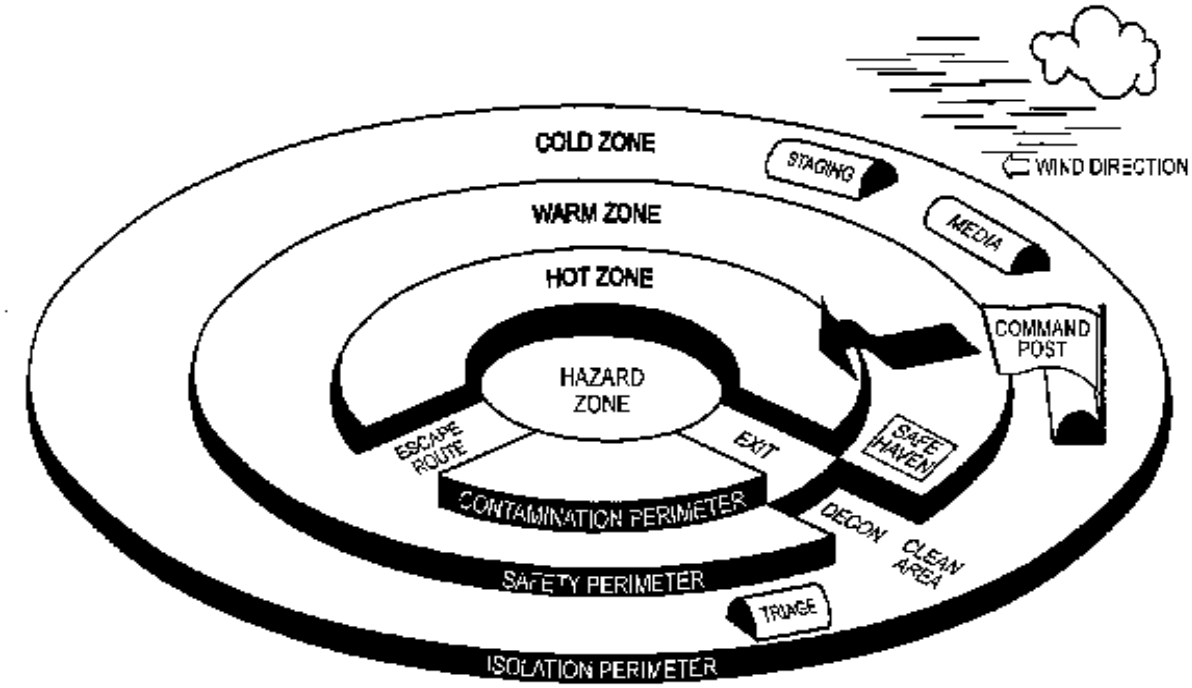
3. The Federal Government has contracted with Federal Express (FedEx) and United Parcel Service (UPS) to transport the SNS. The prime receiving area in Maricopa County is Sky Harbor International Airport. If the SNS cannot be shipped to Sky Harbor, it can be shipped to Phoenix-Goodyear Airport or Phoenix-Mesa Gateway Airport. While Sky Harbor has commercial offloading equipment capable of handling the SNS, Phoenix-Goodyear and Phoenix-Mesa Gateway do not, and DEMA would need to coordinate the use of National Guard military material handling equipment. The SNS can also be shipped by land, utilizing seven 48-foot tractor-trailers.

4. After its arrival in the local area, the SNS is stored in a well-lighted, secure, temperature/humidity–controlled facility known as the Receive, Store, and Stage (RSS) warehouse. DEMA contracts for this facility. The SNS push package weighs over 50 tons and requires about 5,000 square feet of storage space. Additional space is required for staging, offices, and repackaging, bringing the total space requirement for the RSS warehouse up to approximately 12,000 square feet.

5. The Arizona Department of Public Safety (DPS) is responsible for security of SNS personnel, equipment, and material during movement to, and storage at, the RSS warehouse, distribution centers, dispensing sites, and treatment centers. The Arizona Department of Health Services (ADHS) oversees repackaging, if required, and distribution of pharmaceuticals and supplies to distribution centers, dispensing sites, and treatment centers.

Tab D – Site Control Plan

Environmental Protection Agency Terms		Other Common Terms
Exclusion Zone	=	Hot, Red, or Restricted Zone
Contamination Reduction Zone	=	Warm, Yellow, or Limited Access Zone
Support Zone	=	Cold or Green Zone
Hot Line	=	Contamination Perimeter
Contamination Control Line	=	Safety Perimeter



Tab E - Toxicity of Selected Chemical and Industrial Agents

[1]TWA/PEL: Time Waited Average/Permissible Exposure Larger; [2]ND: Not Determined; [3]C: Ceiling; [4]IDLH: Immediate Danger to Life and Health. [5]Vulnerability Zone based on 3.35 mph wind, open country, climate stability F, 150 lbs of substance unless otherwise noted and 10 minute release.

CHEMICAL AGENT TYPE AND NAME	MILITARY SYMBOL	TWA/PEL[1] (ppm)	TWA/PEL (mg/m^3)	IDLH[4] (ppm)	IDLH (mg/m^3)	Median Lethal Dose (mg-min/m^3)	Median Incapacitating Dose (mg-min/m^3)	Vulnerability Zone[5] 1/10 IDLH	Vulnerability Zone IDLH
Nerve Agent -- Nerve agents are chemical agents, which affect the transmission of nerve impulses by reacting with the enzyme cholinesterase, permitting an accumulation of acetylcholine and continuous muscle stimulation. The muscles tire due to over stimulation and begin to contract.									
Tabun	GA	0.000015	0.0001	ND	ND	200-400 40,000 (skin)	100-300	.1 miles 500 lbs	<.1 miles 500 lbs
Sarin	GB	.000017	0.0001	ND	ND	70-100 12,000 (skin)	35-75	2.4 miles 500 lbs	.6 miles 500 lbs
Soman	GD	ND[2]	ND	ND	ND	70-100 10,000 (skin)	25-35		
Agent VX	VX	0.0000009	0.00001	ND	ND	36-100 1,000 (skin)	5-50		
Blood Agent -- Blood agents are chemical agents which act upon the enzyme cytochrome oxidase. It allows the red blood cells to acquire oxygen but does not allow them to transfer oxygen to other cells. Body tissue decays rapidly due to lack of oxygen and retention of carbon dioxide.									
Cyanogen Chloride	CK	0.3	0.75 (C)3	ND	ND	11,000	7000		
Hydrogen Cyanide	AC	4.7	5.0 (C)	50	56	ND	ND	2.7 miles	.6 miles
Arsine	SA	0.05	0.16	3	10	3200	1600	7.0 miles	1.1 miles
Blister Agent -- Blister agents are chemical agents that affect the eyes, respiratory tract, and skin, first as a cell irritant, and then as a cell poison.									
Mustard	HD	0.00045	0.003	ND	ND	1500 10,000 (skin)	150 200 (eye), 2000 (skin)	<.1 mile	<.1 mile
Lewisite	L	0.00035	0.003	ND	ND	1200-1500 100,000 (skin)	<300 (eye) >500 (skin)	<.1 mile	<.1 mile
Choking Agent -- Choking agents are agents that irritate the alveoli in the lungs. This irritation causes the alveoli to secrete fluid constantly into the lungs. The lungs slowly fill with this fluid, and the victim dies from lack of oxygen, or dryland drowning.									
Phosgene	CG	0.1	0.40	2	8	3200	1600	>10.0 miles	2.0 miles
Industrial Compounds -- Refer to the North American Emergency Response Guidebook for evacuation distances and other response measures.									
Chlorine	N/A	0.5	1.5	10	29.5	ND	ND		
Hydrogen Chloride	N/A	5.0	7.5 (C)	50	76	ND	ND	1.3 miles	.4 miles
Hydrogen Sulfide	N/A	10	14	100	142	ND	ND	.7 miles	.2 miles
Methyl Isocyanate	N/A	0.02	0.047	3	7.11	ND	ND	.9 miles	.2 miles

CAUTION: Distances may vary depending on circumstances. Use as a general guide and consult the MSDS information.

ANNEX D – DIRECTORY

(THIS INFORMATION IS AVAILABLE IN THE EMERGENCY OPERATIONS CENTER AND MAINTAINED BY THE EMERGENCY MANAGER)