



---

***SECTION II***

***2023 CITY OF MESA***

***EMERGENCY OPERATIONS PLAN***

***SUPPORT ANNEX***

---

**This page intentionally left blank.**

# Table of Contents

## Contents

Table of Contents .....	iii
Support Annex.....	1
Tab A - Support/ICS Interface Chart.....	2
Tab B – Support Matrix .....	3
Financial Management.....	4
Logistics Management .....	6
Tab A – Elements of a Resource List .....	10
Volunteer and Donation Management .....	12
Tab A - Volunteer Management Coordinator.....	15
Tab B -Volunteer Management System.....	17
Tab C - Volunteer Reception Center .....	19
Tab D – Donation Reception Center .....	21
Tab E - Record of Donation Offer.....	23
Worker Safety and Health.....	24
Mass Fatality Management .....	26
Damage Assessment .....	30
Tab A - Field Damage Assessment Form.....	35
Tab B - Detailed Damage Assessment Report .....	36
Debris Management .....	38
Continuity of Government .....	45

## Support Annex

### Overview

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

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

Upon activation of the Mesa EOC, the IC/UC and Planning Section Chief will determine which support functions are needed to support the incident.

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

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

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

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

**Tab A - Support/ICS Interface Chart**

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

**Tab B – Support Matrix**

<b><u>Departments/Divisions</u></b>	<b>Financial Management</b>	<b>Logistics Management</b>	<b>Volunteer &amp; Donation</b>	<b>Worker Safety &amp; Health</b>	<b>Mass Fatality Management</b>	<b>Damage Assessment</b>	<b>Debris Management</b>
P = Primary Coordinating Agency S = Cooperating Agency							
Business Services		P					
City Attorney (includes Risk Management)	S	S		S			S
Community Service (Community Engagement)		S	P				
County Agencies				S			
Development Services		S				P	
Emergency Management/EOC		S	S		P	S	S
Engineering		S				S	
Energy & Sustainability		S					S
Financial Services	P	S			S		
Fire/Medical		S	S		S	S	S
Human Resources	S	S	S	S			
Human Resources (Safety Services)				P			
Information Technology	S	S					
Non-governmental Organizations (NGO's)			S		S		
Parks, Recreation, and Community Facilities		S	S		S		S
Police		S	S		S	S	S
Private Sector		S			S		
Public Information and Communications		S	S		S	S	S
Solid Waste							P
Transportation		S					S

## Financial Management

### *Primary Coordinating Agency*

City of Mesa Financial Services Department

### *Cooperating Agencies*

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

### *Purpose*

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

### *Assumptions*

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

### *Scope*

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

### *Policies*

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

## *Organization/Responsibilities*

### *All City Departments will:*

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

### *City of Mesa Legal Council Representative will:*

- Provide legal advice concerning emergency administrative and procurement procedures.

### *City of Mesa Policy Group will:*

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

### *City of Mesa Attorney (Risk Management Division) will:*

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

### *City of Mesa Information Technology Department will:*

- Ensure computer, software, voice, and data support.

## Logistics Management

### *Primary Coordinating Agency*

City of Mesa Business Services Department

### *Cooperating Agencies*

All City Departments

### *Purpose*

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

### *Scope*

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

### *Policies*

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

Personal Property Management: All departments and agencies acting within the scope of incident response and recovery account for personal property in accordance with existing agency property management policies. This occurs whether property is acquired from an agency's own stock or from

available state or federal excess or purchased with money allocated from other resources. The process for requesting reimbursement is detailed in the Financial Management Support Annex.

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

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

### *Organization and Assignments of Responsibilities*

#### *All Departments:*

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

#### *Fire/Medical Department/Emergency Services*

- Identify essential resources to carry out missions in each functional area and to support operation of critical facilities during the disaster.
- Prepare mutual aid agreements with surrounding jurisdictions to augment local resources.

- Review compatibility of equipment of local departments and surrounding jurisdictions and identify specialized training or knowledge required to operate equipment.
- Develop SOPs to manage the processing, use, inspection, and return of resources coming into area.
- Develop training/exercises to test plan, and to ensure maximum use of available resources.

#### *Purchasing:*

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

#### *Finance Department:*

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

#### *City Attorney:*

- When notified of an emergency, report to the EOC or other location as specified by the Director of Emergency Management or his/her designee.

- Advises on contracts, donations, and questions of administrative law.

#### ***Logistics Branch Resource Manager:***

- Shall report to the EOC.
- Directs and supervises the activities of the Needs, Supply, and Distribution functions.
- Monitors potential resource shortages in the jurisdiction and advises the Emergency Manager on the need for action.
- Identifies facilities/sites that may be used to store needed resources and donations.
- Determines the need for and directs activation of facilities necessary for the coordinated reception, storage, and physical distribution and receiving of resources.
- Arranges for workspace and support needs for resource management staff.
- Tabulates needs assessment and specific requests.
- Prioritizes resource requests.
- Determines appropriate means for satisfying requests.
- Requests transportation from ESF #1(Transportation), as needed.

#### ***Receiving/Distribution Manager:***

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

#### ***Attachments and References:***

Tab A – Elements of a Resource List

This list of resources is kept in the County Emergency Management Software.

## Tab A – Elements of a Resource List

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

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

## Volunteer and Donation Management

### *Primary Coordinating Agency*

City of Mesa Community Services Department (Neighborhood Outreach)

### *Cooperating Agencies*

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

### *Purpose*

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

### *Scope*

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

## *Situation*

When major events with high level of media interest occur, many individuals might self-assign themselves to donate services and or goods to assist the victims or participate in the recovery process. Disaster victims may not need many volunteer services. Receiving and managing unneeded services and supplies wastes valuable resources. Public education before and timely media releases during and after an emergency will help to limit unneeded resources.

## *Assumptions*

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

## *Concept of Operations*

As the EOC receives reports from the field, the EOC will determine the needs of those affected by the emergency. The EOC will forward that information to City of Mesa Public Information and Communications Department and inform potential volunteers through the media and other communication methods.

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

### *Organization and Assignment of Responsibility*

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

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

### *Authorities and Reference*

Tab A - Volunteer Management Coordinator

Tab B - Volunteer Management System

Tab C - Volunteer Reception Center

Tab D - Donation Reception Center

Tab E – Record of Donation Offer

## Tab A - Volunteer Management Coordinator

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

be utilized for potential reimbursement, value of donation receipts, or for use as matching fund contribution.

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

## Tab B -Volunteer Management System

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

10. Parks, Recreation and Community Facilities will assist in locating appropriate facilities to house the VRC, and appoint an individual to work with the VMC.
11. Human Resources will assist in the coordination of City employees to staff volunteer management activities as needed and assist in the development of volunteer management policies and procedures.
12. Finance Department will maintain the records of volunteer personnel and equipment used and supplies consumed during volunteer management operations. Finance will establish, in coordination with the city's human resources and office of management and budget, a City standard pay rate for type of work completed to apply to volunteer work. This rate will be utilized for potential reimbursement or for use as matching fund contribution.
13. Public Information and Communications (Mesa PIO) will work with AzVOAD in the City of Mesa EOC to ensure accurate instructions and directions to sites within the disaster area are available to AzVOAD personnel and volunteers. Coordinate all City-level press releases related to volunteer management. The PIO will develop pre-scripted messages for volunteers to use during phone bank operations.

## Tab C - Volunteer Reception Center

1. The Volunteer Reception Center (VRC) would be a facility where self-assigned, unaffiliated and organized groups of volunteers are assembled, registered, assigned tasks, and provided logistical support. Volunteers may be assigned to operate various donation management facilities, provide direct assistance to victims, or assist government departments in recovery operations. The VRC should be in reasonable proximity to the disaster area, but not in that area.
2. The EOC Logistics Section Chief will appoint the Volunteer Management Coordinator (VMC) and assign someone from the City of Mesa Parks and Facilities to locate a suitable facility to operate as the VRC. All volunteer services should be coordinated through the VMC. The VMC will be responsible for credentialing, accounting for and assignment of all volunteers and goods.
3. Individuals may offer to donate services to assist the victims or participate in the recovery process. The volume of donations offered may create logistical challenges in receiving, transporting, accounting for, and supervising volunteer workers. With advanced notice through media outlets and the phone bank, the VRC would facilitate organized reception and assignment of those volunteers.
4. The emergency will take most of the resources in the City of Mesa and there will be a need for volunteered goods and services, especially during the recovery phase of operations. The VRC will provide organized distribution of goods and services for accountability and control self-assignment of volunteers.
5. The VRC should be a facility that is not too far from but not in the immediate emergency area. The facility would ideally provide adequate intake space, sleeping facilities, bathrooms and showers and food service areas (like a school). The VRC may also co-exist with the Donation Reception Center (DRC) and the phone bank.
6. Parks, Recreation and Community Facilities will assist in locating appropriate facilities to house the VRC and appoint an individual to work in the VRC. If there are no suitable City of Mesa sites, the responsibility falls on the Emergency Manager to establish a list of possible sites that could function as a VRC. Any IGA or MOU needed to use private or publicly owned facilities will need to be drafted.
7. Human Resources will assist in the coordination of City employees to staff volunteer management activities in the VRC and assist in the development of volunteer management policies and procedures for use in the VRC.
8. Finance Department will maintain the records of volunteer personnel and equipment used and supplies consumed during volunteer management operations. Establish, in coordination with the City's Human Resources and Office of Management and Budget, a City standard pay rate for type of work completed to apply to volunteer work. This rate will be utilized for potential reimbursement or for use as matching fund contribution.
9. Public Information and Communications will work with the VRC to ensure accurate

instructions and directions to the VRC are relayed to the media and available to volunteer personnel and coordinate all City-level press releases related to the VRC.

10. Arizona Volunteer Organizations Active in Disasters (AzVOAD) can work with staff and operate the VRC and assist in volunteer efforts.

## Tab D – Donation Reception Center

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

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

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

## Tab E - Record of Donation Offer

### CITY OF MESA DONATION RECEIVING CENTER

Call received by: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Donor Name and Information:** Salutation: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Title: \_\_\_\_\_ Organization: \_\_\_\_\_

Phone 1: \_\_\_\_\_ Phone 2: \_\_\_\_\_

Address 1: \_\_\_\_\_

Address 2: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Donated (free) Goods  or Services

Commercial (vendor) Goods  or Services

**Type of Resource:** (e.g., people, food, equipment): \_\_\_\_\_

Category: (e.g., clothing, water, bedding): \_\_\_\_\_

Sub-category: (e.g., shoes, blankets, chairs): \_\_\_\_\_

**Description/Notes:** \_\_\_\_\_

Total Quantity: \_\_\_\_\_ Units (#): \_\_\_\_\_ Measure (e.g., box, each): \_\_\_\_\_

Packaging \_\_\_\_\_ Amount (#): \_\_\_\_\_ Size (e.g., can, dozen, gallon): \_\_\_\_\_

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: \_\_\_\_\_

Estimated Value: \_\_\_\_\_ Available until: \_\_\_\_\_

Follow-up required: Yes No Action taken: \_\_\_\_\_

## Worker Safety and Health

### *Primary Coordinating Agency*

City of Mesa Human Resources Department (Safety Services)

### *Cooperating Agencies*

City Attorney (Risk Management Office)  
All City of Mesa Departments and Divisions

### *Purpose*

This annex provides guidelines for assuring worker safety and health during potential or actual incidents. This annex describes the actions needed to ensure that threats to the responder safety and health are anticipated, recognized, evaluated, and controlled.

### *Scope*

This annex addresses technical assistance for incident safety management. Activities include identification and characterization of incident hazards, assessments and analyses of health risks and exposures to responders, medical monitoring, and incident risk management.

### *Policies*

Emergency Support Function (ESF) #5 – Emergency Management activates the Human Resources and Risk Management Office in cooperation with the Health and Safety Services, as the overall coordinator for Worker Safety and Health technical support. However, specific cooperating agencies, especially Fire and Police, who train intensively for certain situations shall maintain control of operations to address those situations.

Risk Management and Safety assistance and coordination, as described in this annex, may be requested during an incident if specific needs are identified; all normal reporting operating procedures will remain in effect unless otherwise noted.

Private sector employers are responsible for the safety and health of their own employees.

Municipal governments are responsible for worker health and safety pursuant to state and local statutes, and in some cases 40 CFR 311, Worker Protection. This responsibility includes allocating sufficient resources for safety and health programs, training staff, purchasing protective clothing and equipment as needed, and correcting unsafe or unsanitary conditions.

Several State and Federal agencies have oversight authority for responders and response operations. While these agencies retain their authority, they are expected to work with local, state, federal and private sector responders prior to and during response operations to ensure the adequate protection of all workers.

### *Concept of Operations*

City of Mesa Human Resources Department (Safety Services) coordinates safety and health assets to provide proactive consideration of all potential hazards, ensures availability and management of all safety resources needed by the responders; shares responder safety-related information, and coordinates among local, state, and federal agencies and government and private sector organizations involved in incident response.

### *Organization and Assignment of Responsibility*

#### *City of Mesa Human Resources Department (Safety Services) will:*

- Coordinate technical support for responder health and safety.
- Provide technical advice.
- Identify hazards and risks associated with response and recovery activities.
- Monitor responders for chemical and/or biological contamination.
- Provide appropriate workplace safety training.
- Provide occupational safety and health technical advice to the Incident Safety Officer either at the EOC, Incident Command Post, Joint Field Office (JFO), or Disaster Recovery Center (DRC).
- Ensure appropriate immunizations are provided to responders.

#### *All Departments will:*

- Identify qualified Safety Officers to train, monitor, and brief department personnel on hazards, specific reporting procedures, PPE, decontamination, etc.
- Provide Critical Incident Stress Management (CISM) or Critical Incident Stress Debriefing (CISD) opportunities to staff.

## Mass Fatality Management

### *Primary Coordinating Agency:*

City of Mesa Fire/Medical Department - Office of Emergency Management

### *Cooperating Agencies:*

City of Mesa Fire/Medical Department  
City of Mesa Police Department  
City of Mesa Parks, Recreation, and Community Facilities Department  
City of Mesa Public Information and Communications Department  
City of Mesa Financial Services Department  
Maricopa County Department of Emergency Management  
Maricopa County Office of the Medical Examiner  
Maricopa County Public Fiduciary

### *Purpose*

The purpose of this annex is to list procedures to be followed when an incident results in mass fatalities to the extent that the number of dead exceeds the resources needed to process them.

### *Scope*

This annex is designed to address general policies and procedures for the collection, identification, and disposition of deceased persons at mass fatality incidents or disasters in cooperation with the Maricopa County Office of the Medical Examiner (OME). It is the practice of the City of Mesa that human remains should only be removed if authorized by the medical examiner or his/her designee.

### *Situation Overview*

Any major disaster may result in many fatalities requiring extraordinary procedures. The Maricopa County Medical Examiner's Office is responsible for the dead. Local funeral service personnel, and or requested federal resources when activated, will be available to assist under the direction of the Medical Examiner's Office.

### *Assumptions*

When disaster conditions permit an estimate will be made of the number of dead. Remains will be recovered and evacuated to temporary morgues for identification purposes and safeguarding of personal effects found on the dead. Necessary information about each victim will be compiled and processed by the medical examiner.

### ***Concept of Operations***

The focus of mass fatality operations is to establish a method for the sensitive, respectful care and handling of deceased human remains in a timely fashion. This operation details removal, identification, sanitation, preservation, of fatalities and notification of the next of kin or their representative under the direction of authorized persons.

### ***Temporary Morgue Site:***

A morgue site is to be selected, organized, and put into operation if the number of fatalities exceeds the resources of the Medical Examiner's Office. Once a morgue site is selected, the Medical Examiner or designated representative will organize its operations and assign personnel to appropriate duties.

The temporary morgue should be located as near as possible to the area with the heaviest concentration of fatalities, should be equipped with facilities for workers, be removed from public view, have sufficient space for body identification procedures and acceptable separate areas for specific functions (body handling, interviewing, records, etc.).

### ***Organization and Assignment of Responsibility***

When a need is identified, the Emergency Operations Center will notify Maricopa County Department of Emergency Management (MCDEM) and coordinate with Maricopa County Medical Examiner's Office (OME) for the implementation of Maricopa County's Mass Fatality Plan.

### ***City of Mesa Fire/Medical Department - Office of Emergency Management will:***

- Coordinate with the on-scene Commander to determine resources needed to effectively respond.
- Be responsible for requesting activating the Mass Fatality Coordination Annex through MCDEM.
- Provide the City Manager and EOC Command Section with current information.

### ***City of Mesa Fire/Medical Department will:***

- Report the location of any fatalities to the Operations Section Chief.
- Assist in removal of deceased when authorized by the OME or designee.

***City of Mesa Police Department will:***

- Provide security to prohibit entry into areas with fatalities and to preserve the scene for investigations.
- Provide security for temporary morgues if required.

***City of Mesa Financial Services Department will:***

- Provide a cost center that will be used to document and track all expenditures and charges related to the recovery and preservation of fatalities.

***City of Mesa Parks, Recreation, and Community Facilities Department will:***

- Assist in determining what facility will be used as a temporary morgue when needed.

***City of Mesa Public Information and Communications Department will:***

- Work with the office of the Medical Examiner to keep media appropriately informed.
- Work with the office of the Medical Examiner to release the names of the decedents only after verification by law enforcement that next of kin have been notified.

***Maricopa County Office of the Medical Examiner will:***

- Establish mortuary services.
- Establish a temporary morgue near the disaster site as needed.
- Coordinate refrigeration units for storage of bodies.
- Prepare remains for final disposition.
- Conduct fatality identification.
- Assist in the consolidation and submittal of final reports and disaster-associated costs.

***Maricopa County Public Fiduciary***

- The Public Fiduciary may have a role in an incident, which would include the following:
  - Responsible for indigent burial program
  - Act as guardians, conservators and court-appointed personal representatives of persons and their estates in the absence of any other qualified/eligible appointees and as such are responsible for the coordination of final disposition

*Direction, Control and Coordination:*

- Operations will be coordinated by the Maricopa Medical Examiner’s Office working with the Maricopa County Health Services Department. Charge all expenses associated with this incident to a cost center that will be provided by the Financial Services Department. Document and provide copies of all expenditures and charges to the EOC Finance Section.

## Damage Assessment

### *Primary Coordinating Agency*

City of Mesa Development Services Department

### *Cooperating Agencies:*

City of Mesa Fire/Medical Department - Office of Emergency Management

City of Mesa Engineering Department

City of Mesa Fire/Medical Department

City of Mesa Police Department

City of Mesa Public Information and Communications Department

### *Purpose*

The purpose of this annex is to ensure public safety, health, and welfare following a declared emergency by receiving, assessing, and recording damage information resulting from a disaster or other major emergency incident in the city.

### *Scope*

A full range of engineering, building inspection, and enforcement services will be implemented, managed, and coordinated in a way that maximizes the use of resources and aids emergency response and recovery operations during and after the major event.

### *Situation Overview*

Many hazardous events have the potential for causing deaths, injuries, and extensive property damage. If such an incident occurs, a planned damage assessment and reporting procedure is essential for effective response and recovery operations. Such a procedure is also critical to the success of cost recovery actions initiated during declared disasters.

### *Assumptions*

Pre-incident identification of critical facilities and structures is important in the identifying and prioritization of response and recovery activities once an incident occurs.

If an incident is larger than what City damage assessment teams can handle in a reasonable time,

then damage assessment teams from the county or state can be requested to work in coordination with City assets to conduct a timely assessment.

All damage assessment data will be given to the City of Mesa Applicant Agent for compilation into a comprehensive report.

## *Concept of Operations*

### *General*

The Mayor has declared an emergency.

The EOC has been activated.

The Building Official, who shall serve as the Damage Assessment Coordinator (DAC) requests members of the Damage Assessment Teams (DAT) to report for duty.

The DAC will brief assembled damage report personnel on the situation, assignments, and other operating information necessary to conduct a rapid damage assessment (Windshield Survey) of all buildings in the areas that appear to be the most damaged. The team will use the Field Damage Assessment Form, Tab A. During the rapid assessment period, the inspection teams shall make cursory inspections of buildings to determine the severity and scope of the disaster and shall report all such information to the DAC as rapidly as possible.

Damage reporting shall be received, assessed, assimilated, and reported to the DAC.

Following the rapid assessment period, the DAC shall assemble and instruct inspection teams to conduct a prioritized comprehensive structure-by-structure walk through inspection of all buildings within the disaster-affected area(s), appropriately posting heavily damaged buildings. This effort will result in a Detailed Damage Assessment report, Tab B.

Some buildings or structures may require further engineering evaluation to be performed by a consultant hired by the owner.

Overall assessment practices will follow the procedures of the Applied Technology Council's ATC 20 and the ATC 20-1 Field Manual of Disaster Assessment. The Building Official shall maintain a list of active ATC20 personnel and shall present it to the EOC on request.

The EOC Chief will receive analyzed data from city damage assessment teams and determine if damages warrant a request by the Mayor for state assistance. If so, the City of Mesa Public Information and Communications Department will prepare the appropriate proclamation for the Mayor's signature. If the Governor grants state assistance, the State may ask for a Federal Declaration of emergency or major disaster.

Damage assessments will focus on critical facilities first, essential facilities second, and then the balance of structures and infrastructure.

Critical Facilities - Facilities that are critical to government response and recovery activities (i.e., life safety and property and environmental protection). These facilities include: 911 Centers, Emergency Operations Centers, Police and Fire Stations, Public Works facilities, sewer and water facilities, hospitals and health clinics, bridges and roads, shelters, jails, and prisons. Other facilities that, if damaged, could cause serious secondary impacts may also be considered "critical." A hazardous material facility is one example of this type of critical facility.

Essential Facilities - Facilities that are essential to the continued delivery of key government services and/or that may significantly impact the public's ability to recover from an emergency.

It is critical during these assessments that long term, non-hospital healthcare settings (i.e., nursing homes, hospice, critical care, group homes, etc.) are assessed in terms of their potential secondary, long-term impacts. These secondary impacts include how additional resources the unique populations residing in these settings may or may not usually require, have an influence on limited resources during the recovery phase, should these settings be ineligible for immediate reentry.

### ***Organization and Assignment of Responsibility***

All organizations involved in damage assessment are responsible for development of internal Standard Operating Procedures (SOPs) that support Annex B Damage Assessment and EOC operations.

#### ***City of Mesa Fire/Medical Department - Office of Emergency Management will:***

- Be responsible for activating the Damage Assessment Function for response and recovery activities during emergencies.

#### ***City of Mesa Development Services Department will:***

- Coordinate planning for and oversee the operation of the damage assessment program throughout the declared emergency.
- Appoint a DAC who will serve as the primary damage assessment contact in the City during all phases of an emergency/disaster.
- Identify and train individuals for damage assessment positions.
- Maintain a Damage Assessment Team membership roster.
- Develop and maintain a Damage Assessment Guide as a separately published document. In the pre-emergency phase, this Guide will contain general planning information with respect to equipment, staffing, and general operating guidance. When the Damage Assessment Function is activated, the Guide will be updated with specific equipment information, updated staff rosters, and detailed operating procedures; copies of the document will be

provided to all key damage assessment personnel. In the pre-emergency phase, the Guide shall include:

- Equipment requirements for the damage assessment teams.
  - Supply requirements for the damage assessment teams.
  - Position identification and duties for damage assessment teams.
  - A list of organizations that could potentially provide personnel to assist in damage assessments.
  - Maintain and update, as needed, procedures for activation, operations, and administrative procedures.
  - Maintain and update, as needed, copies of City damage assessment forms/checklists used by the City.
  - Procedures for coordinating with county, state, and federal damage assessment personnel.
  - Develop operating procedures for and train staff to act as damage assessment teams with other jurisdictions and professional agencies for damage assessment assistance.
  - In an emergency, conduct an initial windshield survey of the City to determine damage assessments of impacted areas. Part of this survey includes not only the damage to structures, roads, etc., but also the types and amounts of debris in the impacted areas of the City.
  - Following the rapid assessment period, the DAC assembles and instructs inspection teams to conduct a prioritized comprehensive structure-by-structure inspection of all buildings within the disaster-affected area(s).
  - Damage reporting is received, assessed, assimilated, and reported to the DAC. The DAC will consolidate initial damage assessments, complete a report, and forward it to the Planning Section Chief.
  - Ensure required damage assessment related records are maintained.
- Assist the DAC in conducting assessments.
  - Direction, Control and Coordination.
  - The Lead Building Official will serve as the Disaster Assessment Coordinator (DAC). The DAC will report directly to the Planning Section Chief. The DAC will form a Disaster Assessment Team (DAT) prior to any emergencies and the team will be activated as soon as it is recognized that the emergency will generate damage to the infrastructure of the City.
  - All organizations involved in damage assessment are responsible for development of internal Standard Operating Procedures (SOPs) that support Annex B, Damage Assessments, and EOC operations.
  - Organizations referenced in this annex are responsible for maintaining a listing of resources available to them during emergencies.

***City of Mesa Fire/Medical Department will:***

- Report any unsafe buildings.
- Assist assessment teams in determining safety of buildings.

***City of Mesa Police Department will:***

- Provide traffic control around unsafe structures.
- Provide security to prohibit entry into unsecured or unsafe buildings.

***City of Mesa Public Information and Communications Department will:***

- Keep media appropriately informed of unsafe buildings or restricted areas.

***Authorities and References***

Tab A - Field Damage Assessment Form

Tab B - Detailed Damage Assessment Report

## Tab A - Field Damage Assessment Form

### City of Mesa

#### FIELD DAMAGE ASSESSMENT FORM

Key for Damage Categories (Use appropriate letters in the 'category' blocks below)						
A. Debris Clearance B. Emergency Protective Measures C. Roads & Bridges	D. Water Control Facilities E. Public Buildings & Equipment F. Public Utility System	G. Parks, Recreation, and Community Facilities & Other				
SITE #	CATEGORY	STREET or AREA LOCATION				
		GPS (when available use decimal degrees)				
DAMAGE DESCRIPTION:						
EMERGENCY FOLLOW-UP NEEDED?	Y	N	TOTAL ESTIMATED DAMAGES: \$			
FLOOD INSURANCE	Y	N	PROPERTY INSURANCE	Y	N	NO DATA AVAILABLE (check box)

DATE: \_\_\_\_\_ PAGE \_\_\_\_ of \_\_\_\_ Completed by: \_\_\_\_\_

## Tab B - Detailed Damage Assessment Report

CITY OF MESA DETAILED DAMAGE ASSESSMENT REPORT				
<b>1. OCCUPANT</b>			<b>2. PROPERTY ADDRESS (inc. apt # &amp; zip code)</b>	
<b>3. TELEPHONE NUMBERS &amp; INSURANCE INFORMATION</b>			<b>4. TYPE OF PROPERTY</b>	<b>5. OWNERSHIP</b>
Home	Work	Cell	<input type="checkbox"/> Single Family <input type="checkbox"/> Multi-Family (usually Apts.) <input type="checkbox"/> Business <input type="checkbox"/> Check here if residence is a vacation home—not a primary residence	<input type="checkbox"/> Own <input type="checkbox"/> Rent <input type="checkbox"/> Lease (business only)
Insurance Company	Policy Number	Contact info		
<b>6. CONSTRUCTION TYPE</b>				
<input type="checkbox"/> Masonry <input type="checkbox"/> Wood Frame <input type="checkbox"/> Mobile Home <input type="checkbox"/> Manufactured <input type="checkbox"/> Other _____				
<b>7. TYPE OF INSURANCE</b>				
<input type="checkbox"/> Property <input type="checkbox"/> Flood (Structure) <input type="checkbox"/> Flood (Contents) <input type="checkbox"/> Wind/Hurricane <input type="checkbox"/> None				
<b>8. DAMAGES (Check all that apply)</b>				
HVAC <input type="checkbox"/> Yes <input type="checkbox"/> No    Major Appliances: <input type="checkbox"/> Yes <input type="checkbox"/> No    Furnace <input type="checkbox"/> Yes <input type="checkbox"/> No Electricity <input type="checkbox"/> On <input type="checkbox"/> Off    Roof Intact <input type="checkbox"/> Yes <input type="checkbox"/> No    Sewer <input type="checkbox"/> OK <input type="checkbox"/> Not OK Natural Gas <input type="checkbox"/> On <input type="checkbox"/> Off    Foundation <input type="checkbox"/> Yes <input type="checkbox"/> No    Basement <input type="checkbox"/> Yes – Depth ___ Feet Water Heater <input type="checkbox"/> Yes <input type="checkbox"/> No    Windows <input type="checkbox"/> Yes <input type="checkbox"/> No    Flooding				
<b>9. SOURCE OF DAMAGES</b>				

Rain  Flood  Wind  Tornado  Fire  Other (specify) \_\_\_\_\_

10. Based on the damages reported, the property is currently  Habitable  Uninhabitable

**11. OCCUPANT/OWNER ESTIMATE OF DAMAGES**

REPAIRS	CONTENTS	TOTAL
\$	\$	\$

**12. COMMENTS**

**12. ASSESSOR**

**13. DATE & TIME REPORT TAKEN**

## Debris Management

### *Primary Coordinating Agency*

City of Mesa Solid Waste Department

### *Cooperating Agencies*

City of Mesa Transportation Department

City of Mesa Public Information and Communications Department

City of Mesa Fire/Medical Department

City Attorney

City of Mesa Parks, Recreation, and Community Facilities Department

City of Mesa Police Department

### *Purpose*

To facilitate and coordinate the removal, collection, and disposal of debris following a disaster in order to minimize any potential threat to the health, safety, and welfare of citizens, expedite recovery efforts in the impacted area, and address any threat of significant damage to public or private property.

### *Scope*

The debris management program will be based on the waste management approach of reduction, reuse, reclamation, resource recovery, incineration, and land filling in order of preference. Public Works and the support agencies will accomplish expedient repair and restoration of essential services and vital facilities, but it may be necessary to contract for major reconstruction. Assistance may be available from other jurisdictions through local agreements and from commercial firms through contingency contracts.

### *Assumptions*

Damage to hazardous materials facilities, power lines, sewer and water distribution systems, and secondary hazards, such as fires, may result in health and safety hazards that would pose a threat to employees.

Local landfills and waste disposal facilities may be inadequate to deal with large amounts of debris and it may be necessary to use alternate methods and facilities for disposal.

The City may have insufficient resources to remove the debris created by a major emergency or disaster.

If local debris removal capabilities are insufficient, it will be necessary to execute a local emergency declaration and request external assistance in debris removal. If the local emergency is of such magnitude that the Governor requests a Presidential Disaster Declaration and such a declaration is approved, federal assistance could become available.

Citizens will remove debris from the immediate area of their homes and businesses but will require government assistance in hauling it away for disposal.

### *Policies*

The debris removal process must be initiated as soon as possible to protect public health and safety following an incident.

It will be the policy of the City to prioritize which areas will need to be cleared first to minimize life safety concerns and which arterials will need to be cleared first to allow rescue and recovery efforts to reach those that need it the most (See Tab A Critical Facilities).

### *Concept of Operations*

City of Mesa Environmental Management and Sustainability Department will be responsible for coordinating debris removal operations for the City. The City will be responsible for removing debris from property under its own authority, and from private property when it is deemed in the public interest/safety.

Prior to an incident Solid Waste will work with Emergency Management in development and maintenance of a list of approved contractors who have the capability to provide debris removal, collection, and disposal in a cost effective and environmentally sound manner. The listing will categorize contractors by their capability and service area to facilitate their identification by state agencies and local governments, as well as ensure their effective utilization and prompt deployment following the disaster.

The City will be responsible for managing the debris contract from project beginning to end unless the government entities involved are incapable of carrying out this responsibility due to the lack of adequate resources. In these circumstances, other state and federal agencies will be identified to assume the responsibility of managing the debris contract.

Managing the debris contract includes such things as monitoring of performance, contract modifications, inspections, acceptance, payment, and closing out of activities. The City will seek out

regional agreements to maximize the utilization of public assets. These should be pre-identified prior to the agreement being developed and implemented.

Debris storage and reduction sites will be identified and evaluated by Debris Management Team. Initially, debris may be placed in temporary holding areas until such time as a detailed plan of debris collection and disposal is prepared.

Temporary debris collection sites should be readily accessible by recovery equipment and should not require extensive preparation or coordination for use and will be on public property when feasible. Activation of sites will be under the control of the City engineer and will be coordinated with other recovery efforts through the local EOC.

Site selection criteria will be developed into a checklist format for use by these teams to facilitate identification and assessment of potential sites. Criteria will include such factors of ownership of property, size of parcel, surrounding land uses and environmental conditions, and transportation facilities that serve the site.

To facilitate the disposal process, debris will be segregated by type. It is recommended that the categories of debris established for recovery operations be standardized.

Following a disaster, the top priority is to clear major roads and routes providing access to key population support facilities such as hospitals, to allow for the movement of emergency vehicles, resumption of critical services and damage assessment.

In initial roadway debris clearance, debris is normally pushed to the side of the road and no attempt is made to remove or dispose of it.

Fire hydrants, driveway cutouts and utility valves should be left unobstructed.

If utility systems are damaged, debris management crews may need to coordinate their efforts to remove debris with utility crews.

If the emergency resulted in a Presidential Disaster Declaration, expenses of debris removal from public property may be partially reimbursed by the Federal Government if the debris must be removed to:

- a. Eliminate immediate threats to life, public health, and safety;
- b. Eliminate immediate threats of significant damage to improved public or private property; and
- c. Ensure economic recovery of the affected whole community.

Debris removal and disposal operations are extremely costly, it is vital to determine if federal assistance will be provided and the rules that apply to such assistance before debris removal operations.

Debris removal from Private Property including demolishing condemned structures is generally the responsibility of the property owner and the cost may be wholly or partially covered by insurance.

If there has been a Presidential Disaster Declaration and debris on private property is so widespread that public health, safety, or the economic recovery is threatened, local government may be partially reimbursed for the cost of debris removal from private property.

Preparation for Debris Removal - considerable time and labor can be saved in the debris removal process by sorting debris from public property and encouraging the public to sort from private property before it is picked up. A proactive public outreach program should advise the public of the actions they can take to facilitate pickup including:

- a. Sorting debris into categories.
- b. Placing sorted debris piles curbside.
- c. Keeping debris out of the road and away from fire hydrants and utility Services.
- d. Keeping household garbage in normal refuse containers.

After an estimate of the amount of debris that needs to be removed is made, options for removing the debris should be evaluated in terms of their cost and timeliness. The general strategies for debris removal and processing are removal and processing of debris by local government, which takes resources away from daily tasks. Removal and processing of debris by contractors may be faster but requires detailed contracts and requires extensive oversight and inspection.

If contractors will be used, the disaster area should be divided into geographical sectors for control purposes and bids solicited based on the estimated quantity of debris in each sector. In defining sectors, it is desirable to group properties of like type, construction and with similar vegetation together.

Debris may be removed by one time collection of all debris or using multiple passes to collect different types of material.

Temporary Debris Storage and Reduction (TDSR) Facilities - the effective disposal of large quantities of disaster debris requires temporary storage and volume reduction facilities are established. Such facilities hold debris until it can be sorted, reduced in volume, and dispatched to an appropriate disposal facility. Sorting and volume reduction will significantly reduce the costs of disposing of debris and prevent potentially serious environmental problems.

The volume of debris can be greatly reduced by incineration chipping and grinding and recycling to reduce the overall cost of disposal.

Site Selection for TDSR facilities should be:

- a. Government owned.

- b. Large enough to accommodate a storage area, a sorting area, and volume reduction operation area.
- c. Reasonable proximity to disaster areas and debris disposal sites.
- d. Good road access.
- e. Not in a residential area or in the vicinity of schools, churches, or other facilities with concentrations of the population.
- f. Not in an environmentally sensitive area, such as wetlands or a water well field.

Consider landfills and possible local sites for TDSR facilities.

The Public Information staff should provide the public with detailed information on debris removal and disposal plans and procedures.

Public information on debris removal must start as soon as possible after the disaster before people start moving and stacking large amounts of debris.

Public instructions should encourage citizens to:

- a. Assist their whole community locally (i.e., neighbors, schools, small businesses, persons with disabilities, access, and functional needs) in removing debris.
- b. Move debris to curbside for pickup.
- c. Separate debris into categories determined by local officials.
- d. Keep debris piles away from fire hydrants and utility valves.

Public information should keep citizens advised of:

- a. Debris pickup schedules and the system of pick up.
- b. Self-help disposal guidelines for citizens and businesses that wish to haul their own debris to a debris storage area or landfill.

Public Information must have plans to reach the whole community affected, including those who may not have access to multi-media resources.

### ***Organization and Assignment of Responsibility***

#### ***City of Mesa Solid Waste Department will:***

- Assign a representative as the Debris Team Management who will supervise debris clearance from the public right-of-way, coordinate debris management for public and private entities, and oversee the repair and restoration of key facilities and systems following a disaster/emergency.

- Develop sample contracts with generic scopes of work to expedite the implementation of debris management strategies.
- Develop mutual aid agreements with other state agencies and local governments.
- Identify and pre-designate potential debris storage sites for the type and quantity of debris anticipated following a catastrophic event.
- Develop site selection criteria checklists to assist in identification of potential debris storage sites.
- Identify and coordinate with appropriate regulatory agencies regarding potential regulatory issues and emergency response needs.
- Establish debris assessment process to define scope of problem.
- Develop and coordinate prescript announcements with Public Information Office (PIO) regarding debris removal process, collection times, storage sites, use of private contractors, environmental and health issues.
- Upon completion of debris removal mission, close out debris storage and reduction sites by developing and implementing the necessary site remediation and restoration actions.
- Perform necessary audits of operation and coordinate with ESF #5 (Emergency Management) to submit claim for federal assistance.
- In conjunction with ESF #1 (Transportation), determine the transportation requirements necessary to conduct debris removal operations.
- Determine the capability of the landfill to accept disaster debris or establish sites for disaster debris.
- In conjunction with ESF #7 (Resource Support), contract with local vendors to conduct immediate debris removal operations and when the debris removal complexity exceeds local capabilities.
- In conjunction with ESF #1 (Transportation), determine the priority for clearing the road system.
- Support Departments.

***City of Mesa Transportation Department will:***

- Assist in obtaining transportation assistance as needed in the removal and disposal of disaster debris.
- With Public Works, determine the priority for clearing the road system in the City.

***City Attorney will:***

- Identify and address potential legal, environmental, and health issues that may be generated during all stages of the debris removal process.
- Develop the necessary right-of-entry and hold harmless agreements indemnifying all levels of government against any potential claims.

***City of Mesa Public Information and Communications Department will:***

- Coordinate with Public Works or the Debris Management Unit Leader on developing detailed information on debris removal and disposal plans and procedures.
- Utilize multiple media sources such as Public Service Announcements (PSAs), flyers, and press releases.
- Develop and coordinate prescript announcements for debris removal process.
- Public instructions should encourage citizens to:
  - Assist their whole community locally (i.e., neighbors, schools, small businesses, persons with disabilities, access, and functional needs) in removing debris.
  - Move debris to curbside for pickup.
  - Separate debris into categories determined by local officials.
  - Keep debris piles away from fire hydrants and utility valves.
- Public information should keep citizens advised of:
  - Debris pickup schedules, storage sites, use of private contractors, and environmental and health issues.
  - Self-help disposal guidelines for citizens and businesses that wish to haul their own debris to a debris storage area or landfill.
- Public Information must have plans to reach the whole community affected, including those who may not have access to multi-media resources.

***City of Mesa Fire/Medical Department will:***

- Conduct an immediate assessment of the capability and availability of firefighting resources in the City.
- Determine the need for firefighting services with ongoing fires as a result of the disaster.
- Assist in the coordination of ESF #10 (Hazardous Materials) operations in the City during the debris management process.

***City of Mesa Police Department will:***

- Assist in monitoring illegal dumping activities.
- Assist in monitoring TDSR sites to ensure compliance with local traffic regulations.
- Coordinate traffic control at all loading sites and at entrances to and from TDSR sites.

## Continuity of Government

### *Purpose and Scope*

#### *Purpose*

1. The purpose of COG in time of emergency or disaster is to preserve lawful leadership and authority, prevent unlawful assumption of authority, ensure direction and control mechanisms are in place, and ensure delivery of government services.

#### *Scope*

1. This annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Included in this Annex is information on SOPs, movement of responders, survivors, and supplies associated with response and recovery efforts following a major disaster and egress and ingress information. Also included is information on major services by primary agencies critical to the welfare of the residents in Maricopa County.
3. The City of Mesa has determined that each city department should develop and maintain a COOP. COOP planning is designed to enable each city department and to preserve, maintain, and/or resume its capability to function effectively in the event of a threat or occurrence of any disaster or emergency that could potentially disrupt governmental operations and services. That plan will describe:
  - a. Identification and description of essential functions
  - b. Time-based objectives to restore essential functions
  - c. Order of Succession and Delegation of Authority
  - d. Continuity Planning Team Members and their assigned roles/responsibilities
  - e. Primary facilities and identified Continuity/Alternate facilities
  - f. Communication systems
  - g. Essential Records & Resources
  - h. Human Capital management and roster alert notification procedures
  - i. Devolution
  - j. Reconstitution of operations
  - k. Training and exercise programs

## *Concept of Operations*

### *General*

1. This Annex is consistent with city of Mesa methodology, the requirements of the NRF, the NIMS, and the ICS. This structured system supports incident assessment, planning, procurement, deployment, coordination, and support operations. Through the City of Mesa Policy Group and EOC response to an emergency or situation is conducted in a timely and appropriate manner.
2. Procedures, protocols, and plans for disaster response activities are to govern staff operations at the EOC and in the field. These are in the form of the base plan, ESF Annexes, Support Annexes, Threat Annexes, and SOGs, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring County or State mutual aid assistance, The City of Mesa will work with its support agency counterparts to seek, procure, plan, coordinate, 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.
5. City of Mesa Policy Group Line of Succession:
  - a. City Manager
  - b. Assistant City Manager
  - c. Deputy City Manager/CFO
  - d. Deputy City Managers
6. Maricopa County's responsibilities regarding filling vacancies and governing during emergencies is addressed in ARS 11-213 and ARS 38-381 through 386. See Authorities and references section for additional details.

### *Direction and Control*

1. This Annex complies with the NRF, and the NIMS. The NIMS guides the direction and control system adopted by MCDEM, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.
2. Refer to Maricopa County COG and associated department COOP for additional direction and control information.

## *Alerts and Notifications*

Refer to the Maricopa County COG plan and associated department COOPs for specific alerts and notifications information.