SECTION I

2023 CITY OF MESA

EMERGENCY OPERATIONS PLAN

BASE PLAN & EMERGENCY SUPPORT FUNCTIONS

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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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Approval and Implementation

The updated City of Mesa Emergency Operations Plan was approved by the City Council on Date. 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 v.3 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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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
5	2022	Major update including new org chart, new EOC ICS structure, introduce community lifelines, additional components to meet CPG 101 v.3	Robert Campa
6	2023	Format update, grammar, and spelling corrections. ESF annex update, incident-specific annex update. Plan sections added	Robert Campa

Record of Distribution

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Acronyms

AAR After Action Report

ABIL Arizona Bridge to Independent Living

ACC Arizona Corporation Commission

ADA Americans with Disabilities Act

ADEQ Arizona Department of Environmental Quality

ADES Arizona Department of Economic Security

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

COM City of Mesa

DEMA Arizona Department of Emergency and Military Affairs

DHS Department of Homeland Security

DOT Department of Transportation

EOC Emergency Operations Center

EOP Emergency Operations Plan

ESF Emergency Support Function

FEMA Federal Emergency Management Agency

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

PG Policy Group

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

Base Plan

General

The revised City of Mesa Emergency Operations Plan (EOP) is the product of a detailed and focused planning process that 1) fully incorporates the NIMS concepts, principles, practices, and language, 2) incorporates plans, programs, and policies that have emerged since the last revision. This plan establishes a framework through which the City prepares for, responds to, recovers from, mitigates, or prevents the impacts of a wide variety of disasters that could adversely affect the health, safety, and/or general welfare of the residents and emergency workers of the City of Mesa. This plan provides guidance to City of Mesa officials on procedures, organization, and responsibilities, which will prevent, minimize, and/or relieve personal hardship and property damage associated with disasters or the imminent threat thereof. This plan also establishes procedures for an integrated and coordinated city, county, state, and federal response. This plan is a living document that complies with current guidance from DHS and FEMA pertaining to the ability to keep data and personal information secure and current.

This EOP is operations-oriented and addresses communication and warning systems, rapid deployment and pre-deployment resources, evacuation and shelter operations, and post-disaster response, and recovery activities. The EOP objectives is to clearly define the responsibilities of the city, county, volunteer, and other organizations through a Base Plan/ICS/Response approach to planning and operations. To facilitate intergovernmental operations, this plan adopts a functional approach that groups the type of assistance to be provided under each Emergency Support Function (ESF). Each ESF is headed by a primary department within the city, which has been selected based on its authorities, resources, and capabilities in a specific functional area. In addition, other agencies with similar capabilities have been given assignments to support the appropriate ESF. ESFs serve as the primary operational mechanism through which city assistance is managed. Command staff and other General staff have been assigned to support the ESFs.

In an effort to ensure that the revised COM EOP was strictly aligned with the County, State and National preparedness guidance, the National Department of Homeland Security publications listed below were consulted and closely followed:

- Comprehensive Preparedness Guide (CPG) 101, Version 3.0, (September 2021)
- Public Assistance Program and Policy Guide, Version 4, (June 2020)
- National Response Framework (October 2019)
- National Preparedness Goal (September 2015)

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.

Community Lifelines

Stabilizing community lifelines is the primary effort during response to lessen threats and hazards to public health and safety, the economy, and security. A community lifeline enables the continuous operation of critical government and business functions and is essential to human health and safety or economic security. Together, the community lifelines reframe incident information to provide decision makers with root cause and impact analysis. This construct maximizes the effectiveness of federally supported, state managed, and locally executed response. Figure 1 identifies the seven community lifelines: Safety and Security; Food, Water, Shelter; Health and Medical; Energy (Power & Fuel); Communications; Transportation; and Hazardous Material.

Figure 1: Community Lifelines for Incident Stabilization

The seven community lifelines represent only the most basic services a community relies on and which, when stable, enable all other activity within a community. The lifelines are designed to enable emergency managers, infrastructure owners and operators, and other partners to analyze the root cause of an incident impact and then prioritize and deploy resources to effectively stabilize the lifeline.

ESF and Lifeline Relationship

As explained later in the National Response Framework, ESFs deliver core capabilities to stabilize community lifelines for an effective response. Similar to the ESFs, other whole community organizations can work together to stabilize lifelines and meet disaster needs. The community lifelines do not directly cover all important aspects of community life that can be affected by an incident, including impacts to natural, historical, and cultural resources. For example, financial and economic issues important to the life and safety of affected individuals may also arise indirectly from impacts to lifelines during an incident.

The community lifelines are composed of multiple components that encompass infrastructure, assets, and services. Table 1 provides a brief description of each community lifeline but is not a comprehensive list of all components that should be analyzed.

Community Lifeline	Components	Description
Safety and Security	1. Law Enforcement/Security 2. Fire Services 3. Search and Rescue 4. Government Services 5. Community Safety	Law enforcement and government services, as well as the associated assets that maintain communal security, provide search and rescue, evacuations, and firefighting capabilities, and promote responder safety.
Food, Water, Shelter	1. Food 2. Water 3. Shelter 4. Agriculture	Support systems that enable the sustainment of life, such as water treatment, transmission, and distribution systems; food retail and distribution networks; wastewater collection and treatment systems; as well as sheltering, and agriculture.

 Health and Medical	1. Medical Care 2. Patient Movement 3. Public Health 4. Fatality Management 5. Medical Supply Chain	Infrastructure and service providers for medical care, public health, patient movement, fatality management, behavioral health, veterinary support, and health or medical supply chains.
 Energy	1. Power (Grid) 2. Fuel	Service providers for electric power infrastructure, composed of generation, transmission, and distribution systems, as well as gas and liquid fuel processing, transportation, and delivery systems. Disruptions can have a limiting effect on the functionality of other community lifelines.
 Communications	1. Infrastructure 2. Alerts, Warnings, and Messages 3. 911 and Dispatch 4. Responder Communications 5. Finance	Infrastructure owners and operators of broadband Internet, cellular networks, landline telephony, cable services (to include undersea cable), satellite communications services, and broadcast networks (radio and television). Communication systems encompass a large set of diverse modes of delivery and technologies, often intertwined but largely operating independently. Services include elements such as alerts, warnings, and messages, as well as 911 and dispatch. Also includes accessibility of financial services.

 Transportation	1. Highway/Roadway 2. Mass Transit 3. Railway 4. Aviation 5. Maritime	Multiple modes of transportation often serve complementary functions and create redundancy, adding to the inherent resilience in overall transportation networks. Transportation infrastructure generally includes highway/roadways, mass transit, railway, aviation, maritime, pipeline, and intermodal systems.
 Hazardous Material	1. Facilities 2. HazMat/Pollutants/Contaminants	Systems that mitigate threats to public health/welfare and the environment. This includes assessment of facilities that use, generate, and store hazardous substances, as well as specialized conveyance assets and efforts to identify, contain, and remove incident debris, pollution, contaminants, oil, or other hazardous substances.

Table 1: Community Lifelines Descriptions

Community Lifeline to Emergency Support Function Cross Walk

Use the chart below to match the FEMA Community Lifelines with their relevant components and associated Emergency Support Functions (ESF) as well as common agencies or departments within the City of Mesa who may be called upon to provide input and serve within that lifeline under the Operations Section in the EOC. The list of ESFs per Lifeline are all the ESFs who may be activated for the EOC under that lifeline. **Many ESFs apply to multiple lifelines to build collaboration and in coordination in response activities.** The list of agencies and departments is NOT all inclusive. It is a summary of agencies that may be activated to support response activities in the City of Mesa.

Safety and Security

Lifeline Components

Associated Emergency Support Functions

ESF-5, ESF-4, ESF-6, ESF-7, ESF-9, ESF-11, ESF-14, ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Fire/Medical Department- Office of Emergency Management -City of Mesa City Manager's Office -City of Mesa Police Department- Arizona Department of Emergency and Military Affairs-City of Mesa City Management-Maricopa County Department of Emergency Management- City of Mesa Parks, Recreation, and Community Facilities Department- City of Mesa Community Services Department - Animal Control- City of Mesa Energy and Sustainability Department- City of Mesa Water Resources Department- City of Mesa Financial Services

Health and Medical

Lifeline Components

Associated Emergency Support Functions

ESF-5, ESF-6, ESF-7, ESF-8, ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Fire & Medical Department -City of Mesa Fire/Medical Department- Office of Emergency Management -City of Mesa – City Manager's Office - City of Mesa Police Department- City of Mesa Parks, Recreation, and Community Facilities Department- City of Mesa Community Services- City of Mesa Business Services Department- City of Mesa Public Information and Communications Department

Food, Water, Shelter

Lifeline Components

Associated Emergency Support Functions

ESF-1, ESF-3, ESF-5, ESF-6, ESF-7, ESF-8, ESF-11, ESF-13, ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Transportation Department- City of Mesa Energy and Sustainability Department-City of Mesa Engineering Department-City of Mesa Solid Waste Department-City of Mesa Water Resources Department- City of Mesa Fire/Medical Department- Office of Emergency Management -City of Mesa – City Manager's Office -City of Mesa Police Department- City of Mesa Parks, Recreation, and Community Facilities Department-City of Mesa Community Services- City of Mesa Business Services Department- City of Mesa Community Services Department - Animal Control- City of Mesa Energy and Sustainability Department-Energy Resources- Arizona Department of Emergency and Military Affairs- City of Mesa Information Technology Department- Maricopa County Department of Emergency Management

Lifeline Components

Associated Emergency Support Functions

ESF-3 | ESF-5 | ESF-7 | ESF-10 | ESF-12 | ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Energy and Sustainability Department-City of Mesa Engineering Department-City of Mesa Solid Waste Department-City of Mesa Water Resources Department- City of Mesa Fire/Medical Department- Office of Emergency Management-City of Mesa – City Manager's Office-City of Mesa Police Department- City of Mesa Business Services Department- City of Mesa Fire & Medical Department-City of Mesa Energy and Sustainability Department-Energy Resources-City of Mesa Public Information and Communications Department

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Lifeline Components

Associated Emergency Support Functions

ESF-2 | ESF-5 | ESF-7 | ESF-8 | ESF-12 | ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Department of Innovation and Technology (DoIT) -Cyber Security Division- City of Mesa Fire/Medical Department - Regional Dispatch Center-City of Mesa Fire/Medical Department - Technical Services-City of Mesa DoIT – Communications Division-City of Mesa Police Department - Communications Division-City of Mesa Police Department – PDIT-Maricopa Region 911- City of Mesa Fire/Medical Department- Office of Emergency Management -City of Mesa – City Manager's Office- City of Mesa Business Services Department- City of Mesa Energy and Sustainability Department-Energy Resources- City of Mesa Public Information and Communications Department

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Lifeline Components

Associated Emergency Support Functions

ESF-1 | ESF-3 | ESF-5 | ESF-7 | ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Business Services Department- City of Mesa Fire/Medical Department- Office of Emergency Management-City of Mesa – City Manager's Office-City of Mesa Police Department-City of Mesa Energy and Sustainability Department- City of Mesa Engineering Department- City of Mesa Solid Waste Department- City of Mesa Water Resources Department- City of Mesa Public Information and Communications Department

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Lifeline Components

Associated Emergency Support Functions

ESF-1 | ESF-3 | ESF-5 | ESF-7 | ESF-8 | ESF-10 | ESF-15

The City of Mesa Agencies Associated with Lifeline

City of Mesa Transportation Department- City of Mesa Energy and Sustainability Department-City of Mesa Engineering Department-City of Mesa Solid Waste Department-City of Mesa Water Resources Department- City of Mesa Public Information and Communications Department- City of Mesa Fire/Medical Department- Office of Emergency Management -City of Mesa – City Manager's Office -City of Mesa Police Department-City of Mesa Fire & Medical Department- City of Mesa Business Services Department

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A lifeline enables the continuous operation of critical business and government functions and is essential to human health and safety or economic security.

COMMUNITY LIFELINE DEFINITION

LIFELINE STATUS COLOR CODING

ASSESSING LIFELINE STATUS

Community Lifeline Status Color Coding

ESF-leads, emergency management, and others should report the status of lifelines by using the below identified color chart established by FEMA which allows for quick assessment of lifelines by all levels at a glance. The priority will be to restore any lifelines that are red to yellow or green as quickly as possible.

Status Unknown

Indicates the extent of disruption and impacts to lifeline services is unknown

Stable

Lifeline services are stabilized, re-established, or not impacted. Note – Lifelines showing Green may still be severely impacted but their condition is stable.

Functional, but inadequate for consistent service

Lifeline services are disrupted but a solution is in progress and an estimated time to stabilization has been identified

Unstable, inadequate level of service

Lifeline services are disrupted, and no solution has been identified or is in progress. The lifeline is unstable.

The condition of each lifeline depends on the capability of the underlying components and is informed by situational awareness reports, impact assessments and conversing with partners across the public, private and non-profit sectors. (FEMA, 2019)

To determine the status of a lifeline, ESF leads should use the following assessment matrix:

LIFELINE ASSESSMENT	
Status	What is going on?
Impact	What is going to happen as a result of this impact?
Actions	What do we need to do now?
Limiting Factors	What's the Gap?
ETA To Green?	How long will it take to restore?

The plan consists of three sections containing the Base Plan & Emergency Support Functions & two Annexes – Support Annex, and Incident-Specific Annex. Each Section will be a stand-alone document that makes up the entire City of Mesa Emergency Operations Plan.

Section I: Base Plan & Emergency Support Function Annex

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

Section II: Support Annex

Each support annex identifies coordinating and cooperating agencies. Each support annex 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 annex apply to nearly every type of emergency. Each support annex identifies a coordinating agency and cooperating

agencies. In some instances, two departments or agencies share coordinating agency responsibilities. Please refer to City of Mesa Emergency Operations Plan Section II.

Section III: Incident-Specific Annex

The incident-specific annex contained in the City of Mesa EOP. Each incident-specific annex describes the policies, situation, concept of operations, and responsibilities for hazards or incident types that may impact the City Mesa. Please refer to City of Mesa Emergency Operations Plan Section III.

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, Office of Emergency Management, 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

The City of Mesa, Arizona consists of about 136.45 square miles and is located in the eastern part of Maricopa County. Mesa is the third-largest city in Arizona and the 37th largest city in the US. It is bordered by Tempe on the west, the Salt River Pima-Maricopa Indian Community on the north, Chandler, and Gilbert on the south along with Queen Creek, and Apache Junction on the east.

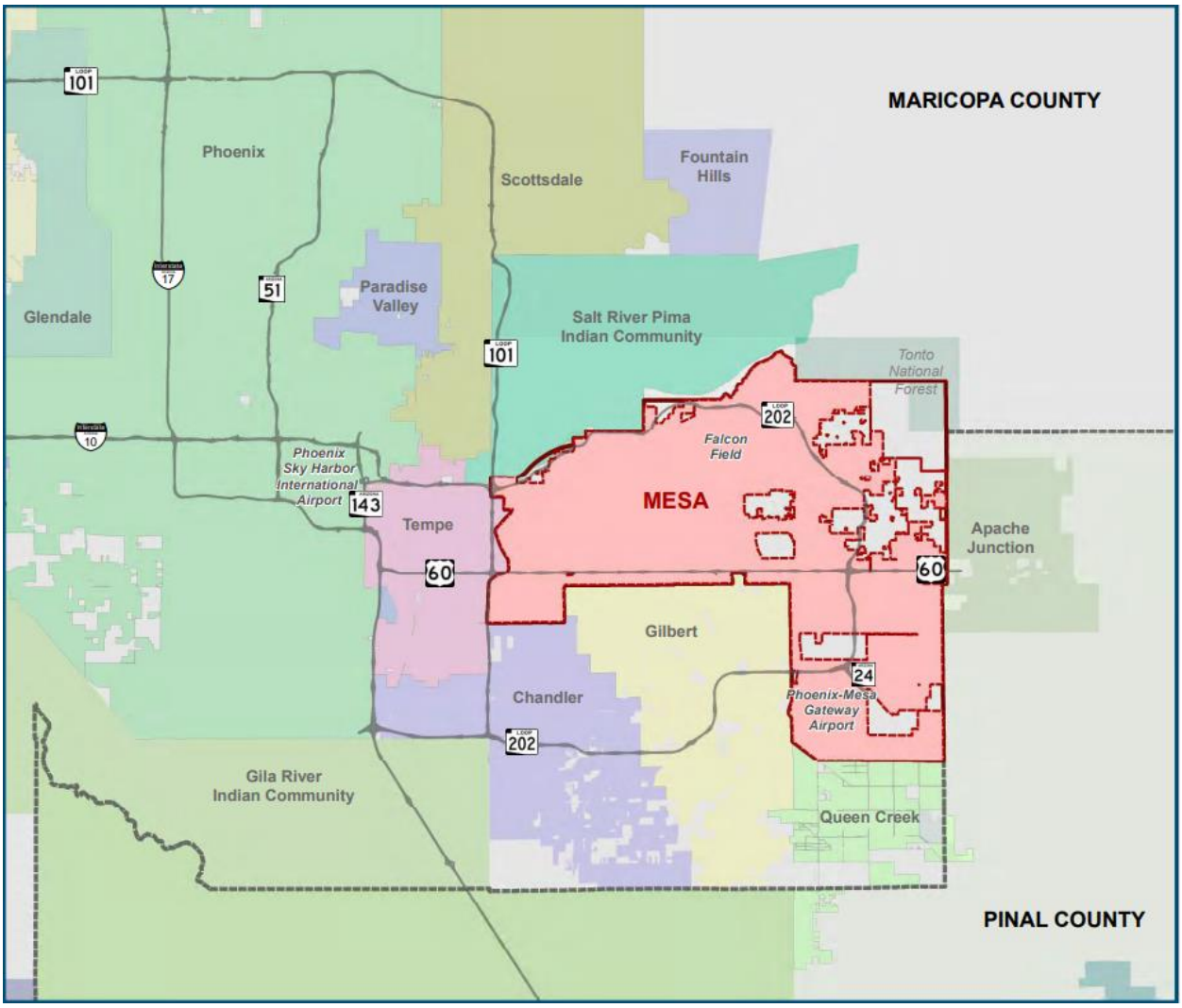

Figure 2: City of Mesa, Arizona

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 – Office 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.

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 Manager
- Deputy City Managers
- Police Chief
- Fire Chief
- Emergency Manager
- Assistant Police Chiefs
- Police Duty Commanders
- Assistant Fire Chiefs
- Fire/Medical Department shift commanders

Demographics

According to the 2020 U.S. Census there are 504,258 individuals living in Mesa. The City of Mesa is 60.5% White, 27.5% Hispanic, 9.1% two or more races, 4.4% African American, 2.2% American Indian and Alaska Native, 2.3% Asian, and 0.3% Native Hawaiian and Other Pacific Islander. The median household income is $67, 337. The median home value was $269,400.

Hazard and Threat Analysis Summary

In 2021 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 & 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.

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.

2021 Multi-Jurisdictional Hazard Mitigation Plan

Hazard	Probability (CPRI #)	Magnitude/severity (CPRI #)	Warning time in hours (CPRI #)	Duration (CPRI #)	CPRI score
Severe Wind	Highly Likely (4)	Limited (2)	<6 (4)	< 1 week (3)	3.30
Wildfire	Highly Likely (4)	Limited (2)	<6 (4)	< 1 week (3)	3.30
Flooding / Flash Flooding	Highly Likely (4)	Limited (2)	6-12 (3)	<1 week (3)	3.15
Subsidence	Likely (3)	Limited (2)	>24 (1)	> 1 week (4)	2.95
Extreme Heat	Likely (3)	Critical (3)	>24 (1)	< 1 week (3)	2.70
Fissure	Possibly (2)	Limited (2)	<6 (4)	> 1 week (4)	2.50
Drought	Likely (3)	Limited (2)	>24 (1)	> 1 week (4)	2.50
Dam Failure	Unlikely (1)	Catastrophic (4)	<6 (4)	> 1 week (4)	2.15
Levee Failure	Unlikely (1)	Limited (2)	<6 (4)	<1 week (3)	1.95
Note: CPRI numbers from the 2021 Multi-Jurisdictional Hazard Mitigation Plan (Mesa, Arizona)					

Table 2: City of Mesa 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

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 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 overall 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 EOC, EOP, and Implementing the policies and decisions of the Policy Group.

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.

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).

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 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.

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 authorized to activate the EOC and to include,

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

1. 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.

2. 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.

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

4. Normal Operations/Steady State: Normal day-to-day operations. Routine warning and watch activities.

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The City of Mesa's EOC is located at 708 W. Baseline Rd, Bldg # 2, Rm 118, Mesa, AZ 85210. In case the primary EOC is nonfunctional an alternate EOC is pre-identified in accordance with 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 Command. They 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 several representatives to the EOC to ensure that the necessary coordination occurs. The EOC will generally operate on a 24-hour basis (12-hour shifts).

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 do exist within the ICS framework to meet virtually any need refer to Tab C.

For example, when an incident occurs within a single jurisdiction and without jurisdictional or functional agency overlap the appropriate authority designates a single Incident Commander who has overall incident management responsibility. However, when an incident involves more than one agency or jurisdiction, responders can expand the ICS framework to address a multi-jurisdictional incident. Unified Command improves unity of effort in multijurisdictional or multiagency incident management.

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 Director 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/Unified Command 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 IC/UC 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 IC/UC's objectives for that period Refer to Tab J.

Organization and Responsibilities

The Emergency Operations Center Organization consists of city departments designated in this plan (see EOC Organization Chart). All City departments 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 Operations Center 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: Policy Group, Command Staff, and General Staff.

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

*A.R.S. 26-311. Local emergencies; declaration by mayor; power of political subdivision; state agency assistance.

Policy Group

The Policy Group includes both appointed executives with legal and policy-making power as City Manager, City Attorney, as determined by the City Manager the Assistant City Manager, Deputy City Manager. The Policy Group Responsible for establishing the priorities and guidelines under which disaster response efforts will operate.

City Manager

The City Manager, as Chief Administrative Officer of the City, has the following functions:

- Provide overall leadership, policy, strategic direction, and authority
- Activate the Emergency Operations Plan and Emergency Operations Center
- Serve as the Policy Chief for the Policy Group working closely with EOC Command
- Support the overall emergency management preparedness programs

- Implement the policies and decisions of the Policy Group
- Designate a Policy Chief if unable to act in that capacity
- Provide situation updates to Mayor & Council

City Attorney

- Serves as the Policy Groups Legal advisor
- Advise the Policy Group and Command Staff on emergency powers of local government and other legal issues
- Review and advise the Policy Group and Command Staff on possible liabilities arising from disaster operations

Command Staff

The Command Staff functions in a manner that directs activities necessary to maintain and restore Continuity of government both during and after an emergency. The Command Staff is responsible for directing the structured command activities of Operations, Planning, Logistics, and Finance/Administration. Command (; (Assistant City Manager, Police Chief, Fire Chief, Emergency Manager, or any other department director as the incident dictates may function as part of the command staff) Alternate – any designee assigned by the Policy Group or Department Directors

Incident Commander/Unified Command

The Incident Commander or Unified Command (IC/UC) will serve as the overall management of the incident and will provide guidance in the development and implementation of strategic decisions and approving the ordering and releasing of resources. The IC/UC Functions include:

- Recommend EOC activation to the City Manager
- Activate elements of the Emergency Operations Plan in coordination with Policy Group
- Assess incident situation
- Conduct initial briefing for Command Staff
- Approve and authorizes implementation of the Incident Action Plan
- Keep the Policy Group informed on the status of ongoing operations
- Manage incident operations
- Determine information needs and inform EOC Staff of these needs.
- Coordinate staff activity
- Authorize release of information to the community and news media. - in coordination with PIO and Policy Group
- Approve plan for demobilization

Emergency Manager

The City's Emergency Manager will serve as the EOC Director and serves on the Command staff as part of Unified Command. 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
- Serve as the Safety Officer in the EOC
- Analyze the emergency skills needed by the City's forces and arrange the training necessary to provide those skills
- Maintain a liaison with the County
- 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 and emergency staff-in coordination with IC/UC and approval from Policy Group
- Through the Emergency Preparedness Committee 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., CERT)
- 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 IC/UC in providing command staffing of the EOC on a 24-hour basis if required

Public Information Officer

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

- Obtain briefing from the IC/UC

- Obtain approval for the release of information from the IC/UC
- 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 EOC Director will also take on the role of Safety Officer and will serve in this function as Staff Advisor to the IC/UC The Safety Officer's functions include:

- 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 City department directors or designees and partner agencies that are assigned to assist the Command Staff in support and tactical functions of Operations, Planning, Logistics, and Administration.

Operations Section

The Operations Section contains representatives from multiple city departments including partner agencies and NGOs. 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 IC/UC.
- Develop operations portion of the Incident Action Plan
- Brief and assign operations personnel based on ESFs
- 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 IC/UC
- 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 multiple city departments including partner agencies. 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 IC/UC
- Supervise preparation of the Incidents Action Plan
- 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.
- Maintain and manage display boards in the EOC
- Manages Technical Specialist (DHS, NWS, SRP, etc.)
- Provides GIS capabilities for the EOC and Policy Group for situational awareness and decision-making.
- Provide periodic predictions of incidents
- Compile and display incident status summary information.
- Advise Command Staff of any significant changes in incident status.
- Maintain resource status information.
- Prepare and distribute IC/UC orders.
- Ensure general welfare and safety of Planning Section personnel.
- Provide necessary intelligence to Operations Section.

Logistics Section

The Logistics Section contains representatives from multiple city departments including partner agencies. The Logistics Section supports operational activities and will provide equipment, facilities, materials, supplies, and services in support of the incident. This section participates in the development and implementation of the Incident Action Plan.

Functions include:

- Obtain briefing from the IC/UC
- 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
- Track all resources for the EOC
- Participate in preparation of the 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

Finance/Administration Section

The Finance/Administration Section contains representatives from Financial Services and other departments as deemed necessary. Finance/Administration is responsible for the coordination of the financial planning, operations, and reporting services.,. Functions include:

- Obtain briefing from IC/UC
- Attend planning meeting to gather information
- Identify and procure supply and support needs for Logistics
- Meet with assisting and cooperating agency representatives
- Inform IC/UC and Command Staff when section is fully operational
- Process declaration documentations in coordination with Legal (City attorney)
- Provide input in all planning sessions on financial and cost analysis matters
- Track all financial actions and orders.
- Emergency Procurement requisitions exceeding $100,000 shall be submitted to the Policy Group and Legal Advisor for review and approval
- Assist with administrative functions within the EOC

EOC Support Staff

The EOC Support Staff will be assigned to assist the Command and General Staff. Functions include:

- Provide administrative support to the assigned EOC Section during an emergency or major event
- Ensure your section is signed in to WebEOC and the correct incident
- Be a subject matter expert in the operations and functions of all equipment available in the EOC, including telephones, audio/visual equipment, communication equipment, printers, computers, etc.
- Provide on-site training and support to new users of the WebEOC application during EOC operations to ensure accurate information management
- Take notes and assist in inputting information into WebEOC for assigned section if requested
- Assist in displaying any necessary information for your section on the visual boards in the EOC to help with information sharing and decision making for all EOC staff
- Ensure the correct ICS forms are being used properly.

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 Emergency Manager or designee, the EOC Staff will report to the EOC to coordinate their respective departmental emergency activities. In the absence of the City Manager, the Assistant City Manager, or Deputy City Managers 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:

- Mayor
- City Manager
- Assistant City Manager
- Deputy City Managers
- Department Directors or Designees

Information Collection and Dissemination

The collection and sharing of information within the EOC as well as with city and town EOCs, the County EOC, the State EOC and other partners is critical during an incident and information sharing

and tracking can be accomplished using several methods. Web-based information management system(s) can be used in the EOC to track the resources and issues related to an incident. The City of Mesa has working relationships and/or employees assigned with county, state, tribal, and federal partners covering a wide array of natural and made disasters, to include terrorism. These resources can be utilized as support and intelligence sharing components as situations arise.

Reports

The activity log in our crisis information sharing platform , will be used to record significant events, status reports, event descriptions, and actions taken by the staff. In the event of an EOC activation, a Situation Report will be prepared by the EOC Director 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, email or via WebEOC. 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 Emergency Management staff at the entrance of the EOC.

If a determination is made that County, 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 seven days after emergency operations are concluded, each involved department will submit an After-Action Report to the Emergency 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 Communications unit under the Logistics Section 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 Mesa Regional Dispatch Center Alarm Room may:

- Notify who will notify the City Manager and the Emergency Manager.
- Activate the Community Emergency Notification System (CENS) to disseminate emergency warning information.
- Activate Local Emergency Alert System (LEAS), refer residents to Mesa Channel 11

for detailed information and if necessary, utilize Maricopa County Wireless Emergency Alert (WEA).

- 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 Emergency Manager or Designee will prepare the physical layout of the EOC as shown in Tab F. The EOC Staff will utilize the EOC Activation Checklist to ensure all preparations are made to accommodate and support the EOC Staff. The Emergency Manager or Designee is responsible for the physical comfort of the EOC Staff. The Logistics Section is responsible for 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 and exercise 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. The Finance/Admin Section will provide financial information to the EOC Staff.

Annex A - ESF #14 (Long-Term Community Recovery) 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

Business 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 (EM) 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 Preparedness 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 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 Office of Emergency Management 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 as outlined in the City of Mesa's NIMS/ICS Training Plan for COM and include access and functional needs training, as provided by FEMA or other well-recognized sources.

Responsibilities

City of Mesa (Local Government)

Most incidents are handled at the local level. This is because all disasters begin and end at the local level. Each municipality and locality within Maricopa County innately initiate and takes ownership of their community's emergency response. At a minimum, local government shall establish emergency response policies and procedures for their jurisdiction.

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 fully support emergency/disaster response and recovery efforts 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.

American Medical Rescue (AMR):

American Medical Rescue 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.

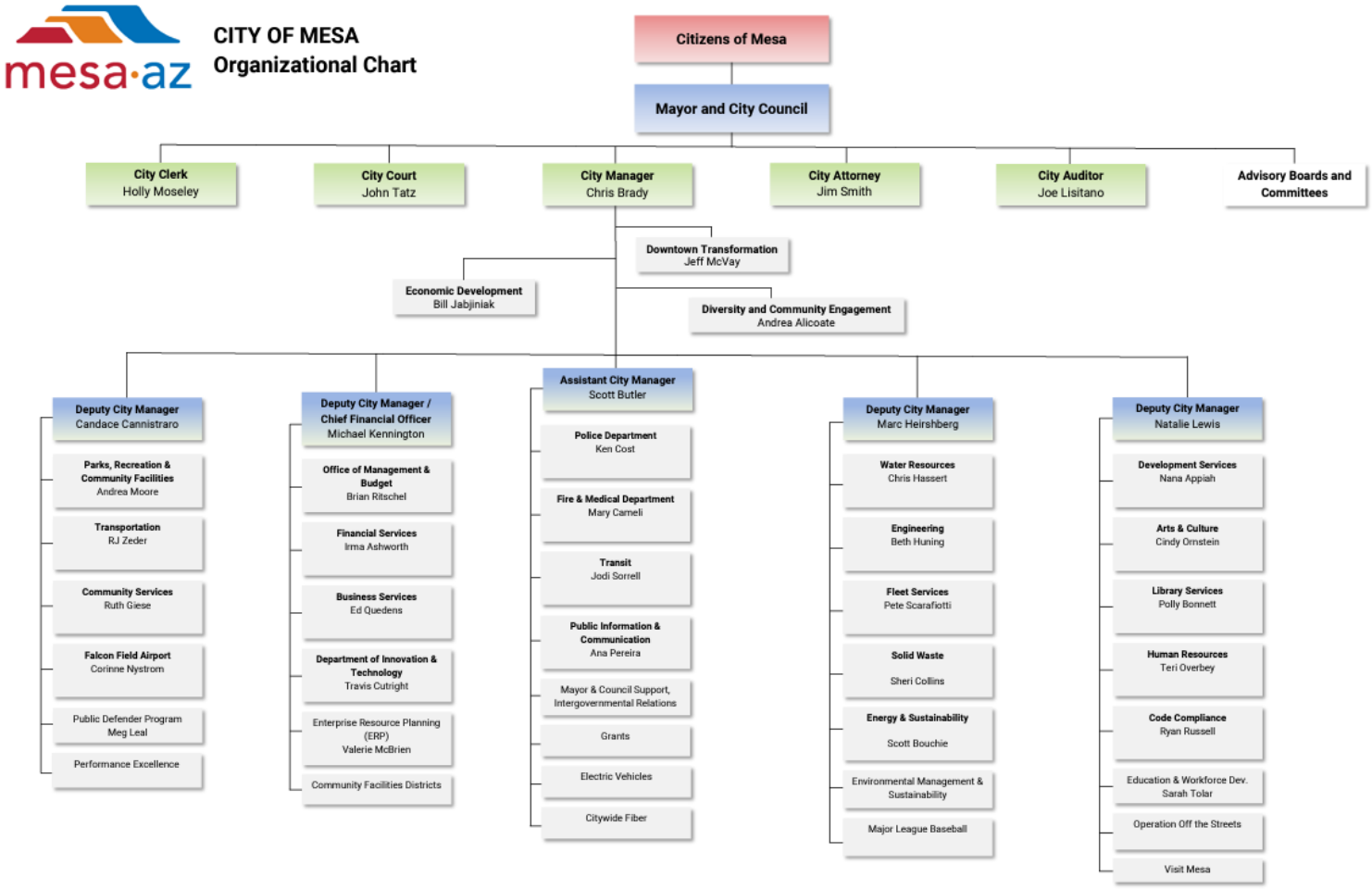

FIGURE 3: CITY OF MESA ORGANIZATIONAL CHART

Tab A - EOC Activation Procedures

1. The following personnel are authorized to activate the City of Mesa EOC.
    - City Manager
    - Assistant City Manager
    - Deputy City Managers
    - Police Chief
    - Assistant Police Chief
    - Police Duty Commander
    - Fire Chief
    - Assistant Fire Chiefs
    - Fire/Medical Department shift commanders
    - Emergency Manager

Activation Process:

- ✓ When sufficient information from the field or from the above list of positions requires the EOC to open, they will notify the Emergency Manager or designee to open the EOC. A brief description of the type of incident will also be provided. The City Manager will be briefed and a recommendation to activate the EOC will be made.
- ✓ The Emergency Manager will then use the EOC Activation Checklist to notify or call out all necessary personnel to properly staff the EOC.
- ✓ EOC Staff will initiate and implement the Emergency Operations Plan at the appropriate level for the emergency.
- ✓ Based on the activation level below the Real Time Crime Center (RTCC) will provide access to view the camera system within the EOC.

EOC Activation Levels

Level	Description	Staff Requirements	Notifications
4	• Normal Day-to-Day operations	• No Staff Needed	
3 (Monitoring) Limited Emergency	• Small incident or event • One site impacted • Two or more agencies involved • Potential threat of: o Flood o Severe Storm o Interface fire o Escalating incident	• Emergency Manager or Emergency Management Captain • EOC Support Staff as determined by the IC/UC • Emergency Support Function determined by IC/UC and Plans Chief	• City Manager • Deputy City Manager • Fire Chief and Executive Staff • Police Chief and Executive Staff • Emergency Management Staff • Police, Fire and City Public Information Offices
2 (Partial) Local Emergency	• Moderate event • Two or more sites involved • Several agencies involved • Major scheduled event • Limited evacuations • Any event requiring resource support	• Emergency Manager or Emergency Management Captain • EOC Support Staff as determined by the • Public Information Officer • Command and General Staff • Activation of Emergency Support Functions as determined by the IC/UC and Plans Chief	• City Manager • Deputy City Manager • Fire Chief and Staff • Police Chief and Staff • Appropriate Department Directors • Emergency Management Staff • Police, Fire and City Public Information Offices • Maricopa County Division of Emergency Management (MCDEM)
1 (Full Activation) Disaster	• Major Event • Multiple sites involved • Regional disaster • Multiple agencies involved • Extensive evacuations • Resource support required	• Emergency Manager or Emergency Management Captain • EOC Support Staff as determined by the • Public Information Officer • Command and General Staff • Activation of Emergency Support Functions as determined by the IC/UC and Plans Chief	• City Manager • Deputy City Manager • Fire Chief and Staff • Police Chief and Staff • Appropriate Department Directors or • Emergency Management Staff • Police, Fire and City Public Information Offices • Maricopa County Division of Emergency Management (MCDEM)

TABLE 3: EOC ACTIVATION LEVELS

Tab B - EOC Staff Organization Chart

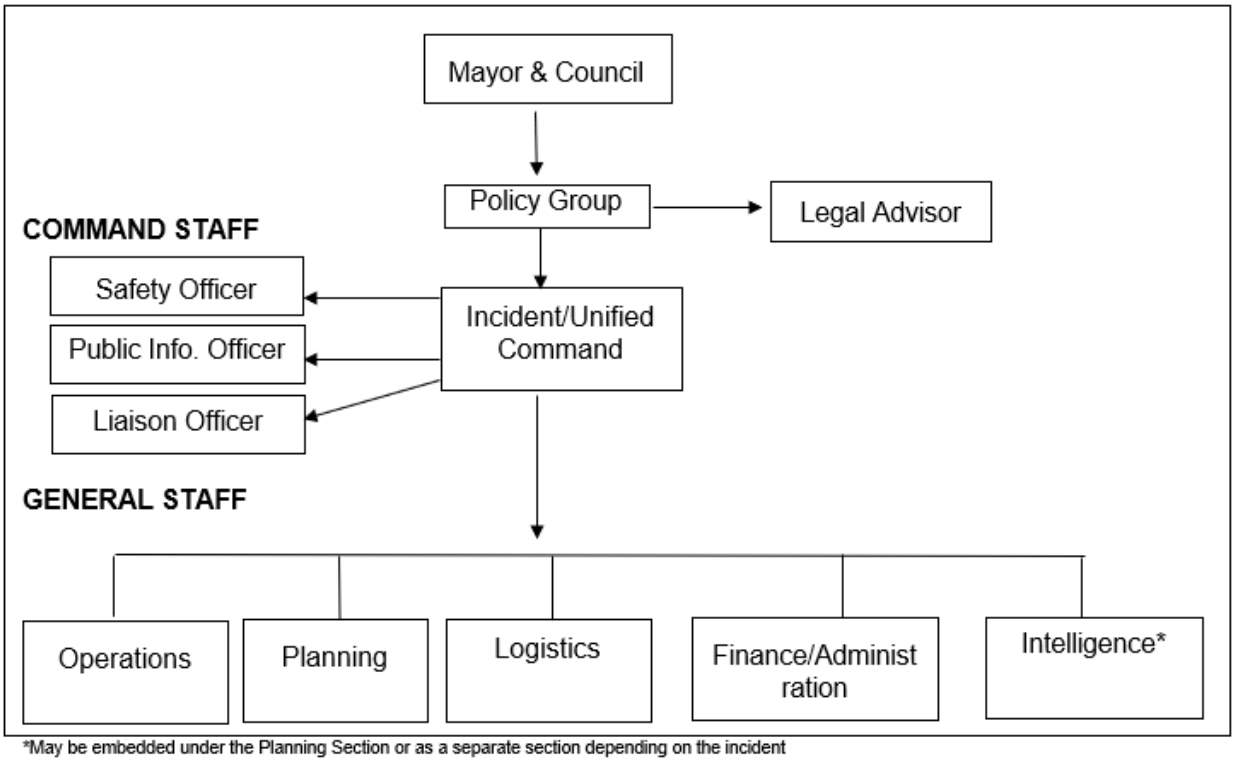

FIGURE 4: EOC ORGANIZATIONAL CHART

Note: The above assignments would be typical for disasters with fire or law enforcement preponderance. With other types of disasters, the IC/UC 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 five sections or participate in them in a direction and control capacity.

Tab C – Emergency Staff List

Executive Group

- Mayor
- Council

Policy Group:

- City Manager
- Assistant City Manager
- Deputy City Managers
- City Attorney

Command Staff:

- Fire Chief
- Emergency Manager
- Police Chief
- PIO/Safety
- Any City department director or designee may be assigned to Command Staff, will vary based on incident
- County/State Liaisons

General Staff:

- EOC Support Staff
- All Emergency Support Functions
- Disabilities, Access, and Functional Needs Liaison
- Any City department director or designee may be assigned to head one of the four sections or participate in them in a direction and control capacity

Tab D - Command Staff Alternates

Alternate Command Staff

City Manager..... Assistant City Manager

Assistant City Manager..... Deputy City Managers

Emergency Manager .....Deputy Chief

Fire Chief.....Assistant Fire Chief

Police Chief ..... Assistant Police Chief

Public Information Officer ..... Public Information Specialist

Any Department Director..... Designee

Tab E - EOC Layout

EOC Location 708 W. Baseline Rd, Bldg. # 2, Rm 118

(Alternate EOC located at the Energy Resource Center - 340 E 6th Street.)

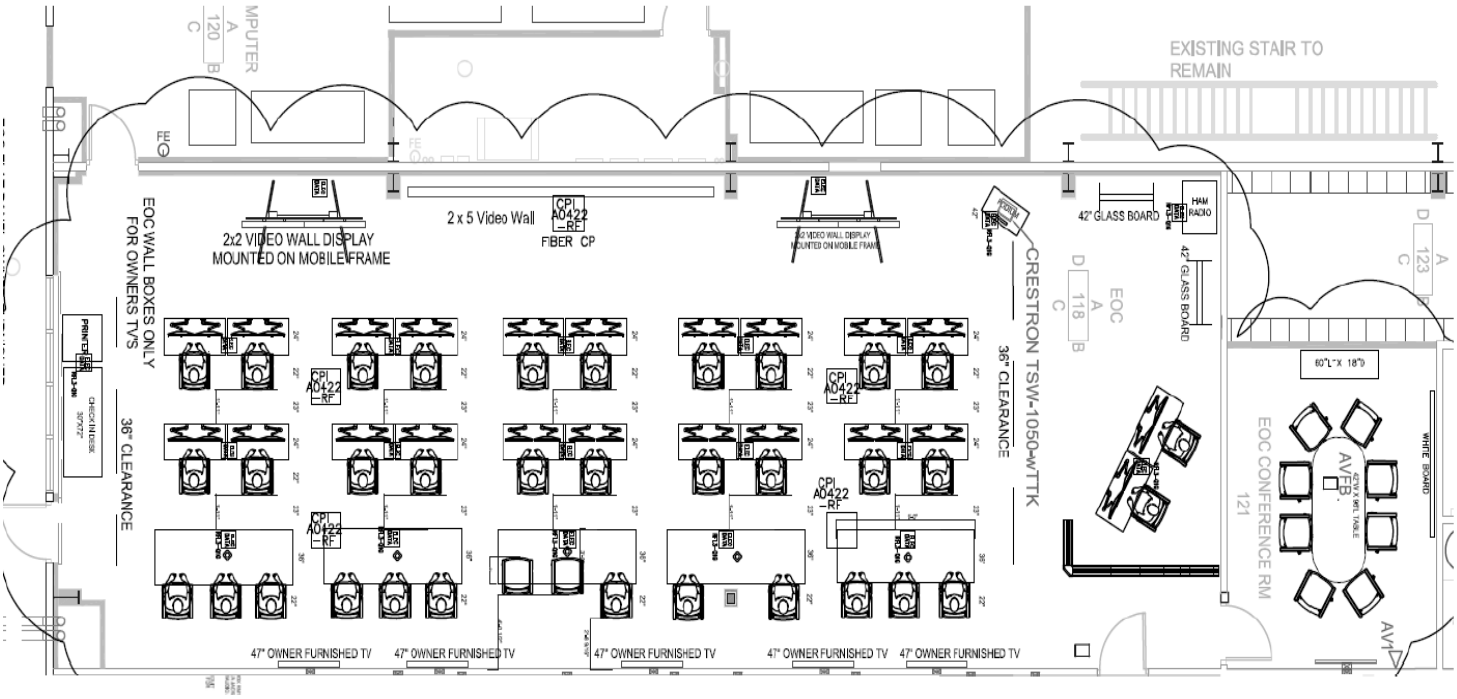

FIGURE 5: CITY OF MESA EMERGENCY OPERATIONS CENTER (EOC)

ANNEX A – Emergency Support Functions (ESF)

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:

ESF Descriptions List

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, Engineering and Solid Waste	• 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	Firefighting	• 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 etc.), • 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, Emergency Assistance, Housing, and Human Services	• 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	Logistics Management and 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	Public Health and Medical Services	• 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	Oil and Hazardous Materials Response	• 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. • 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	Long-Term Community Recovery	• 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	Emergency Public Information	• Ensure that sufficient assets are available during a potential or actual incident to provide accurate, coordinated, and timely information to the affected audiences

TABLE 4: EMERGENCY SUPPORT FUNCTIONS DESCRIPTIONS

Concept of Operations

The IC/UC will activate one or all ESFs and/or open the EOC based on the requirements of the incident. The ESF 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 to 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 F - 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 is assigned to Command Staff as Public Information Officer (PIO)**

OPERATIONS	PLANNING	LOGISTICS	ADMIN/FINANCE	INTELLIGENCE
ESF #4 Fire Service	ESF #5 Emergency Management	ESF #7 Resource Support	ESF #14 Long-Term Community Recovery	ESF #13 Public Safety (Law Enforcement)
ESF #6 Mass Care, Emergency Assistance, Housing, And Human Services	ESF #10 Hazardous Materials	ESF #2 Communication		
ESF #8 Public Health And Medical Services	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 & Engineering				
ESF #1 Transportation (Streets)				
ESF #12 Energy				

TABLE 5: EMERGENCY SUPPORT FUNCTION/INCIDENT COMMAND SYSTEMS INTERFACE

Tab G – COM/ESF Matrix

Departments/Divisions P = Primary S = Support	#1 Transportation	#2 Communications	#3 Public Works & Engineering	#4 Firefighting	#5 Emergency Management	#6 Mass Care	#7 Logistics Management and 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 Long-Term Community Recovery	#15 External Affairs
Business Services	S				S		P								
City Attorney					S								S	S	
City Clerk					S										
City Manager					P										
Community Services											P			P	
Development Services			S											S	
Economic Development	S		S												
Energy & Sustainability		S	P	S			S			S	P	P		S	S
Engineering			P												
Falcon Field Airport	S														
Financial Services							S							P	
Fire/Medical		P		P	P	S	S	P	P	P	S			S	S
Fleet Services			S	S											
Human Resources														S	
Innovation & Technology		P			S										S
Mayor and City Council					S										
Parks, Recreation & Community Facilities			S			P			S						S
Police	S	P		S	P	S	S		S	S			P	S	S
Public Information and Communications		S			S									S	P
Solid Waste			P				S	S		S	S			S	
Transit	S														
Transportation	P		S											S	S
Water Resources			P	S						S	P				S

TABLE 6: CITY OF MESA EMERGENCY SUPPORT FUNCTIONS PRIMARY/SUPPORT

ESF #1 - TRANSPORTATION

Primary Agency:
City of Mesa Transportation Department

Support Agencies:
Arizona Department of Public Safety
Arizona Department of Transportation - Phoenix Division
City of Mesa Business Services Department
City of Mesa Economic Development Department
City of Mesa Police Department – Traffic
City of Mesa Falcon Field Airport
City of Mesa Transit Department
Maricopa County Department of Transportation
Mesa Public Schools - Transportation Services
Phoenix-Mesa Gateway Airport Authority
Union Pacific Railroad
Valley Metro/Regional Public Transportation Authority

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #1 is to provide resources of member agencies to support emergency transportation needs in City of Mesa.

B. Scope

1. ESF #1 addresses both emergency transportation assistance and the maintenance of transportation routes. Specifically, it discusses:
    a. Evacuation of people and resources
    b. Restoration of transportation infrastructure
    c. Coordination of resource movement
    d. Traffic restrictions and transportation safety
    e. Mutual aid and private sector transportation resources
2. Encompassed in this ESF is information on standard operating procedures for emergency routes, movement of responders, affected populations and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major surface transportation routes as well as transport services critical to the welfare of the citizens of City of Mesa.

II. Concept of Operations

A. General

1. ESF #1 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local, county or State mutual aid assistance, ESF #1 will work with its support agency counterparts to seek and procure, plan, coordinate and/or direct the use of required assets.

4. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment, and other resources as necessary; develop and update assessments of the transportation service situation and status in the impact area; and undertake contingency planning to meet anticipated demands or needs.

5. Traffic Management

    a. Traffic Safety - Infrastructure emergencies are particularly challenging scenarios, since the mechanism that facilitates mitigation may be that which requires mitigation or control itself. The response by the primary agency within the jurisdiction of the event, to highways and other road emergencies, particularly those endangering traffic passage and flow, require an adequate response including state transportation department and emergency management cooperation. Monitoring, response, recovery cleanup and post-incident management plans fall within this category.

    b. Traffic Mobility - planning for notification, operations delegation, continuity of transit access and traffic flow require alternative route designation and detour implementation. The protocols should be established for all major routes and should include contingencies for emergencies affecting the jurisdiction’s infrastructure such as flash flooding, fires, and high winds. A subset of planning for traffic mobility is implementing the radio, television, and online communications system alerting travelers of road closures and detours in advance of their arrival in affected areas. It is the

Arizona and local jurisdictions responsibility to coordinate the interests of multiple stakeholders from corporations, private contractors, and subcontractors to the general public. Furthermore, planning for efficient rail and interstate highway detours that affect commercial shipping requires separate operations and coordination with multiple stakeholders.

6. Evacuations:
   Planning for evacuations is an integral part of transportation operations in emergency management. Designated highway routes, air-evacuation (when applicable) form the basis of an evacuation operations plan, but this should be supplemented with a designated team and delegated on-site officials to carry out the following operations phases:

   a. Agency Notification

   b. Public Notification

   c. Traffic Control

   d. Evacuation Routes / Centers of Evacuation

   e. Conclusion of Evacuation

7. Most of the whole community is assumed to be capable of transporting under their own power, using personal vehicles and traveling with friends and family. However, as there will be a significant percentage of the whole community with disabilities, access and functional needs, some level of transportation assistance during a disaster or emergency event will be required. These transportation challenges may include, but not limited to, individuals without their own means to evacuate out of harm's way, means of travel to reception and care or evacuation centers, shelters, supply distribution sites, or means for reentry and/or return activities during recovery operations.

8. 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. Once beyond an evacuated area, first responders may prevent reentry for reasons regarding health, safety, and/or potential hindering of response operations, even for the retrieval of forgotten items specifically needed for persons with disabilities, access, and functional needs. This denial of reentry may also extend to areas under all types of non-mandatory evacuations.

9. Transportation Infrastructure:
   As a result of an event that impacts transportation infrastructure, there will be an immediate response of local government resources to re-establish or reopen infrastructure allowing emergency response and short-term recovery activities. Identified shortfalls will prompt local

governments to reach out to adjacent jurisdictions and to private contractors, to assist. To assist with local response activities the City of Mesa may choose to request support through the Arizona Mutual Aid Assistance Compact (AzMAC) to fill any resource shortfalls related to access or restoration.

B. Direction and Control

1. This ESF complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. It may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding transportation for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section and associated staff at the City of Mesa Emergency Operations Center assist the incident commander/unified command in carrying out the overall mission.

4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of ESF #1 will retain administrative control over its own resources and personnel but will be under the operational control of ESF #1. Mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designee of the primary agency will manage the emergency activities. If additional support is required, the primary agencies may jointly manage activities.

2. Upon instructions to activate or place staff on standby, will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF. The Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Primary Agency Responsibilities

Primary: City of Mesa Transportation Department	
Response (During Event) Actions for ESF #1 - Transportation	
1	Deploy additional staff if the emergency exceeds the existing Transportation and Resources staff's capabilities.
2	Establish two-way radio communications with the Incident Commander. Initiate and maintain regular communication with support agencies (EOP pg. 48).
3	Identify any needed specialized resources that are unavailable to responding entities.
4	Obtain ancillary resources as dictated by the emergency. Maintain records of expenditures and document resources utilized (EOP pg. 49).
5	If the scope of the incident is beyond the capabilities of this jurisdiction, notify the EOC Director.
6	Staff the EOC when notified by City of Mesa EOC (EOP pg. 49). Assist EOC with logistical needs.
7	Manage and implement airspace and airport control measures in conjunction with local air traffic control and airport staff.
8	Monitor resource shortages during the emergency and develop solutions. Develop a quantified resource base matrix. Compare matrix to projected needs for each of the hazard specific annexes; identify shortfalls (EOP pg. 48).
9	Through the Transportation and Resources Coordinator, exercise discretionary authority to activate additional facilities and personnel to handle the flow of resources into and through the affected area.
10	Expand the Needs, Supply and Distribution Groups when necessary.
11	Arrange workspace and other support needs for Transportation and Resources staff.
12	Coordinate the issuance of regulatory waivers, permits, and exemptions as necessary.
13	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
14	If primary warning systems fail to work, coordinate secondary warnings.
15	Allocate resources to prioritize affected population.
16	Manage the collection, processing, and dissemination of information between Transportation and Resources staff, the EOC and Incident Command.
17	Provide resource and field support for emergency responders.
18	Coordinate the prepositioning of resources with other agencies. Establish system to prioritize and/or allocate governmental and private sector resources.

19	Coordinate with response agencies and the EOC regarding the operational capabilities of the transportation system.
20	Coordinate with other agencies in regard to evacuations. Assist in traffic management measures (EOP pg. 49).
21	Coordinate or provide transportation resources to support evacuations and movement of people.
22	Assist in initiating traffic management operations and control strategies.
23	Monitor status of transportation infrastructure (EOP pg. 49). Assist in establishing alternate routes of access required due to road closures.
24	Provide debris clearance and removal on City roads. Complete needed repairs in priority order (EOP pg. 49).
25	Use call down rosters to alert emergency responders or provide situation updates.
26	Participate in EOC briefings, incident action plans, situation reports and meetings. Provide current roadway, bridge, culvert, traffic signals and sign information to the EOC. (EOP pg. 49).
27	Coordinate communications and radio warning frequencies.
28	Evaluate requests for resources against known supplies. Establish and maintain an inventory of resources, including personnel, equipment, supplies, and facilities to support transportation infrastructure assessment (EOP pg. 48).
29	Maintain access to transport resources via MOU's when the jurisdiction's own supply is compromised. Obtain current Memorandum of Understanding (MOU) or stand-by contracts with appropriate entities to facilitate immediate deployment of resources (EOP pg. 49).
30	Designate administrative and clerical staff to serve in the EOC as physical messengers during emergencies as needed.
31	Collect, process, and disseminate NHTSA, FAA, rail, and DOT emergency response information to the EOC.
32	Prepare an oral increased readiness report for the first meeting with the EOC Director.

Support Agencies Responsibilities

Supporting: City of Mesa Falcon Field Airport	
Response (During Event) Actions for ESF #1 - Transportation	
1	Manage and implement airspace and airport control measures in conjunction with local air traffic control and airport staff.

Supporting: Phoenix-Mesa Gateway Airport Authority
Response (During Event) Actions for ESF #1 - Transportation

1	Manage and implement airspace and airport control measures in conjunction with local air traffic control and airport staff.

Supporting: City of Mesa Fire/Medical Department – Office of Emergency Management	
Response (During Event) Actions for ESF #1 - Transportation	
1	Start a unit log (ICS 214) to hand-record items not covered in this checklist.

Supporting: City of Mesa Public Information and Communications Department	
Response (During Event) Actions for ESF #1 - Transportation	
1	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 (EOP pg. 49).

ESF #2 - COMMUNICATIONS

Primary Agencies:

City of Mesa Department of Innovation and Technology (DoIT) -Cyber Security Division
City of Mesa Fire/Medical Department - Regional Dispatch Center
City of Mesa Fire/Medical Department - Technical Services
City of Mesa DoIT – Communications Division
City of Mesa Police Department - Communications Division
City of Mesa Police Department - PDIT
Maricopa Region 911

Support Agencies:

Century Link
City of Mesa Public Information and Communications Department
City of Mesa Public Information and Communications Department - Channel 11
City of Phoenix Police Department
Cox Communications
Maricopa County Association of Governments (MAG)
Maricopa County Emergency Communications Group (Amateur Radio)
Regional Wireless Cooperative (RWC)
Sprint/Verizon
TOPAZ Regional Wireless Cooperative (TRWC)

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #2 is to provide resources for member agencies to support the restoration of the communications infrastructure in the City of Mesa. The purpose for the allocation of these assets are:

    a. Establish and maintain communications between and among the key facilities that are integral to efficient disaster operations.

    b. Facilitate the recovery of systems and applications from cyber-attacks.

    c. Ensure that the City of Mesa is prepared to provide the mission essential communications services required during normal operations.

B. Scope

1. ESF #2 coordinates actions to provide temporary communications to support incident management and facilitates the restoration of the communications infrastructure. Specifically, it addresses the following:

    a. Communications interoperability among field response units

b. Primary and back-up communications systems

c. Address cyber security issues that result from or occur in conjunction with incidents (Cyber Incident Response Plan is used for incidents that are cyber in nature, ESF #2 supports the response)

d. Develops and maintains a cyber and communications common operating picture with city departments, county, state, federal, and private sector partners.

e. Develops cyber and communications restoration priorities during disasters.

f. Communications to and from the Emergency Operations Centers (EOCs)

g. Sources for communications augmentation such as Amateur Radio

h. Coordinates and deconflicts incident radio frequencies in disaster event areas of operation.

i. Other communications systems to support emergency operations.

II. Concept of Operations

A. General

1. ESF #2 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Response Team, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, this ESF will work with its support agency counterparts to seek and procure, plan, coordinate and/or direct the use of any required assets.

4. Throughout the response and recovery periods City of Mesa Emergency Operations Center will evaluate and analyze information communications requests; develop and update assessments of the communications service situation and status in the impact area; and to undertake contingency planning to meet anticipated communications demands or needs.

5. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

6. The Primary Agencies will support the establishment of communications between key facilities. These facilities have a key role in emergency response and recovery under the National Incident Management System.

7. The communication systems identified for City of Mesa are provided below and are grouped in order based upon their level of priority for repair and restoration.

Communications		
Communication: 800 MhZ Radios		
Priority: High	**Type:** Voice	**Quantity:**
Description:		
Communication: Mesa Fire/Medical Department - Command Response Vehicle (CRV)		
Priority: High	**Type:** Other	**Quantity:**
Description: Internal Use, External Use, Mobile, Secure		
Communication: Mesa Police Department - Communications Trailer (COMMT)		
Priority: High	**Type:** Other	**Quantity:**
Description: Internal Use, External Use, Mobile, Secure		
Communication: Cell Phones		
Priority: High	**Type:** Other	**Quantity:**
Description:		
Communication: Email		
Priority: Moderate	**Type:** Data	**Quantity:**
Description:		
Communication: Text Alert		
Priority: Moderate	**Type:** Data	**Quantity:**
Description:		
Communication: Social Media-Facebook		
Priority: Low	**Type:** Data	**Quantity:**
Description:		
Communication: Social Media-Twitter		
Priority: Low	**Type:** Data	**Quantity:**
Description:		

B. Direction and Control

1. This ESF complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Office of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding Communications for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment from each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control of ESF #2. Mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. ESF #2 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities of ESF #2. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement of on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF. The Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #2 - Communications	
1	Designate personnel to coordinate activities in the EOC.
2	Ensure staff compliance with the use of approved devices. Personal device bans may be implemented as necessary.
3	Provide field support for emergency responders at the scene as needed.
4	Provide and maintain primary communications for the EOC on a 24-hour basis using any available public and private communications systems.
5	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
6	Use call down rosters to alert emergency responders or provide situation updates.
7	Ensure integration with FEMA IPAWS where appropriate.
8	Supervise EOC communications personnel (radio, telephone and teletype operators, repair crews, runners, etc.).
9	Inform local warning receiving and disseminating entities of EOC activation.
10	Participate in EOC briefings, incident action plans, situation reports and meetings to support communication services.
11	Coordinate communications and radio warning frequencies.
12	Activate public warning systems including the Emergency Alert System (EAS).
13	Alert emergency response agencies and the public in neighboring jurisdictions.
14	Support media center communications operations.
15	Ensure the Emergency Public Information Officer (PIO) provides pertinent warning information to media for distribution.
16	Implement procedure to maintain, inspect, and protect communications equipment.
17	Make arrangements to repair emergency communications equipment on a 24-hour basis. Notify EOC of equipment failures and repair actions.
18	Develop a communications equipment priority restoration list.
19	Establish and maintain communications at shelters, feeding sites, staging areas, distribution centers, and hospitals.
20	Activate or coordinate alternate 911 dispatch center if necessary.
21	Identify damage to communications infrastructure and support damage assessment teams.
22	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
23	Identify any needed specialized resources that are unavailable to responding entities.
24	Ensure AFN populations or contractors staff are available for translation/alternate mode services.
25	Provide field support for emergency responders at the scene as needed.
26	Coordinate the prepositioning of resources with other agencies.

27	If relocating to the alternate EOC, ensure that current communications are established and tested at the new location before disconnecting current systems, if possible, with field personnel, affected jurisdictions and higher levels of government.
28	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
29	Evaluate requests for resources against known supplies.
30	Deploy additional staff if the emergency exceeds the existing Communication staff's capabilities.

Support Agencies Responsibilities

Supporting: City of Mesa Fire/Medical Department – Office of Emergency Management	
Response (During Event) Actions for ESF #2 - Communications	
1	Start a unit log (ICS 214) to hand-record items not covered in this checklist.

All Support Agencies	
Response (During Event) Actions for ESF #2 - Communications	
1	Staff the EOC when requested by the Primary Agency or Mesa EOC.
2	Develop and maintain a working relationship with the Primary and Support Agencies, communication industry representatives, and private communication providers.
3	Provide communications resources, equipment, and vehicles, upon request. (Communications Department may be able to assist)
4	Assist other EOC units, branches, and sections as requested. Act as liaison with home agency to support emergency event.

ESF #3 - PUBLIC WORKS AND ENGINEERING

Primary Agencies:

City of Mesa Energy and Sustainability Department
City of Mesa Engineering Department
City of Mesa Solid Waste Department
City of Mesa Water Resources Department

Support Agencies:

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

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #3 is to provide resources of member agencies to support Public Works and Engineering needs in City of Mesa.

B. Scope

1. ESF #3 addresses both emergency public works assistance and engineering support. Specifically, it discusses:

    a. Infrastructure protection and emergency restoration

    b. Safety inspections and other assistance for first responders

    c. Engineering and construction services

    d. Debris management operations

e. Safety of public water supplies and wastewater treatment facilities

II. Concept of Operations

A. General

1. ESF #3 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe their capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, this ESF will work with its support agency counterparts to seek and procure, plan, coordinate and/or direct the use of required assets.

4. Throughout the response and recovery periods, the City of Mesa Emergency Operations Center will evaluate and analyze information regarding public works and engineering service requests for response, develop and update assessments of the impacted area, and undertake contingency planning to meet anticipated demands or needs.

5. Protective actions: For slowly developing emergency situations, the primary agency of the affected jurisdiction with the assistance of the Emergency Operations Center will take actions to protect government facilities, equipment, and supplies prior to the onset of hazardous conditions; Plan and designate who will carry out pre-disaster protective actions for impending hazards, including identifying possible facilities for debris storage and reduction, and building barricades, reinforcing structures, temporary fencing and other measures.

6. Debris management: Develop general priorities for clearing debris from roads; Remove debris from public property and manage proper debris disposal; Coordinate with state and federal agencies in cleanup if necessary, identifying potential brownfield locations in affected areas. Proactive public outreach programs can advise the public of the actions they can take to facilitate pickup and assist in debris management.

B. Direction and Control

1. ESF #3 complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The system operates in two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding public works and engineering for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment and mission tasking by a local primary agency, each support organization assisting with the assignment will retain administrative control over its own resources and personnel but will be under the operational control. Mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. ESF 3 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement of ESF 3 on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

2. 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 will have on the whole community to include, but not limited to; persons with disabilities, access and functional needs and other unique populations i.e., schools, hospitals, managed care facilities, group homes, incarcerated, children, families, etc.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF. The Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this Checklist.
2	Coordinate the removal of debris and restoration of public access.
3	Generate detailed information on needs and logistics that the higher level of government may not have and provide these proactively to state and federal officials in an efficient manner.
4	Allocate resources to prioritize incident victims.
5	Coordinate the prepositioning of resources with other agencies.
6	Repair harbors, waterways, port facilities, but implement immediate rerouting of vessels if such locations become hazardous.
7	Assist in establishing alternate routes of access required due to road closures.
8	Evaluate requests for resources against known supplies.
9	Organize relevant information from EOC and disseminate to staff.
10	Provide for handling and disposal of contaminated soil, water, clothing, and other items.
Primary: City of Mesa Engineering Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Use ARC/FEMA pre-established Damage Assessment and Area Assessment criteria to categorize damage.
2	Prioritize infrastructure repairs and stabilization according to critical needs.
3	Coordinate the continuation or restoration of essential public services.

4	Provide backup electrical power to the EOC.
5	Make emergency repairs to key facilities providing continued operational capabilities.
6	Designate personnel to coordinate activities in EOC.
7	Provide field support for emergency responders.
8	Inspect damage to private and public buildings and infrastructure.
9	Coordinate with Transportation and Resources to facilitate closing roads and constructing barricades.
10	Perform priority repairs of local roads, bridges, and culverts.
11	Perform priority repairs to local water and wastewater systems.
12	Assist in the restoration of gas, electric, and communications services.
13	Request outside assistance from surrounding jurisdictions and private sector as required.
14	Report communications status and potential problems and solution options to the EOC Director.
15	Obtain needed resources and supplies, including any temporary infrastructure substitutes/alternatives.
16	Establish specific criteria for whether new supplies are time efficient, affordable, and mission essential.
17	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
18	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
19	Assist in initiating traffic management operations and control strategies.
20	Provide field support for emergency responders at the scene.
21	Follow established procedures for communicating with personnel performing field operations.
22	Use call down rosters to alert emergency responders or provide situation updates.
23	Set specific priorities in consultation with government, elected officials, a designated official, or the EOC Director.
24	Deploy additional staff if the emergency exceeds the existing Public Works staff's capabilities.

25	Ensure that the following response and recovery activities are completed during, and reviewed after, an emergency.
26	Will ensure that the following response and recovery activities are completed during, and reviewed after, an emergency.
27	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.
28	Establish and maintain a working relationship with Support Agencies, applicable industry representatives and private providers.
29	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.
30	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.
31	Conduct safety inspections and coordinating debris removal from public right of way before the public is allowed to return to the impacted area as part of the response and recovery operations.
32	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 public is allowed to return to the impacted area as part of the response and recovery operations.
33	May provide public works and engineering resources, equipment, and vehicles, upon request.
34	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.
35	Maintain records of expenditures and document resources utilized.
36	Assist other EOC units, branches, and sections as requested.
37	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.
38	Work with City of Mesa Office of Procurement Services to ensure that qualified contractors are used to provide recovery and restoration services.
39	Work with Incident Command to coordinate necessary credentialing protocols so that response personnel have access to the incident site.

Recovery (Post Event) Actions for ESF #3 - Public Works and Engineering	
1	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.
2	Inspect and assess any damage to mass-care facilities, providing reports to appropriate authorities who will conduct long-term repair and reconstruction.
3	Participate in after action meetings and prepare Public Works After Action Report (AAR).
4	Continue to repair infrastructure and buildings on a priority basis and prepare information necessary for hand off to public works contractors.
5	Provide personnel to support damage assessment teams and hire or borrow additional staff according to necessary team size and travel vicinity.
6	Coordinate with damage assessment teams to ascertain which land routes and waterways need to remain closed pending further reconstruction and clean up.
7	Coordinate with damage assessment teams to condemn, demolish, and dispose of structures that present a safety hazard to the public.
Primary: City of Mesa Energy and Sustainability Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Conduct a damage assessment regarding sanitation services. Coordinate with Medical, Hazmat and Long-Term Recovery staff if necessary.
2	Coordinate with HAZMAT regarding hazardous material debris removal, and coordinate with regional and federal authorities.
3	Implement a hazardous material and waste determination plan.
Primary: City of Mesa Water Resources Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Prioritize infrastructure repairs and stabilization according to critical needs.
2	Coordinate the continuation or restoration of essential public services.
3	Clear debris from public property, organize the clean-up, and prioritize essential locations.
4	Conduct a damage assessment regarding sanitation services. Coordinate with Medical, Hazmat and Long-Term Recovery staff if necessary.

5	Make emergency repairs to key facilities providing continued operational capabilities.
6	Assist in the continuity of sanitation services.
7	Designate personnel to coordinate activities in EOC.
8	Inspect damage to private and public buildings and infrastructure.
9	Perform priority repairs to local water and wastewater systems.
10	Report communications status and potential problems and solution options to the EOC Director.
11	Obtain needed resources and supplies, including any temporary infrastructure substitutes/alternatives.
12	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
13	Provide field support for emergency responders at the scene.
14	Follow established procedures for communicating with personnel performing field operations.
15	Determine supply needs generated by the emergency and request any supplies not already present in storage.
16	Prepare adequate personnel shift schedules for events 24 hours in duration.
17	Deploy additional staff if the emergency exceeds the existing Public Works staff's capabilities.
Recovery (Post Event) Actions for ESF #3 - Public Works and Engineering	
1	Plan recovery, reconstitution, mitigation, and other long-term actions
2	Plan for the gradual shut down of emergency Public Works operations
3	Prepare Public Works Damage Assessment Report or ICS Form 219
4	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required
5	Participate in after action meetings and prepare Public Works After Action Report (AAR)
6	Continue to repair infrastructure and buildings on a priority basis, and prepare information necessary for hand off to public works contractors
7	Provide personnel to support damage assessment teams, and hire or borrow additional staff according to necessary team size and travel vicinity

8	Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage
Primary: City of Mesa Solid Waste Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Conduct a damage assessment regarding sanitation services. Coordinate with Medical, Hazmat and Long-Term Recovery staff if necessary
2	Assist in the continuity of sanitation services.
3	Designate personnel to provide technical assistance with the debris removal process.
4	Implement a debris removal plan.
5	Implement a hazardous material and waste determination plan.
6	Assist other departments in the debris removal by providing 20-, 30- & 40-yard roll-off containers.
7	Coordinate the borrowing of additional 20-, 30- & 40-yard roll-off containers for debris removal.
8	Provide bulk item refuse collection manpower and equipment for debris removal.
Recovery (Post Event) Actions for ESF #3 - Public Works and Engineering	
1	Continue to repair infrastructure and buildings on a priority basis, and prepare information necessary for hand off to public works contractors
2	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.
3	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 number of debris is estimated, and a process of removal determined.
4	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); hazardous materials and waste such as asbestos containing building materials, paints, solvents, cleaners, household and industrial products, etc.; and biological wastes such as animal carcasses.

All Support Agencies	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Staff the EOC when requested by the Primary Agency or EOC Manager.
2	Develop and maintain a working relationship with the Primary and Support Agencies, communication industry representatives, and private communication providers.
3	Provide direction on environmental regulatory matters.
4	Provide public works and engineering resources upon request.
5	Assist other EOC units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency events.
7	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.

Supporting: City of Mesa Development Services Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	After inspection, coordinate for disposal of structures that present a safety hazard to the public.
2	When requested coordinate expedited permit review with applicable jurisdictions.
Recovery (Post Event) Actions for ESF #3 - Public Works and Engineering	
1	Coordinate with damage assessment teams to condemn, demolish, and dispose of structures that present a safety hazard to the public.
Supporting: City of Mesa Parks, Recreation, and Community Facilities Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Make emergency repairs to key facilities providing continued operational capabilities.

Supporting: City of Mesa Development Services Department	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	After inspection, work with Development Services to coordinate for disposal of structures that present a safety hazard to the public.
2	When requested coordinate expedited permit review with applicable jurisdictions.
Supporting: Flood Control District of Maricopa County	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Will act as the Primary Agency for recovery operations at FCDMC structures and facilities.
Supporting: Maricopa County Waste Resources and Recycling Management	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Coordinate debris collection and removal with the municipalities and private organizations.
2	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.
3	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.
4	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.
5	After inspection, work with Planning and Development Department to coordinate for disposal of structures that present a safety hazard to the whole community.
6	When requested coordinate expedited permit review with applicable jurisdictions.
Supporting: Maricopa County Department of Environmental Services	
Response (During Event) Actions for ESF #3 - Public Works and Engineering	
1	Inspect for contaminated food supplies at food establishments.
2	Provide guidance through the joint information system for the disposal of contaminated food supplies.

3	When requested coordinate expedited permit review with applicable jurisdictions.
4	Provide direction on environmental regulatory issues

ESF #4 - FIRE SERVICE

Primary Agency:
City of Mesa Fire & Medical Department

Support Agencies:
Arizona Department of Forestry and Fire Management
Central Arizona Automatic Aid Consortium Fire Departments
City of Mesa Energy and Sustainability Department
City of Mesa Fleet Services Department
City of Mesa Police Department
City of Mesa Transportation Department
City of Mesa Water Resources Department

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #4 is to provide fire service coordination and support services in support of fire service events in City of Mesa.

B. Scope

1. The scope of ESF #4 addresses fire service assistance. It coordinates firefighting activities, including the detection and suppression of fires and if required, providing personnel, equipment, and supplies. Specifically, it discusses:

    a. Fire service support in prevention, detection, suppression, and recovery from urban, rural, and wild-land fires.

    b. Fire suppression and prevention activities

    c. Mutual aid and resource augmentation

    d. Fire command and control structure

II. Concept of Operations

A. General

1. ESF #4 is consistent with City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, coordination, and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident

2. Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

3. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities (based on the National Planning Scenarios, the Universal Task List, and the Target Capabilities). Periodic training and exercises are also conducted to enhance effectiveness.

4. In a large event requiring local and State mutual aid assistance, these agencies will coordinate with support agency counterparts to seek, procure, plan, coordinate and direct the use of any required assets.

5. Throughout the response and recovery periods, the City of Mesa Emergency Operations Center will evaluate and analyze information regarding fire detection, suppression, and prevention requests for response, develop and update assessments of the fire service situation and status in the impact area, and perform contingency planning to meet anticipated demands or needs.

6. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field Operations

3. During emergency activations, all management decisions regarding fire service for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment and mission tasking by a local primary agency, each support organization assisting will retain administrative control over its own resources and

personnel but will be under operation control. Mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. ESF #4 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement of on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #4 - Fire Service	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this checklist.
2	Provide resource and field support for emergency responders.
3	Coordinate the prepositioning of resources with other agencies.
4	Coordinate and direct the activation and deployment of fire service personnel, supplies and equipment.
5	Alert and activate off-duty and auxiliary personnel as required by the emergency.
6	Identify any needed specialized resources that are unavailable to responding entities.
7	Determine the supply needs generated by the emergency.
8	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EM Director and log the time and date.
9	Coordinate with Mass Care and Medical, or Hazmat if appropriate for exposure response during event.

10	Coordinate resource requests from the Incident Commander through the Incident Command Post, to the EOC.
11	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
13	Allocate resources to prioritize affected population.
14	Monitor potential resource shortages in the jurisdiction and present options to the EOC Director.
15	Generate detailed information on needs and logistics.
16	Coordinate the management of air resources with other agencies.
17	Alert administrative personnel, if potentially needed.
18	Use call down rosters to alert emergency responders or provide situation updates.
19	Provide and maintain primary communications city wide and for the EOC on a 24-hour basis using all available public and private communications systems.
20	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
21	Coordinate communications and warnings radio frequencies.
22	Coordinate with Mass Care and Public Works for the preparation and inspection of shelter facilities prior to occupancy by evacuees. Also take into consideration while inspecting the requirements and needs for the whole community.
23	Prepare evacuation movement control plans and planning tables.
24	Coordinate with other agencies to recommend evacuations as appropriate.
25	Coordinate evacuations with law enforcement officials.
26	Anticipate and plan for having to create and obtain transportation and resources to assist the whole community.
27	Assist the animal care and control agency's efforts to evacuate animals at risk during catastrophic emergency situations.
28	Assist staff for External Affairs in warning and evacuation operations when not involved in Search and Rescue.
29	Coordinate with the EOC Director to issue a statement on the jurisdiction's policy on people that do not comply with evacuation instructions. The statement addresses the consequences for not evacuating and the services (food, medical, utilities, sanitation, etc.) that will be discontinued or interrupted in the evacuation area.
30	Activate public warning systems to include the Emergency Alert System (EAS).
31	Participate in EOC briefings, incident action plans, situation reports and meetings.
32	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
33	Coordinate the activation of mutual aid agreements.
34	Prepare and plan for the handling of AFN needs population.
35	If more than one shift is needed, prepare, and post a shift schedule.

Support Agencies Responsibilities

Supporting: City of Mesa Energy & Sustainability - Gas Division
Response (During Event) Actions for ESF #4 - Fire Service

1	All firefighting support resources will be coordinated through and assigned from the EOC as requested by field Incident Commanders.

Supporting: City of Mesa - Fleet Services Department	
Response (During Event) Actions for ESF #4 - Fire Service	
1	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).
Supporting: Central Arizona Automatic Aid Consortium Fire Departments	
Response (During Event) Actions for ESF #4 - Fire Service	
1	All firefighting support resources will be coordinated through and assigned from the EOC as requested by field Incident Commanders. All firefighting support resources will be used on a priority basis to protect lives and property. All expenses associated with 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.
Supporting: Arizona State Land Department, Wildland Fire Division.	
Response (During Event) Actions for ESF #4 - Fire Service	
1	All firefighting support resources will be used on a priority basis to protect lives and property. All expenses associated with 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.
Supporting: City of Mesa Police Department	
Response (During Event) Actions for ESF #4 - Fire Service	
1	Carry out evacuation of areas in coordination with the on-scene command post.
2	Assume control of law enforcement activities at the site.
3	Implement evacuation when necessary
Supporting: City of Mesa Transportation Department	
Response (During Event) Actions for ESF #4 - Fire Service	
1	Assist MPD in traffic control by providing information and equipment in support of evacuation and rescue missions.

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ESF #5 - EMERGENCY MANAGEMENT

Primary Agency:

City of Mesa Fire/Medical Department- Office of Emergency Management
City of Mesa – City Manager's Office
City of Mesa Police Department

Support Agencies:

Arizona Department of Emergency and Military Affairs
City of Mesa City Management
Maricopa County Department of Emergency Management

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #5 is to:

    a. Collect, analyze, and disseminate information on the nature, scope, and potential impacts of an incident or major disasters.

    b. Use this intelligence to support the Command Group, Logistics, and Operations in their impact assessment and response missions.

    c. Identify and anticipate future needs and resource requirements and incorporate this analysis into Incident Action Plans.

B. Scope

1. ESF #5 serves as the coordinating ESF to address response to local events. It facilitates information and resource flow to assist locals during a disaster.

2. ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination for operations involving potential and actual disaster/emergencies. This includes alert and notification, deployment, and staffing of the EOC Team, incident action planning, coordination of operations, logistics and material, direction and control, information management, facilitation of requests for state assistance resource requests, worker safety and health, facilities management, financial management, and other support as required.

II. Concept of Operations

A. General

1. ESF #5 is consistent with the City of Mesa Emergency Operations Centers and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System in order to provide incident assessment, planning, procurement, deployment, coordination and support operations to City of Mesa through the City Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local, county or state mutual aid assistance, will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.

4. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

5. In a large event requiring local, county or state mutual aid assistance, will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.

6. The development of a fully functional, effective, and sustainable capability for City of Mesa will be guided by the following principles:

    a. All ESF's will be fully integrated into all phases of ESF #5.

    b. It will address the potential impacts of natural, technological, and man-made hazards, and be in full compliance with NIMS.

    c. Planning for recovery will begin on Day 1 of the event.

    d. Emphasis will be given to pre-disaster planning for post-disaster utilization of disaster intelligence to support Incident Action Planning.

7. When an institution for some unique populations, including but not limited to schools, corrections/jails, hospitals, long term medical treatment centers, non-medical treatment facilities, or similar entities needs a notification regarding a disaster or emergency event, it is the responsibility of the emergency management agency that has jurisdiction over such an

institution, to develop a simple communication plan for notifying or sharing appropriate information with those institutions.

8. Emergency management will emphasize that activities be inclusive under The Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) in every aspect of all disaster cycle operations, explicit or otherwise, contained in this Emergency Operations Plan.

9. Upon activation of the EOC, particularly if the need for evacuation, sheltering, alerting and/or warning to the whole community is required, an experienced individual as the Disabilities, Access and Functional Needs Liaison may be located, depending on the severity and scope of a disaster or emergency event, at the State Emergency Operations Center (SEOC), the Maricopa County Emergency Operations Center (MCEOC), or the EOC. A Shelter Manager may also designate, at a shelter site or through assistance at the EOC, a Disabilities, Access, and Functional Needs Coordinator for shelter operations.

10. Additional shelter support, including requests for equipment and supplies for segments of the whole community, 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, possibly by the Liaison or as directed by the EOC.

11. If a person decides to remain within the area covered by a mandatory evacuation order, the person may do so without the judgment of their capability to make such a decision, perceived or otherwise. The local jurisdiction coordinating the disaster or emergency event response will appropriately communicate the scope and severity of an incident so that a person may make a reasonable and informed decision. If a person decides to remain within a mandatory evacuation zone, s/he may be required by law enforcement to remain on the person's property, and detained should the person choose to leave their property yet remain within a mandatory evacuation zone. A person's choice to remain within the area covered by a mandatory evacuation order must be documented by the local jurisdiction appropriately.

B. Direction and Control

1. ESF #5 complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. It may operate at two levels which are City of Mesa Emergency Operations Center and Field operations.

3. During emergency activations, all management decisions regarding Emergency Management for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control of ESF #5. Mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. ESF #5 will be activated as identified in the Basic Plan. The representatives or designees of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate ESF #5 or place on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. The following are general actions performed in ESF #5. The specific actions carried out in City of Mesa are grouped into phases of emergency management in the table below. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

    a. Intelligence Planning Function such as:

        i. gathering information,

        ii. analyzing intelligence,

        iii. preparing incident action plans,

iv. providing training and exercises on the above is the prime focus. These actions are spread across all phases of emergency management.

b. Intelligence Collection and Analysis

c. The ability to acquire, analyze and disseminate information and intelligence on disasters and their impacts is fundamental to effective use of intelligence to establish operational and logistical objectives and priorities. Intelligence can be collected, analyzed, and used in support of three overlapping phases of disaster operations: pre-event (as applicable for foreseeable events such as Severe Storms, Wildfires, etc.); impact assessment and immediate response; and sustained response and initial recovery.

d. Pre-disaster analyses (predicted impacts) which use predictive tools to estimate disaster impacts.

e. Immediate, post-disaster impact assessments, which focus on 1) disaster impacts on people, buildings, and infrastructure – with emphasis on assessments of functionality of essential services; and 2) local response capabilities and immediate needs.

f. Post disaster damage assessments, which assess damage to eligible infrastructure and individuals.

2. Intelligence on predicted and observed disaster impacts should be used to assess jurisdictional capabilities (response and recovery). This is designed:

   a. To evaluate resources, capabilities, and shortfalls (e.g., availability of trained personnel, equipment, supplies) to determine the level of State and Federal assistance that is needed, organized by ESF.

   b. To rapidly communicate estimated shortfalls to the City of Mesa Command Group and State Emergency Management

3. Incident Action Planning

   a. Disaster intelligence will provide critical input to the Incident Action Plan (IAP), which provides:

      i. Current information that accurately describes the incident situation and resource status

      ii. Predictions of the probable course of events

      iii. Alternative strategies to attain critical incident objectives

      iv. An accurate, realistic IAP for the next operational period

4. Training

    a. Training is a critical Preparedness component of ESF #5. The objective is to develop and sustain the capability in City of Mesa to routinely implement each phase and function of ESF #5. Accordingly, training will address the following:

        i. Planning and Information – overview of key components of ESF #5; role, requirements, and integration under NIMS

        ii. Intelligence and Analysis - procedures for identifying, collecting, prioritizing, and utilizing intelligence

        iii. Use of Predictive Models – coordination within use of predictive tools for rapid needs assessment; templates; SOPs; identification of needed local expertise (Geographic Information Systems)

        iv. Preparation and Utilization of Incident Action Plans

        v. Incident Action Matrix: A Tool for Establishing Priorities, Assigning Tasks to Agencies, and Tracking Progress

5. Exercises

    a. Each year the City of Mesa conducts an annual Monsoon Preparedness Exercise that includes representatives from all city departments. In addition, the Office of Emergency Management assists our Major League Baseball teams and the Mesa Public School District to develop and conduct Tabletop Exercises for their staff.

6. Consistent with NIMS, City of Mesa will incorporate plans and procedures into exercises that will be conducted at the local and State level. On an annual basis, at least two exercises will be used to evaluate readiness. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF #5 encompasses a full range of activities from training to the provision of field services.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF. The Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #5 - Emergency Management	
1	Coordinate activities between ICS section chiefs and EOC.
2	Compile and collate preliminary damage assessment (PDA) data and other relevant information on the emergency or disaster for the EOC Situation Report (SITREP) and disseminate.
3	Coordinate Initial Damage Assessment (IDA) and Rapid Damage Assessment (RDA) as appropriate.
4	Support the preparation of Incident Action Plans (IAP) and distribute to appropriate partners.
5	Ensure that copies of news releases and situation reports are transmitted to the state EOC.
6	In the case of a foreseeable event impact, set up status boards, obtain data, studies, and electronic files.
7	Coordinate response to unplanned arrivals and volunteer groups who self-deploy.
8	Obtain needed resources and supplies.
9	Identify any needed specialized resources that are unavailable to responding entities.
10	Coordinate the prepositioning of resources with other agencies.
11	In the case of a foreseeable event impact, review pre-determined requests for prepositioning of critical resources (personnel, equipment, and supplies).
12	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
13	Coordinate with Logistics to ensure that all available resources are logged and requests for resources are filled.
14	Generate detailed information on needs and logistics that the higher levels of government may not have.
15	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
16	Provide GIS support according to agency needs.
17	Coordinate with other agencies to recommend evacuations.
18	Coordinate or assist with the transportation of evacuated persons animals to designated shelters.
19	Collect and analyze intelligence in support of the overlapping phases of disaster operations: pre-event, impact assessment, response, and recovery.
20	Ensure that requests for assessment teams are forwarded to the local and state EOC.
21	Collect and process information received from rapid damage assessment teams, analyze this information, and share with appropriate partners.
22	In the case of a foreseeable event impact, collect, analyze, and apply disaster intelligence information and deployment of local damage assessment teams.

23	Coordinate with ESF #10 for disposal of contaminated soil, water, clothing, and other items that could not be adequately decontaminated.
24	Coordinate with the EOC Director regarding needs and priorities for meeting them.
25	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
26	In conjunction with Communications, provide and maintain primary communications for the EOC on a 24-hour basis using available public and private communications systems.
27	Set specific priorities in consultation with governments, the policy group, designated officials, and the EOC Director.
28	Coordinate communications and warnings radio frequencies.
29	Use a call down rosters to alert emergency responders or provide situation updates.
30	Activate public warning systems to include the Emergency Alert System (EAS).
31	Determine the supply needs generated by the emergency.
32	Maintain financial and legal accountability.
33	Evaluate all requests for resources against known supplies.
34	Initiate contact with the media through External Affairs.
35	In conjunction with the Public Information Officer (PIO) provide a coordinated source of public information to the media and public, thus ensuring continued confidence in the government's ability to protect life and property.
36	Coordinate with the Public Information Officer's (PIO) notification of protective actions to be taken in response to impending or actual disasters.
37	Maintain logs of activities, communication, and resource deployments.
38	In coordination with the Public Information Officer (PIO) initiate public information activities as dictated by the situation. Coordinate the operations of the Joint Information System (JIS) with other agency PIOs; approve releases of information through the JIS and other field operations as required.
39	Establish and maintain the Essential Elements of Information (EEIs) to support decision making.
40	Support the IC and EOC Director with situational awareness briefings for staff and leadership.
41	Determine the long-range resource requirement needed to support the desired outcome.
42	Ensure security is established at the EOC.
43	Ensure finance and response actions are documented for recovery operations.
44	Determine operational planning and logistical requirements for next operational period.
45	Review and plan for economic and social impacts of incident.
46	Maintain use of duty position logs.
47	Participate in the development of After-Action Reports (AAR) and Improvement Plan (IP).
48	Consider staffing and operational requirements for 24-hour operations.
49	Prepare an oral increased readiness report for the first meeting with the EOC Director.
50	Report communications status and potential problems and solution options to the EOC Director.

51	Activate public warning systems to include Emergency Alert System (EAS).
52	If relocating to an alternate EOC, ensure that all current communications are established and tested at the new location, if possible, before notifying evacuation field personnel, affected jurisdictions, or higher levels of government.

Support Agencies Responsibilities

Supporting: All Support Agencies	
Response (During Event) Actions for ESF #5 - Emergency Management	
1	Staff the EOC when requested by the Primary Agency.
2	Develop and maintain a working relationship with the Primary Agency and other support agencies.
3	Assist other EOC units, branches, and sections as requested.
4	Provide emergency management resources, equipment, and vehicles, upon request.
5	Communicate with the EOC on the activities related to the response and recovery of critical infrastructure.
6	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
7	Act as a liaison with home agency to support emergency event

Primary Agency:

City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Community Services
City of Mesa Fire/Medical Department (Office of Emergency Management)

Support Agencies:

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

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #6 is to coordinate the emergency provision of temporary shelters, emergency mass feeding and the bulk distribution of coordinated relief supplies for population affected by a disaster and disaster workers.

B. Scope

1. ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by disaster/emergencies.

2. ESF #6 includes four primary functions: mass care, emergency assistance, housing, and human services.

a. Mass care involves the coordination of non-medical mass care services to include sheltering of disaster survivors and household pets, organizing feeding operations, providing emergency first aid at designated sites, collecting, and providing information on disaster survivors to family members, and coordinating bulk distribution of emergency relief items.

b. Emergency assistance includes functions of evacuation support in conjunction with ESF #1 and ESF #9, reunification of families, access, and functional needs population support, sheltering of disaster survivors and household pets, and overall shelter management.

c. Housing involves the provision of assistance for short- and long-term housing needs of disaster survivors.

d. Human Services includes providing disaster survivor-related recovery efforts such as emotional support and identifying support for persons with access and functional needs.

II. Concept of Operations

A. General

1. ESF #6 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #6 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF #6 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.

4. City of Mesa Emergency Operations Center will coordinate ESF #8 to address the requirements of persons with access and functional needs, including their sheltering requirements.

5. This ESF will coordinate sheltering requests, which must be facilitated in conjunction with ESF #4, ESF #5, ESF #6, ESF #7, ESF #8 & 13, local schools, and secondary institutions along with the American Red Cross to inventory potential shelter locations and have:

a. Identified usable shelters, to include, but not limited to pre-identified city buildings, schools, churches, and campgrounds.

b. Written agreements to use shelters, as appropriate. Trained volunteers for mass care and shelter operations.

c. Established a communication system for communications between shelters, Red Cross HQ, and the EOC.

d. Established, with other social service organizations, a crisis counseling system in said shelters.

6. School districts can provide a list of facilities that could be eligible for assessment as a secondary sheltering site, should the pre-designated site within the district boundaries be, by whatever means, no longer available for use, or if a site within the district boundaries had not been determined prior to a disaster or emergency event to be used for shelters and the disaster or emergency event's severity and scope requires an alternative solution to the pre-designated shelters in place.

7. The Mesa Fire and Medical Department - Office of Emergency Management in coordination with the American Red Cross and ESF #5 will work in conjunction with local government toward the process of short term and long-term housing. ESF #5 identifies Type III sheltering team resources available. ESF #6 should coordinate with other organizations that operate shelters to ensure that evacuees occupying those facilities are registered and information provided to local EOC.

8. Shelters providing care and relief of the whole community may register residents of a shelter to a disasters or emergency event's disaster welfare inquiry (a.k.a. missing/separated persons tracking systems) and collect, as appropriate, other pertinent, personal demographic data for further response and recovery operations.

a. Reception Centers may be used as a gathering place for evacuees to provide initial processing. These areas should be located along predetermined evacuation routes and sufficiently distant from the affected areas to provide ease of public access, facilitate traffic flow and to preclude possible relocation of the area. Guidance, information, and in some cases transport, may be provided to move the evacuees to an appropriate mass care shelter.

b. The purpose of screening & registration is to be able to identify evacuees with special needs or concerns, respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.

c. The specific facilities that will be used for sheltering and feeding during an emergency will depend on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations.

d. Shelters should be opened and closed based on need. When occupancy of existing shelters reaches 75 to 80 percent, consideration should be given to opening or requesting an additional facility.

e. Shelters should be managed by individuals with shelter management training, preferably individuals who work in the facility daily. The American Red Cross and any other agency in operation should jointly maintain a listing of trained shelter and mass care facility managers in the local area.

f. To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines. When the American Red Cross opens a shelter, internal policies guide how the facility is staffed and operated.

g. Private and Non-Governmental Organization entities serving mental health, developmental disabilities, and medical assistance needs may assist and augment these operations and American Red Cross in the screening and management of Shelters.

h. Shelter managers are expected to provide periodic situation reports to the EOC on the status and number of occupants, resources needed, any problems and the number of meals served. Volunteer groups operating shelters may also be required to report this information through their organizational channels. Local government is responsible for providing the following support for shelter operations:

    a. Security and, if necessary, traffic control at shelters.

    b. Fire inspections and fire protection at shelters.

    c. General operational support, if requested.

    d. Basic medical attention if the organization operating the shelter cannot do so.

i. In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services. Some of these services may be provided by the same volunteer organizations that are operating shelters.

j. In other cases, multiple agencies may have to identify the needs of those in public shelters that require services from Maricopa County Human Services representative(s), the City of Mesa Emergency Operations Center may be able to arrange for assistance from other volunteer organizations and agencies. Many human services programs also serve disaster affected population that has not been evacuated from their homes.

9. This ESF will be required to provide emergency relief supplies. Most shelters can obtain food directly from state distribution agencies which exist through county organizations active in disasters (COAD) or state volunteer organizations active in disasters (VOAD) religious organizations, and USDA Food and Nutrition Service (FNS) commodities. Therefore, the process of acquiring food may completely bypass EM services and agency management.

    a. Both fixed facilities and mobile units may be used for preparing and serving meals. Fixed facilities include schools, churches, and civic buildings serving as shelters. The American Red Cross and other disaster relief agencies may also deploy self-contained mobile feeding units to supplement fixed feeding facilities.

10. The City of Mesa Emergency Operations Center will coordinate emergency first aid which consists of basic first aid and referral to appropriate medical care provided at mass care facilities and designated sites.

    a. Emergency first aid services should be provided to affected population and workers at mass care facilities and at designated sites within the affected area as available. This emergency first aid service should be supplementary to emergency health and medical services established to meet the needs of the affected population.

    b. These ESF will also need to coordinate assistance for individuals that comprise "Functional, Vulnerable or Special Needs" Populations which may include infants and young children, pregnant women, older adults, people with weakened immune systems or chronic health impairments or those that do not speak English as their primary language. Those with mental health or physical disabilities will need unique accommodation.

    c. It also includes people who are transient such as tourists, seasonal workers, and the homeless.

11. NGO's such as the American Red Cross can activate family reunification systems, like the ARC Safe & Well Website.

    a. Continue to utilize multiple means of communicating public information and education through ESF #15.

b. Return staff, clients, and equipment to regularly assigned locations.

c. Provide critical payroll and other financial information for cost recovery through appropriate channels.

d. Deactivate shelters and mass care facilities and return them to normal use.

e. Keep detailed logs of volunteer's time, location, and personal contact hours.

12. ESF #6 will operate in conjunction with ESF #10 for the discharge of any hazardous materials (HazMat)

    a. The threat presented by hazardous material incidents is often to both public health and safety, and the environment. While most hazardous material incidents involve smaller volumes of material, they do require specific approaches to different types of chemical and waste releases. It is important to assess the characteristics of the hazard, acquire the necessary resources and develop a site-specific emergency response plan.

    b. The Arizona Department of Public Safety (DPS) has the ultimate authority to coordinate with the necessary agencies and assess the scope of any HazMat incident.

    c. Specific care should be taken with the evacuation and communal shelter of individuals exposed to contaminants during a HazMat event.

13. Pets/Service Animals

    a. Only service animals (Per ADA, dogs, and miniature horses only) are allowed in American Red Cross affiliated shelters.

    b. For health reasons, companion animals (pets) are not allowed in emergency shelters operated by the American Red Cross and most other organized volunteer groups.

    c. Domestic animals/livestock (horses, goats, cows, chickens, etc.) are not allowed at public shelters.

    d. Depending on the situation, one or more of the following approaches can be utilized to handle evacuees arriving with pets.

    e. Direct pet owner to a public shelter that has covered exterior corridors or adjacent support buildings where pets in carriers may be temporarily housed.

    f. Provide pet owners information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.

g. Set up temporary pet shelters in local fenced in areas or close by to the mass care shelters if possible.

h. For large scale events, the City of Mesa Emergency Operations Center may rely on the local animal control agencies, and/or Humane Society to help coordinate pet shelter activities, and on the County Extension Office and other farm-related agencies or organizations for issues regarding livestock.

i. For large scale disasters the Livestock Board will be the lead agency toward mass disposal and containment needs in the event of extensive livestock loss.

j. Livestock events involving biohazards, zoonotic cross contamination, will be reported through ESF #11 to the state EOC representative, Department of Agriculture, USDA/APHIS and CDC as appropriate.

k. Consideration of domesticated animals is critical. If people cannot take their pets, Service Animals, or livestock with them, or know that their animals may not be cared for, they may choose not to evacuate or prepare adequately for a disaster or emergency event. Unique, preplanning considerations must be made to ensure unique facilities (i.e., veterinarian offices, animal care shelters, zoos, and colleges that contain large numbers of animals) are adequately prepared for the domesticated animals' movement and sheltering. The above provisions of providing appropriate relief, care, and sheltering also cover all disaster cycle activities involving domesticated animals and their owners who may or may not be continually present with their animal, including but not limited to; owners that are in congregate shelter or reception centers, owners needing Search and Rescue services, owners needing decontamination from exposure to hazardous materials, owners needing assistance during evacuations.

14. Persons who present immediate, life-threatening medical conditions, require intensive and/or ongoing medical observation for medically fragile conditions, or require more intensive decontamination procedures, as applicable, may be referred to an appropriate medical shelter or hospital facility while their family and/or friends reside in the shelter, should they choose so to stay. As recommended by shelter security and law enforcement, members of the whole community who threaten the safety and security of the shelter may also be referred to an alternative arrangement while their family and/or friends reside in the shelter, should they choose so to stay. Through coordination with other representatives of the whole community, as applicable, prepare for evacuation, through preparedness education efforts and/or mitigation, and care for, during the response and recovery phases.

15. Shelter facility surveys will be conducted for all shelters in the county and captured into the electronic National Shelter System, updated annually for those identified as 'preferred' shelters. An ARC Liaison, if a disaster or emergency event's severity and scope require it and/or

the ARC has the availability to staff such a position, may be established and/or requested by the EOC.

16. When a whole community is under evacuation orders, the EOC will collect and consolidate transportation requests and arrange resources. These requests will be tracked, recorded, and monitored by the EOC Logistics and Operations sections. The EOC will work with local jurisdiction police and fire departments and other agencies that are contacted by persons with disabilities, access and functional needs, people from other unique populations, and/or anyone that requires evacuation assistance, including providing assistance for reentry and/or return activities after evacuation orders are lifted. The EOC will also work with the school districts to coordinate evacuation assistance requests from the schools.

17. Under the guidance of Maricopa County Animal Care and Control, the primary agency and/or organization performing sheltering operations (i.e., American Red Cross, the Salvation Army, or local jurisdiction agency) will make all reasonable efforts to co-locate a domesticated animal care facility with a shelter for the people of the whole community. Co-locating a domesticated animal care facility may be permitted directly alongside a shelter facility that has the appropriate provisions and setup (i.e., covered exterior corridors or adjacent support buildings) where domesticated animals under appropriate restraint by their owner (i.e., on leashes and/or in carriers) may be housed for most, if not all, of the duration of an owner's stay at a shelter.

18. The provisions under the PETS Act will be carried out by Maricopa County Animal Care and Control and, as available to assist, the Arizona Humane Society; or by a third party under the agreement and/or authorization of Maricopa County Animal Care and Control to conduct similar activities.

B. Direction and Control

1. ESF #6 complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. This ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding sheltering, housing and human services for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the commander in carrying out the overall mission.

4. In accordance with a mission assignment and further mission tasking by a local primary agency, each support organization assisting an assignment will retain administrative control over its own resources and personnel but will be under the operational control of ESF #6 agencies. Mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications.

1. ESF #6 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage ESF #6 activities.

2. Upon instructions to activate or place on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF. The Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Establish and staff reception centers while waiting for shelters to open as appropriate.
2	Provide appropriate Mass Care information (number of occupants, meals served, etc.) to the information processing section in the EOC.
3	Determine the nature and scope of the disaster or incident by consulting with the EM Director.
4	Support opening and operating American Red Cross shelters.
5	Alert persons and organizations identified in the mass care resource list about the possible need for services and facilities.
6	Coordinate the care of unattended minors with the appropriate government agencies.
7	Coordinate food, hygiene, and medical exigencies for shelter populations in conjunction with shelter medical staff and volunteers.
8	Coordinate the necessary actions to ensure mass care facilities are opened and staffed.
9	Provide functional support to AFN populations within emergency shelters.
10	Obtain needed resources and supplies.

11	Recommend to the EOC Director the number and locations of mass care facilities to be opened.
12	Identify and provide staff to support shelter operations. This includes activation, staffing and management of shelter operations.
13	Coordinate with the appropriate staff to establish communications, mark routes to the Mass Care facilities, and establish traffic control systems.
14	Ensure each mass care facility has a highly visible identity marker and sign that identifies its location.
15	Provide canteen service and rest facilities to first responders as needed.
16	Collect information from Mass Care Facility Managers to support the jurisdiction's efforts to respond to inquiries from family members about the status of loved ones (name, home address, phone, next of kin, etc.).
17	Open and operate co-located pet shelters.
18	Anticipate and plan for the possibilities of having to create and obtain transportation and resources to for the whole community which includes AFN populations.
19	Coordinate with law enforcement to provide security at shelters.
20	Coordinate with law enforcement to identify the process of handling parolees, registered sex offenders, and other individuals with legal reporting requirements.
21	Coordinate with the EOC and private sector to provide meals and necessary supplies to shelter residents and staff.
22	Coordinate with the EOC Director regarding needs and priorities.
23	Maintain financial and legal accountability.
24	Provide proper identification for pets and companion animals to facilitate their post-event retrieval by owners or owner's designated agents.
25	If more than one shift of Reception & Mass Care Coordinators is needed, prepare, and post a shift schedule.
26	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.
27	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.
28	Support opening and operating American Red Cross shelters, at the request of the city of Mesa.
29	Establish a communication system between the EOC and shelters.
30	Staff the EOC when requested by the Primary Agency or EOC Manager.
31	Provide ADA accessible transportation resources including vehicles, fuel, drivers, and equipment upon request.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Staff the EOC when requested by the Primary Agency or EOC Manager

2	Develop and maintain a working relationship with the Primary and Support Agencies, Mass Care industry representatives, and private Mass Care providers.
3	Provide Mass Care resources, equipment, and vehicles, upon request
4	Assist other EOC units, branches, and sections as requested.
5	Act as liaison with home agency to support emergency event
6	Maintain records of expenditures and document resources utilized during response and recovery.
7	Coordinate Memoranda of Understanding (MOUs) with appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families.
8	Prepare for evacuation, through preparedness education efforts and/or mitigation, and care of, during response and recovery phases, the whole community.
9	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.
10	Provide staffing support for American Red Cross Reception and Care (RCC) or Evacuation Service Centers (ESC) and Local Assistance Centers (LACS), upon request.
11	Maintain records of expenditures and document resources of expenditures and document resources utilized during response and recovery.
Supporting: Maricopa County Animal Care and Control may:	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Implement plans to provide relief to domestic animal 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.
Supporting: Maricopa County Department of Public Health	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Conduct appropriate epidemiologic assessments, population monitoring and human health assessments.
2	Coordinate acute medical care needs with appropriate health care delivery agencies.
3	Coordinate assessment, treatment, and monitoring of those with medical needs to include behavioral health needs.
4	Coordinate pharmaceutical requirements for those with medical and behavioral health needs.
5	Coordinate “discharge” of those with medical needs when shelter closes
6	Provide support staff to assist with general shelter operations the city of Mesa
Supporting: Maricopa County Department of Environmental Services	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Ensures that health standards are maintained at shelters, food preparation and food delivery sites.
Supporting: The Salvation Army	
Response (During Event) Actions for ESF #6 - Mass Care	

1	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.
2	Prepare for evacuation, through preparedness education efforts and/or mitigation, and care for, during the response and recovery phases, the whole community.
Supporting: Valley Metro/Regional Public Transportation Authority	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Provide ADA accessible transportation resources including vehicles, fuel, drivers, and equipment upon request.
2	Establish and maintain a working relationship with the Lead and Support Agencies as well as private transportation providers.
3	Track all transportation services and movements provided by their agency
Supporting: Mesa Public Schools - Transportation Services	
Response (During Event) Actions for ESF #6 - Mass Care	
1	Provide ADA accessible transportation resources including vehicles, fuel, drivers, and equipment upon request.
2	Establish and maintain a working relationship with the Lead and Support Agencies as well as private transportation providers.
3	Track all transportation services and movements provided by their agency.

ESF #7 - LOGISTICS MANAGEMENT AND RESOURCE SUPPORT

Primary Agency:

City of Mesa Business Services Department

Support Agencies:

City of Mesa Community Services Department
City of Mesa Fire & Medical Department
City of Mesa Fleet Services Department
City of Mesa Human Resources Department
City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Police Department
City of Mesa Transit Services Department

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #7 is to acquire the necessary resources to support disaster operations. This process includes providing fiscal and logistical managerial support through timely and efficient acquisition and distribution of resources, purchasing, contracting, renting, and leasing of supplies and equipment. Also included are the roles of providing coordination of the documentation of reimbursable expenditures as determined by the Federal Emergency Management Agency (FEMA).

B. Scope

1. ESF #7 provides the operational framework for the resource management activities within the scope of this function, to include:

    a. EOC logistics section operations

    b. Resource identification

    c. Resource procurement

    d. Resource coordination

    e. Facilities and logistics

    f. Personnel augmentation

    g. Logistic management

    h. Volunteer and donations management

II. Concept of Operations

A. General

1. ESF #7 is consistent with City of Mesa Emergency Operations Center's methodology and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, coordination, and support operations to the City of Mesa through the City Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to assure a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #7 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF #7 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.

4. The focal point for all requests for resources will be the City of Mesa Emergency Operations Center. Resource requests unable to be provided for in ESF #6 will be routed to ESF #7. In coordination with Logistics Section, the ESF #7 representative will determine the sources of the needed resources. The representative will follow procedures as outlined in the Logistics Standard Operating Procedures. These include:

    a. Procurement Process

        i. Equipment and materials will be procured from both intra-departmental and inter-departmental supplies. Inter-departmental resource requests will be submitted through the City of Mesa Emergency Operations Center. Requests unable to be filled by City inventories are procured from commercial vendors. Sources include assets within The City of Mesa government. During disaster situations, all resources within City of Mesa departments are considered available. Coordination for such resource reallocation will be accomplished within the City of Mesa Emergency Operations Center. If necessary, reimbursement will be made in accordance with local directives.

        ii. If needed supplies and equipment are not available within City government resources, the City of Mesa Emergency Operations Center will attempt to purchase or lease them from commercial sources.

iii. When resources cannot be acquired through local sources, commercial sources, or mutual aid; requests for these items will be made to Maricopa County Department of Emergency Management. These requests may be filled by local resources, county resources, and state resources.

iv. School districts have ADA compliant transportation resources with their high frequency of wheelchair capable school buses/vehicles. In time of disaster or emergency events, school districts may be called upon to provide these resources to assist with transportation needs of the whole community.

v. Valley Metro/Regional Public Transportation Authority (RPTA) is the public transportation provider and the Community Transportation Coordinator (CTC). As the CTC, RPTA coordinates ADA compliant transportation for Medicaid, Transportation Disadvantaged (TD) program. RPTA does not fall under any local, county, state, or tribal jurisdiction; it is an independent government contractor organization. In time of emergency, RPTA may be called upon to assist with evacuations and transportation resources.

vi. The Office of Emergency Management maintains lists of vendors and suppliers of equipment, materials and services needed during disaster response and recovery operations. In addition, the City of Mesa Emergency Operations Center maintains a comprehensive database of resources that may be needed during disasters. In some cases, contingency contracts may be written for known critical services or items.

vii. The Arizona Mutal Aid Compact (AzMAC) may be implemented as necessary to obtain required goods and services from other jurisdictions.

viii. Contracts for resources or services will be initiated through ESF #7. Contracts will be managed by the agency responsible for the support provided.

ix. The City of Mesa Emergency Operations Center will conduct operations in accordance with all local, state, and federal laws and regulations.

x. In some cases, needed resources may be available through donations and volunteers. Coordination will be maintained between ESF #7 and ESF #15 on a continual basis.

xi. Information is disseminated to volunteer groups, vendors and other governmental agencies that may supplement local resources in a variety of ways.

b. Transportation requirements which will be coordinated through ESF #1:

   i. All available transportation assets will be used to deliver resources to affected areas.

   ii. Sources include City and municipal assets, as well as those belonging to private nonprofit organizations.

   iii. Existing City resources will be transported to the disaster area by the City department normally responsible for the resources.

   iv. Commercial vendors are responsible for transportation of their own products/services.

c. Credentialing, as a threat or event occurs, and the demand for additional personnel and specialized assistance is requested the EOC Director/Coordinator will issue notifications to all staff as necessary. That personnel and resources being utilized will need to be credentialed and must be able to show some type of completed training/ certification to perform the duties assigned to reduce liability for their given department prior to being assigned to any given event.

5. Resource directories for contacts toward equipment, materials and personnel may be obtained by several avenues such as the local EOC resource manuals, via intradepartmental and interdepartmental inventory lists, through coordination by the coordinator and/or EOC manager.

6. Resource requests and management are handled by the requesting coordinator through the ESF #7 coordinator with concurrence by the Finance Section Chief and EOC Director. Requests are submitted and routed through the logistics protocols as defined by the local EOC. Requests unable to be met in the local jurisdictions may be procured via the County EOC designated coordinator. Coordination of resource allocation is under the direct guidance of the coordinator with final approval by the EOC Director.

7. Volunteer and donation management the coordinator or assigned personnel will look principally to those private voluntary organizations with established donations systems already in place to receive, sort, distribute, and deliver appropriate donated goods to those affected by the disaster.

8. The coordinator should recognize that offers from the public and private sector are important resources in response and recovery efforts and must be effectively coordinated. In most situations, financial contributions to credible voluntary organizations will be encouraged. Other offers of assistance may be in the form of in-kind donations (i.e., food, clothing, products, and

equipment) or volunteered time. Such efforts must involve inter-agency collaboration among governmental and tribal agencies, voluntary agencies, community-based organizations, faith-based groups, the private sector, and the media.

a. If not effectively managed, undesignated in-kind donations can prove detrimental to relief efforts. Unplanned deliveries of donated goods to a disaster site can jam distribution channels, overwhelm government and voluntary agencies, and interfere with response and recovery efforts.

b. Careful donations management, planning, and strategies will reduce problems associated with unsolicited donations.

9. Tracking resources is an essential duty for key positions in ESF's #1, #2, #5, #7, #8 & #11 through the coordination of the ESF #7 coordinator and any assigned administrative personnel. The coordinator will utilize the proper FEMA Incident Command Forms for tracking purposes such as ICS 210, ICS 308. The coordinator should not only focus on the mobilization of resources but also the demobilization of resources to minimize the financial impact of the event. *Offers of undesignated donations will need to be effectively coordinated to ensure timely delivery of goods and services to those affected by disasters.*

B. Direction and Control

1. ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding resource support for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control of the Coordinator for ESF 7. Delegation of mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. ESF 7 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or place on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF.

Primary Agencies Responsibilities

Primary: City of Mesa Business Services Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Determine the nature and scope of the disaster or incident by consulting with the Emergency Manager.
2	Set specific priorities in consultation with government, policy group, designated officials, or the EOC Director.
3	Execute a concept of operations for Logistics Management and Resources Support.
4	Upon instructions to activate or place on standby, notify all Support Agencies likely to be needed, based on the emergency circumstance.
5	Work with the EOC staff to establish priorities and logistics resource requests according to priorities.

6	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
7	Activate mutual aid agreements as required.
8	Consider staffing and logistics operations for 24-hour operations.
9	Start an inventory system to track supplies used during the disaster.
10	Maintain accurate records of resources utilized and submit reports.
11	Start a Unit Log (ICS 214) to hand-record anything not covered in this checklist.
12	Provide and maintain primary communications city wide and for the EOC on a 24-hour basis using available public and private communications systems.
13	Evaluate all requests for resources against known supplies.
14	Obtain needed support, resources and supplies for emergency responders and other operations.
15	Allocate resources to whole community as prioritized.
16	Distribute supplies.
17	If necessary, establish staging areas, distribution sites and mobilization centers.
18	Relocate essential resources outside of threatened area when required.
19	Track resources utilized during incident and ensure equipment maintenance is conducted and documented.
20	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Manager.
21	Coordinate with Fleet Services to know and understand fuel availability.
22	Review facility support requirements.
23	Coordinate ground support requirements including vehicles and equipment, fuel, maintenance, and repair of equipment.
24	Generate detailed information on needs and logistics that the higher level of government may not have.
25	Cooperate with the EOC, incident command, neighboring communities, and regions to provide

	logistics support for larger incidents.
26	Identify, deploy, demobilize, or direct affiliated or spontaneous unaffiliated volunteers as dictated by the situation.
27	Manage the collection, distribution, or rejection of solicited and unsolicited donations.
28	Maintain financial and legal accountability.

Support Agencies Responsibilities

Supporting: City of Mesa Community Services Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Identify, deploy, demobilize, or direct affiliated or spontaneous unaffiliated volunteers as dictated by the situation.
2	Manage the collection, distribution, or rejection of solicited and unsolicited donations.
3	Response and recovery activities to be completed during and reviewed after an emergency event.
4	Staff the EOC when requested by the Primary Agency or EOC Manager.
5	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.
6	Provide resources, equipment, and vehicles, upon request.
7	Assist other EOC units, branches, and sections as requested.
8	Act as liaison with home agency to support emergency event.
Supporting: City of Mesa Fire & Medical Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Response and recovery activities to be completed during and reviewed after an emergency event.

2	Staff the EOC when requested by the Primary Agency or EOC Manager.
3	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.
4	Provide resources, equipment, and vehicles, upon request.
5	Assist other EOC units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency event.
Supporting: City of Mesa Fleet Services Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Coordinate ground support requirements including vehicles and equipment, fuel, maintenance, and repair of equipment.
2	Response and recovery activities to be completed during and reviewed after an emergency event.
3	Staff the EOC when requested by the Primary Agency or EOC Manager.
4	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.
5	Provide resources, equipment, and vehicles, upon request.
6	Assist other EOC units, branches, and sections as requested.
7	Act as liaison with home agency to support emergency event.
Supporting: City of Mesa Human Resources Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Response and recovery activities to be completed during and reviewed after an emergency event.
2	Staff the EOC when requested by the Primary Agency or EOC Manager.
3	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.

4	Provide resources, equipment, and vehicles, upon request.
5	Assist other EOC units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency event.
7	Coordinate internal and external staffing needs to support the emergency event response.
Supporting: City of Mesa Parks, Recreation, and Community Facilities Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Response and recovery activities to be completed during and reviewed after an emergency event.
2	Staff the EOC when requested by the Primary Agency or EOC Manager.
3	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.
4	Provide resources, equipment, and vehicles, upon request.
5	Assist other EOC units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency event.
7	Coordinate facilities needs in response to the emergency event.
Supporting: City of Mesa Police Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Response and recovery activities to be completed during and reviewed after an emergency event.
2	Staff the EOC when requested by the Primary Agency or EOC Manager.
3	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.
4	Provide resources, equipment, and vehicles, upon request.
5	Assist other EOC units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency event.

Supporting: City of Mesa Transit Services Department	
Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support	
1	Response and recovery activities to be completed during and reviewed after an emergency event.
2	Staff the EOC when requested by the Primary Agency or EOC Manager.
3	Develop and maintain a working relationship with the Primary and Support Agencies, applicable industry representatives such as vendors, contractors, and facility management professionals.
4	Provide resources, equipment, and vehicles, upon request.
5	Assist other EOC units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency event.
7	Lead coordination of efforts with Valley Metro and local school districts to provide transportation services.

ESF #8 - PUBLIC HEALTH AND MEDICAL SERVICES

Primary Agency:

City of Mesa Fire & Medical Department

Support Agencies:

Ambulance Services in Maricopa County (privately owned)
American Red Cross
Banner Poison Control Center
City of Mesa Energy and Sustainability Department
Maricopa County Department of Animal Care and Control
Maricopa County Medical Reserve Corps - Citizen Corps
Maricopa County Office of the Medical Examiner
Valleywise Health

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #8 is to provide health and medical coordination in support of emergency events in City of Mesa. It can provide the mechanism for personnel and resources to support prevention, preparedness, protection, response, recovery, and mitigation in support of the primary emergency management objectives.

B. Scope

1. The scope of ESF #8 addresses the actions required to coordinate public health and medical services during a disaster. It addresses.

    a. Local Health Department notification, coordination, and response

    b. Emergency Medical Services (EMS) activities

    c. Coordination among community hospital partners

    d. Mass fatality partnerships in planning

    e. Community planning with other health care providers

    f. Behavioral health (mental health) activities

2. Most of the agencies involved in public health and medical services activities have existing emergency plans and procedures. ESF #8 is not designed to take the place of these plans, rather it is designed to complement, support and reference existing plans and procedures.

3. ESF #8 supports health and medical response during a biological incident within the community.

4. For this document, public health, and medical services include medical needs associated with behavioral health needs of victims and responders, medical needs of "at risk" populations, and environmental health concerns associated with activities outlined in other portions of the City of Mesa EOP.

II. Concept of Operations

A. General

1. ESF #8 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System (ICS). This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding appendices, annexes, and standard operating guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, this ESF will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of required assets.

4. When an event is focused in scope to a specific type or response mode (i.e., hospital evacuation, biological threat, hazardous materials release, pandemic disease, or radiological event) technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the ICS structure.

5. Throughout the response and recovery periods, City of Mesa Emergency Operations Center will evaluate and analyze information regarding medical, health and public health assistance requests for response, develop and update assessments of medical and public health status in the impact area and do contingency planning to meet anticipated demands. If additional

support is necessary, the City of Mesa Emergency Operations Center will contact the supporting agencies and other EMs to request applicable support activities.

6. Medical Surge

    a. In the event of a disaster, it is necessary to use surge capacity to provide emergency care and appropriate definitive management of patients. Bed counts alone do not determine surge capacity or the ability to care for patients. The hospital has internal policies, plans and procedures for patient surge within their facilities, including requesting medical material and pharmaceuticals and coordinating mass fatality.

    b. ESF #8 will monitor the EMSystem application in the City of Mesa Emergency Operations Center to maintain awareness of the availability of beds at hospitals within their jurisdiction and surrounding counties. Hospitals in City of Mesa will be requested to update their bed availability at the time of a disaster or large-scale emergency through a bed status alert initiated at the regional or state level. The hospital will update bed status alert as requested to assist with planning of patient transfers.

    c. The health and medical community have a decontamination plan and access to necessary equipment. The health and medical community also have trained individuals who can assist and perform decontamination activities for patients arriving from the scene of emergencies and disasters.

    d. Health and medical entities have processes and policies for medical surge capabilities, these internal plans provide details with internal patient tracking procedures. Patients seen because of an emergency will be tracked utilizing these procedures. The numbers of patients seen, disposition and status of these patients will be coordinated throughout the day by ESF #8. Hospitals will follow CMS and HIPAA regulations when reporting patient information. All participating health and medical organizations will assist in determining the health and medical impact of the emergency on the community.

    e. Health and medical entities protect the privacy of individually identifiable health information. ESF #8 follows standards to protect information and will utilize internal policies for reunification of patients with family. Staff will coordinate efforts, when possible, to gather missing persons information from participating health and medical partners and response organizations to cross reference with data received from ESF 6. If staff recognize a patient identified as missing on the American Red Cross's Safe and Well or another missing person data system provided by another mass care, housing, and human service agency, staff will verify to the extent possible the validity of their reunification need and, if acceptable, provide the current location of the patient to the requesting family member.

f. In the event individuals need additional transportation to health and medical facilities, ESF #8 will coordinate with ESF #1.

g. During a large-scale emergency, emergency room departments, treatment centers, and other medical clinics across the community may see an influx in patients. An Alternate Care Site (ACS) is a community-based location that may provide additional treatment area(s) with a minimum specific level of care for patients. An ACS may be established at sites where no medical care is usually provided or at medical facilities where the usual scope of medical services does not normally include large-scale urgent care or traditional inpatient services. If an ACS is needed to respond for managing a disaster that creates a surge of patients beyond community capabilities, the health and medical entities within City of Mesa will consider options for ACS sites to care for ill patients who would otherwise seek care at hospitals and community health centers.

h. Through preparedness planning the community has developed regional relationships within the health and medical sectors. This provides additional access to medical surge supply trailers, field hospital trailers, health and medical supplies, and specialized equipment which may be necessary for response. The ESF #8 coordinator will follow standard procedures for requests in the event these assets are needed to support operations and improve the health delivery during an emergency.

7. Epidemiology and Surveillance

a. Maricopa County Department of Public Health is responsible for conducting disease surveillance and investigation within Maricopa County and maintains access to an electronic disease tracking and surveillance system.

b. The Maricopa County Department of Public Health conducts disease surveillance and investigation activities in partnership with local hospitals, physician's offices, clinics, schools, and pharmacies to maintain an overall assessment of disease outbreaks or clusters within the county. These activities also provide a reporting avenue from these organizations to the Maricopa County Department of Public Health to identify and contain disease outbreaks. The Maricopa County Department of Public Health also utilizes neighboring counties and state assistance in disease surveillance and investigation as part of a coordinated statewide public health system.

c. City of Mesa Fire/Medical Department - Office of Emergency Management has identified vulnerabilities within the community. In the event of a radiological emergency, Reception Care Center (RCC) guidance is available to assist The City of Mesa with this process and would be used as guidance for population monitoring of county residents should a radiological emergency be declared. At the CRC, citizens will be asked to provide information regarding their location and possible exposure to

radiological emergencies. This will assist the Maricopa County Department of Public Health, Arizona Department of Health Services, and the Centers for Disease Control in providing appropriate surveillance and follow up after this type of emergency.

8. Fatalities Management

    a. City of Mesa recognizes the need to organize local agencies and resources to plan for and respond to an incident resulting in catastrophic loss of life. Natural disasters frequently overwhelm local systems that care for the deceased. Consequently, the responsibility for the immediate response falls on local organizations and communities. Management of the dead requires coordination of body recovery, short and long-term storage, identification, burial arrangements, and support of affected population and relatives.

    b. City of Mesa Fire/Medical Department - Office of Emergency Management will coordinate with the Maricopa County Medical Examiner, funeral directors, mortuary services, and coordinating group(s)/team(s) early during an emergency to ensure required resources, assessment activities and the responsible agencies implement appropriate plans.

    c. Following an emergency, when requested an in coordination with its partner organizations, will assist or help identify resources to support the Maricopa County Medical Examiner, medical professionals, and law enforcement agencies in:

        i. Tracking and documenting of human remains and associated personal effects.

        ii. Reducing the hazard presented by chemically, biologically, or radiological contaminated human remains (when indicated and possible)

        iii. Establishing temporary morgue facilities

        iv. Determining the cause and manner of death. When the determination of the cause of a death is held to be in the public interest or a child under the age of 18 dies, the Maricopa County Medical Examiner shall be notified. The Maricopa County Medical Examiner shall decide if an investigation shall take place.

        v. Collecting ante mortem data in a compassionate and culturally competent fashion from authorized individuals

        vi. Performing postmortem data collection and documentation

        vii. Identifying human remains using scientific means (e.g., dental, pathology, anthropology, fingerprints, and, as indicated, DNA samples.

viii. Preparing, processing, and returning human remains and personal effects to the authorized person(s) when possible.

ix. Providing technical assistance and consultation on fatality management and mortuary affairs

x. Coordinating with behavioral health, social workers, counselors, and community mental health centers in support of affected population and relatives

d. During an event, first responders will follow appropriate policies, procedures, and guidelines to ensure safety precautions are appropriate and implemented.

9. Pre-Hospital Care

a. City of Mesa promotes local and regional coordination and cooperation in emergency pre-hospital care for mass casualty events, including those that involve children. During an emergency, pre-hospital care may involve more than one jurisdiction, therefore ICS will be used to help standardize organizational structure and common terminology and to ensure a useful and flexible management system is practical for incidents involving multi-jurisdictional and multi-agency response, especially those in the field.

b. Pre-arrival assessments will be conducted by Emergency Medical Services and notification procedures to dispatch, hospitals and other mutual aid partners will be activated.

c. Triage procedures, ambulance diversion guidelines, pediatric guidelines, and other community and internal agency plans have been developed and may be implemented in response to this type of emergency.

d. Medical mutual aid may be necessary and implemented during a mass casualty or large-scale emergency.

10. Medical Countermeasure Dispensing

a. The primary goal of the Maricopa County Department of Public Health mass dispensing program is to provide lifesaving medical countermeasures to citizens and visitors of Maricopa County in a timely manner in response to a health and medical emergency. This program is led by the Maricopa County Department of Public Health and includes many of the county's other departments, health and medical partner organizations and private companies. The Maricopa County Department of Public Health has developed a Mass Dispensing Standard Operating Guide (SOG) which will be used during an emergency as a guide for providing vaccines and pharmaceuticals at Point of Dispensing (POD) sites for the public.

11. Medical Material Distribution

    a. During a time of disaster state and federal medical material and pharmaceuticals may be made available to City of Mesa. To access these assets, a coordinated resource management and requesting process must be in place for participating agencies. This process promotes the full utilization of local medical equipment and supplies and exhaustion of services available locally. With the exhaustion or imminent exhaustion of these local supplies and services, City of Mesa can make a request through City of Mesa Fire/Medical Department - Office of Emergency Management to the Maricopa County for fulfillment. Procedures for requesting medical materials can be found in the Maricopa County Department of Public Health Mass Dispensing SOG and Hospital EOP.

    b. Health and medical entities have processes in place for requesting medical countermeasures, including but not limited to the Strategic National Stockpile (SNS), CHEMPACK (nerve agent and organophosphate antidotes), and Chemical Event Shipping Supply Location (CESSL) program.

12. Non-Pharmaceutical Interventions

    a. In the case of large-scale outbreaks of naturally occurring diseases, like pandemic influenza, SARS, MERS, or artificially introduced biological agents in connection with bioterrorism, the City of Mesa Board of Health may also issue advisories or recommendations for the closure of public buildings, events, and activities. In partnership with local school districts, schools may also be dismissed to aid in disease containment measures.

    b. When necessary, the City of Mesa Emergency Operations Center will coordinate with ESF #13 to ensure the safety of public and community members related to isolation and quarantine.

    c. The local hospitals maintain an appropriate HVAC system which is an essential tool for the control of infection. The hospital has a negative pressure room and procedures to keep contaminants and pathogens from reaching surrounding areas within the hospital. These procedures are outlined in internal hospital policies and will be active as outlined in these policies to prevent cross-contamination from room to room.

13. Responder Health and Safety

    a. Health and medical officials may be requested to provide information related to agents or diseases and appropriate measures to take to protect the health, medical and emergency services sector responders. Officials may be asked to serve as subject matter experts and information resources to make health and safety recommendations to incident management staff and safety officers.

b. The City of Mesa participates in the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan which identifies natural hazards that could impact the City of Mesa.

c. ESF #8 has or has access to personal protective equipment (PPE) to ensure the safety and health of first responders.

d. There are counseling services available throughout the community for those affected population and responders with behavioral health needs.

14. Volunteer Management

    a. Volunteer resources may be available through Arizona Emergency System for Advance Registration Volunteer Health Professionals (AZ-ESAR-VHP), Arizona Medical Reserve Corps (MRC) units, Community Emergency Response Teams (CERT), American Red Cross (ARC) and other community organizations active in disasters.

15. Environmental Health

    a. Describe the vector and/or animal control responsibilities in the county.

    b. Describe capabilities for evaluating structures and areas for habitability and other environmental health concerns.

    c. Describe coordination efforts with public water suppliers to ensure safe drinking water to communities.

16. Behavioral Health

    a. ESF #8 will coordinate with behavioral health professionals and organizations within the county and with the State Coordinator to promote behavioral health response and recovery needs. The coordinator will work with behavioral health, social workers, counselors, substance abuse professionals and community mental health centers. Behavioral health will also focus on the long-term recovery responses and facilitation of communicating appropriate and accurate information to allay public concerns.

17. Demobilization and Recovery

    a. When the Incident Commander has ordered demobilization, the coordinator will notify health and medical response entities. Each agency should consider their property and business impact for returning to normal facility operations.

        i. As needs for personnel decrease, personnel should report to debriefing area or standard area of operations as directed by supervisor. Positions will deactivate in a phased manner as outlined by internal plans and policies.

ii. All equipment and supplies shall be returned or disposed of in compliance with recommendations from internal and/or external authorities and coordinated by the supply unit leader and finance/administration section. Health and medical supplies and equipment should be repaired, repacked, and replaced as needed.

iii. Any plans to salvage, restore and recover the impacted facility will be initiated upon approval from applicable local, State, and Federal law enforcement and emergency service authorities.

B. Direction and Control

1. During a state of emergency, City of Mesa health and medical response activities will be coordinated through the City of Mesa Emergency Operations Center, which will serve as the source of all direction and control.

2. The City of Mesa Emergency Manager or designee will provide direction and control to include mission assignments, mutual aid, contracts for goods and services, and recovery and mitigation activities.

3. During emergency activations, all management decisions regarding City of Mesa or regional response are made at the City of Mesa Emergency Operations Center by the Coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section Coordinators and staff at the City of Mesa Emergency Operations Center assist the commander in carrying out the overall mission. Resources for response are modular and scalable, depending on the type, size, scope and complexity of the emergency or disaster event.

4. A staffing directory and the Emergency Operations Plan, its accompanying appendices, annexes, and standard operating guidelines are maintained by the Primary Agency. The Primary Agency is responsible for ensuring contact information is accurate and ready for response.

5. Agencies may serve in Field Operations (i.e., Disaster Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).

6. When a request for assistance is received by City of Mesa Emergency Operations Center it is assigned to the agency or agencies that have the most appropriate resources and expertise to accomplish the task.

7. City of Mesa Fire/Medical Department - Division of Emergency Management will assist in the coordination of state response efforts under the provisions of a Governor's Disaster Declaration.

C. Alerts and Notifications

1. ESF #8 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designee of the primary agency will manage the

emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or place on standby, City of Mesa Fire & Medical Department will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out by ESF #8 are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all ESF #8 agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each of the Primary and Support Agencies for ESF #8.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #8 - Public Health and Medical Services	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this checklist.
2	Coordinate health and medical resource requests with the Incident Commander.
3	Coordinate with private sector hospital and EMS services to ensure adequate communication during response activities.
4	Alert auxiliary or reserve health and medical personnel, if needed.
5	Coordinate health support and medical operations and locations for AFN populations (ESL, deaf, hard of hearing, visually impaired, etc.) assistance staff call down list.
6	Ensure that emergency medical teams responding to a disaster site establish a medical command post per local policy and procedure.
7	Coordinate with neighboring community health and medical organizations and with state and federal officials on matters related to assistance from other governments.
8	Rapidly assesses health and medical needs by means of first responder reports, visual surveillance, casualty reports and hospital care center informal polling.
9	Screen and coordinate with incoming groups such as Disaster Medical Assistance Teams (DMAT) and medical volunteers.
10	Ensure that positive identification and proof of licensure is made for all volunteers.

11	Maintain a patient-casualty tracking system.
12	Provide information through the Emergency Public Information Coordinator to the news media on the number of injuries, deaths, etc.
13	Maintain accurate records of resources utilized and submit reports.
14	Ensure appropriate health and medical services information is made available to the information processing section in the EOC.
15	Help coordinate efforts to respond to inquiries from family members concerned about loved ones.
16	Coordinate medical operations activities and resource needs for the following: health departments, hospitals, EMS, environmental health agencies, pharmacies, behavioral health centers and teams, clinics, funeral directors, and Maricopa County Medical Examiner.
17	Coordinate support activities with Mass Care for AFN populations at shelters.
18	Coordinate provision of prophylaxis, protective gear, and decontamination facilities for personnel.
19	Identify specific health and safety risks for disasters.
20	Coordinate with Logistics for requesting resources.
21	Communicate incident related health and medical information to citizens including at-risk populations.
22	Coordinate surveillance and epidemiological activities of the local health department including activities with community partners.
23	Recommend or determine health-related protective actions.
24	Activate & operate community alternate care sites.
26	Coordinate fatality management process and requests additional support.
27	Determine the extent or medical threat of contamination from chemical, radiological or infectious agents.
28	Transport symptomatic individuals to appropriate health facilities prior to their entering mass prophylaxis site.
29	Provide patients with appropriate prophylaxis and maintain inventory control.
30	Through monitoring, identify individuals who have an adverse reaction to prescribed medication and initiate alternate therapies (coordinate supplies of alternate drugs in connection with these cases).
31	Maintain communications with transportation vendors during distribution of medical supplies and route in accordance with access information from Transportation.
32	Document and track resources that are committed to specific missions.
33	Track the injured.
34	Activate and conduct activities that may be involved in community disease containment measures including isolation, quarantine, and gathering cancelation.
35	Activate and conduct municipal mass dispensing campaign priorities and general activities.
36	Activate continuity of operations plan.
37	Activate and conduct municipality's disease surveillance system.
38	Recommend or determine health department's protective action.
39	Provide liaison to communicate between health department and Public Health and Medical for emergency related information.
40	Provide liaison for communication between hospitals and Public Health and Medical related to patient numbers and information.
41	Report incident related injuries to EOC.
42	Report incident related fatalities to EOC.

43	Coordinate vector surveillance activities.
44	Perform vector surveillance activities at local and regional level in conjunction with CDC.
45	Provide briefs or updates related to vector surveillance activities.
46	Activate and conduct medical care activities during a disaster.
47	Activate and conduct medical surge activities: cancellation of elective surgeries, transfer of patients, etc.
48	Activate and perform decontamination of patients, service animals and pets.
50	Provide numbers of available beds, resources, medical capabilities, and medical specialties.
51	Coordinate mortuary services during an emergency.
53	Coordinate and activate behavioral health care activities.
54	Conduct behavioral health care activities.
55	Dispose of medical supplies.
57	Coordinate community outreach to at-risk populations.
58	Provide communication of at-risk populations' needs to the coordinator.
59	Determine the exhausted supplies and resources of emergency response agencies.
60	Obtain needed resources and supplies.
61	Distribute supplies.
62	Coordinate with the EOC Director regarding needs and priorities for meeting them.
63	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the Unified Command.
64	Generate detailed information on needs and logistics that the higher level of government may not have.
65	Allocate resources to prioritize affected population.
66	Coordinate the pre-positioning of resources with other agencies.
67	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
68	Coordinate communications and warnings radio frequencies.
69	Use a call down rosters to alert emergency responders or provide situation updates.
70	Activate public warning systems to include the Emergency Alert System (EAS).
71	For help providing mass medical care and treating displaced populations, coordinate with the Red Cross and other charities; designate personnel as liaisons.
72	Maintain financial and legal accountability.
73	Set specific priorities in consultation with governments, elected officials, designated officials, or the EOC Director.
74	Provide critical incident stress management services to the community and to first responders. These services may include on-scene support, individual consults, defusing, and community briefings.
75	Upon identification of medical resource shortfalls activate warehousing operations.
76	After delivery of medical assets to warehouse facility, repackaging pharmaceuticals and other assets and distribute to Points of Distribution (PODs) and other health facilities.
77	Coordinate with law enforcement, fire services, emergency medical services, and other necessary to monitor and enforce restrictions, if necessary.
78	Provide isolation and quarantine information to emergency public information officer or Joint Information Center (JIC), if activated, for release.

79	If the scope of the incident is beyond the capabilities of this jurisdiction's resource, notify the EOC Director and log date and time.
80	Coordinate planning for large-scale medical treatment.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #8 - Public Health and Medical Services	
1	Response and Recovery activities to be completed during and reviewed after an emergency event:
2	Staff the EOC when activated or requested by the EOC Manager.
3	Develop and maintain a working relationship with the Support Agencies, Health and Medical Services industry representatives, and private Health and Medical Services providers.
4	Provide Health and Medical Services resources, equipment, and vehicles, upon request.
5	Assist other units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency events.
7	Maintain records of expenditures and document resources utilized during response and recovery.

ESF #9 - SEARCH AND RESCUE

Primary Agency:
City of Mesa Fire & Medical Department

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

I. Purpose And Scope

A. Purpose

1. The purpose of ESF #9 is to provide search and rescue services in support of emergency operations in City of Mesa.

B. Scope

1. ESF #9 coordinates actions to provide search and rescue to support incident management and facilitate the response process. Specifically, it supports local governments by supporting:
    a. Searches and rescues rural areas for lost, missing, or endangered persons.
    b. Waterborne searches and rescues in lakes, ponds, or rivers
    c. Searching for downed or missing aircraft
    d. Searches because of a structural collapse

II. Concept of Operations

A. General

1. ESF #9 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #9 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, City of Mesa Emergency Operations Center will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.

4. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

5. Access and Functional Needs:
   AFN populations require intensive planning by the City of Mesa Emergency Operations Center for diverse regions in City of Mesa. This includes:

   a. Providing for rescue and shelter of disabled, elderly, and other mentally disabled or vulnerable populations; including communicating properly with ESL or non-English speakers.

   b. Planning temporary medical aid and liaising with medical supply companies and emergency care physicians; water, food, and shelter access provision.

   c. Arrange for adequate power, stations, and delivery of medical supplies to disabled or at-risk victims.

   d. When domesticated animals are involved, the provision of providing appropriate relief, care, and sheltering also cover all disaster cycle activities even if their owners are not continually present with their animal, including but not limited to; owners needing Search and Rescue services, owners needing decontamination from exposure to hazardous materials, owners needing assistance during evacuations.

6. The provisions under the PETS Act will be carried out by Maricopa County Animal Care and Control and, as available to assist, the Arizona Humane Society; or by a third party under the agreement and/or authorization of Maricopa County Animal Care and Control to conduct similar activities.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the

City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding search and rescue for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment from each primary and/or support organization assisting this ESF will retain administrative control over its own resources and personnel but will be under operational control. The delegation of mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designee of the primary agency will manage its emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #9 - Search and Rescue	
1	Determine the nature and scope of the disaster or incident by consulting with the EM Director.
2	Start a Unit Log (ICS Form 214) to hand-record anything not covered in this checklist.
3	Notify state agencies and neighboring communities if Search and Rescue operations exceeded geographic boundaries.
4	Coordinate resource requests from the Incident Commander.
5	Coordinate resource requests from the Incident Commander through the Incident Command Post, to the EOC.
6	Notify the Arizona Department of Public Safety when it has become necessary to activate regional Search and Rescue Association.
7	Obtain needed resources and supplies.
8	Allocate resources to prioritize incident victims.
9	If relocating to an alternate EOC, ensure that all current communications are established and tested at the new location, if possible, before notifying evacuation field personnel, affected jurisdictions, or higher levels of government.
10	Monitor resource shortages in the jurisdiction and present options to the EOC Unified Command.
11	Generate detailed information on needs and logistics that the higher level of government may not have.
12	Provide and maintain primary communications for the EOC on a 24-hour basis using any available public and private communications systems.
13	Coordinate radio frequencies.
14	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
15	Use a call down rosters to alert emergency responders or provide situation updates.
16	Coordinate with Mass Care and Public Works for the inspection of congregate and shelter facilities prior to occupancy by evacuees. Also take into consideration the requirements of AFN populations.
17	Coordinate with other agencies to recommend evacuations.
18	Assist staff in warning and evacuation operations when not involved in search and rescue.
19	Coordinate with Transportation and Medical Services representatives for transportation of victims to emergency treatment centers, mass casualty centers, or fatality collection points.
20	Coordinate the management of air resources with other agencies.
21	Provide field support for emergency responders.
22	Coordinate with search and rescue elements responding from outside the jurisdiction.
23	Coordinate with Unified Command regarding needs and priorities.
24	Advise decision makers in the EOC on operations.
25	Set priorities in consultation with government entities, elected officials, other designated officials, or EOC Unified Command.
26	Maintain financial and legal accountability.
27	Evaluate requests for resources against known supplies.
28	Report Search and Rescue status and potential problems to EOC Unified Command.
29	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Director and log the time and date.
30	If more than one shift is needed, prepare, and post a shift schedule.

31	Prepare an oral increased readiness report for the first coordination meeting with the EOC Director.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #9 - Search and Rescue	
1	Response and Recovery activities to be completed during and reviewed after an emergency event:
2	Staff the EOC when requested by the EOC Manager.
3	Develop and maintain a working relationship with the Primary agency and each Support Agency.
4	Provide Search & Rescue resources, equipment, and vehicles, upon request.
5	Assist other units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency events.
7	Maintain records of expenditures and document resources utilized during response and recovery.
Supporting: Maricopa County Department of Public Health	
Response (During Event) Actions for ESF #9 - Search and Rescue	
1	Provide Search & Rescue resources, equipment, and vehicles, upon request.
2	Assist other units, branches, and sections as requested.
3	Act as liaison with home agency to support emergency events.
4	Maintain records of expenditures and document resources utilized during response and recovery.
5	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 – OIL AND HAZARDOUS MATERIALS RESPONSE

Primary Agency:

City of Mesa Fire & Medical Department

Support Agencies:

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

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #10 is to provide hazardous materials (HazMat) coordination and support services in support of emergency events in City of Mesa.

B. Scope

1. ESF #10 provides for a coordinated response to HazMat incidents. This includes the appropriate response and recovery actions to prepare for, prevent, minimize, or mitigate a threat to public health, welfare, or the environment caused by oil or HazMat.

2. ESF #10 describes the actions unique to oil and hazardous materials response, it addresses:

    a. Response to oil and hazardous materials incidents at both fixed sites and on transportation routes

    b. Specialized local, regional, state, and federal mutual aid resources

    c. Hazardous materials planning and reporting requirements

    d. Short and long-term environmental remediation

II. Concept of Operations

A. General

1. ESF #10 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa

through the City of Mesa Emergency Policy Group, Area Operations, Regional HazMat Teams, and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring State, Federal or mutual aid assistance, the City of Mesa Emergency Operations Center will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of any required assets.

4. Throughout the response and recovery periods, will evaluate and analyze information regarding the identification of securing, removing, and disposing of the hazardous materials requests for response, develop and update assessments of the hazardous materials situation and status in the impact area, and do contingency planning to meet anticipated demands or needs.

5. When an event is focused in scope to a specific type or response mode technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

6. Per Statute, first responders are required to notify the Arizona Department of Public Safety of any and all hazardous material releases. The Arizona Department of Public Safety office will send an Emergency Response Officer (ERO) trained as HazMat Incident Commander to coordinate the response effort with the assistance of local fire and police services.

    a. Hazmat teams are designated at the local fire department level and are run in coordination with National Fire Protection Association, OSHA, the EPA, Arizona Department of Public Safety and local fire and rescue. Pre-incident Hazmat teams are categorically trained in establishing perimeters for a given threat, cross contamination protocols and building HAZMAT teams specially trained in each threat (Propane, gasoline, diesel fuels, acids, etc.). First responders face many of the same threats as people in the area at the time of an event. This makes establishing the type of chemical event critical in initial response before personnel and material are deployed. It is reasonably assumed that HAZMAT events have limited geographic impact and radius. This limits the necessary pre-incident planning. Pre-incident planning must include planned disruptions in supply chain and management for fuels and petroleum products.

    b. The primary agency convenes appropriate agency representatives to the Incident Command Post (ICP) as soon as possible, if possible, to develop a plan for providing the support required. This can be conducted via emergency conference call or by physically

locating at the primary agency ICP as appropriate. At the EOC level, response focuses initially on the following actions:

i. Confirm that members of local jurisdiction Hazmat team staffs are notified.

ii. Ensure that the EOC is ready to support local, county, state, and federal response activities and to coordinate with the State EOC

iii. Establish communications with the affected state elements.

iv. Coordinate with national response as appropriate.

7. Warning, Alert, and Public Announcement. ESF #10 will coordinate with the External Affairs Coordinator for comprehensive public information dissemination and a media management plan. Joint information centers may have to be established to ensure timely and accurate dissemination of pertinent information to the public through radio, television, interstate/or public transportation bulletins and electronic mediums. The quickest means of notification is the Highway Advisory Alert System located in the EOC. Local radio stations are the second fastest means of notification. Additionally, the Office of Emergency Management maintains a Facebook page to disseminate timely information to the public. Refer to the basic plan for additional notification procedures.

8. Contamination is assessed through NIMS criteria in conjunction with EPA guidelines for the specific threat. Biological hazards or those with terrorist potential must be coordinated with FBI, Arizona Department of Homeland Security, or intrastate agencies as necessary. The coordinator will work directly with the State EOC, representative toward identifying appropriate labs that will be notified of the need for expedited processing and centralized lists and contact points will be maintained for facilities that can process materials and samples in the most efficient manner possible.

9. Environmental remediation is a primary concern in the recovery from a hazardous material release. In the event of a release there are several contractors available in Arizona that can provide remediation services. ESF #10 Coordinator should refer to the section on environmental releases. It will also be a requirement for ESF #10 to work closely with the State EOC for resources required in this area.

10. 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.

a. **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 near 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.

b. **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.

   i. The Arizona Department of Public Safety (DPS), Hazardous Materials Unit, is designated as the SOSC for HAZMAT highway and rail transportation incidents.

   ii. The Arizona Department of Environmental Quality, Emergency Response Unit, will act as SOSC for fixed facility and non-transportation incidents.

   iii. The Bureau of Radiation Control (BRC) will assume the role of SOSC for all incidents where radioactive materials are of primary concern.

B. Direction And Control

1. ESF #10 complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. ESF #10 may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations

3. During emergency activations, all management decisions regarding hazardous material response and/or protection for City of Mesa are made at the City of Mesa Emergency Operations Center by the ESF coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment from ESF #10, and further mission tasking by a Local primary agency, each support organization assisting ESF #10 assignment will retain administrative control over its own resources and personnel but will be under the operation control of ESF #10. Delegation of mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts And Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities of ESF #10. If additional support is required, the ESF #10 primary and support agencies may jointly manage ESF #10 activities.

2. Upon instructions to activate or placement of ESF #10 on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #10 - Hazardous Materials Response	
1	Designate personnel from Fire to coordinate Hazmat activities in EOC.
2	Start a Unit Log (ICS 214) to hand-record anything not covered in this Checklist.
3	Determine the nature and scope of the disaster or incident by consulting with the EOC Unified Command.
4	Provide for monitoring to determine the extent of the contaminated area and consult with appropriate support agencies to provide access and egress to contaminated areas.
5	Assess the extent of contamination and determine the area and population likely to be affected by hazardous materials release.
6	In a Hazardous Materials Incident, the State Hazardous Material Response Officer will provide coordination of response resources in support of local jurisdictions.

7	Report Oil and Hazardous Chemical situation status and potential problems to the EOC Unified Command.
8	Coordinate road, airspace, and waterway closures in coordination with ESF 1 and state and federal agencies.
9	Provide support and protective equipment for emergency responders.
10	Coordinate with Communications and External Affairs to initiate warning to the public of imminent hazmat incident or radiological release.
11	Alert local, state, and federal agencies of incidents as prescribed by law or policy; keep documented checklist of notifications.
12	Coordinate with EOC to deploy trained personnel to the incident to provide hazardous material assessment and response activities.
13	Manage the direction and control of hazardous materials response efforts in coordination with the IC and the EOC Unified Command.
14	Establish adequate safety zones required for decontamination and quarantine.
15	Coordinate with other agencies to recommend evacuations to communicate evacuation notices to the public.
16	Identify resources needed to ensure personnel are adequately protected and equipped to handle radiological incidents.
17	Allocate resources to prioritize incident victims and prevent further exposure and contamination.
18	Determine the supply needs generated by the emergency.
19	Evaluate requests for resources against known supplies.
20	Obtain needed resources and supplies.
21	Designate personnel to track changes in wind direction and speed during cases of gas leaks or hazardous vaporization.
22	In case of environmental disasters, coordinate non-profit and volunteer efforts with government operations.
23	For spills in urban settings, coordinate building, particularly basement, inspections, and closures to reduce exposure.
24	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
25	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
26	Organize treatment plans, in conjunction with medical teams, for burn, inhalation victims and mass medical care.
27	Use call down rosters to alert emergency responders or provide situation updates.
28	Ensure decontamination teams have adequate access to sites and equipment.
29	Coordinate with the EOC Director regarding needs and priorities.
30	If public transportation systems are affected, consult with municipal transportation authorities on necessary closures and rerouting.
31	Request mutual aid as needed.
32	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
33	Request assistance from the EPA, State EOC, Conservation, Recreation, and others as dictated by the situation.
34	Maintain financial and legal accountability.

35	Coordinate with Firefighting on hazardous materials storage and transportation.
36	Monitor sampling studies to determine environment impact as event continues.
38	Coordinate with DOT, NTSB, or FAA where a disaster occurs in any transportation sector.
39	In case of a chemical weapon attack, facilitate the efforts of law enforcement investigations while continuing response efforts.
40	Coordinate with relevant private and public organizations for rapid evaluation criteria of material and the releases impact on the environment.
41	Establish shift and staffing schedules for events exceeding 24 hours.
42	Coordinate situation specific assessment teams such as radiological and chemical.
43	Prepare an oral increased readiness report for the first meeting with the EOC Unified Command.
44	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Unified Command and log the time and date.
45	Determine jurisdictional priorities objectives strategies and resource allocations.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #10 - Hazardous Materials Response	
1	Response and Recovery activities to be completed during and reviewed after an emergency event:
2	Staff the EOC when requested by the EOC Manager.
3	Develop and maintain a working relationship with the Support Agencies, applicable industry representatives and private providers.
4	Provide Hazardous Materials resources upon request.
5	Assist other units, branches, and sections as requested.
6	Act as liaison with home agency to support emergency events.
7	Determine the extent of a release and contamination in the affected areas by air, water, and soil samples.
8	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	
Response (During Event) Actions for ESF #10 - Hazardous Materials Response	
1	Conduct appropriate epidemiologic assessments, population monitoring and human health assessments.
2	Disseminate clinical guidance to health care delivery system.
3	Provide health related –risk communication/public information to the public

ESF #11 - AGRICULTURE AND NATURAL RESOURCES

Primary Agency:

City of Mesa Community Services Department - Animal Control
City of Mesa Energy and Sustainability Department
City of Mesa Water Resources Department

Support Agencies:

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

I. Purpose and Scope

A. Purpose

1. ESF #11 provides the mechanism for coordinated local assistance to supplement other emergency support functions and, if needed, state and federal agencies will support overall response activities. For this document, agriculture and natural resources include animal and plant health, nutrition assistance, food protection, natural and cultural resources, and water quality and availability.

B. Scope

1. ESF #11 addresses the following:

    a. Describes food and water security and inspections in the aftermath of natural or technological disaster.

    b. Addresses how natural and cultural resources will be protected and recovered in the aftermath of a disaster.

c. This ESF describes federal and state roles and authorities for food contamination, plant pests and animal disease.

d. Due to limited local authorities in the areas of food contamination, plant pests, and animal disease.

II. Concept of Operations

A. General

1. ESF #11 is consistent with the City of Mesa Emergency Operations Center's methodology and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #11 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF #11 will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.

4. Throughout the response and recovery periods, ESF #11 will evaluate and analyze information regarding the availability of ESF #11 support services.

5. In some agriculture emergencies, State and Federal law grants lead response authority to state and/or federal agencies. This authority will be exercised pursuant to the Food and Agriculture Incident Annex. The county will support State and Federal operations pursuant to county policy and/or availability of resources.

6. Food and Water Supply

    a. The Arizona Department of Agriculture is responsible for inspections and provision of a safe food supply. To provide safety and security of the food supply, the Arizona Department of Agriculture will follow established agency standard operating guidelines for food inspection.

i. All transportation accidents involving food must be reported to the Arizona Department of Agriculture Food Safety Division before the food can be transported (Daytime: 1-785-296-5600, Nights and Weekends: 1-800-915-6163)

b. The Maricopa County Department of Environmental Services and The Arizona Department of Health and Environment is responsible for inspections of the water supply. To provide safety and security of the water supply, the Arizona Department of Health and Environment will follow established agency standard operating guidelines for water inspections.

7. Animal Health Care

a. Requests for Animal Control assistance will be channeled through the City of Mesa dispatch.

8. Incident Specific Operations

a. The Arizona Office of Epidemiology's monitoring, assessing, and mitigating communicable zoonotic disease exists across a wide demographic spectrum in the rural and urban settings. Rural populations are at particular risk for zoonotic outbreaks, and require more flexible monitoring criteria as longer intervals exist between veterinary, primary care visits and other monitoring methods.

A Communicable Disease Emergency (CDE) occurs when urgent or extensive public health or medical interventions are necessary because the risk of disease outbreak or biologic threat carries the potential for morbidity and mortality in Maricopa County, a specific region, at county or municipal levels or nationally. The Maricopa County Department of Public Health participates in the Emerging Infections Program (EIP) in conjunction with the CDC. This program allows for the combined resources of these entities to assess the public health impact of emerging infections and to evaluate methods for their prevention and control. EIP activities go beyond the routine functions of health departments by:

i. Addressing the most important issues in infectious diseases and selecting projects that the EIP network is particularly suited to investigate.

ii. Giving high priority to projects that lead directly to the prevention of disease.

iii. Incorporating training as a key function of EIP activities

iv. Developing and evaluating public health interventions and ultimately transferring what is learned to public health agencies.

v. This partnership allows for a robust, multisectoral surveillance and response system, achieving optimal health outcomes for both people, animals, plants, and our environment.

b. Radiological incident where contamination/deposition is present.

i. The Arizona Department of Agriculture may implement an agriculture control zone in response to a Chemical, Biological, Radiological, Nuclear and Explosive incident.

c. Plant Disease

i. The City of Mesa Emergency Operations Plan provides established processes for resource support for all hazards. Resource support is subject to City of Mesa policy, resource availability and capability status.

d. Plant, Pest, or Disease

i. The City of Mesa Emergency Operations Plan provides established processes for resource support for all hazards. Resource support is subject to City of Mesa policy, resource availability and capability status.

e. Foreign Animal Disease

i. The Arizona Department of Agriculture will provide direction and control in a Foreign Animal Disease (FAD) event.

ii. The City of Mesa Emergency Operations Plan provides established processes for resource support for all hazards. Resource support is subject to City of Mesa policy, resource availability and capability status.

B. Direction and Control

1. ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding agriculture and natural resources for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics,

Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with their mission assignment, each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control of ESF #11. Delegation of mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this Checklist.
2	Coordinate with Mesa Fire & Medical as appropriate.
3	Secure supplies, equipment, personnel, and other resources to carry out the response plans associated with animal health emergency management or any act of agro-terrorism that may pose a substantial threat.

4	Determine the nutrition needs, obtain appropriate food supplies, and arrange for delivery of those supplies.
5	Aid the established pet shelters.
6	Support Public Safety in the capture and transfer of animals to shelters.
7	Set priorities for EPI activity: production and dissemination of EPI, response to public inquiry, monitoring and rumor control, and media relations.
8	May establish center for Disaster Welfare Information (DWI) and cooperate with any services provided by the American Red Cross.
9	Inform the public of health or safety concerns, status of emergency situation, and ways to reduce or eliminate the associated dangers.
10	Maintain financial and legal accountability.
11	Brief public affairs officers who go to incident sites.
12	Evaluate all requests for resources against known supplies.
13	Allocate resources to prioritize incident victims.
14	Distribute supplies.
15	Determine the supply needs generated by the emergency for the logistics team.
16	Coordinate with the EOC Director regarding needs and priorities.
17	Generate detailed information on needs and logistics that the higher level of government may not have.
18	Use call down rosters to alert emergency responders or provide situation updates.
19	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the Arizona DEMA Duty Officer to obtain assistance from the Department of Agriculture and or USDA/APHIS for food and plant disease situations.
20	Provide or receive appropriate mutual aid with surrounding jurisdictions.
21	Set specific priorities in consultation with government, elected officials, a designated official, or the EOC Director.
22	Coordinate with the PIO to release public information regarding animal health issues.
23	Prepare an oral increased readiness report for the first meeting with the EOC Director.

Primary: City of Mesa Community Services Department - Animal Control Division	
Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources	
1	Assist the local animal shelters and organizations, as well as the relevant state agencies, with the managing and direct evacuation of animals from risk areas.
2	Assist with local animal shelters, enforcement officers, animal control officers, local veterinarians, and volunteers to obtain personnel and organize equipment toward triage of animals and identify and operate animal shelter facilities.

Primary: City of Mesa Environmental Management and Sustainability Department	
Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources	
1	Assist in providing refuse and/or recycling services to animal shelters

Primary: City of Mesa Water Resources Department	
Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources	
1	Support the disaster response and recovery with all available resources.
2	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
3	Prepare news releases, public information, warnings, and briefings with the approval of the EOC Manager.
4	Coordinate the pre-positioning of resources with other agencies.
5	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Manager.
6	Determine the nature and scope of the disaster or incident by consulting with the EOC Manager.
7	Report Agriculture and Natural Resource situation status and potential problems to the EOC Manager.
8	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Manager and log the time and date.

9	Follow the Steps in ESF # 3 to restore public water system, ensure water availability and quality.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources	
1	Staff the EOC when requested by the Primary Agency or MCDEM.
2	Develop and maintain a working relationship with the Primary and Support Agencies.
3	Provide resources, equipment, and vehicles as needed, upon request.
4	Act as liaison with the primary agencies to support the response to an emergency event.
5	Assist other EOC units, branches, and sections as requested.
6	Maintain records of expenditures and document resources utilized during response and recovery.
7	Provide appropriate information to partners regarding protective actions and preventative practices.
8	Provide technical assistance to prevent animal injury and disease dissemination by the State Department of Health

ESF #12 – ENERGY

Primary Agency:

City of Mesa Energy and Sustainability Department-Energy Resources

Support Agencies:

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

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #12 is to establish policies to be used in the coordination with private providers for restoration energy and other utilities during emergencies or following a major disaster in City of Mesa.

B. Scope

1. The activities within the scope of this function include, but are not limited to:

    a. Estimate number of customers without specific utility (electricity, natural gas, petroleum, etc.).

    b. Assess energy and utility system damages.

    c. Estimate the time needed for restoration of utility systems.

    d. Support the restoration of utility services.

    e. Assist in assessing emergency power needs and priorities.

    f. Coordinate restoration efforts with utility providers to prioritize emergency power needs.

    g. Assist in obtaining emergency power generation capabilities for critical infrastructure and essential facilities.

    h. If appropriate, assist energy suppliers and utilities in obtaining equipment, specialized labor, and transportation to repair or restore systems

    i. Provide emergency information, education and conservation guidance concerning energy and utility systems.

II. Concept of Operations

A. General

1. ESF #12 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe this ESF's capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.

4. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

5. There is always a potential for widespread loss of power in City of Mesa due to severe weather events. Loss of power to large areas of the city may require shelters to be opened, and some basic services be provided. Power companies serving City of Mesa have well established and proven storm plans and procedures and their representatives are knowledgeable in the contents of the City of Mesa Emergency Operation Plan and ESF #12.

6. Resource demands in the City of Mesa during an energy emergency are particularly high, both in terms of procurement (fuel, shelter, transportation) and allocation to the public or critical local or regional offices or private contractors. These demands will be assessed by the City of Mesa in conjunction with necessary state agencies.

7. Disruption and restoration are a primary responsibility in ESF #12. While small scale electrical service interruptions in City of Mesa are handled at the corporate or cooperative level, any large-scale disruption requires multiple coordinating agencies and municipal response, especially in the event takes place during adverse weather events or concomitant emergencies. During extreme temperatures these disruptions are particularly hazardous to the young, aged, or infirmed. Underserved communities and individuals in need to access to medical equipment or supplementary aid will be handled by established teams administered by the ESF #12

Coordinator by interacting with ESF #6 & ESF #8 coordinators to assure requests are being addressed.

8. 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 will have on the whole community to include, but not limited to; persons with disabilities, access and functional needs and other unique populations i.e., schools, hospitals, managed care facilities, group homes, incarcerated, children, families, etc.

9. Energy infrastructure events pose some of the most visible and high-profile events within the scope of any emergency response and thus public relations and media management will be a primary objective of the local EOC with the assistance of ESF #15 during and after the event.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The ESF may operate at two levels: 1) City of Mesa Emergency Operations Center; and 2) Field operations.

3. During emergency activations, all management decisions regarding transportation for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections and staff at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment from each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control. Delegation of mission operational

C. Alerts and Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities of ESF #12. If additional support is required, the primary and support agencies may jointly manage ESF #12 activities.

2. Upon instructions to activate or placement of ESF #12 on standby, the Primary Agency will implement procedures to notify all ESF #12 planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #12 – Energy	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this Checklist.
2	Request an emergency proclamation if necessary.
3	Determine the supply needs generated by the emergency.
4	Determine the nature and scope of the disaster or incident by consulting with the EOC Director.
5	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
6	Evaluate all requests for resources against known supplies.
7	Allocate resources to prioritize incident victims.
8	Generate detailed information on needs and logistics that the higher level of government may not have.
9	Provide and maintain primary communications city wide and for the EOC on a 24-hour basis using all available public and private communications systems.
10	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
11	Provide support for emergency responders.
12	Use call down rosters to alert emergency responders or provide situation updates.
13	Monitor power restoration response activities and provide estimates for restoration.
14	Work with private energy and utility organizations to maintain current information regarding damage to supply and distribution systems.
15	Identify facilities that require priority repair of utilities and establish a plan for restoration of critical services.
16	Coordinate with staff coordinating Logistics to obtain resources to assist in utility and energy repair and restoration.
17	Coordinate with Public Information Officer (PIO) to disseminate information to the public regarding the status or utilities and power restoration.
18	Coordinate to provide emergency power and utilities to shelters when available.
19	Respond to significant physical, operational, or economic disruptions to energy supplies.

20	Identify damage to energy and utility outside of county borders that may impact local jurisdictions.
21	Deploy trained individuals to the EOC to assist with coordination of utility repairs.
22	Coordinate with staff administering Public Safety to provide security to critical energy facilities and protection to maintenance personnel.
23	Coordinate with the EOC Director regarding needs and priorities.
24	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
25	Maintain financial and legal accountability.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #12 – Energy	
1	Staff the EOC when requested by the Primary Agency.
2	Develop and maintain a working relationship with the Primary and Support Agencies, industry representatives, and private providers.
3	Work with the Primary Agency to coordinate information on energy restoration.
4	Assist other EOC units, branches, and sections as requested.
5	Act as liaison with home agency to support the emergency event.
6	Conduct repair and maintenance operations until restoration of all services is complete.
7	Coordinate energy information for public release with the Joint Information System (JIS).
8	Maintain records of expenditures and document resources utilized.

ESF #13 - PUBLIC SAFETY AND SECURITY

Primary Agency:
City of Mesa Police Department

Support Agencies:
Arizona Department of Public Safety
City of Mesa - City Attorney
City of Mesa - City Prosecutor
City of Mesa - Municipal Security
Maricopa County Attorney
Maricopa County Constables
Maricopa County Office of the Medical Examiner
Maricopa County Sheriff's Office
Regional Jurisdictional Law Enforcement

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #13 is to provide law enforcement coordination and support services in support of emergency events in the City of Mesa.

B. Scope

1. ESF #13 provides a mechanism for coordinating and providing support to local authorities to include law enforcement, public safety and security capabilities and resources during potential or actual disasters and emergencies.

2. It is generally activated in situations requiring extensive assistance to provide public safety and security and where local government resources are overwhelmed or are inadequate, or in pre-incident or post-incident situations that require protective solutions.

3. This ESF capabilities support incident management requirements including:

    a. Force and critical infrastructure protection

    b. Security planning and technical assistance

    c. Technology support and public safety in both pre-incident and post-incident situations

    d. To create a county law enforcement emergency response that provides for the command, control, and coordination of law enforcement planning, operations, and mutual aid.

e. To coordinate dispatch and the use of county law enforcement and means of coordination with local government.

II. Concept of Operations

A. General

1. ESF #13 is consistent with the City of Mesa Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS) and the Incident Command System (ICS). This structure and system support incident assessment, planning, procurement, deployment, and coordination and support operations to the City of Mesa through the City of Mesa Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF's, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe ESF #13 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF #13 will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of required assets.

4. Throughout the response and recovery periods, ESF #13 will evaluate and analyze information requests to move people, materials, equipment, and other resources as necessary; develop and update assessments of the Law Enforcement situation and status in the impact area; and undertake contingency planning to meet anticipated demands or needs.

5. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

6. Capabilities will be handled within the local EOC. ESF #13 will coordinate requests for resources and assess capabilities on an as-needed basis, as well as requests for other resources through the logistics criteria defined by the needs in the field. The coordinator may be required to brief or inform other ESF staff within the local EOC and personnel in the Real Time Crime Center (RTCC) involved in response regarding local jurisdictional capabilities and resources.

7. Public safety, security and protection are coordinated through ESF #13 at the local level. If the event exceeds local resources, then the coordinator of ESF #13 Public Safety and Security should consider alternates means of support either by the usage of IMAS, mutual aid resources, or assistance through the state EOC in support of law enforcement and security operations. In the

event National Guard resources are requested then this must be done by ESF #13 through ESF #5 with the final approval of the EOC Director. The state EOC will then be contacted and if the National Guard is deployed to the local jurisdiction in partnership with the state will coordinate and manage the use of their own resources in conjunction with the National Guard and other law enforcement's may also be required to identify established staging areas and logistical support bases for requested mutual aid that support public safety will be designated in advance of response to a given event.

8. Refer to the Continuity of Operations Plan to identify locations for staging areas /resource distribution points, etc. The on-scene incident commander (IC) who is approved by the local jurisdiction will coordinate the Continuity of Operations.

B. Direction and Control

1. ESF 13 complies with the National Response Framework (NRF) and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. This ESF may operate at two levels: 1.) City of Mesa Emergency Operations Center; and 2.) Field operations

3. During emergency activations, all management decisions regarding transportation for City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance & Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control of the coordinator for ESF #13. Delegation of mission operational control may be delegated to the field by the City of Mesa Emergency Operations Center.

C. Alerts and Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities of this ESF. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency and organization for this ESF.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #5 - Emergency Management	
1	Coordinate activities between ICS section chiefs and EOC.
2	Compile and collate preliminary damage assessment (PDA) data and other relevant information on the emergency or disaster for the EOC Situation Report (SITREP) and disseminate.
3	Coordinate Initial Damage Assessment (IDA) and Rapid Damage Assessment (RDA) as appropriate.
4	Support the preparation of Incident Action Plans (IAP) and distribute to appropriate partners.
5	Ensure that copies of news releases and situation reports are transmitted to the state EOC.
6	In the case of a foreseeable event impact, set up status boards, obtain data, studies, and electronic files.
7	Coordinate response to unplanned arrivals and volunteer groups who self-deploy.
8	Obtain needed resources and supplies.
9	Identify any needed specialized resources that are unavailable to responding entities.
10	Coordinate the prepositioning of resources with other agencies.
11	In the case of a foreseeable event impact, review pre-determined requests for prepositioning of critical resources (personnel, equipment, and supplies).
12	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
13	Coordinate with Logistics to ensure that all available resources are logged and requests for resources are filled.

14	Generate detailed information on needs and logistics that the higher levels of government may not have.
15	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
16	Provide GIS support according to agency needs.
17	Coordinate with other agencies to recommend evacuations.
18	Coordinate or assist with the transportation of evacuated persons animals to designated shelters.
19	Collect and analyze intelligence in support of the overlapping phases of disaster operations: pre-event, impact assessment, response, and recovery.
20	Ensure that requests for assessment teams are forwarded to the local and state EOC.
21	Collect and process information received from rapid damage assessment teams, analyze this information, and share with appropriate partners.
22	In the case of a foreseeable event impact, collect, analyze, and apply disaster intelligence information and deployment of local damage assessment teams.
23	Coordinate with ESF #10 for disposal of contaminated soil, water, clothing, and other items that could not be adequately decontaminated.
24	Coordinate with the EOC Director regarding needs and priorities for meeting them.
25	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
26	In conjunction with Communications, provide and maintain primary communications for the EOC on a 24-hour basis using available public and private communications systems.
27	Set specific priorities in consultation with governments, the policy group, designated officials, and the EOC Director.
28	Coordinate communications and warnings radio frequencies.
29	Use call down rosters to alert emergency responders or provide situation updates.
30	Activate public warning systems to include the Emergency Alert System (EAS).
31	Determine the supply needs generated by the emergency.
32	Maintain financial and legal accountability.
33	Evaluate all requests for resources against known supplies.
34	Initiate contact with the media through External Affairs.

35	In conjunction with the Public Information Officer (PIO) provide a coordinated source of public information to the media and public, thus ensuring continued confidence in the government's ability to protect life and property.
36	Coordinate with the Public Information Officer's (PIO) notification of protective actions to be taken in response to impending or actual disasters.
37	Maintain logs of activities, communication, and resource deployments.
38	In coordination with the Public Information Officer (PIO) initiate public information activities as dictated by the situation. Coordinate the operations of the Joint Information System (JIS) with other agency PIOs; approve releases of information through the JIS and other field operations as required.
39	Establish and maintain the Essential Elements of Information (EEIs) to support decision making.
40	Support the IC and EOC Director with situational awareness briefings for staff and leadership.
41	Determine the long-range resource requirement needed to support the desired outcome.
42	Ensure security is established at the EOC.
43	Ensure finance and response actions are documented for recovery operations.
44	Determine operational planning and logistical requirements for next operational period.
45	Review and plan for economic and social impacts of incident.
46	Maintain use of duty position logs.
47	Participate in the development of After-Action Reports (AAR) and Improvement Plan (IP).
48	Consider staffing and operational requirements for 24-hour operations.
49	Prepare an oral increased readiness report for the first meeting with the EOC Director.
50	Report communications status and potential problems and solution options to the EOC Director.
51	Activate public warning systems to include Emergency Alert System (EAS).
52	If relocating to an alternate EOC, ensure that all current communications are established and tested at the new location, if possible, before notifying evacuation field personnel, affected jurisdictions, or higher levels of government.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #5 - Emergency Management	
1	Staff the EOC when requested by Mesa PD or EOC Manager
2	Develop and maintain a working relationship with the Primary and Support Agencies.
3	Provide Public Safety and Security resources, equipment, and vehicles, upon request.
4	Assist other EOC units, branches, and sections as requested.
5	Act as liaison with home agency to support emergency events.
6	Maintain records of expenditures and document resources utilized during response and recovery.

ESF #14 - LONG-TERM COMMUNITY RECOVERY

Primary Agency:

City of Mesa Financial Services
City of Mesa Community Services Department- Community Engagement Division

Support Agencies:

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

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #14 is to coordinate the long-term recovery of the City of Mesa in an efficient and effective manner.

B. Scope

1. This ESF is structured to provide coordination during large-scale or catastrophic incidents that require assistance to address significant long-term impacts in the affected area.

2. Specifically, the scope of ESF #14 is to:

    a. Provide for coordinated measures and policies designed to facilitate recovery from the effects of natural and technological disasters, civil disturbances or acts of domestic terrorism.

b. Provide for effective utilization of resources to support efforts to aid long-term community recovery, stabilize local and regional economies, and reduce or eliminate risks from future incidents.

c. Assist in coordinating the damage assessment process to determine the need for assistance.

d. Provide a government conduit and administrative means for appropriate voluntary and private sector organizations to assist the City of Mesa governments during the recovery and mitigation phases.

e. Ongoing and post-incident assessments of infrastructure and assessment of total damages including insured and uninsured losses.

f. Providing technical assistance to include engineering expertise, construction management, contracting and real estate services.

II. Concept of Operations

A. General

1. ESF #14 is consistent with the City of Mesa Emergency Operations Center's methodology and the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS) and the Incident Command System (ICS) in order to provide incident assessment, planning, procurement, deployment, coordination and support operations to the City of Mesa through the City Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF's, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe its capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

3. In a large event requiring local or State mutual aid assistance, ESF #14 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of any required assets.

4. Throughout the response and recovery periods, this ESF will evaluate and analyze information regarding the availability of volunteers and donated goods and services.

5. A volunteer representative will serve a liaison role at the City of Mesa Emergency Operations Center to assist in coordination of all activities under ESF #14.

6. Requests will be made to the State of Arizona Emergency Operations Center and through ESF #2 to assist in managing incoming volunteer and donations related calls placed from outside of the City of Mesa. This assistance will come by referring interested parties to the Arizona website or by directing them to contact United Way 2-1-1. ESF #15 will publicize the importance of outside callers using these locations for receiving volunteer and donation instructions prior to citizens sending donations or arriving for volunteer assignment.

7. May be requested to establish, in concurrence with the most current COAD/VOAD Volunteers Active in Disaster https://www.azvoad.org/ operating protocols regarding this activity, an unmet needs committee, or similar, and include, as needed, non-COAD/VOAD organizations and entities, to develop a recovery plan and funding structure. COAD/VOAD leadership may establish, in concurrence with the most current COAD/VOAD operating protocols regarding this activity, an Unmet Needs Center, or similar, to assist the whole community in accessing offered services.

8. Pre-designated warehouse space will be utilized to receive, sort, inventory and redistribute donated goods to agencies and assisting organizations.

9. The City of Mesa Emergency Operations Center will also make every attempt to have the volunteer coordinators establish reception centers adjacent to identified donation warehouse facilities.

10. Rapid Needs Assessment
    It is the responsibility of the ESF #5 Emergency Management to maintain or be able to access comprehensive community records and demographics data at the time of any event, to best allocate resources not only for immediate response but for the scope of the event. ESF #14 will work very closely with ESF #3 Public Works and Engineering to conduct the rapid needs assessment of the identified damage sites because of the event. This information needs to be collected as quickly as possible to notify the county and state EOC of the Public & Individual assistance programs that may assist in a speedy recovery for the event.

11. Environmental Assessment:
    Environmental Impact Assessments (EIAs) require the longest-term strategy and scope of any response for the local jurisdictions. Because environmental repercussions of a given event may not be apparent for months to years after the event, a broad understanding of liability and stakeholders is important in protecting the community during and after any disaster. The City of Mesa Emergency Operations Center is responsible for coordinating management with federal and state agencies as necessary for comprehensive planning, as well as local planning & zoning boards and other stakeholders.

12. Access and Functional Needs Considerations: FEMA's Federal Disaster Recovery Coordination Office (FDRC) specifically supports the integration of vulnerable and disabled community members in long term recovery planning. These needs will be addressed as key components to

long term mitigation and recovery goals by ESF #15 External Affairs and ESF #5 Emergency Management. Grant funding for at risk and disability-oriented resources in community development is the responsibility of all emergency management stakeholders to minimize the burden to the local jurisdiction and reduce liability in the aftermath of a disaster.

B. Direction and Control

1. This ESF complies with the National Response Framework (NRF) and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The system operates in two arenas; 1.) City of Mesa Emergency Operations Center; 2.) field locations.

3. During emergency activations, all management decisions regarding transportation for the City of Mesa are made at the City of Mesa Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the City of Mesa Emergency Operations Center assist the incident commander in carrying out the overall mission.

C. Alerts and Notifications

1. This ESF will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designees of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

3. When notified that the EOC has been activated, the coordinator will:

    a. Conduct an immediate telephone survey of all Health and Human Service agencies to assess damage, determine ability to continue to provide services and determine support capabilities.

    b. Establish contact with ESF #15 to coordinate dissemination of media information relative to volunteers and donations.

    c. Establish contact with the EOC coordinator to advise them of current situation, status, and emerging needs.

D. Actions

1. Actions carried out in ESF #14 are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency and organization. The Primary Agency and their responsibilities are listed first. The Supporting Agencies follow in alphabetical order.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #14 - Long-Term Community Recovery	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this checklist.
2	Coordinate with EOC and incident command to provide lists of long-term recovery personnel staff.
3	Coordinate with unmet needs staff to facilitate AFN population responses and plans of action.
4	Use impact assessment to identify number of persons affected, homes damaged or destroyed, and infrastructure losses to predict the ongoing need for long term recovery efforts.
5	Place Emergency Support Function staff and recovery partners on stand-by.
6	Conduct disaster, economic and needs assessments.
7	Identify long-term recovery efforts for individuals with AFN.
8	Work with the private sector to ensure the disaster related needs of the business community are met.
9	Activate public assistance and individual assistance as needed.
10	Coordinate with Mass Care and Medical to establish long-term mental health services.
11	Identify long term impacts of environmental issues caused by the disaster.
12	Maintain financial and legal accountability.
13	Notify state recovery partners. Allow the state to contact federal recovery partners.

Primary: City of Mesa Community Services Department - Community Engagement Division	
Response (During Event) Actions for ESF #14 - Long-Term Community Recovery	
1	Identify and provide strategy to assist citizens with unmet needs.
2	Coordinate activities with voluntary agency partners.
3	Determine needs of neighborhoods affected, and coordinate services to the community including in-kind donations management, volunteer management, team cleanup efforts and communication regarding available resources.

Support Agencies Responsibilities

Supporting: City of Mesa Community Services Department - Animal Control Division

Response (During Event) Actions for ESF #14 - Long-Term Community Recovery	
1	Identify immediate efforts to assist recovery for animal welfare and agriculture stakeholders.
2	Coordinate activities with state and federal agencies, and volunteer organizations.
3	Establish and maintain a working relationship with the Support Agencies, Recovery and Mitigation agencies and private Recovery and Mitigation providers

Primary Agency:

City of Mesa Public Information and Communications Department

Support Agencies:

Arizona Department of Emergency and Military Affairs
City of Mesa Energy and Sustainability Department
City of Mesa Fire & Medical Department
City of Mesa Information Technology Department
City of Mesa Parks, Recreation, and Community Facilities Department
City of Mesa Police Department
City of Mesa Transportation Department
City of Mesa Water Resources Department
Maricopa County Department of Emergency Management

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #15 is to disseminate information on emergencies to the public through the news media in the City of Mesa.

B. Scope

1. This ESF coordinates actions to provide the required external affairs support to City of Mesa and incident management elements. It details the establishment of support positions to coordinate communications to various audiences. It applies to city departments and agencies that may require public affairs support or whose public affairs assets may be employed during an emergency. This scope describes:

    a. Quickly relay critical and potentially lifesaving information to those at risk

    b. Provide timely, consistent information on the status of emergency operations.

    c. Coordinate the release of public information from all responding agencies.

    d. Assure the public that government is responding effectively to the emergency.

    e. Make credible and consistent information available to answer citizen inquiries.

    f. Provide ongoing and useful information regarding recovery activities.

    g. Ensure a system is in place to provide information and guidance to City and County and if appropriate, State and Federal, elected and appointed officials.

2. ESF #15 is not designed to take the place of the City of Mesa Crisis Communications Procedures/Guidelines Plan, rather it is designed to complement, support, and reference the existing plans and procedures.

II. Concept of Operations

A. General

1. ESF #15 is consistent with the City of Mesa Emergency Operations Center's methodology and the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS) and the Incident Command System (ICS) to provide incident assessment, planning, procurement, deployment, coordination and support operations to the City Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to assure a timely and appropriate response to an emergency or situation.

2. Procedures, protocols, and plans for disaster response activities are developed to govern staff operations at the City of Mesa Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF's, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe this ESF's capabilities.

3. In a large event requiring local or state mutual aid assistance, the City of Mesa Emergency Operations Center will coordinate with support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.

4. The City of Mesa Public Information and Communication Department will act as the lead agency. Depending on the severity of the situation, other local public information officers and City staff will assist with media advisories and releases. Lead or support agency public information staff will operate from the Joint Information Center (JIC)if established as outlined in the Crisis Communications and Procedures/Guidelines. If no JIC is established the PIO staff will operate from the City of Mesa Emergency Operations Center.

5. Depending on the severity of the disaster, ESF #15 may activate a 24-hour citizen information center to handle citizens' inquiries.

6. In a catastrophic disaster, ESF #7, ESF #6 and ESF #14 will work together to release information regarding volunteer goods and services that need to be sent to the disaster area, and where volunteers and donors may go to deliver such goods or services. All said ESF's will routinely provide information to staff for ESF #15 to keep the City of Mesa officials and citizens aware of current events.

7. ESF #15 is responsible for providing the community with information on impending or existing emergencies, to include immediate protective actions they should take such as sheltering or evacuation. Many departments participate in disaster public education and awareness activities on a regular basis. Programs include fire prevention, animal care and control, weather spotter

training, disaster preparedness for seniors, public health issues (i.e., seasonal influenza, pandemic influenza), etc.

8. Should a disaster or emergency event create the opportunity where advanced/early evacuation is possible, the methods for communicating Emergency Public Information (EPI) with the whole community will be determined based on the channels available to provide information in the most timely and efficient manner possible to reduce the threat of immediate loss of life. The City of Mesa PIO will:

    a. Develop and conduct public information programs for community and citizen awareness of potential disasters, as well as personal protection measures for each hazard present.

    b. Develop Rumor Control Procedures.

    c. Prepare advance copies of emergency information packages for release through the news media during actual emergencies.

    d. Brief local news media personnel, community officials, Local, State, and Federal agencies on External Affairs policies, plans, and procedures.

    e. Maintain current lists of radio stations, televisions stations, cable companies, websites, and newspapers to be utilized for public information releases.

    f. Maintain support agreements and liaison arrangements with other agencies and the new media, if needed.

    g. Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster.

    h. Coordinate with on scene PIO, Governor's Press Secretary, and the Secretary of Public Safety to prepare initial press releases; Assist with the preparation and transmission of Wireless Emergency Alert (WEA) messages, if needed

    i. Disseminate news releases and daily Situation Reports from the City's EOC via the agency's website.

    j. Disseminate information to elected officials through the legislative liaison function.

    k. Establish, with assistance from other agencies a help line for the public to call for information;
    A comprehensive table of newspapers, online media, and social media resources can be found in this document for efficient dissemination and effective monitoring of event reporting. It is critical that ESF #15 and ESF #5 not only have outgoing information but monitor reporting on a daily or PRN basis to ensure continuity and accuracy of reporting.

9. ESF #15 with the assistance of other local agencies listed above should collaborate and develop standard operations procedures (SOPs) to carry out the public information function.

10. Emergency Public Information may be disseminated to special populations through use of Interpreters (non-English speaking and hearing impaired), public address systems, closed Caption television, door-to-door, Braille (visually impaired), etc. AFN populations may also include the elderly or home-bound who have limited access to radio, news, or media reports. Rural populations are especially likely to have limited access to such resources. Outdoor and seasonal workers may also be exposed to threats or incidents in a more immediate fashion with limited access to radio or media. For these reasons a diverse set of media channels will be used to disseminate information in a timely fashion, including but not limited to emergency radio notices, television (digital and cable channels), internet and social media, SMS messaging, billboards, newspaper notices and communal locations such as post offices, banks, gas stations and municipal waste sites.

11. The methods of communicating with the whole community include, but are not limited to, the following systems:

Public Notification and Warning

a. 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.

b. Integrated Public Alert and Warning System (IPAWS)/Wireless Emergency Alerts (WEA)

IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.

c. 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.

d. 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.

In addition to these standard systems, City of Mesa has a variety of mediums which can be used for public notifications.

Inter-Agency

a. 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.

b. 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.

c. 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.

d. Notification to Schools, Designated Government Agencies, and Designated Businesses

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

e. Notification to Custodial Institutions

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

Inter-Emergency Management

a. Maricopa County Warning Radio Net

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

Joint Information System

a. Supports ESF #15 through a Joint Information System (see Annex B: Support, Public Information for additional information).

b. 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 public. In response

to this need, a designated communication channel is activated during response and recovery operations. The JIS staff is responsible for ensuring that when this channel is activated it is disseminated to the 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.

i. Communications messaging in support of integration and staffing to EOC facilities as appropriate.
ii. Coordinates messages with City departments, local and Tribal governments, State departments/agencies, and Federal entities.
iii. Establishes a Joint Information Center (JIC), virtual or real if necessary.
iv. Gather information on the incident.
v. Provide a sign-language interpreter as appropriate.
vi. Provides incident-related information through the media and other sources to individuals, families, businesses, and industries directly or indirectly affected by the incident.
vii. Uses a broad range of resources to disseminate information.
viii. Performs media monitoring to ensure that accurate information is disseminated.
ix. Handles appropriate special projects such as news conferences and press operations for incident tours by the City Council, other government officials and other dignitaries.
x. Provides support and coordinates messaging to the communication office and other City officials as designated.
xi. Provides basic services such as communications and supplies, to assist the news media in disseminating information to the public.
xii. Oversees the key function of media relations.
xiii. Provides external affairs support staff/liaisons when requested by County, State, local, or Tribal authorities.

Using Social Media

a. 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 follow us and can turn to the County for information.

Monitoring Social Media

b. 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.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the City of Mesa Fire/Medical Department - Division of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within City of Mesa.

2. The system operates at two levels: 1.) City of Mesa Emergency Operations Center; 2.) field operations.

3. The City of Mesa Fire/Medical Department - Office of Emergency Management serves as the focal point for activities. It is responsible for ensuring that all appropriate program departments, support agencies, other ESF's and other private voluntary agencies have knowledge about the system and expectations, as well as coordinate and cooperate efficiently during an event.

C. Alerts and Notifications

1. ESF 15 will be activated or placed on standby upon notification by the City of Mesa Emergency Operations Center. The representatives or designee of the primary agency will manage the emergency activities. If additional support is required, the primary and support agencies may jointly manage activities.

2. Upon instructions to activate or placement on standby, the Primary Agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

D. Actions

1. Actions carried out by an Annex are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service.

III. Responsibilities

A. The following list identifies the responsibilities designated to each agency/organization for this ESF.

Primary Agencies Responsibilities

Overall Actions Assigned to All Members	
Response (During Event) Actions for ESF #15 - External Affairs	
1	Alert agencies whose personnel, equipment, or other resources may be used about the ESF requesting them and the authority for the request.
2	Start a Unit Log of actions taken (ICS Form 214) to hand-record anything not covered in this checklist.
3	Obtain needed equipment, additional office space, web, and broadcast media access.
4	Determine the nature and scope of the disaster and the public messaging strategy. Brief the EOC Director and elected leaders as needed.
5	Coordinate with the EOC and state level PIOs.
6	Issue any immediate EPI (Emergency Public Information) approved by the EOC Director to the public and take into consideration the vulnerable populations.
7	Ensure that the public within the affected area receives complete, accurate and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
8	In coordination with all effected or responding PIOs provide advisories and public instructions for life, safety, and health.
9	Monitor news broadcasts.
10	Coordinate an area were media can be near the site but not in the way of response operations.
11	Manage aspects of Emergency Public Information (EPI) on behalf of the EOC Director.
12	Anticipate potential EPI needs or problems and begin alerting appropriate EPI resources.
13	Coordinate with shelter operations for family reunification messaging.
14	Establish process to verify information is accurate and valid before public release.
15	Identify all viable methods to reach the public including but not limited to radio, television, print media flyers, posters, brochures, informational booths, and Internet sites, including social media.
16	Give the public accurate, timely and useful information and instructions from one release point throughout the emergency; provide mass notification to urban and rural populations and provide periodic media updates.
17	Resolve any conflicting information and dispel rumors as much as possible.
18	Develop productive relationship with the press, coordinating with them on emergency information dissemination, provision, and accessibility.
19	Approve implementation of any special provisions for media convergence.
20	Designate location for media briefings.
21	Inform the public of health or safety concerns, status of emergency situation, and ways to reduce or eliminate associated dangers.
22	Consult the EOC team before releasing any emergency information.
23	Implement a proactive public information strategy to meet media needs.
24	Activate and staff the management functions of the JIC.
25	Identify and utilize departmental, county, or municipal legal counsel to review important public-facing documents and announcements as needed.
26	Maintain financial and legal accountability.
27	Brief public affairs officers who go to incident sites.

28	Prepare news releases, public information, warnings, and briefings with the approval of the EOC Director.
29	Organize and operate a press briefing area and a JIC, as appropriate.
30	Prepare an oral increased readiness report for the first coordination meeting with the EOC Director.

Support Agencies Responsibilities

All Support Agencies	
Response (During Event) Actions for ESF #15 - External Affairs	
Response and Recovery activities to be completed during and reviewed after an emergency event:	
1	Staff the EOC when requested by the Primary Agency or EOC Manager.
2	Develop and maintain a working relationship with the Primary and Support Agencies, communication industry representatives, and private communication providers.
3	Provide Communications resources, equipment, and vehicles, upon request.
4	Assist other units, branches, and sections as requested.
5	Act as liaison with home agency to support emergency events.

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ANNEX E – 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 - 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 Director: The Emergency Manager of designee acts in this position and has overall responsibility for the operation of the EOC.

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 carrying 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.

Emergency Support Functions: Provide the structure for coordinating city interdepartmental support for a citywide response to an incident.

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 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. explosive substances, 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 objective 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 directions 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 over 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 a 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.

Policy Group: Consist of the Mayor and City Council members, the City Manager, Assistant City Manager, and Deputy City Managers or designees.

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 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 report 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 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. People 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 people 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.

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