

City of Austin

EMERGENCY OPERATIONS PLAN



Basic Plan

Updated February 2012



Office of Homeland
Security and Emergency
Management





City of Austin

Emergency Operations Plan

Basic Plan*

UPDATED FEBRUARY 2012

** This plan incorporates the State requirements for Annexes N and U*

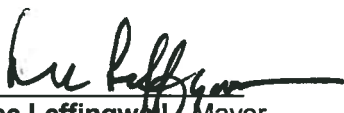
IMPLEMENTATION

This Emergency Operations Plan - "Basic Plan" for the City of Austin supersedes and rescinds all previous versions of this document called the "Basic Plan."

This Plan and related annexes shall be reviewed by all affected departments, annually updated as necessary, and submitted to the Texas Division of Emergency Management for certification.

In the event that any portion of this Plan is held invalid by judicial or administrative ruling, such ruling shall not affect the validity of the remaining portions of the Plan.

The Director of the Office of Homeland Security and Emergency Management may develop and distribute minor changes to this plan. Major revisions and recertification must be signed by the Mayor of the City of Austin.


Lee Leffingwell - Mayor
City of Austin


Otis J. Latin, Sr. - Director
Office of Homeland Security
And Emergency Management

RECORD OF CHANGES

Change #	Date of Change	Entered By	Date Entered	Notes
1	9/30/2011	P. Gordon	9/30/2011	Section 4.5 Updated
2	9/30/2011	P. Gordon	9/30/2011	Appendix 2 Updated
3	9/30/2011	P. Gordon	9/30/2011	Appendix 7 Updated
4	9/30/2011	P. Gordon	9/30/2011	Section 3.2.3 Updated
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6	9/30/2011	P. Gordon	9/30/2011	Updated Cover
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9	2/22/2012	P. Gordon	2/22/2012	Updated Appendix 7
10	2/22/2012	P. Gordon	2/22/2012	Clarified Section 4.4.3.2
11	2/22/2012	P. Gordon	2/22/2012	Clarified Section 4.3.12.2
12	2/22/2012	P. Gordon	2/22/2012	Clarified Section 3.2 and 3.2.2
13	2/22/2012	P. Gordon	2/22/2012	General Correction of Typos

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1.0 Explanation of Terms

1.1 Acronyms

A/TCEMS	Austin/Travis County Emergency Medical Services
A/TCHHS	Austin/Travis County Health and Human Services
AAR	After Action Report
AFD	Austin Fire Department
APD	Austin Police Department
ARC	American Red Cross
AWACS	Austin Warning and Communications System
Capcode	A message address placed in a paging device that causes it to alert when the specific address is activated
CAPCOG	Capital Area Council of Governments
CASHP	Capital Area Shelter Hub Plan
CERT	Community Emergency Response Team
CMO	City Manager's Office
COG	Continuity of Government
COOP	Continuity of Operations
CPIO	Communications and Public Information Office
CTECC	Combined Transportation, Emergency, and Communications Center
CTM	Communications and Technology Management
DDC	Disaster District Committee or Chairperson
DFO	Disaster Field Office
DHS	Department of Homeland Security
DOC	Department Operations Center
DPS	Department of Public Safety
DSO	Disaster Summary Outline
EAS	Emergency Alert System
EECP	Emergency Electric Curtailment Plan
EOC	Emergency Operations Center
EMS	Emergency Medical Services
ENS	Emergency Notification System
ERCOT	Electric Reliability Council of Texas\
FAA	Federal Aviation Administration
FBI	Federal Bureau of Investigation
FCC	Federal Communications Commission
FEMA	Federal Emergency Management Agency
FEWS	Flood Early Warning System
FSA	Farm Services Agency
GIS	Geographic Information Systems
Hazmat	Hazardous Material
HHSD	Austin/Travis County Health and Human Services Department
HSEM	City of Austin Office of Homeland Security and Emergency Management

HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
IC	Incident Command or Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IP	Improvement Plan
JFO	Joint Field Office
JIC	Joint Information Center
LCRA	Lower Colorado River Authority
MACC	Multi-Area Coordination Center
NIMS	National Incident Management System
NRF	National Response Framework
OEM	Office of Emergency Management
OPCON	Operating Condition
PARD	Parks and Recreation Department
PDA	Preliminary Damage Assessment
PIO	Public Information Officer
RLO	Regional Liaison Officer
RMAC	Regional Mutual Aid Coordinator
RMOC	Regional Medical Operations Center
RRCC	Regional Response Coordination Center
RRMO	Response and Recovery Directorates Mobile Operations
SBA	Small Business Administration
SOPs	Standard Operating Procedures
SOC	State Operations Center
SPOC	Single Point of Contact
TDEM	Texas Division of Emergency Management
TEEX	Texas Engineering Extension Service
TRRN	Texas Regional Response Network
UC	Unified Command
USDA	U.S. Department of Agriculture

1.2 Definitions

Area Command (Unified Area Command) - An organization established to oversee the management of multiple incidents that are each being managed by an ICS organization. Sets overall strategy and priorities, allocates critical resources according to priorities, ensures that incidents are properly managed, and ensures that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multijurisdictional.

Catastrophic Incident - This term is used to describe any natural or manmade occurrence that results in extraordinary levels of mass casualties, property damage, or disruptions that severely affect the population, infrastructure, environment, economy, national morale, and/or government functions. An occurrence of this magnitude would result in sustained national impacts over prolonged periods of time, and would immediately overwhelm local and state capabilities.

Disaster - A disaster involves the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the local government to handle with its organic resources. Characteristics include:

- Involves a large area, a sizable population, and/or important facilities.
- May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
- Requires community-wide warning and public instructions.
- Requires a response by all local response agencies operating under one or more Incident Commanders.
- Requires significant external assistance from other local response agencies, contractors, and extensive state or federal assistance.
- The EOC will be activated to provide general guidance and direction, provide emergency information to the public, coordinate state and federal support, and coordinate resource support for emergency operations.

Emergency - An emergency is a situation that is larger in scope and more severe in terms of actual or potential effects than an incident. Characteristics include:

- Involves a large area, significant population, or important facilities.
- May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
- May require community-wide warning and public instructions.
- Requires a sizable multi-agency response operating under an Incident Commander.
- May require some external assistance from other local response agencies, contractors, and limited assistance from state or federal agencies.
- The EOC may be activated to provide general guidance and direction, coordinate external support, and provide resource support for the incident.

An emergency (as defined by the Stafford Act) is “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 catastrophe in any part of the United States.”

Emergency Operations Center – A specially-equipped facility from which government officials exercise direction and control and coordinate necessary resources in an emergency situation.

Hazardous Material (Hazmat) - A substance in a quantity or form posing an unreasonable risk to health, safety, and/or property when manufactured, stored, or transported. The substance, by its nature, containment, and reactivity, has the capability for inflicting harm during an accidental occurrence. Is toxic, corrosive, flammable, reactive, an irritant, or a strong sensitizer, and poses a threat to health and the environment when improperly managed.

Public Information - Information that is disseminated to the public via various media before, during, and/or after an emergency or disaster.

Stafford Act - The Robert T. Stafford Disaster Relief and Emergency Assistance Act authorizes federal agencies to undertake special measures designed to assist the efforts of states in expediting the rendering of aid, assistance, emergency services, and reconstruction and rehabilitation of areas devastated by disaster

2.0 Introduction

2.1 Purpose

This City of Austin Emergency Operations Plan (EOP) applies to all areas within the corporate limits of the City of Austin. This Basic Plan, along with its Annexes, are components of the Emergency Operations Plan that was developed to provide the general and conceptual framework for coordinated, multi-agency response and efficient use of resources during a major emergency or disaster. The Emergency Operations Plan is considered an all-hazards plan that establishes the framework for how the City of Austin responds to disasters, regardless of initial cause or hazard.

The Emergency Operations Plan is not a detailed emergency checklist or "quick action" guide. It is meant to provide the guidance, framework, and insight into City-wide strategic decision making as it relates to emergency operations and disaster situations.

This plan should be used as a reference when integrating internal plans into strategic, City-wide operational plans; it does not replace the responsibility a department has in developing and testing its own emergency plans. With that end in mind, this plan can help establish the relationships, responsibilities, and general guidelines for departments and agencies to use in developing their detailed emergency plans. It can be used to help create emergency checklists, field emergency plans, departmental emergency plans, emergency-related standard operating procedures, and emergency-related general orders.

Legal issues requiring timely resolution may arise during pre-disaster hazard mitigation designed to lessen the effects of known hazards, during pre-disaster preparedness activities designed to enhance the local capability to respond to a disaster, during the actual response to a disaster, or during the post-disaster recovery process.

The Emergency Operations Plan contains concepts, policies, and procedures that apply regardless of the nature or origin of the emergency or disaster. It is not designed to address unique conditions that result from a particular hazard. It does, however, provide a framework within which emergency operations staff and other relevant department and agency staff work together to develop and maintain hazard-specific Annexes.

Among other things, the Emergency Operations Plan addresses the following:

- Overview of the City's Emergency Management Program
- Authority of the Emergency Management Plan
- The emergency powers of government, including declaration of local disaster emergency
- The chain of command for disaster operations
- Incident management organization
- The functions of the Emergency Operations Center (EOC)
- Development of training and exercise programs

- The requirement for all City Departments to contribute to the development of functional and hazard-specific Annexes of this plan
- The responsibility of each Department or agency to develop internal, detailed emergency plans to support the City-wide Emergency Operations Plan
- Requesting external resources
- The administrative procedures for maintaining and updating emergency plans
- Authorities and References

The organizational and operational concepts contained in this plan are set forth on the basis of the following authorities:

- Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended), 42 U.S.C. 5121
- Emergency Planning and Notification, 40 CFR Part 355
- Title 42 - Emergency Planning and Community Right-to-Know
- Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120
- Homeland Security Presidential Directive, HSPD-8, National Preparedness
- Homeland Security Presidential Directive. HSPD-5, Management of Domestic Incidents
- Homeland Security Presidential Directive, HSPD-3, Homeland Security Advisory System
- Title 44 Emergency Management and Assistance, Parts 0-399.
- National Incident Management System
- National Response Framework
- Federal Radiological Emergency Response Plan
- Texas Local Government Code, Chapter 203 (Management and Preservation of Records), and
- Texas Local Government Code Chapter 229 (Miscellaneous Regulatory Authority of Municipalities).
- State of Texas Government Code, Chapter 418, (as amended), (Emergency Management)
- State of Texas Government Code, Chapter 421, (as amended), (Homeland Security)
- State of Texas Government Code, Chapter 433, (as amended), (State of Emergency)
- State of Texas Government Code, Chapter 791, (as amended), (Inter-local Cooperation Contracts)
- State of Texas Health & Safety Code, Chapter 778 (Emergency Management Assistance Compact)
- State of Texas - Governor's Executive Order (RP-32) Relating to Emergency Management and Homeland Security
- State of Texas - Governor's Executive Order (RP-40) Relating to the National Incident Management

- State of Texas - Governor's Executive Order (RP-57) Relating to implementing recommendations from the Governor's Task Force on Evacuation, Transportation, and Logistics
- State of Texas Administrative Code, Title 37, Part 1, Chapter 7 (Division of Emergency Management)
- State of Texas Emergency Management Plan
- Capital Area Council of Governments (CAPCOG) Regional Response Plan
- City of Austin, City Charter
- City Code § 2-6-22, Ord. 20050804-047
- City Resolution No. 20050929-008

The EOP meets the requirements of the following State-required Annexes:

- Basic Plan
- Annex N – Direction and Control
- Annex U – Legal

2.2 Plan Development and Maintenance

The City of Austin Emergency Operations Plan applies to the City of Austin and its incorporated areas and is made up of several documents (including this Basic Plan, supporting Annexes, and Special Operations Plans). Individual plans or components of the Emergency Operations Plan fall into one of three different areas:

- **Basic Plan:** The Basic Plan is considered the core, strategic document that outlines the general framework for the coordinated response and efficient use of resources during a major emergency or disaster. The Basic Plan provides conceptual guidance for a multi-agency comprehensive response and addresses related legal issues, emergency organization, incident command authority, and individual departmental responsibilities.
- **Annexes:** Annexes are additional planning elements that support the Basic Plan. Annexes provide specific details on general concepts outlined in the basic plan. Annexes describe how specific emergency functions will be performed and include specific task assignments related to those functions.
- **Special Operations Plan:** Provides the framework for the management of operations related to a specific hazard or event type. Special Operations Plans address the operational concepts between functions (or departments) when dealing with a specific hazard or event type. Special Operations Plans also assist with identifying response and recovery priorities and can assist in the creation of procedure level “checklists” for issues that need to be covered. Examples of Special Operations Plans include Winter Weather, Heat Plan, and Pandemic Influenza Plan.

2.2.1 Grouping of Annexes

The guidance on the organization of Annexes and content has been defined by the Texas Division of Emergency Management (TDEM) since Annexes are a planning requirement placed on local jurisdictions by the State. Several state-required Annexes have been grouped together in a manner that reflects the operating and business models utilized by the City of Austin. A complete listing of annexes can be found in Appendix 3.

2.2.2 Plan Distribution

Primary distribution of the Basic Plan and Annexes will be made electronically using the Adobe Portable Document Format (.PDF) version 9.0 or later. Paper copies will be distributed to those organizations or departments that are unable to access the electronic version.

Updates to the Basic Plan and Annexes will contain the latest revision date in calendar month and year in the lower left corner of the footer and on the cover page of the document. Revisions or corrections to any part of the Emergency Operations Plan will be distributed electronically. Appropriate stakeholders will receive an updated version of the affected plan by email. Revisions will be mailed to individuals unable to receive emails or attachments. Distribution lists for all planning documents are maintained at the Office of Homeland Security and Emergency Management.

2.2.3 Updates and Maintenance

The Office of Homeland Security and Emergency Management is responsible for the development of all Annexes and emergency management Special Operations Plans. Key stakeholders participate in the development and review of each. Annexes and plans are then forwarded to appropriate department directors, or their designees, for review before final adoption. In the case of the Basic Plan, the final draft and any major revisions are sent to Department Directors as part of the adoption process before being signed by the Mayor.

The City of Austin Office of Homeland Security and Emergency Management conducts two (2) types of reviews on strategic plans produced by the department. They are:

2.2.3.1 Update

An update is the inspection of a plan to ensure:

- There are no major conflicts or inconsistencies due to changes in State and/or Federal laws, City of Austin policies or City Manager's Office directives issued since the last update or revision.
- That any changes to City organizational structure are captured and do not impact the plan or change responsibilities for actions within the plan.
- Lessons learned from either exercises or actual events that may require immediate revision to the plan.

An update allows for changes (such as name changes to departments) to be made to existing plans without the need for input from a larger stakeholder group or an extended review process. In the event inspection finds a significant policy conflict or changes to operational environments has made the plan obsolete, the Office of Homeland Security and Emergency Management may

elect to conduct a more detailed revision of the plan as outlined below in 2.2.3.2. Updates occur once every six to 24 months, depending on the plan.

2.2.3.2 Revision

A revision is a thorough and systematic examination of a plan to determine the degree to which stated policies and procedures need to be re-written. The process of revision attempts to:

- Ensure that goals and objectives are clearly stated.
- Address changes in State and/or Federal laws or regulations, City of Austin operational policies, City Manager's Office (CMO) directives, or departmental practices or policies.
- Address changes to infrastructure, economy, budget, and/or geopolitical changes that may impact either policy or availability of resources since the last revision.
- Address lessons learned from exercises, incident analysis, or program evaluations.

The Office of Homeland Security and Emergency Management will seek and include the input from all City Departments as part of this review process. A typical revision process includes pre-planning and review meetings with key departments and other stakeholder groups. Once completed, reviewed plans may be reviewed by special stakeholder groups for comment prior to local adoption and submittal to the State. Plan revisions typically take place once every four to five years.

2.2.3.3 State Review Requirements

The Basic Plan and required Annexes must be revised or updated by a formal change at least every five years. Government Code §418.043(4) provides that the Texas Division of Emergency Management (TDEM) of the State of Texas shall review local emergency management plans. The City Of Austin Office of Homeland Security and Emergency Management is ultimately responsible for all updates and their submission to TDEM for review.

2.3 Situation

Austin serves as the capital for the State of Texas and has a population of more than 790,000 residents and more than 1,700,000 in the metropolitan area. With Central Texas continuing to serve as a magnet for high technology industries and companies, Austin is forecast to be one of the fastest growing cities through the first quarter of the twenty-first century. Several key geographic and human factors make Austin vulnerable to a variety of major emergencies and disasters.

Austin is home to multiple colleges and universities including the University of Texas at Austin, the flagship school in the University of Texas system that is home to more than 48,000 students, 2,700 faculty, and 17,000 staff members. Campus facilities include a number of chemical, biological, and nuclear teaching facilities and research laboratories. A number of large-scale sporting and non-sporting events are held in campus facilities and stadiums.

The City is an important center for semi-conductor research, development, and manufacturing with facilities. These facilities potentially use a wide array of hazardous materials. Many industrial plants are located in close proximity to residential areas, and others are near railroads, major transportation arteries, creeks, and other tributaries.

The State Capitol Building and numerous state facilities are located just north of the central business district and adjacent to the University of Texas. Headquarters for state law enforcement activities and the State Emergency Operations Center are located in the Texas Department of Public Safety headquarters building in north Austin. This facility is located near a railroad. In the event of a hazardous material spill, this facility could be impaired or compromised. It is through this facility that the City notifies all State agencies of impending threats, actual emergencies, and requests for State and Federal assistance. As the seat of state government, Austin can be a target for marches, mass demonstrations, and potential terrorist activity.

The Stafford Act authorizes federal disaster assistance to individuals and to governmental entities in the aftermath of a major emergency or disaster and outlines the types of assistance that may be made available. The majority of federal disaster assistance programs are administered by state agencies. The State of Texas does not have a specific disaster assistance program for individuals and local governments similar to the Stafford Act. Pursuant to provisions of the Texas Disaster Act, state agencies frequently provide assistance to local governments in the aftermath of a disaster.

2.3.1 Weather

Austin's weather can be erratic. Flooding, hail, and tornadoes are among Austin's top hazards. They can result in widespread disruptions of transportation, utilities, and other vital services. Severe thunderstorms, summer heat, and droughts are also significant threats.

Although the City is well inland from the Gulf of Mexico, hurricanes and tropical storms still pose a significant threat to Austin. Hurricanes in the Gulf Coast area often spawn torrential rains and tornadoes in the Austin area. Austin also is designated as a host area for persons who might be evacuated due to hurricanes along the Gulf coast.

Another weather-related threat to Austin is flash flooding. The City of Austin is subject to extensive flash flooding of its creek watersheds and flooding of the Colorado River. Most of these creeks travel across heavily populated neighborhoods and business areas. Flash floods have been the number one storm-related killer in the Austin area over the past 25 years and have resulted in large amounts of property losses.

2.3.2 Transportation Routes

The Union Pacific Railroad travels through the City on the former Missouri Pacific (MOPAC) right-of-way, crossing the Colorado River and densely populated neighborhoods. At one point, the railroad is adjacent to Shoal Creek that flows south through the City. The trains carry bulk shipments of an array of hazardous materials.

There are multiple state highways that run through the Austin area. The primary artery through Austin is Interstate Highway 35 (IH 35) which runs through the central part of the City. Hundreds of shipments of hazardous materials travel IH 35 every day. Truck traffic on IH 35 through Austin has increased significantly due to the North American Free Trade Agreement (NAFTA). The highway runs immediately adjacent to various major facilities including:

- Seven hospitals – Seton, Seton Northwest, South Austin Hospital, St. David's Medical Center, Brackenridge, Dell Children's Hospital, and the Rehabilitation Hospital of Austin

- The University of Texas campus including three major sports arenas (Memorial Stadium, Disch-Faulk Field, and the Frank Erwin Center)
- Several major government facilities are within one mile of I-35.

Multiple oil and natural gas pipelines run through heavily populated areas of Austin. Austin owns and operates an international airport facility (Austin-Bergstrom International Airport) that accommodates most major airlines and air cargo services. It also houses aircraft for the Texas Air National Guard. Aircraft approach and departure lanes to the airport cut across densely populated areas. There are also several smaller airports in the Austin area.

2.3.3 Utilities

Austin Energy, the City's electric utility department, produces local electric power with electric usage fluctuating with weather changes and industrial growth. Loss of power is a possibility to any specific area of the City, as well as the entire City. Austin is subject to severe thunderstorms, windstorms, and occasional ice storms that can result in extensive and lengthy failures of electrical power and other utilities. These failures may require the evacuation of populations if repairs cannot be made within a few hours.

The City owns and operates several water and wastewater treatment plants that employ large quantities of chlorine and other potentially hazardous chemicals. Furthermore, as in the case of the electric utility, user expansion and seasonal use place a high demand on water treatment and distribution systems.

2.4 Assumptions

This plan is based on the assumption that in the event of an emergency or disaster, the City will have enough resources to implement this Basic Plan. All local emergency preparedness and response plans and programs should have a sound legal basis.

If the City does not have sufficient resources, then Travis County, regional, State, and Federal resources will supplement those of the City, making available resources sufficient to implement the plan. Volunteer organizations will be available to assist citizens in meeting some basic needs, but they may not provide all needed assistance. State assistance is typically in the form of operational support such as equipment, personnel, or technical assistance. Federal assistance, if approved, will generally be in the form of financial reimbursement and will require considerable paperwork and take some time to deliver. Damage assessment and recovery operations may commence while some emergency response activities are still underway.

Austin is subject to the threats suggested by the above situations and by the specific hazards listed on the following hazard risk index. This hazard risk index was prepared by the staff of the Office of Homeland Security and Emergency Management, using the standard methodology developed by the Federal Emergency Management Agency (FEMA). It takes into consideration the unique features, conditions, and history of the area. The hazard risk index forms the basis of the City's Hazard Mitigation Plan.

Although global political changes have dramatically reduced the likelihood of nuclear war, scenarios involving accidental launches, attacks by developing countries, and terrorist acts are still possible.

Management of different hazards during emergency situations will generally require similar resources and procedures, direction and control, communications, resource coordination, population protection, and public information. In responding to major emergencies and disasters, local officials may be required to take extraordinary measures to protect public health and safety and preserve property. Local officials also will require timely advice regarding the legality of proposed measures.

Implementation of measures to protect public health and safety and preserve property during emergency recovery and mitigation activities generally require issuance of appropriate legal documents. These should be prepared by competent legal service professionals.

It is assumed that any hazard identified in this plan may cause some amount of environmental harm. Environmental remediation is a key component of recovery activities. Any required environmental remediation will be referred to the particular City Department which governs that particular environmental asset. The City of Austin Hazard Mitigation Plan addresses some specific issues relating to certain hazards to the environment.

2.5 Hazards Defined

The following section provides additional details on the hazards that impact the City of Austin. Detailed information regarding hazards to the City of Austin can be found in the City of Austin Hazard Mitigation Plan. See the hazard risk index at the end of this section for the list of hazards in order of severity. Additional information on current climate conditions for Central Texas, including the Austin area, can be found at the National Oceanic and Atmospheric Administration's (NOAA) website.

2.5.1 Severe Thunder Storm

Thunderstorms are a frequent and significant hazard in Central Texas for two reasons: the frequency of occurrence and the combination of hazards associated with thunderstorm development, including high winds, hail, lightning, and heavy rains which can lead to flash flooding. In extreme cases, severe thunderstorms can produce tornados.

The springtime months, from mid-March through the first of June, are the peak months for tornado activity; however, tornadoes can and have occurred in every month of the year.

2.5.2 Flood

Flooding is the most common hazard for the Austin area. Flooding can occur at any time during the year; however, floods most often occur in the late spring or fall. Flooding is a problem for several reasons, including Austin's proximity to the moisture-laden Gulf atmosphere; its rainfall intensity and duration; its thin, easily saturated soils, and Austin's proximity to the uneven terrain of the Hill Country.

Flash flooding poses a deadly danger to the Austin community. Major flooding and flash flooding events can have a severe impact. The two most common types of flooding are flash floods and riverine floods.

2.5.2.1 Flash Flooding

Flash floods have been responsible for more deaths in Central Texas than any other hazard. There are a number of factors which contribute to the threat of flash flooding, including Austin's topography, uneven terrain, and increasing urbanization that reduces the land's natural ability to absorb water and causes rainfall to rush off buildings and pavement.

During rain events, a number of roads that run through low-lying areas in the city are prone to sudden and frequent flooding. Motorists often attempt to drive through barricaded or flooded roadways. Vehicles can easily get swept downstream, making rescues difficult and dangerous. Seventy-seven percent of flood and flash flood fatalities in the greater Austin area are vehicle related.

2.5.2.2 Riverine Flooding

Riverine flooding is the over bank flooding of rivers and streams, typically resulting from large-scale weather systems that generate prolonged rainfall over a wide geographic area. Torrential rains from hurricanes or tropical systems also can produce river flooding. A number of creeks and streams cut through a number of neighborhoods around Austin and have the potential to flood nearby homes and businesses. Swollen creeks and streams also present danger to residents who can drown if they slip or fall into a rapidly moving stream.

2.5.3 Tropical Systems/Hurricanes

Hurricanes and tropical storms present a hazard to Austin even though the city is more than 200 miles from the Texas coast. A strong hurricane can still produce hurricane force winds as far inland as Austin. In addition to high winds, many tropical systems produce torrential rains and spawn tornados. Austin also serves as a hurricane reception center by providing shelter for coastal evacuees.

2.5.4 Drought

Drought is an extended period of time without substantial rainfall. Droughts can affect a large area, from several counties to several states. Drought can adversely impact a community's water resources. Drought's impact on wildlife and farming also can be enormous. Droughts can kill crops, grazing land, plants, and, in severe cases, trees. Dead or dry vegetation increases the threat and severity of wildfires. Although droughts can vary greatly in their intensity and duration, they occur regularly in Central Texas and are a normal condition. Major droughts can last for months or years.

2.5.5 Winter Storm

A severe winter storm may include snow, ice or freezing rain – all of which can cause significant problems for area residents. Winter storms that threaten Central Texas usually start out as powerful cold fronts that push south from central Canada. Because of Austin's location, most winter precipitation falls in the form of sleet or freezing rain as opposed to snow. Freezing rain

or sleet can cause accumulations of ice. Ice can topple power and telephone lines, television towers, and trees. Highways may become treacherous for travel, and walking outdoors can be dangerous. On the average, winter storms occur about once a year in the Austin area.

2.5.6 Environmental Exposure

The temperatures in Austin can become extreme in the summer. Extreme heat forces the body into overdrive as it tries to stay cool through perspiration. People in urban areas are at a greater risk because the stagnant atmospheric conditions trap pollutants in the air, which, when breathed, can trigger respiratory problems for many people. The effects of extreme heat can undermine a person's physical well-being so slowly and subtly that the dangers aren't apparent until it's too late. Extreme heat is a serious community health threat, particularly to high risk populations, including the young, elderly, and those who are not accustomed to the Texas climate.

Typically, Austin has mild winters; however, temperatures well below freezing are not uncommon. Exposure during the winter is also a problem due to the fact that the population may not be acclimated to the extreme cold. The homeless population is particularly at risk.

2.5.7 Fire

2.5.7.1 Wildfire

A wildfire is any incident of uncontrolled burning in grasslands, brush, or woodlands. Austin is at risk for wildfire year-round. Recent growth in Austin has increased the threat from wildfires, especially on the edges of the city. Areas of the City that border grassland and woods are called the "urban/wildland interface." The highest wildfire risk is in west Austin where houses mix with wooded, hilly areas.

HSEM funded an urban/wildland interface study with FEMA mitigation grant funds in 2002. The Austin Fire Department studied the high risk areas in Austin and the combination of risk factors such as slope, weather, fuels, and assets.

2.5.7.2 Urban Fire

A conflagration is defined as a fire incident with a front of at least 300 feet or when a fire has jumped across a natural barrier. Congestion, density, mix of dwellings and businesses, and light industry are factors that contribute to the potential for an urban fire. High density projects continue to be developed in Austin, particularly in the downtown and areas east of the City. These areas are vulnerable to a fast spreading fire because of congestion, construction, density of structures, or narrow, wooded streets.

2.5.8 Hazardous Materials Release

Hazardous materials come in the form of explosives, flammable and combustible substances, poisons, and radioactive materials. A hazardous material (HAZMAT) incident involves a substance outside normal safe containment and in sufficient concentration to pose a threat to life, property, or the environment. Hazardous substances are most often released as a result of transportation or industrial accidents.

The release of a hazardous material could cause significant problems to human health, the environment, or property. The adverse effects of a hazardous materials release are dependent on the type, location, and quantity of the material released. Toxic chemicals in gaseous form have caused injuries and fatalities among emergency response personnel and passersby. When toxic materials enter either surface or ground water supplies, serious health effects may result. Releases of hazardous materials have been especially damaging when they have occurred in highly populated areas or along heavily traveled transportation routes. Weather conditions also directly affect how the hazard develops. The duration of a hazardous materials incident can range from hours to days. Warning time for a hazardous materials incident is minimal or none.

The City of Austin is faced with a wide variety of hazardous material threats from fixed facilities and transportation accidents. Semiconductor industries use a wide variety of hazardous materials, including some with unique characteristics. The main campus of the University of Texas is situated just north of downtown Austin. The Pickle Research Center is located on the far north side of Austin. Hazardous chemicals, biohazards, and radioactive materials are in regular use at facilities on both campuses.

Extensive truck shipments, including those coming from Mexico under NAFTA, and two major rail lines travel through the heart of the city, in close proximity to many local and state government facilities, healthcare institutions, and the University of Texas. Exposure to the effects of a major hazardous materials accident exists along U.S. 183, U.S. 290, State Hwy 130, and Interstate Highway 35.

2.5.9 Transportation Accidents

2.5.9.1 Pipeline Accident

Pipelines going through the City of Austin carry crude oil, natural gas, and hazardous liquids such as gasoline, jet fuel, diesel fuel, and liquefied petroleum gas. Pipelines traverse the watersheds that supplies water to the City, including those that supply water to well-dependent residents and environmentally-sensitive areas such as Barton Springs and the Edwards Aquifer. A leak or spill from these pipelines could threaten neighborhoods, contaminate water supplies, or pollute environmentally-sensitive land.

A pipeline accident could have a major impact by causing injuries that result in death or permanent disability or completely shutting down critical facilities. Pipeline accidents occur occasionally. Warning time for pipeline accidents is minimal to none.

2.5.9.2 Mass Transit

The Capital Metro Transportation Authority is responsible for the management of mass transportation in the greater metropolitan Austin area. Capital Metro operates fixed route bus service which includes 67 metro routes, 22 University of Texas shuttle routes, 30 Austin Independent School District bus routes, and additional shuttle and vanpool services.

Capital Metro recently constructed a light rail system that runs through Central and Northwest Austin. This system runs on an existing rail corridor that runs through densely populated areas and intersects busy surface streets.

2.5.9.3 Aircraft Crash

Austin-Bergstrom International Airport (ABIA), located in the southeast part of the City, serves as the major commercial airport for the community. A number of commercial air operations and cargo carriers operate out of the location. Three approach corridors to the airport pass over densely populated areas of the City. Small private and military planes and helicopters frequently fly over the City at low altitude.

2.5.10 Dam Failure

Dam failures can result from a man-made or natural cause such as structural flaw or terrorist action. Six dams, operated by the Lower Colorado River Authority (LCRA), link the six Highland Lakes in the Texas Hill Country. Failure scenarios involving two of these dams have been identified by the LCRA as having the potential to impact the Austin area.

The severity of impact from a dam failure could be substantial, with the potential to cause loss of life, property damage, and other ensuing hazards, as well as the displacement of persons residing or working in the affected area. Damage to critical infrastructure such as electrical facilities, (i.e. substations, transmission lines) and natural gas lines also could occur in areas outside the immediate hazard area.

Failure of a major dam is an unlikely event in view of the Lower Colorado River Authority's efforts to modernize their dam system to withstand the maximum probable flood event. Flood-related dam failure would most likely occur in those months that are more likely to flood—during the spring (April, May and June) and fall (October, November, and December). Warning time for dam failure, or the potential speed of onset, varies depending on the cause of the dam failure, but is estimated to be three to six hours.

2.5.11 Civil Disturbance

City of Austin Departments may be called upon to manage an emergency or crisis at public events or civil disturbances. Parades, political rallies, demonstrations, strikes, riots, or terrorist activities are events that can cause City Departments to be taxed to the limits of their response capability or beyond. These situations necessitate the mobilization of City Departments into a team to react to the given situation.

In periods of civil unrest, certain public and private facilities may be identified as likely targets for attack by individuals or groups either by fire, bombing, sabotage, looting, or a combination of these acts. Major routes of travel and/or public transportation must be identified and protected. Emergency evacuation routes or routes for emergency vehicles should be identified for use.

2.5.12 Terrorism

Terrorists can use a multitude of methods to invoke fear and damage on a target population. Terrorists' hazards may be a Weapon of Mass Destruction (WMD) or conventional explosives, secondary devices and combined hazards, or other means of attack, including low-tech devices and delivery, attacks on infrastructure and cyber terrorism. A Weapon of Mass Destruction is defined as any chemical, biological, or radiological weapon that is designed or intended to cause widespread death or serious bodily injury. WMD agents are classified by the acronym CBRNE (Chemical, Biological, Radiological, Nuclear, and Explosive).

At least two important characteristics distinguish these hazards from other types of terrorist tools. First, in the case of chemical, biological, and radioactive agents, their presence may not be immediately obvious, making it difficult to determine when and where they have been released, who has been exposed, and what danger is present for first responders and medical professionals. Second, although there is a sizable body of research on battlefield exposures to WMD agents, there is limited scientific understanding of how these agents affect civilian populations.

2.6 Hazard Risk Index

The City of Austin Hazard Mitigation Plan identified and assessed the potential impact of natural and man-made hazards that threaten the City of Austin. Hazards were identified based upon a review of historical records, national data sources, existing plans and reports, and discussions with local, regional, and national experts. An inventory of populations, buildings, critical and special facilities and commercial facilities at potential risk was conducted. The probability of occurrence and potential dollar losses from each hazard were estimated using the Federal Emergency Management Agency's Hazards U.S. ("HAZUS") Multi-Hazards Model and other HAZUS-like modeling techniques. The hazards were then prioritized based on potential damages in terms of lives lost, dollar losses, and other community factors. In order of priority, they are:

1. Inland Flooding
2. Wildfire
3. Hail
4. Infectious Disease (Pandemic)
5. Tornado
6. HAZMAT
7. Pipeline
8. Hurricane Wind
9. Winter Storm
10. Terrorism
11. Drought
12. Thunderstorm
13. Extreme Heat
14. Dam Failure

Hazard	Ranking
Inland Flooding	High
Wildfire	High
Hail	High
Infectious Disease (Pandemic)	Moderate
Tornado	Moderate
HAZMAT	Moderate
Pipeline	Moderate
Hurricane Wind	Moderate
Winter Storm	Moderate
Terrorism	Moderate
Drought	Low
Thunderstorm	Low
Extreme Heat	Low
Dam Failure	Low

3.0 Organizational Concepts

3.1 OPCON – Levels of Emergency

Emergencies sometimes follow some recognizable build-up period during which actions can be taken to achieve a state of maximum readiness. The purpose of establishing an operating condition (OPCON) system is to help



Figure 1 - City Operational Condition Levels

build a common operating picture. It places all responding departments in the same mindset about the severity and urgency of the situation so that they can anticipate needs and special requirements. Departments should tie internal notifications, readiness actions, and emergency operating conditions to levels of the OPCON system. When an emergency situation occurs suddenly, without notice, or when the severity of an emergency escalates quickly, escalation of OPCON may be performed in rapid succession.

The Duty Officer of the Office of Homeland Security and Emergency Management or the HSEM Director will notify departments and agencies when OPCON levels change in response to an event. Please refer to Appendix 1 for a list of sample triggers for changes in OPCON levels.

There are seven levels of Operating Conditions with lower numbers representing the more severe situation. Levels 5-7 involve a build-up of pre-event or readiness actions. Levels 1-4 involve response activities and the activation of the EOC. The following table describes each level and identifies corresponding alert levels used at the Regional or Federal levels:

OPCON		Definition
7	Day to Day	Covers the normal operations of government. The impacts of potential threats that occur are minimal and are capable of being handled by the normal operations of City Departments. They do not require interdepartmental or governmental coordination beyond what occurs on a day-to-day basis. City Departments emphasize preventive measures, mitigate possible hazards, train personnel, educate the public, develop effective coordination, identify, and evaluate potential hazards as to magnitude and effect. Emergency response personnel ensure the optimum state of operational and equipment readiness and are available for emergency duty as the need arises. Departments begin corrective action if any resource limitations exist that could reduce their capability to respond effectively.
6	Potential Threat (event monitoring by HSEM staff)	The initial detection of an event occurring or anticipated to occur and has the potential to have a significant impact on City operations or the community. Assessment is made to determine the hazard(s), timing, and impact on the delivery of City services and to the general public.

OPCON		Definition
5	Likely Threat (Notifications, Selected Resources or EOC on Standby)	<p>Is an alert stage to warn City Departments of developing, near-term threats which could significantly impact City operations - and/or - will likely result in the need for multi-agency coordination in the near term (within a few hours).</p> <p>Preparedness actions may include holding a coordination meeting of key response and recovery stakeholders –or- assembly of a Situation Assessment Team to make a more comprehensive threat assessment. Individual departments may enact internal preparedness or readiness plans or take actions based upon the threat and its impact. The EOC may or may not be placed into standby mode for possible activation.</p>
4	Limited Event (Resource/PIO Coordination)	<p>An event or stage of an event that requires multi-agency coordination beyond what occurs on a day-to-day basis between agencies. Time span of operations is typically less than 24 hours. Activities typically involve PIO or coordination/acquisition of locally obtainable resources. The EOC may be:</p> <ol style="list-style-type: none"> 1. Placed into stand-by mode for possible activation -or- 2. Used for the coordination of plans or response actions.
3	Significant Event	<p>An event or stage of an event that will require extensive multi-agency coordination and/or involve multiple operational periods. The EOC is activated and typically involves between 5-10 agencies. The bulk of required resources are obtained through local means; however, selected regional or State resources may be requested.</p>
2	Major (Disaster) Event	<p>An event or stage of an event, either anticipated or actual, where response actions will exceed the resource capabilities of the City of Austin and Travis County. The EOC is fully activated with more than 10 agencies. Response activities usually will occur over a period of days. Recovery actions will last over a period of weeks.</p>
1	Catastrophic Event	<p>An event or stage of an event, either anticipated or actual, where response actions will exhaust local and regional resource capabilities. Response actions will take place for a week or longer. Recovery actions will continue for a period of months or even years.</p>

3.2 City of Austin Emergency Management Organization

Emergency management, at the local government level, is established in State law, the City Charter, and local ordinances. State law designates the Mayor as being responsible for directing the emergency management program in the City. The Mayor can designate an individual to coordinate that program. In the City of Austin the designee is the Director of the Office of Homeland Security and Emergency Management (HSEM), under the direction of the City Manager.

3.2.1 Emergency Management Historically

Emergency management has historically focused primarily on preparedness. However, as the size and scope of disasters have grown, agencies have had to expand their thinking beyond simple preparation and response. Fueling this change is the citizens' perception of government's responsibility in disaster response. It is no longer enough for a community to have sufficient

resources to respond to a disaster. Community members also must take a proactive role in preventing disasters before they occur. Equally important is the government's responsibility to aid in a community's recovery after a disaster.

3.2.2 Authority of the Mayor

The Texas Disaster Act places overall responsibility for the management of disasters with the Mayor. In the City of Austin, the City Manager retains operational responsibility for directing City forces and resources.

The Texas Government Code provides a means for the Mayor to invoke certain rules and request State assistance: a Declaration of Local Disaster. The EOC Policy Coordination Group may provide guidance on the need for issuing this order; however, the final decision rests with the Mayor as the chief elected official.

The Texas Government Code also provides a means by which the Mayor may request the declaration of a State of Emergency. The Texas Division of Emergency Management and the City Clerk's Office will be given copies whenever the Mayor decides to execute either order.

3.2.2.1 Disaster Declaration

The Executive Order of the Governor Relating to Emergency Management provides that the mayor may, when a state of disaster has been declared, exercise similar powers on an appropriate local scale as have been granted to the Governor in the Disaster Act. A Disaster Declaration is also required when seeking State or Federal assistance, including a Presidential Disaster Declaration.

A Disaster Declaration provides the Mayor with additional powers. These powers include, but are not limited to, the following:

- Temporarily suspending the provisions of any City statute prescribing the procedures for conduct of City business or the orders or rules of a City Department if strict compliance with the provisions, orders, or rules would in any way hinder, prevent, or delay necessary action in coping with a disaster
- Using all available resources of City government that are necessary to cope with the disaster
- Temporarily reassigning resources, personnel, or functions of City Departments or their units for the purpose of facilitating emergency services
- Commandeering or using any private property needed to cope with the disaster, subject to compensation requirements
- Recommending evacuation of all or part of the population from a stricken or threatened area
- Controlling ingress and egress to and from a disaster area
- Purchasing, leasing, or otherwise acquiring temporary housing units to be occupied by disaster victims.

A Disaster Declaration may not be continued in force for more than seven days unless renewed by the City Council. The City Council may terminate a State of Disaster at any time. This approach is typically used when the threat that gave rise to the Disaster Declaration has subsided. Alternatively, the City Council may decide to simply let the declaration expire by taking no action to extend it.

A sample Disaster Declaration is provided in Appendix 4.

3.2.2.2 State of Emergency

To deal with issues of civil unrest, the Mayor may request the Governor declare a State of Emergency. The Governor may proclaim a State of Emergency and issue directives to control and terminate the emergency and protect life and property. Directives issued by the Governor for a State of Emergency expire 72 hours after issuance; however, successive States of Emergency may be declared by the Governor.

In most cases, a Disaster Declaration is more appropriate for responding to natural or technological emergencies. An emergency declaration may be appropriate for security-related incidents where local law enforcement resources are inadequate to handle the situation.

A sample request for a State of Emergency is provided in Appendix 4.

3.2.3 Philosophy and Responsibilities of HSEM

The Director of Homeland Security and Emergency Management is responsible for the City of Austin Emergency Management Program and coordinates emergency preparedness and response activities for the City as required by local and state law. Emergency Management provides the means for command, control, and communications for multiple agencies and departments that respond to an event or a crisis. HSEM can act as the lead agency to an incident; however, HSEM staff typically provides advice, technical, and logistical support to the actual Incident Commanders.

The Office of Homeland Security and Emergency Management assists in the comprehensive development of policies, plans, and procedures to protect life and property. HSEM does so by bringing key players and stakeholders together to develop plans, preparedness activities, and response strategies. Although HSEM acts as a facilitator for the development of emergency planning, HSEM does create a number of strategic plans and coordinates emergency planning as required by state law. The Emergency Operations Plan is one of these documents.

Annexes are prepared by HSEM, but with input from appropriate agencies. Annexes provide comprehensive planning for hazards encountered in Austin. HSEM performs a number of other activities that enhance the City's readiness and response, including:

- Coordinating all phases of development and distribution of the Emergency Operations Plan and related Annexes
- Establishing liaisons with County, State, Federal, and other emergency planning, response, and relief agencies

- Ensuring proper operation of all components of the Austin Warning and Communications (AWACS) System
- Disseminating information on emergency preparedness to the public
- Maintaining the draft text of "emergency proclamations orders" and "ordinances" at the Emergency Operations Center, in coordination with the City's Law Department
- Coordinating the development and execution of City-wide disaster exercises and other drills. Conducting exercise critiques and monitoring the follow up of recommendations for improved actions
- Maintaining the Emergency Operations Center and developing procedures for its use during emergencies
- Monitoring City compliance with all applicable Federal and State statutes, regulations, and rules
- Monitoring severe weather and other hazardous conditions on a 24-hour basis
- Evaluating weather conditions and projecting the impact on both the public and basic City services
- Coordinating advisories with the National Weather Service Office and other emergency response agencies
- Contacting the City Fire Department, Police Department, Emergency Medical Services, 9-1-1, 3-1-1 Communications Centers and other appropriate agencies when potentially severe weather is observed, or a hazardous condition report is received
- Maintaining and activating the Austin-Travis County Emergency Operations Center in coordination with City management and impacted department heads
- Coordinating with the City Public Information Office to issue public warnings and emergency preparedness and response information through the news media
- Coordinating the operation of the Flood Early Warning System (FEWS) functions with the engineers from the Watershed Protection Department
- Supporting the Incident Command Post by:
 - Providing technical information
 - Establishing emergency shelters
 - Disseminating emergency information to the public
 - Notifying State agencies and City Departments as needed
- Providing advice on emergency-related issues to stakeholders and City Departments
- Coordinating Emergency Operations Center operations and serving as advisor to City management and departmental representatives during Emergency Operations Center activations
- Assisting in incident documentation for historical and post-incident evaluation purposes
- Designating marshaling locations for volunteer help and mutual aid forces

In addition, HSEM has the following primary and secondary functional responsibilities:

Primary Responsibility:

- Warning
- Shelter and mass care
- Volunteer management
- Resource management
- Food, water, and commodities distribution
- Damage assessment
- Hazard mitigation
- Information and planning
- Detection and monitoring
- Alert and notification
- Mutual aid
- Military support
- Coordination

Secondary or Coordination Responsibility:

- Public information
- Direction and control
- Evacuation
- Transportation
- Debris removal
- Recovery assistance
- Fatality management
- Donations management

3.3 *City of Austin Incident Management System*

While the final authority for strategic decision-making rests with the Mayor and City Manager, effective management of major emergencies requires use of a special organizational structure. Major emergencies pose extraordinary demands for resources and require close operational coordination that cannot be adequately managed by the normal administrative structures.

The City of Austin utilizes the Incident Command System (ICS) which is a multi-agency, multi-jurisdictional management system that fully integrates the activities of all agencies responding to at an incident that affects the City of Austin. The City has adopted the National Incident Management System (NIMS), in accordance with the President's Homeland Security Directive (HSPD)-5.

3.3.1 NIMS and the National Response Framework

National Incident Management System (NIMS) is a multifaceted system that provides a national framework for preparing, preventing, responding to, and recovering from disasters. NIMS is a comprehensive approach to incident management that is applicable to all jurisdictional levels and across functional disciplines. This system is suitable across a wide range of incidents and hazard scenarios, regardless of size or complexity. NIMS provides a flexible framework for all phases of incident management, as well as requirements for processes, procedures, and systems designed to improve interoperability.

This plan, in accordance with the National Response Framework (NRF), is an integral part of the national effort to prevent and reduce America's vulnerability to terrorism, major disasters, and other emergencies; to minimize damage and recover from attacks, major disasters, and other emergencies that occur. In the event of an Incident of National Significance, as defined in HSPD-5, NIMS allows for the integration of operations for all levels of government, the private sector, and nongovernmental organizations through the use of its coordinating structures, processes, and protocols.

3.3.2 Incident Command System (ICS)

The Incident Command System in use today is an outgrowth of California's FIRESCOPE program that was developed in the 1970s to improve management of large wildfires. ICS was designed to provide a common management structure that would result in better decisions, more effective use of available resources, and clarification of "who is in charge?" ICS was specifically designed for incidents that involve many local, State, and Federal agencies and multiple political jurisdictions.

The ICS is based on several important philosophical principles:

- ICS does not require individual agencies to relinquish their legal or basic operational responsibilities
- Major emergencies result in a response from many organizations that may have overlapping jurisdictions and responsibilities. This historically results in conflict over "who is in charge?" ICS resolves this with the concept of Unified Command in which two or more agency officials can jointly manage an incident
- ICS is an organizational system based on functions rather than by agency. This means that personnel from one department may be assigned to several organizational divisions, depending on their function in the emergency
- ICS is a flexible system that permits all response agencies to anticipate and modify the management structure. This dramatically reduces the time and difficulty required to get organized.

3.3.3 Levels of Organization

3.3.3.1 Field Response

The field response level is where emergency response personnel and resources, under the command of an appropriate authority, carry out tactical decisions and activities in direct response

to an incident or threat. The Incident Command System (ICS) is used to control and coordinate field-level response activities. ICS provides a standard organizational structure to facilitate coordination of multiple response organizations at the field level. Departmental operational plans describe implementation of ICS in the various City of Austin Departments.

During a field response operation, the EOC may or may not be activated, depending on the severity and type of incident. Generally, responders handle day-to-day activities using ICS without EOC support.

3.3.3.2 Local Government

Local governments include cities, counties and special districts. Local governments manage and coordinate the overall emergency response and recovery activities within their jurisdiction. The local government emergency management organization and its relationship to the field response level may vary, depending upon factors related to geographical size, population, function, and complexity.

3.3.3.3 County

This term encompasses all political subdivisions located within the County, including special districts. The County manages and/or coordinates information, resources and priorities among local governments within the County and serves as the coordination and communications link between the local government level and the regional level.

3.3.3.4 Region

The State of Texas is divided into 24 regional mutual aid jurisdictions, based upon existing Councils of Government regional boundaries. Austin-Travis County is part of the Capital Area Council of Governments (CAPCOG), a 10-county region that includes Travis, Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Llano, and Williamson Counties.

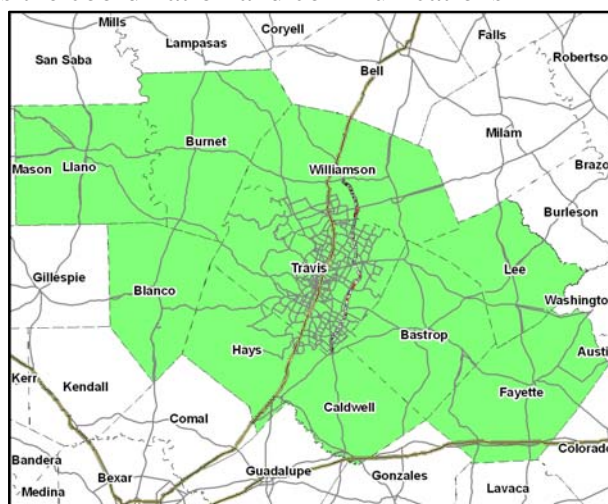


Figure 2 - CAPCOG Region

The regional level manages and coordinates information and resources among the local governments and counties within the 10-county area. The regional level also coordinates overall State agency support for emergency response activities within the region.

3.3.3.5 State

The Texas Division of Emergency Management manages State resources in response to the emergency needs of the local and regional jurisdictional levels, manages and coordinates mutual aid among the mutual aid regions and between the regional level and State level, and serves as the coordination and communications link to the Federal disaster response system. The State response structure is organized into zones referred to as Disaster Districts. The City of Austin is located within Disaster District 6B.

3.3.4 Functional Sections

The Incident Command System is organized into five basic functions.

- Command
- Planning
- Operations
- Logistics
- Finance/Administration

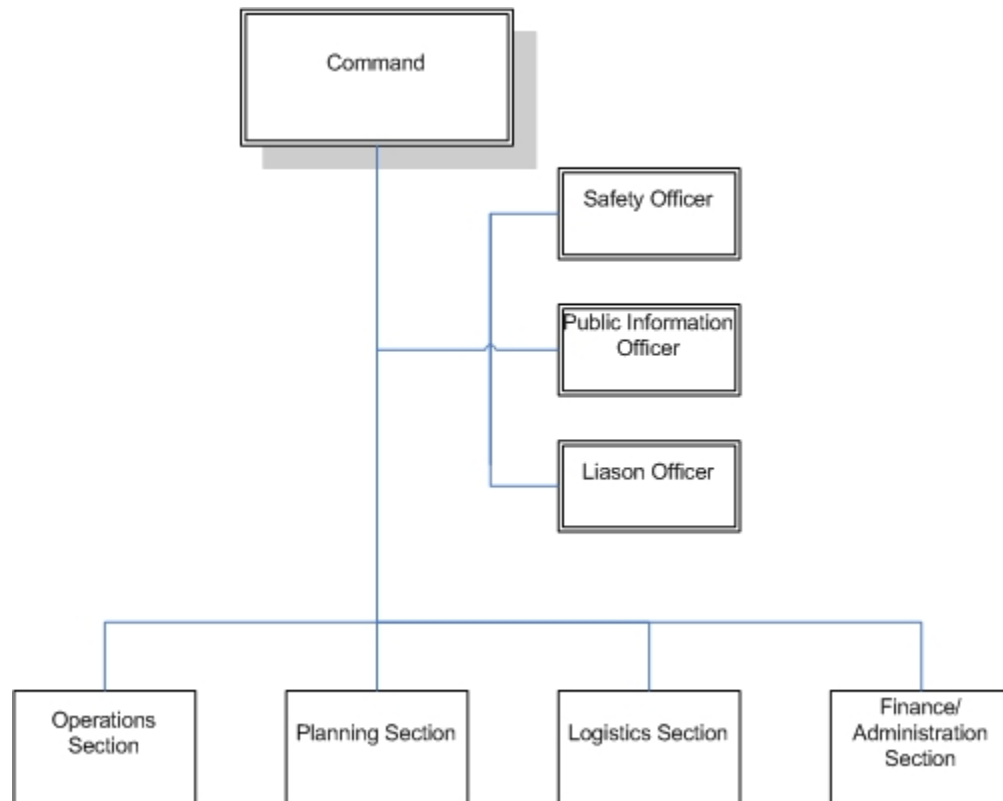


Figure 3 - ICS Functional Sections

The reporting relationships of these functions are depicted above in Figure 3 and are discussed in greater detail below.

3.3.4.1 Command Section

The Command Section consists of a group of individuals (termed Unified Command) who are jointly responsible for overall management of the incident. The Command Section is responsible for the following:

- Establishing an appropriate, overall incident management organization
- Identifying strategic incident objectives
- Ensuring safe operations

- Developing a single, integrated Action Plan.

In large-scale incidents, a Command Staff will be appointed consisting of Public Information Officers (PIOs), Liaison Officers, and Safety Officers whose functions are described below:

3.3.4.1.1 Public Information Officer

PIOs may respond from all agencies having significant involvement in the incident. PIOs work together to ensure that a single, unified message is issued to the news media. PIOs work with Incident Command to ensure the accurate and appropriate release of information during response and recovery operations. In the event of a major disaster, such as a bombing or aircraft crash, PIOs will work with the City of Austin Communications and Public Information Office (CPIO) to establish a Joint Information Center (JIC) to accommodate intensive, long-term local and network media coverage.

3.3.4.1.2 Liaison Officer

The Liaison Officer is assigned by Incident Command and is responsible for coordinating agency representatives from local, State, Federal, and private agencies that have responded to the command post. These representatives may have incidental involvement in the incident or may have technical or resource information needed by Command, Planning, or Logistics.

3.3.4.1.3 Safety Officer

Command will identify one or more Safety Officers who monitor overall safety at the incident and have the authority to stop dangerous operations.

3.3.4.2 Operations Section

The Operations Section is responsible for developing tactics to meet the incident objectives that are established by Command. The Operations Section is responsible for all functions and tasks that must be accomplished to resolve the incident, including a wide variety of services provided to the victims of the emergency. There may be more than one Operations Section Chiefs depending on the complexity of the incident, but these Chiefs must carefully coordinate their activities to ensure safe operations with no duplications or gaps in service.

3.3.4.3 Planning Section

The Planning Section is responsible for collecting, evaluating, packaging, and disseminating information about the evolution of the incident and status of deployed resources. Planning also is responsible for developing the Incident Action Plan, based on the Incident Objectives established by Command. Planning also prepares a Demobilization Plan that allows for the timely release of resources committed to an incident.

3.3.4.4 Logistics Section

The Logistics Section is tasked with providing the personnel, resources, services, and supplies required by the Incident Management organization. In major emergencies, the Logistics Section may be required to support an operation that extends over a period of days or weeks.

3.3.4.5 Finance/Administration Section

The Finance/Administration Section is responsible for tracking incident costs and reimbursements. Unless costs and financial operations are carefully recorded and justified, reimbursement of costs is difficult, if not impossible. The Finance/Administration Section's documentation function is especially important when the incident is of a magnitude that may result in a Presidential Disaster Declaration.

3.3.4.5.1 Documentation

The EOC's Documentation Unit shall maintain accurate logs that record key response activities, including:

- Activation or deactivation of emergency facilities
- Emergency notifications to other local governments and to State and Federal agencies
- Significant changes in the emergency situation
- Major commitments of resources or requests for additional resources from external sources
- Issuance of protective action recommendations to the public
- Evacuations
- Casualties
- Containment or termination of the incident

This section is also responsible for special procurements that may require waiver of State or local purchasing requirements during emergencies.

3.4 Incident Management and Coordination

Most significant events will require coordination. This section describes the key elements that play a critical role during emergencies.

3.4.1 Incident Command Post (ICP)

The Incident Command Post (ICP) is the location of the tactical-level, on-scene incident command and management organization for field response teams. The ICP typically comprises the Incident Commander and immediate staff and may include other designated incident management officials. Typically, the ICP is located at or in the immediate vicinity of the incident site and is where direct, on-scene control of field response units takes place. Incident planning and communications are also conducted at the ICP.

3.4.2 Tactical Level Dispatch, 9-1-1, & 3-1-1 Call Centers

The 9-1-1 dispatch centers are the first-link between citizens and the city's emergency services. Highly trained employees answer citizens' calls for services, both emergency and non-emergency, and dispatch police officers, firefighters, or paramedics to answer the calls. Most City of Austin Departments with a field response component operate dispatch centers of their own. In many cases, these centers serve as a primary communications link to the tactical operations in the field. The dispatch centers also provide situational awareness of conditions by relaying information from both responding units and callers.

The City of Austin 3-1-1 Call Center also serves as an interface between the public and other City services. Utility outages or debris reports typically will be managed by 3-1-1. In this respect, the 3-1-1 Call Centers are also an important source of information and another communications link to the public.

All public safety entities in Travis County communicate on a common radio system that allows for interoperable communications between all agencies. Most City of Austin non-public safety agencies are also on the system, allowing for radio communications between most City of Austin field units.

3.4.3 Department Operations Centers (DOC)

Department Operations Centers (DOCs) are facilities from which individual departments control their internal resource mobilizations and tactical operations during periods of increased service demands. DOCs may be the regular communication or control centers, such as the electric control center, or, it may be an ad hoc center set up by a department to handle resource needs, personnel callback, altered business hours, etc.

Activities normally carried out in a DOC should not take place in the EOC. The EOC focuses on inter-agency coordination and strategic decision-making. Agency representatives cannot effectively carry out these functions if they are preoccupied with internal department response planning and coordination. Conversely, interagency coordination and strategic planning should not take place at a DOC. Department level staffing plans should address both tactical level DOC and EOC staffing needs during significant events.

3.4.4 The Emergency Operations Center (EOC)

The purpose of the Emergency Operations Center is to coordinate strategic decision-making, resource allocation, public information, and warning. The operation of the EOC does not eliminate a department's needs for tactical level coordination of staffing and resources. The EOC also serves as EOC Command, a form of Area Command, when faced with multiple incidents or a single incident with major, community-wide impact.

The City of Austin and Travis County operate out of a single EOC that serves as the Multi-area Coordination Center (MACC) for both jurisdictions. This permits services to be closely coordinated throughout the greater Austin area and to make the best use of external resources, such as the American Red Cross, Capital Metro, and hospitals. The Austin-Travis County EOC also may serve as a regional-level MACC during certain events.

Agency representatives at the EOC must be at least senior managers, commanders, or chiefs capable of committing their department's resources. Lower ranking representatives sent to the EOC as "liaisons" cannot effectively participate in joint, strategic decision-making and may not have the necessary influence with higher-ranking officials in their own organizations.

3.4.4.1 EOC Physical Layout

The Emergency Operations Center consists of six rooms:

- **Room 320:** Main operations room. This is the primary room of the EOC complex and houses command, operations, plans, and finance functions.
- **Room 320A:** Amateur Radio Communications Room. Location for all amateur radio communications operations in support of EOC operations.
- **Room 320B:** Located directly off the main operations floor, this room serves as a breakout room and houses the Logistics Section during larger events.
- **Room 320C:** Adjacent to 320B, this room houses a complete suite of wireless communication equipment. Room 320C can serve as a location for public safety tactical dispatching. During larger incidents, the location houses the personnel and communications technology units of the Logistics Section. This room is also designated as the Austin Regional Medical Operations Center (RMOC) where public health, emergency medical services, and local hospitals may coordinate medically-related responses during disasters.
- **Room 317:** Located directly across the hall from Room 320, the main operations room, this location's primary function is to hold the Policy Coordination Group. It also can serve as a specialized operation suite for incident management.
- **Room 325:** Located across from the main entrance to Room 320, this area serves as the primary media briefing area. The media briefing area can be segregated from the other areas of the building. A larger briefing area is available on the second floor.

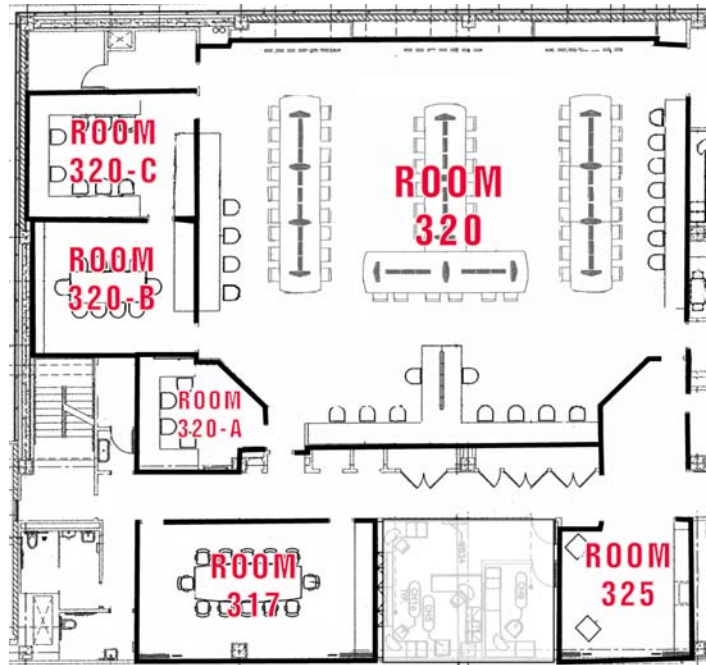


Figure 4 - EOC Physical Layout

3.4.5 Regional Operations

In some cases, it may be appropriate for the Austin-Travis County Emergency Operations Center to serve as a regional coordination point. This may occur when resources are needed from other Counties within the Capital Area or when resources are needed from the State. Additionally, the EOC may be used as the regional coordination point during area-wide or multi-county operations in the Capital Area. Specifically:

If the Regional Mutual Aid Coordination system is activated within the CAPCOG Area, the Regional Mutual Aid Coordinator(s) may be located at the Austin- Travis County EOC.

The Texas Department of Public Safety Captain for District 6B is the single point of contact for State assets during emergencies. The Disaster District Captain, with concurrence with the City of

Austin and Travis County Emergency Management Directors, may elect to co-locate the DDC within the Austin/Travis County EOC.

Under certain special operations plans, such as the Capital Area Shelter Hub Plan, the EOC may serve as a regional operations coordination point, involving various local, State, Federal, and voluntary organizations.

In all cases, the use of the EOC as a regional coordination point facilitates communication among State and local agencies. It also enables the EOC to quickly make requests for State and Central Texas assets.

All such use must be approved by the City of Austin HSEM and Travis County OEM Directors.

3.4.6 State Operations Center

The State Operations Center (SOC), operated by the Texas Division of Emergency Management, is located in a hardened underground facility at the Texas Department of Public Safety (DPS) Headquarters in Austin. The responsibilities of the SOC include:

- Maintaining databases, maps, and other information relating to potential threats, key facilities, critical infrastructure, resources, and other planning data
- Coordinating with State agencies, local governments, volunteer groups, and industry with respect to threatened or actual emergency situations
- Responding to requests for emergency assistance from local governments and State agencies that are managing emergency incidents
- Supporting the emergency response coordination activities of the Emergency Management Council, when it is activated during major emergencies and disasters, to coordinate the use of State resources for response and recovery
- During emergency situations, providing emergency information and instructions to the public in coordination with the Governor's Press Office and State agency public information staffs
- Coordinating State Amber Alert operations

3.4.7 Federal Coordination Facilities

3.4.7.1 Regional Response Coordination Center (RRCC)

The Federal Emergency Management Agency (FEMA) Region 6 Regional Response Coordination Center (RRCC) is activated to coordinate regional response efforts, establish Federal priorities, and implement local Federal program support. The RRCC serves as the main coordination point between Federal agencies that support State and local governments with response and recovery activities after disasters. The RRCC operates until a Joint Field Office (JFO) is established. The RRCC is located in Denton, Texas.

In response to regional requests for support, FEMA provides mobile telecommunications, operational support, life support, and power generation assets for the on-site management of disaster and all-hazard activities. This support is managed by the Response and Recovery Directorate's Mobile Operations Division (RRMO).

The State Operations Center serves as the primary communications channel for contact with Federal entities.

3.4.7.2 Joint Field Office (JFO)

The JFO is a temporary Federal facility established locally to coordinate operational Federal assistance activities to a disaster area during Incidents of National Significance. The JFO is a multi-agency center that provides a central point of coordination for Federal, State, local, tribal, non-governmental, and private-sector organizations with primary responsibilities for threat response and incident support and coordination. The JFO enables the effective and efficient coordination of Federal incident-related prevention, preparedness, response, and recovery actions.

3.5 EOC Organization

When activated, the Austin/Travis County EOC is organized into five Sections as defined by ICS and NIMS (see figure 5):

- EOC Command
- Operations
- Plans
- Logistics
- Finance

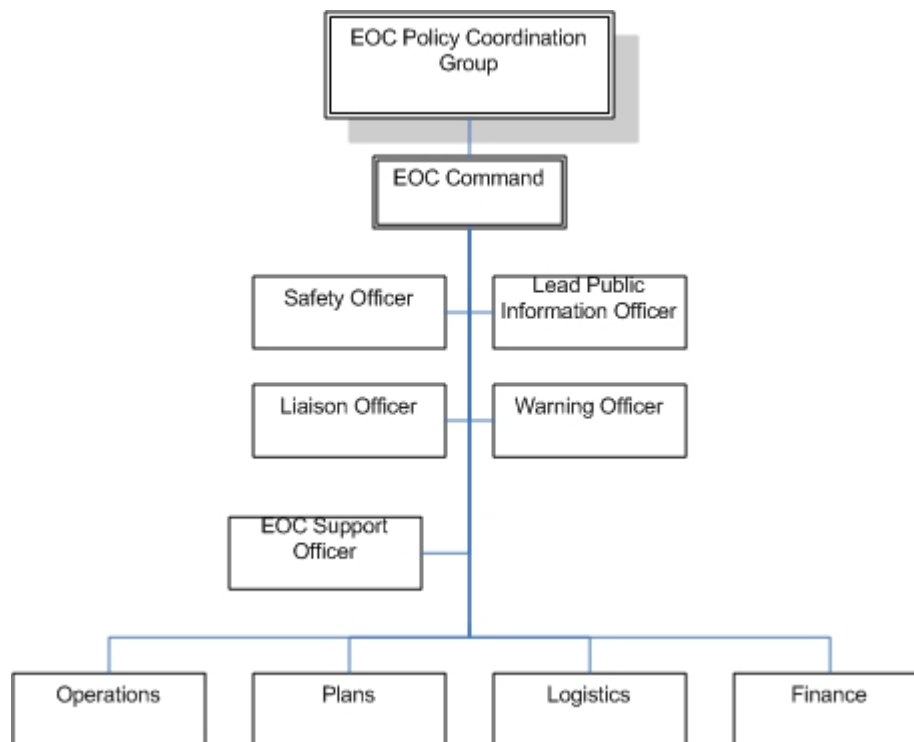


Figure 5 – Austin /Travis County EOC Organization

3.5.1 EOC Command

The General Staff is responsible for providing subject matter information and support to the Policy Coordination Group, EOC Director, and other members of the response organization. The management group includes the following positions:

- **EOC Director** - Responsible for overall management of the Emergency Operations Center. The EOC Director is responsible for the assignment of General Staff positions when no pre-plan exists. The Director of Homeland Security and Emergency Management serves as the EOC Director for the City of Austin. The EOC Director position is jointly shared with Travis County as EOC Command. In the event a Director is not present, then one of the Assistant Directors for HSEM will assume that responsibility.
- **Public Information Officer** - Serves as the point of contact for the media and other organizations seeking information on the emergency. Oversees the running of the Joint Information Center (JIC).
- **Liaison Officer** - Maintains and provides coordination with all outside agency representatives that have been assigned to the EOC.
- **Safety Officer** – Ensures that the EOC facilities maintain safe operating conditions and provides safety messages for the Incident Action Plan (IAP).
- **Warning Officer** - Responsible for the dissemination of all protective action statements and information required for the immediate preservation of human life.
- **EOC Support Officer** – Ensures that EOC responders are provided with adequate training and support to enable them to perform their EOC duties.

3.5.1.1 Policy Coordination Group

The Policy Coordination Group assists the HSEM and Travis County OEM Directors with the overall goals and objectives that would benefit the City of Austin and Travis County during a disaster. The group also provides advice to the Mayor and/or County Judge on the need for either a Declaration of Emergency or Disaster. The EOC Director is responsible for ensuring that members of the EOC Policy Coordination Group are provided with up-to-date situational information to support their response management activities.

The following section explains the function and responsibilities of the EOC Policy Coordination Group within the Austin-Travis County EOC structure. This framework also conforms to the requirements of the National Incident Management System as mandated by the U.S. Department of Homeland Security.

- **Mayor** – Co-Chairs the Policy Coordination Group with the County Judge, issues declarations of local emergencies and represents the City of Austin government with elected officials as well as County, State, and Federal agencies.
- **County Judge** – Co-Chairs the Policy Coordination Group with the Mayor, issues declarations of local emergencies and represents the Travis County government with elected officials as well as City, State, and Federal agencies.

- **City Manager** – Leads the Policy Group when the Mayor is not present. Oversees all City of Austin government activities. The City Manager also makes decisions regarding the activation of the EOC for City Departments.
- **Director, Homeland Security and Emergency Management** – Functions as the EOC Director for the City of Austin. Manages EOC operations, and provides emergency management policy and procedure guidance to the Policy Group.
- **Coordinator, Travis County OEM** – Functions as the EOC Director for Travis County. Manages EOC operations, provides emergency management policy and procedure guidance to the Policy Group.
- **Chief, Fire Department** – Leads fire and rescue activities and provides related guidance to the Policy Group.
- **Chief, Police Department** – Coordinates law enforcement response and provides related guidance to the Policy Group.
- **Sheriff, Travis County Sheriff** – Coordinates the law enforcement response and provides related guidance to the Policy Group.
- **Director, Emergency Medical Services Department** – Leads the management of issues related to pre-hospital patient care, including mass casualty incidents, and provides guidance to the Policy Group.
- **City Attorney** – Provides legal and liability counsel to the Policy Group.
- **City Chief Financial Officer** – Leads financial management and cost recovery activities and provides related guidance to the Policy Group.
- **Director, Health and Human Services Department** – Leads the public health and human services response and provides related guidance to the Policy Group.
- **Director, Public Works Department** – Leads the public works response and provides related guidance to the Policy Group.
- **Director, Austin Water Utility** – Leads water, wastewater restoration activities, and provides related guidance to the Policy Group.
- **Director, Austin Energy** – Leads power restoration activities and provides related guidance to the Policy Group.
- **Director, Aviation Department** – Leads aviation incidents or activities involving Austin-Bergstrom International Airport, provides related guidance to the Policy Group.
- **Director, Austin Resource Recovery** – Leads cleanup and debris removal activities and provides related guidance to the Policy Group.
- **Health Authority** – Provides guidance on health and medically-related issues.
- **Medical Director** – Provides guidance on pre-hospital patient care and other medically-related issues.
- **General Manager, Capital Metro** – Leads the public transportation restoration and response activities and provides related guidance to the Policy Group.
- **Superintendent of Austin Independent School District** – Leads the School District response and provides related guidance to the Policy Group.

The above management structure assumes a joint Austin-Travis County operation. The management structure may be refined to meet specific incident objectives.

3.5.2 Operations

The State of Texas and the Federal Government currently organize their response activities into groups called Emergency Support Functions (ESFs). An ESF is a functional area of response established to facilitate the delivery of Federal or State assistance required during the immediate response phase of a disaster. ESFs represent those types of assistance, which the State or local government will most likely need because of the impact of a catastrophic or significant disaster on its own resources and response capabilities, or because of the specialized or unique nature of the assistance required. ESF missions are designed to supplement State and local response efforts. The City of Austin utilizes functional “groups” which operate much like ESFs.

Federal government response agencies are organized into 15 ESFs. The State of Texas is organized into 24 ESFs. The Austin-Travis County EOC uses operational groups to organize the Operation Section of the EOC and is organized into five groups. All fall under the Operations Section in the EOC. The Groups are:

- Public Safety Group
- Health and Hospitals Group
- Community Services Group
- Public Utilities Group
- Public Works Group

The following chart provides the relationship between groups at the local level and ESFs at the State and Federal levels.

Federal ESF	Federal Function	State of Texas ESF	Corresponding City Groups and Sections
1	Transportation	Transportation	Public Works Group – Public Works Department EOC Representative
2	Communications	Communications	Logistics Section – City of Austin Wireless Communications Office EOC Representative
3	Public Works & Engineering	Public Works and Engineering	Public Works Group – Public Works Department Representative
4	Firefighting	Firefighting	Public Safety Group – Austin Fire Department EOC Representative
5	Emergency Management	Emergency Management	EOC Command Section – Homeland Security and Emergency Management EOC Representative
6	Mass Care, Housing & Human Services	Shelter and Mass Care	Community Services Group – Health and Human Services Department EOC Representative
7	Resource Support	Resource Support	Logistics Section – Homeland Security and Emergency Management Logistics Section Chief

Federal ESF	Federal Function	State of Texas ESF	Corresponding City Groups and Sections
8	Public Health & Medical	Health and Medical	Heath and Hospitals Group – Health and Human Services Department EOC Representative & Public Safety (EMS) Group – Emergency Medical Services EOC Representative
9	Urban Search & Rescue	Search and Rescue	Public Safety Group – Austin Fire Department EOC Representative
10	Oil Spill & HAZMAT Response	Oil Spill Response	Public Safety Group – Austin Fire Department EOC Representative
11	Agriculture & Natural Resources	Food and Water	Logistics Section – Homeland Security and Emergency Management EOC Representative
12	Energy	Energy and Utilities	Public Utilities Group – Austin Energy & Austin Water Utility EOC Representatives
13	Public Safety & Security	n/a	Public Safety Group – Austin Police Department EOC Representative
14	Long Term Recovery & Mitigation	Recovery Hazard Mitigation	EOC Command Section – Homeland Security and Emergency Management EOC Representative
15	External Affairs	Public Information	EOC Command Section – Communications and Public Information Office EOC Representative
-		Disaster Mental Health	Community Services Group – Health and Human Services Department EOC Representative
-		Donations Management	Community Services Group – Parks and Recreation Department EOC Representative
-		Evacuation	Public Safety Group – Austin Fire Department EOC Representative
-		Law Enforcement	Public Safety Group – Austin Police Department EOC Representative
-		Military Support	Public Safety Group – Austin Police Department EOC Representative
-		Radiological Emergency. Management Terror Incident Response	Public Safety Group – Austin Fire & Police Department EOC Representatives
		Warning	Public Warning Officer – Homeland Security and Emergency Management EOC Representative

Additional details on each group and its functional responsibility follow:

3.5.2.1 Public Warning Officer

As the City Warning Point, the EOC relays warnings received through the National Warning System (NAWAS) and other warning networks, as well as warnings generated by State officials. Some types of warning, such as weather warnings, are disseminated on a routine basis. Other warnings are issued after a threat or situation has been analyzed and a determination has been made by senior officials that special warning is appropriate.

The Warning Officer is responsible for the operations of all of the emergency systems used to communicate with the various response agencies and to communicate disaster information to the public. It is the City's responsibility to inform, warn, and advise citizens during all stages of an emergency, from its onset through the recovery phase. Effective public information is a unified effort of all the City and departmental public information sections.

Citizens are responsible for using that information to protect themselves and those for whom they are personally responsible. If Austin-area citizens are well informed, they will be able to respond effectively to protect themselves and others.

The Warning Officer is part of the EOC Director's General Staff and may be staffed by personnel from the Communications and Public Information Office (CPIO). The Austin-Travis County EOC uses a wide variety of systems to communicate with government agencies within and outside the City of Austin and directly with the population of the City.

The following Sections provide brief descriptions of key warning systems. A complete list of warning systems and public warning policies can be found in Annex A – Public Warning.

3.5.2.1.1 Primary Warning Systems

The City of Austin utilizes several different communication systems to relay warning information to City Departments and the general public. Access to multiple tools ensures that the City will have the ability to communicate with the widest possible group following a disaster. The media plays a central role in communicating public warning information. Many of the systems used by the City provide direct communications links to both the media and the general public. In an emergency, Incident Commanders and the EOC will employ a mix of tools to communicate emergency information to the public. At a minimum, the City of Austin will utilize the following four systems to communicate warning information:

Austin Warning and Communications System (AWACS): The City of Austin, in cooperation with area broadcasters, has established the Austin Warning and Communications System (AWACS). The system is designed to provide a rapid and accurate method of getting emergency information to the public and key government stakeholders.

Emergency Notification Systems (ENS): ENS allows the City of Austin to rapidly notify citizens of emergencies based upon either a geographic area or a pre-defined list of persons. Once an area for notification has been defined (or a list of numbers made), a recorded message is played, advising the person of the emergency and actions they should take. The City of Austin has access to two different Emergency Notification Systems: GeoCAST and Communicator NXT.

Emergency Alert System (EAS): This is a broadcasters' relay system for critical information. The Federal Communications Commission (FCC) requires broadcasters to participate in the Emergency Alert System (EAS) or to go off the air during a major emergency. The EAS system can be activated through a primary (or secondary) EAS activation station. This station activates the EAS alert tone. This subsequently opens special receivers at broadcast stations throughout a multi-county area. The broadcast stations can then tape and re-broadcast or broadcast the EAS message directly. The City of Austin can access EAS through one of several methods.

Internet: The Office of Homeland Security and Emergency Management maintains an Emergency Conditions Information page on the HSEM website. The page includes updates concerning emergency road closures, incident updates, and other special circumstances for the City of Austin and Travis County. Anyone with a working Internet connection can visit the page at www.austinhsem.com.

3.5.2.1.2 Additional Communication Tools

Other warning or alerting resources available include:

- AM / Government Radio System
- Cable Television Interrupt
- Door-To-Door Notification
- Activation of TV screen “crawlers” by local television stations (also effective for the hearing impaired)
- Issuance of information from the Emergency Operations Center through the City of Austin’s Cable Television Channel 6
- Use of Austin Police Department (APD) and Travis County Sheriff’s Office (TCSO), Fire, or EMS vehicles, equipped with sirens and public address systems, to alert citizens in the immediate vicinity of a hazard

3.5.2.2 Public Safety Group

The Public Safety Group is responsible for the coordination of all public safety actions including response activities, personnel, equipment and support requirements. Although public safety departments have specific disciplines, the Public Safety Group is considered an integrated function within the EOC. This ensures the most efficient coordination and utilization of first responder equipment and resources during an emergency. The Public Safety Group has the following responsibilities:

- Law enforcement, including but not limited to, criminal investigation, all security and protection-related activities, traffic control, and traffic management plans
- Fire suppression
- Hazardous material response and consequence management, including radiological monitoring and emergency spill control
- Evacuation
- Search and rescue
- Pre-hospital patient management, including field care, medical transportation, and triage activities
- Coordinates, as needed, with the Health and Hospital Group on issues of medical consequence including, but not limited to:
 - Epidemiological investigations
 - Mass care
 - Environmental monitoring

- Coordinates with Watershed Protection Department on spill containment and cleanup that threaten or involve creeks and streams
- Provides public safety support to other groups as needed

The Public Safety Group:

- Provides communications and liaison functions with their respective department's DOC and the EOC.
- Supports the Situation Status Unit of the EOC's Planning Section by providing intelligence and situational assessments received from field units and DOCs. Also provides updates on system coverage for their respective agencies.
- Coordinates public safety-related mutual aid requests with the Logistics Section.

City of Austin Departments which make up the Public Safety Group include:

- Austin Police Department
- Austin Fire Department
- Austin/Travis County Emergency Medical Service (EMS)
- Austin Office of Homeland Security and Emergency Management

Key non-City of Austin entities that routinely staff the Public Safety Group include:

- Travis County Sheriff
- Travis County Emergency Services Districts
- Texas Department of Public Safety (DPS Capitol Police, DPS Region)
- University of Texas Police Department

3.5.2.3 Health and Hospital Group

The Health and Hospital Group is responsible for assisting in the provision of any necessary public health needs for residents of, and visitors to, the City of Austin. This includes the following responsibilities:

- Coordinate and manage the allocation of available disaster medical and health resources to support disaster medical and health operations in the affected area.
- Determine the medical and health impact of the event on the affected population and medical and health infrastructure and ensure information is provided to the Operations Section Chief.
- Evaluate and prioritize medical and health requests from local responders based upon criteria established by the Operations Section Chief and determine appropriate response recommendation.
- Manage all issues or events involving communicable diseases or biological agents.
- Coordinate protective measures to ensure sanitary food and potable water supplies, adequate sanitary systems, vector control issues, and control of communicable diseases.

- Coordinate with the EOC Public Information Officer (PIO) or the Joint Information Center (JIC) to inform the general public of preventive or protective measures, where assistance can be obtained, potable water issues, etc.
- Obtain medical and health personnel, supplies and equipment through established mutual aid procedures coordinated through the EOC's Logistics Section.

The Health and Hospital Group will coordinate with the Plans Section Situation Status Unit to maintain the status of available medical services and overall conditions including, but not limited to, the following:

- The status of all unassigned medical and health resources within the operational area
- Status of area hospitals, medical centers, and clinics
- Available registered nurses, public health nurses, medical staff, etc.
- Operational first aid stations or urgent care clinics
- Number and location of dead animals
- Medical Examiner operations
- Sanitation inspections of mass care facilities

The Health and Hospital Group is responsible for assisting in the provision of any necessary environmental health needs for residents of and visitors to the City of Austin. This includes providing accurate information on feeding sites, hazardous materials problems and waste, vector control issues, emergency response to sanitation and sewage problems, animal control issues, potable water, etc. This Group also assists in the implementation of any environmental health actions.

The Health and Hospital Group is staffed by personnel from:

- Austin/Travis County Health and Human Services
- Austin - Travis County Health Authority
- Austin - Travis County Medical Director
- Representatives from area hospitals

3.5.2.4 Community Services Group

The Community Services Group includes care and shelter operations and mass transportation operations. Specific responsibilities of care and shelter operations include the following:

- Determine the number of evacuees with special needs, such as medically-fragile persons, people with disabilities, elderly persons, non-English speaking persons, and unaccompanied minors. To the extent possible, coordinate with the American Red Cross to provide services to support the special needs of disaster victims.
- Provide and coordinate the use of transportation equipment for evacuations or other emergency situations where mass transportation is needed.
- Coordinate the delivery of all disaster mental health assistance required by victims and responders.
- Coordinate all activities related to animals in disasters.

- Inventory the operational status of all facilities listed as shelters, including the following information:
 - Structural soundness
 - Utility services
 - Adequate sanitation facilities, including showers
 - Capacity for cooking, serving and dining areas and equipment
 - Shelter capacity

The Community Services Group's purpose is to provide for the food, potable water, clothing, shelter, animal welfare, disaster mental health, and other basic necessities of persons impacted by a disaster. The Community Services Group works in close partnership with the American Red Cross in providing care and shelter services and to access the Disaster Welfare Inquiry system, which provides a central registration and inquiry service to reunite families and respond to outside welfare inquiries.

Shelters in the Austin area are established and maintained to provide basic needs including food, shelter, water and sanitation. It is the goal of the City of Austin and the American Red Cross to meet the needs of vulnerable or disabled persons to the degree possible in an emergency situation. In some cases, the City of Austin may provide direct support to American Red Cross shelters by assigning personnel to fill roles in the operation of individual shelters. The City of Austin may operate disaster shelters without direct involvement of the American Red Cross. The EOC's Community Services Group will act as a conduit for requesting government mutual aid resources to assist any shelter activity.

The Community Services Group will coordinate with the Plans Section Situation Status Unit to provide information on the capacity and situation status of all shelters either planned or operating

The Community Services Group will coordinate with the Logistics Section on the status and availability of transportation resources. The group will work with the personnel section of the Logistics Section to ensure adequate staffing of shelters and supporting facilities.

Mass transportation resources are coordinated with the Logistics Section in the EOC.

The Community Services Group is staffed by personnel from:

- Austin/Travis County Health and Human Services
- Parks and Recreation Department
- Austin Police Victim Services Unit
- City of Austin Human Resources Department
- City of Austin Transportation Department

Other critical non-governmental organizations that routinely staff the Community Services Group include:

- Central Texas Chapter of the American Red Cross
- Capital Metro

- Austin Independent School District
- Salvation Army

3.5.2.5 Public Utilities Group

The Public Utilities Group is responsible for coordinating plans and emergency actions to provide emergency power, water, and telecommunications with alternative energy sources to support emergency response and recovery efforts.

The Public Utilities Group is staffed with personnel from:

- Austin Energy
- Austin Water Utility

Telecommunication providers may be assigned to the Public Utilities Group when they have representatives in the EOC.

3.5.2.6 Public Works Group

The Public Works Group is responsible for

- Damage assessment and restoration of bridges, roadways, and traffic control devices
- Management of road surfaces, including any treatments needed to prevent ice build-up
- Providing technical support to assist with damage assessment and recovery operations
- Supporting traffic management-related objectives
- Coordinating debris removal efforts

The Public Works Group coordinates with the Plans Section Situation Status Unit to provide information on:

- Area traffic conditions
- Status on open and closed roadways
- Roadways impacted by emergency conditions.

The Public Works Group is staffed with personnel from:

- Public Works Department
- Watershed Protection Department
- Austin Resource Recovery Department

Other critical, non-governmental organizations that routinely staff the Public Works Group include:

- Travis County Transportation and Natural Resources (TNR)
- Texas Department of Transportation

3.5.3 Plans Section

The Plans Section's primary responsibility is to collect, analyze, verify, display, and disseminate incident information. This includes impact information, response activities, details regarding the field operating environment, and the status of available resources. The Plans Section functions as the primary support for response decision making, including: preparing situation briefings, maintaining an EOC staff roster, map displays, anticipatory appraisals, and developing plans necessary to cope with changing field events.

During incident response, the Plans Section Chief provides situational advice to help guide operational decision making. The Plans Section is responsible for facilitating the action planning process and the development of the EOC Incident Action Plan, the Recovery Plan, and the After-Action Report.

The Plans Section ensures that safety/damage assessment information is compiled, assembled and reported in an expeditious manner. The Plans Section's Documentation Unit is responsible for the detailed recording of the entire response effort and the preservation of these records during and following the disaster.

Technical Specialists assigned to the EOC will initially be part of the Plans Section. The Plans Section Chief reports directly to the EOC Director and/or Deputy Director. Additional responsibilities of the Plans Section can be found in the Austin-Travis County EOC Standard Operating Guidelines and Position Checklist.

3.5.4 Logistics Section

The Logistics Section is responsible for planning and executing the acquisition and movement of supplies, equipment, personnel, and the provision of facilities in support of the incident response. The Logistics Section is also responsible for tracking the status of requests from placement to fulfillment.

Requests for support from the Incident Commander, DOCs, or participating agencies are directed to the Logistics Section in the EOC. Initial response resources will be drawn internally from the departments that comprise the groups in the Operations Section. Once a specific resource has been exhausted (or is about to be exhausted), resource requests are placed through the Logistics Section, which will locate the required resources from alternate sources.

The Logistics Section Chief reports to the EOC Director and/or Deputy Director. Additional responsibilities of the Plans Section can be found in the Austin-Travis County EOC Standard Operating Guidelines and Position Checklist and Annex M – Logistics and Resource Management.

3.5.5 Finance and Administration Section

The Finance and Administration Section's role and responsibilities encompass four primary functional activities:

- Financial policy

- Employee compensation
- Accounts payable
- Cost recovery

In addition, this Section coordinates with the other Sections and external agencies, regarding finance and administrative activities, and provides pertinent financial data to other agencies.

The Finance and Administration Section Chief reports to the EOC Director and/or Deputy Director. Additional responsibilities of the Finance Section can be found in the Austin-Travis County EOC Standard Operating Guidelines and Position Checklist.

3.6 Organizational Hierarchy for External Resources

The City's resources constitute the first line of response and relief during the onset and immediate aftermath of a major emergency. The National Incident Management System (NIMS), as adopted by the City of Austin, provides the framework for the organization and management of resources which will be utilized. The City will handle the emergency needs until its resources become, or are projected to become, inadequate to cope with the situation. If the City's resources prove to be inadequate, the City will request aid from outside resources. Such outside aid may come from a variety of resources, including one or more of the following:

3.6.1 Mutual Aid Agreements

The City supplements its resources with mutual aid agreements (also known as interlocal agreements). These agreements, in which the parties agree to assist each other in disasters, can be made with neighboring jurisdictions (i.e. Travis County and neighboring towns), or can be made with private emergency response teams. For example, the Austin Fire Department (AFD) has mutual aid agreements with other neighboring fire departments. AFD agrees to lend aid if neighboring departments need assistance, and neighboring departments agree to assist AFD if necessary.

Mutual aid agreements are legal documents, signed by heads of the government (or of the private organizations), stating the participating entities' agreement to assist one another in disaster situations. These agreements may typically include things such as:

- Authority to operate in another jurisdiction
- Provision of resources and services
- Compensation for workers
- Clarification of legal liability
- Specification of who will command operations involving mutual aid
- Specification of who will declare States of Disaster
- Specification of who will administer resources received from third parties
- Specification of who will provide benefits to those injured or killed while rendering aid

In an emergency or disaster, City Departments notify the Emergency Operations Center or the HSEM Duty Officer when exercising existing mutual aid agreements.

3.6.2 Private Relief Organizations

Another source of outside assistance is private relief organizations, such as the American Red Cross, The Salvation Army, charitable organizations, civic organizations, service organizations, and church groups.

These organizations may assist in many ways, including the distribution of food, medicine, and supplies, the provision of emergency shelter, and the restoration of community services.

The American Red Cross (ARC), which operates under a Federal Charter, provides grants and other types of assistance to individuals and families affected by disasters. The ARC also provides significant individual assistance in the aftermath of disasters such as floods, fires, or tornadoes.

In an emergency, many departments may need assistance from the same private relief organizations. Departments may have an ongoing, day-to-day relationship with private relief organizations; however, in an emergency, City Departments should go through the Emergency Operations Center (EOC) to request aid. The EOC can then coordinate requests for assistance and avoid confusion and delays.

3.6.3 Regional Assistance

City Departments routinely engage in mutual aid agreements with sister organizations from within or near Travis County. However, the process for the request and deployment of regional assets that are not covered in existing mutual aid agreements is outlined in the Capital Area Regional Response Plan. This plan covers regional assets in the 10-county CAPCOG region. All inbound and outbound requests for regionally available or required resources will be processed through the Capital Area Regional Response Plan.

3.6.4 State Assistance

When local and regional resources are not sufficient to cope with the disaster or emergency, the EOC will contact the Mayor who will formally request assistance from the Texas Department of Public Safety's Disaster District Commander 6B.

If the request is beyond the capabilities of the local Disaster District, the Disaster District Chairperson will forward the request to the State Operations Center (SOC). The SOC reports to the Governor and is staffed 24-7-365 by the Texas Division of Emergency Management.

If a department or agency determines that such assistance is going to be required, that department or agency should contact the Austin-Travis County Emergency Operations Center (EOC). In order to receive the needed assistance in a timely manner, departments and agencies must be aware of their available resources, anticipate the future resource requirements of the situation, and notify the EOC of the specific needs as quickly as possible.

3.6.5 Federal Assistance

If the situation is beyond the capabilities of the State, the Governor will request that the President declare Travis County a major disaster area and make available the resources provided for under Public Law 93-288, as amended by the Stafford Disaster Relief and Emergency Assistance Act of 1988.

FEMA coordinates the provision of Federal assistance which can come either in the form of resources (personnel and equipment) or money for affected citizens, municipalities, or both. Monetary reimbursement usually comes after a Disaster Declaration. A Disaster Declaration is covered in the next section. Resource requests must be channeled through the State and usually come after local and State resources are exhausted or not available.

4.0 Concept of Operations

This Emergency Operations Plan addresses a spectrum of contingencies, ranging from relatively minor incidents to large-scale disasters. A build-up or warning period will precede some emergencies, providing sufficient time to warn the public and implement mitigation measures that are designed to reduce loss of life, property damage, and effects on the environment. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the Emergency Operations Plan and the coordinated mobilization and deployment of resources. All departments and agencies of the City of Austin must be prepared to promptly and effectively respond to any foreseeable emergency, taking all appropriate actions, including requesting and providing mutual aid.

4.1 City Agency Responsibilities Defined

Below are activities that apply to all departments during the response phase of an incident:

- Activating internal emergency plans (including the provision of supplies, equipment, and facilities), resource management plans, and human resource management plans, according to established criteria and notifying the EOC when these plans are activated;
- Reviewing security procedures and implementing enhancements as needed, based upon criminal or terrorist threats or incidents;
- Advising HSEM when the department cannot carry out its roles or responsibilities as described in this EOP and its Annexes;
- When requested, sending a departmental representative to the EOC to provide input and to coordinate with other departments and agencies;
- Designating an EOC Single Point of Contact (SPOC) to ensure and manage a department's EOC response capability;
- Providing regular status reports on department resources, department activities, and emergency conditions to the EOC;
- Coordinating with the EOC to establish priorities for restoring services after outages;
- Coordinating all public information activities with the City's Public Information Officer and the Public Information Officer at the EOC;
- Providing necessary administrative and technical support to the department's operational Sections or Divisions;
- Keeping accurate and complete cost records for responding to the emergency, such as personnel costs (regular and overtime), equipment costs, costs of supplies, and costs of services. These records will be used for reporting to City management and may be required to apply for Federal assistance;
- Maintaining lists and descriptions during the emergency of department facilities and equipment that are damaged by the emergency.

Specific responsibilities for City Departments can be found in Appendix 7.

4.1.1 Responsibilities by Phases of Emergency Management

Emergency management activities during peacetime and national security emergencies are organized into four Federally-defined phases, namely:

- Preparedness
- Response
- Recovery
- Mitigation

4.1.1.1 Preparedness Phase

The preparedness phase involves activities that are undertaken in advance of an emergency or disaster. These actions include emergency/disaster planning, training and exercises, and public education. During the preparedness phase, the City of Austin places emphasis on the following activities:

- Training of City staff, volunteers, and emergency management personnel;
- Conducting exercises to ensure that all EOC participants are prepared to respond effectively in the event of an activation of the EOC;
- Review and assess risk to key facilities and take prudent measures to reduce the vulnerability of facilities and workers to disaster;
- Emergency planning to ensure that operating plans and their associated support documentation are current and accurate. Plans include response, recovery (including damage assessment), and mitigation (hazard mitigation) plans. HSEM, in cooperation with other City Departments, is responsible for ensuring that these planning documents are kept up-to-date;
- Public awareness and education campaigns to inform and train the public about personal, workplace, community preparedness, and mitigation activities as well as City of Austin preparedness efforts;
- Review mutual aid agreements submitted to the jurisdiction for approval and prepare mutual aid agreements to be submitted to other jurisdictions for approval;
- Resource management to ensure the availability of sufficient resources to cope with emergencies;
- Establishing and reviewing policies for the preservation of critical records as required by the City Clerk's Office;
- Assess disaster risk to government facilities from likely hazards and take measures to reduce the vulnerability of facilities;
- Identify damage assessment team members;
- Train personnel in damage assessment techniques;
- Maintain pre-disaster maps, photos, and other documents for damage assessment purposes;
- Identify critical facilities requiring priority repairs, if damaged;
- Ensure that key local officials are familiar with jurisdiction's insurance coverage;

- Conduct public education on disaster preparedness;
- Conduct exercises.

HSEM is responsible for the coordination and maintenance of emergency communications systems, warning systems and emergency equipment, and for ensuring that the Emergency Operations Center (EOC) is maintained in an operable condition. EOC readiness actions include ensuring that the center is stocked with all needed supplies and equipment at all times.

4.1.1.1.1 Resource Management

Each City Department or agency is primarily responsible for managing its own resources, including supplies, equipment, facilities, and people. During emergencies, the Logistics Section in the Emergency Operations Center will assist departments and agencies in acquiring resources that are not available to them through usual channels and procedures. Detailed strategies, checklists, and ICS organizational charts can be found in Annex M – Logistics and Resource Management.

4.1.1.1.2 Supplies, Equipment, and Facilities

Management of supplies, equipment, and facilities involves:

- Determining which resources are essential to the department's operations;
- Establishing repair or replacement priorities;
- Establishing resource allocation guidelines, according to the operational priorities of the department;
- Establishing schedules and procedures for routine maintenance;
- Performing routine equipment and facilities reviews and maintenance;
- Replacing resources that are irreparable or have been depleted;
- Acquiring additional resources as demands increase or change.

4.1.1.1.3 Personnel

Emergencies may involve an extended period of rescue, clean up, and damage assessment, which means that personnel may be doing strenuous work for extremely long hours. Departments should refer their questions about employees' work hours to the City of Austin Human Resource Department. In addition, the following also should be included, as needed, in the human resource management sections of their service continuity plan or written standard operating procedures:

- Callback of emergency response and/or recovery personnel;
- Communicating with employees who are not directly involved in emergency response or recovery;
- Communicating with friends and family members of emergency response and recovery personnel;
- Caring for the needs of the families of emergency response and recovery personnel;
- Coordinating daycare for the children of emergency workers as required;

- Coordinating, during emergencies, the use of personnel for jobs other than their normal assignments ;
- Coordinating the use of temporary outside or loaned personnel from other organizations to assist with emergency response and recovery;
- Providing food, housing, medical care, and relief for emergency response and recovery personnel;
- Providing cash for emergency expenditures and payroll for emergency response and recovery personnel;
- Adjusting shift scheduling as needed (for example, changing from three eight-hour shifts to two twelve-hour shifts, or re-assigning personnel who normally work the third shift to work one of the other two shifts);
- Providing regular, scheduled rest and relief for emergency response and recovery personnel;
- Providing critical incident stress debriefing and counseling for emergency response and recovery personnel and their families.

4.1.1.1.4 Planning

This Emergency Operations Plan and its accompanying Annexes serve as strategic guidance for managing disasters. These plans are designed to provide guidance to City Departments in the development of internal plans or standard operating procedures. The development of planning documents must include input from other City departments as appropriate. This participation is important since departments are required to implement plans or procedures that support the City's strategic principles of disaster management.

While the Office of Homeland Security and Emergency Management conducts strategic planning, City Departments are still responsible for the development of tactical plans that guide internal operations during an emergency. This planning can take the form of special plans or documents. Departments also may develop general orders, standard operating procedures, policies, or procedures that address emergency operations.

4.1.1.2 Response Phase

In most cases, the response phase begins upon the initial dispatch of tactical units to an event. In other cases, the response phase may commence upon activation of the EOC. The City of Austin's response to an emergency can be roughly divided between initial response and extended response. The terms "initial" and "extended" imply that these aspects of response are chronological in nature. This is true in some instances; however, depending on the nature of the incident, extended response activities can begin before initial response activities are completed, or the activities can happen simultaneously. The system is intended to be flexible so that emergency personnel can engage in the appropriate actions as dictated by an incident's characteristics. Some examples of response activities are:

- Gather damage reports;
- Compile damage assessment reports;
- Keep complete records of all expenses.

4.1.1.2.1 Pre-Incident Actions

Upon receipt of a warning or the observation that an emergency situation is imminent or likely to occur, the City of Austin will initiate actions to prepare for the incident. The purpose of these actions is to evaluate the seriousness of the threat and determine appropriate courses of action to protect life and property. This may include convening a Situation Assessment Team, a group of key City of Austin officials to monitor the situation and take appropriate actions. It also may include alerting appropriate City Departments and agencies, and, in some instances, alerting the public.

Events that may trigger pre-incident preparation and analysis activities include:

- A major hurricane which could lead to activation of the Capital Area Shelter Hub Plan;
- Weather forecast indicating a significant threat of severe weather and/or flooding;
- Receipt of a potential dam failure advisory;
- Likelihood of rolling blackout or other power failures;
- An unusual pattern of disease reporting;
- Notification of actual or threatened cyber events;
- Conditions conducive to wild land fires, such as the combination of high heat, strong winds, and low humidity;
- A potential major hazardous materials incident;
- A rapidly deteriorating international situation that could lead to an attack upon the United States;
- Information or circumstances indicating the potential for acts of terrorism, violence or civil disturbance;
- Planned City of Austin events with local, State and Federal implications (such as conventions and celebrations).

Preparedness activities that may be performed when a credible threat or warning is received include the following:

- Briefing the City Manager's Office and/or City Departments;
- Reviewing and updating the City of Austin Emergency Operations Plan, Annexes, and associated supporting documents;
- Advising the City Manager's Office and elected officials on legal implications related to actions or anticipated impacts from hazards;
- Increasing public information efforts and warning threatened elements of the population;
- Accelerated training of permanent and auxiliary staff;
- Inspecting critical facilities and equipment;
- Recruiting additional staff from City Departments or City-sponsored volunteer organizations;

- Mobilizing personnel and pre-positioning resources and equipment;
- Coordinating actions with Travis County and other regional partners;
- Contacting State and Federal agencies that may be involved in field activities;
- Testing warning and communications systems, including the designation of wireless interoperability channels;
- Identifying the need for mutual aid and requesting such through appropriate channels;
- Preparation of public service announcements;
- Activating the EOC and/or a Joint Information Center.

4.1.1.2.2 Initial Response

The City of Austin's initial response activities are primarily structured to minimize the effects of an emergency or disaster, including the protection of human life and property. Examples of initial response activities undertaken by the City of Austin EOC include:

- Disseminating warnings, emergency public information, and instructions to the citizens of the City of Austin;
- Coordinating evacuations and/or rescue operations;
- Coordinating the care of displaced persons and treating the injured;
- Clearing priority transportation routes;
- Conducting damage assessments as needed;
- Repairing critical facilities and structures;
- Conducting initial damage assessments and surveys;
- Assessing the need for mutual aid assistance;
- Preparing and disseminating legal documents declaring a disaster, terminating a disaster declaration, or invoking emergency powers;
- Coordinating the restriction of traffic/people movement and unnecessary access to affected areas;
- Developing and implementing action plans;
- Making all necessary notifications to key stakeholders groups, government entities, and the general public.

4.1.1.2.3 Extended Response

The City of Austin's extended response activities involve the coordination and management of personnel and resources to mitigate an emergency and facilitate the transition to recovery operations. Examples of extended response activities undertaken by the City of Austin EOC include:

- Preparing detailed damage assessments;
- Coordinating the operation of mass care facilities;
- Coordinating mass fatality operations;

- Procuring required resources to sustain operations;
- Documenting situational status;
- Protecting, controlling, and allocating vital resources;
- Coordinating restoration of vital utility services;
- Tracking resource allocations;
- Conducting advance planning activities;
- Documenting expenditures;
- Developing and implementing action plans for extended operations;
- Disseminating emergency public information;
- Declaring a local emergency;
- Coordinating with State and Federal agencies;
- Coordinating with national, State and local volunteer agencies;
- Recovery planning;
- Deactivating the EOC or Incident Command Post when no longer needed.

4.1.1.3 Recovery Phase

Recovery activities involve the restoration of services to the public and returning the affected area(s) to pre-emergency conditions. Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat. Recovery activities may reflect the continuation of the response phase activities (i.e., restoration of utilities), or they may include new activities, wholly enacted as a part of the recovery process, after the disaster has abated (i.e., removal of debris after a flood). Examples of recovery activities include:

- Coordinating restoration of utilities;
- Coordinating debris management;
- Coordinating individual assistance programs;
- Providing long-term recovery housing to displaced victims;
- Applying for State and Federal assistance programs;
- Conducting hazard mitigation analyses including review and update of City codes as necessary;
- Identifying residual hazards;
- Determining and recovering costs associated with response and recovery;
- Monitoring restoration activities;
- Establishing emergency index codes for cost tracking purposes.

4.1.1.4 Mitigation Phase

Mitigation efforts occur before, during, and after emergencies or disasters. Post-disaster mitigation is actually part of the recovery process and includes eliminating or reducing the

impact of hazards that exist within the City of Austin. Pre-disaster mitigation involves activities designed to reduce the damaging impact of a potential disaster. Mitigation activities may include:

- Amending local ordinances and statutes such as zoning ordinances, building codes, and other enforcement codes;
- Undertaking flood control projects;
- Removing fuel in areas having a high potential for wildfires.

HSEM, other City Departments, and agencies are involved in on-going mitigation activities throughout the year. HSEM conducts emergency mitigation and preparedness education for citizens, agency, City Department EOC representatives, and emergency team members.

Other mitigation activities include: briefing elected officials and department heads on possible liabilities arising from disaster operations; procedures for invoking the emergency powers of government, and legal documents relating to emergency powers. This can include preparation of sample legal documents for approval by officials.

Hazards analysis and vulnerability assessments are used during the mitigation phase to determine the hazards that are most likely to impact the Austin area. The hazards analysis provides information to help agencies and City Departments determine how best to spend their mitigation efforts and resources.

HSEM also works with City Departments on mitigation projects and activities. One example: HSEM works with the Watershed Protection Department on flood plain management projects and monitoring the Flood Early Warning System (FEWS).

Mitigation projects often result from actual emergencies or from emergency exercises. After the event or exercise, HSEM, other City Departments, or agencies identify needs and opportunities to prevent or reduce the impact of future emergencies or disasters.

4.1.2 Training

Education is an important component of any preparedness plan. Proper briefings of personnel help to ensure their readiness should an emergency arise. Every City Department or agency should conduct "awareness" training for all personnel and conduct more in-depth training for personnel who will be components of City Departmental or City-wide emergency operations plans. Training with other City Departments should be considered when focusing on issues that would bring departments together in a given situation.

4.1.2.1 Training by the Office of Homeland Security and Emergency Management

HSEM provides several types of education or training, including:

- Public education about home and business emergency mitigation and preparedness;
- Training for City Department and agency representatives that report to the Emergency Operations Center (EOC) in an emergency or disaster;

- Coordinating the tracking of NIMS training to ensure compliance with Federal regulations;
- Training for public safety personnel.
- HSEM provides assistance in creating, assisting, and managing emergency exercises, which are another important training component. These exercises can be in any of the following forms:
 - **Tabletop exercises** – The purpose of a tabletop exercise is to solve problems as a group. There are no simulators and no attempts to arrange elaborate facilities or communications. One or two evaluators may be selected to observe proceedings and progress toward the objectives.
 - **Functional exercises** - The functional exercise simulates an emergency in the most realistic manner possible, short of moving real people and equipment to an actual site. As the name suggests, its goal is to test or evaluate the capability of one or more functions in the context of an emergency event.
 - **Full-scale exercises** - A full-scale exercise is as close to the real thing as possible. It is an exercise which takes place on location, using—as much as possible—the equipment and personnel that would be called upon in a real event. In a sense, a full-scale exercise combines the interactivity of the functional exercise with field elements.

A key component of any exercise is a post-exercise critique, or a discussion session identifying the lessons learned from the exercise and the actions required, based on the needs identified during the exercise.

4.1.2.2 Training by the Texas Division of Emergency Management (TDEM)

In Austin and other locations throughout the State, the Texas Division of Emergency Management (TDEM) offers training on a broad range of emergency management topics, including:

- Introduction to Emergency Management
- Emergency Planning
- Exercise Design
- Developing Volunteer Resources
- Continuity of Government
- Disaster Recovery Operations
- Emergency Public Information
- Terrorism
- Radiological Monitoring

These courses are available to City Department and agency emergency team personnel. For more information about these courses, visit the TDEM website at www.preparingtexas.org.

4.1.2.3 Training by the Federal Emergency Management Agency (FEMA)

FEMA offers training, in a variety of formats, on a vast array of emergency management topics, including:

- Resident courses at the Emergency Management Institute in Emmitsburg, Maryland
- Online Independent Study courses

For more information about these courses, visit FEMA's website, <http://training.fema.gov/>.

4.1.2.4 Training by Other Public and Private Organizations

Training in the form of publications, seminars, courses, and conferences from many non-governmental sources is available on a variety of emergency management topics. A few of the available topics include:

- Emergency preparedness, planning, response, and recovery
- Hazardous materials incident preparedness, planning, response, and recovery
- Business contingency planning or disaster recovery planning
- Emergency shelter management

Private and public organizations that provide such training include:

- American Red Cross
- University of North Texas
- Texas A & M University, through the Texas Engineering Extension Service (TEEX)
- St Edward's University

Professional societies and trade organizations that provide training include:

- International Association of Emergency Managers
- Association of Contingency Planners
- Texas Safety Association
- Texas Emergency Management Association

Other private and public organizations the provide training include:

- Emergency and disaster products and service vendors
- Emergency and disaster consultants
- Disaster Recovery Institute
- Government Technology Conference

4.1.3 Selection of EOC Department Representatives

Every City of Austin Department is responsible for having qualified individuals who can respond to the EOC when requested. Selected personnel must:

- Have the authority to make decisions on a Department-wide level;
- Be capable of responding to the EOC on short notice;
- Carry an AWACS-capable pager;
- Complete a four-hour EOC orientation course hosted by the Office of Homeland Security and Emergency Management;
- Complete a background check and be credentialed for EOC access.

Operational responsibilities for EOC responders can be found in Section 4.3.6.

4.1.4 Ensuring the Delivery of City Services Following Disasters

Departments are required to establish plans for the delivery of services following disasters. Planning should cover everything needed for the continuation of the delivery of services provided by that department, in the event that primary facilities or needed equipment become unavailable. Planning elements should include:

- Identification of essential employees and functions;
- Development of plans for the relocation and/or restoration of all activities needed to support the continued delivery of essential products or services;
- Identification of critical resources including identification of vendors where resources can be obtained;
- Identification of critical equipment, including identification of vendors where replacement of the equipment or parts can be obtained;
- Preservation of vital records, including the back-up of critical files and accounts.

4.1.5 Financial Management and Contract Review

Early and accurate documentation of costs and damage estimates are essential to the application for public assistance. That is why it is critical for City Departments to keep track of costs during the early stages of any disaster.

For any major emergency or disaster, it is the responsibility of each City Department to track and monitor all costs related to the response.

A number of Federal and State regulations govern disaster-related contracts that must be followed in order for the City to receive reimbursement. Departments are required to have any contract that is executed in support response or recovery objectives reviewed by the EOC Finance and Administration Section or the City's Financial and Administrative Services Department prior to signing.

4.1.6 Record Keeping for Emergency Operations

The Office of Homeland Security and Emergency Management will maintain an overall incident log for each major incident. Individual City Departments are still required to maintain logs and reports of major decisions, logistical deployments, and other major actions related to their respective department.

During EOC activations, responding City Departments will be required to maintain a log of their actions on WebEOC. The WebEOC logs will be compiled into the master event log by the Plans Section Chief.

HSEM will make available incident logs and message forms. The message forms should be used for resource requests, phone messages, and other correspondence requiring documentation. Instructions on the use of WebEOC are available at the EOC and from the Office of Homeland Security and Emergency Management.

Each City Department or agency should keep detailed records on disaster-related expenses, including:

- Labor
 - Paid (regular and overtime)
 - Volunteer
- Equipment Used
 - Owned
 - Rented /leased
 - Volunteered
- Materials
 - Purchased
 - Taken from inventory
 - Donated
- Contracts (see below)
 - Services
 - Repairs

4.1.7 Departmental Notification Requirements

The City of Austin internal notification policy is designed to promote a coordinated City-wide response to significant events and incidents. City Departments must notify the City Manager or their respective Assistant City Manager, the Communications and Public Information Office, and the Office of Homeland Security and Emergency Management whenever there are emergencies or developing situations that:

- Can have a substantial impact on their ability to deliver services;
- Can have a substantial impact on the ability for other City Departments to deliver services;

- Can have a substantial impact to the population or quality of life of the general public.

4.1.7.1 Who to Notify

The following individuals should be notified as soon as possible for events that meet the criteria outlined below:

- The City Manager;
- Assistant City Manager for the affected City Department;
- Communications and Public Information Office;
- Duty Officer for the Office of Homeland Security and Emergency Management or the Emergency Operations Center, if activated.

4.1.7.2 When to Notify

Any City Department that experiences an incident or developing situation that meets the following criteria should notify the offices listed above. This list is not all-inclusive. Departments should always be aware of the effects of events on other Departments and the City as a whole and use judgment in notifying these offices whenever it is appropriate.

- Any incident involving serious on-duty injury or death to a City employee or contract employee on a City project;
- Any life-threatening injury or death of a civilian at a City facility;
- Any incident that potentially or actually compromises infrastructure or resources necessary to provide services to the public. These include outages to facilities such as utility plants or the 9-1-1 dispatch center;
- During a major emergency or disaster, when a Department plans to comply with a request from the State of Texas or a local jurisdiction that requires sending resources outside of Travis County.

4.1.7.3 How to Notify

Notification should be made by telephone or alphanumeric page. Alphanumeric pages should include a call back telephone number. FAX or email may not be used for the initial notification, but may be used to provide additional background or technical information. City Department Directors must designate an Emergency Notifications Single Point of Contact (SPOC), by name or title. This person is responsible for making these notifications or for implementing a departmental notification procedure. Directors will be the SPOC if one is not designated.

There are additional notification requirements for selected City Departments. Additional information can be found in the City of Austin Administrative Bulletin No. 94-03.

4.2 Pre-Event Operations

The HSEM Duty Officer serves as the focal point for the monitoring of events which may affect the City of Austin. Duty Officer pre-event responsibilities include:

- Intelligence gathering through City Departments, government agencies, or key stakeholders;

- Simple threat assessment;
- Pre-event notifications.

Individual City Departments may have enhanced capabilities for monitoring specific hazards or threats; however, relevant monitoring activities must be coordinated with the Duty Officer.

4.2.1 Situation Assessment Team

If the event poses an unusual or significant risk, the HSEM Director or Duty Officer can establish a Situation Assessment Team. The Situation Assessment Team is responsible for collecting and analyzing information relative to the situation, providing direct response to the degree allowable, and relaying other matters to the appropriate level for an executive decision. The Situation Assessment Team may prepare an Incident Action Plan that covers pre-event activities leading up to an EOC activation. Elements completed by the Situation Assessment Team may include:

- Detailed information on the nature of the threat;
- Probability and scale of impact to citizens and City services;
- Any potential issues or problems that may require the attention of the City Manager's Office;
- Recommend preparedness actions to other City Departments;
- Recommend public information messages;
- Identify specific threshold or trigger points for increasing the City Operating Condition (OPCON) levels up to EOC activation.

The Situation Assessment Team is led by either the HSEM Director or HSEM Duty Officer. Team members come from City Departments that play a central role relative to the hazard or its probable impacts to the community.

4.2.2 Notification to City Departments and Stakeholders

The HSEM Duty Officer serves as the Single Point of Contact for the coordination of pre-event information and activities. The Duty Officer may receive warning information on actual or potential emergency situations from Federal or State agencies, industry, and other local governments. The Duty Officer is then responsible for making notifications to:

- City Departments, and other government and private organizations that play a role in response or recovery operations;
- The general public.

The Duty Officer notifies and coordinates as necessary with the City Manager's Office on any threats that may impact City operations. For many types of incidents, the Duty Officer also makes notifications to the State of Texas (through the Texas Division of Emergency Management) and to other community stakeholders.

4.2.2.1 Methods of Notification

The Duty Officer may use a combination of notification methods. Notification tools include the following:

- **AWACS Paging System** – AWACS is the primary means for the communication of threats. All critical City of Austin personnel who play a role in either response or recovery operations carry an AWACS pager. The system allows the Duty Officer to send text messages (up to 240 characters) to individuals, groups, or system wide.
- **Email Advisory** – An advisory is a document that warns of an event or condition that can (or will) adversely impact city operations. The advisory summarizes the hazard, potential impacts, and action items to be performed by HSEM during the identified reporting period. Relevant illustrations should be used whenever practical. HSEM maintains email groups of critical stakeholders. A sample advisory can be found in Appendix 5.

In some cases, the Duty Officer may directly notify individual stakeholders by telephone or radio. In emergency situations, the Duty Officer may utilize on-duty law enforcement to make contact with an individual stakeholder if the individual is within the City limits.

4.2.2.2 Secondary Methods of Notification

Critical hardware and components of the AWACS paging system have been hardened to prevent failure. However, if the system is unavailable, back-up systems have been identified to deliver notification and warning information to critical stakeholders.

4.3 EOC Concept of Operations

During an emergency, management of strategic-level issues is done from the Austin-Travis County Emergency Operations Center (EOC). The EOC provides a centralized location for the collection and dissemination of information about the emergency. Also, EOC personnel make policy-level decisions about response priorities and the allocation of resources. A number of non-governmental organizations also may operate out of the EOC, depending on the event or circumstance.

The following functions are performed in the Austin-Travis County EOC:

- Analysis, evaluation, reporting, and assessment of all data pertaining to emergency operations;
- Coordinating emergency response operations through the appropriate DOCs;
- Receiving warning information from a variety of government and private sources and issuing alerts and warnings to the public;
- Serving as the central point for providing emergency information and instructions to the public;
- Coordinating the operational and logistical support for City of Austin and Travis County resources that have been committed to the emergency;
- Maintaining contact and coordination with DOCs, other local government EOCs, and the Texas Division of Emergency Management's DDC;

- Collecting information from and disseminating information to the various DOC representatives and to other jurisdictions, military, State, and Federal agencies.

A full listing of all EOC positions and operation guidelines can be found in the Austin-Travis County Emergency Operation Center Standard Operating Guidelines and Position Checklists.

Specific checklists regarding the activation and deactivation of the EOC can be found in internal HSEM Procedure B 205 EOC Startup Checklist, as well as in the Austin–Travis County Emergency Operations Center Standard Operating Guidelines.

4.3.1 Integration of Operations with Travis County

The Emergency Operations Center fully integrates the operations of the City of Austin and Travis County into a single cohesive operation. City and County agencies that perform similar functions are asked to respond to the EOC.

The Austin-Travis County EOC produces procedure-level documents and checklists that fully integrate notification, functional responsibilities, and other activities that apply to all agencies, City and County Departments, and organizations that have a presence in the EOC.

4.3.2 EOC Role of Coordination

The EOC coordinates with a number of entities during its normal operations and summarizes the nature of that coordination. During EOC activation, relevant City of Austin Departments may activate Department Operations Centers (DOCs). The DOCs communicate with the EOC via established emergency communications systems or through their respective EOC representative. Departments without a DOC interface with the EOC through the EOC Department representative.

In normal response operations, the EOC does not communicate directly with field response units. Instead, these field units establish communications with their respective DOCs. In cases where the field units do not have DOCs established, personnel may communicate directly with the EOC.

4.3.3 Triggers for EOC Activation

Triggers for EOC activation depend on a number of factors; however, activation usually occurs when there is need for coordination of City and/or County resources in response to an event or crisis, or a threat of such conditions. The extent of the activation varies greatly. Some events involve only emergency management personnel who respond to the EOC to monitor developing conditions. Other activations can involve a wide range of City and County Departments.

The determination to activate the EOC is usually made by the Director of the Office of Homeland Security and Emergency Management in consultation with the City Manager. However, any City Department may request an activation should they determine there is a need to coordinate City services in response to an incident. In such cases, these requests are channeled

to the HSEM Duty Officer who then works with that Department and/or the HSEM Director to determine the other Departments that should respond to the EOC.

The following people may activate the EOC:

- The City Manager or Assistant City Manager;
- The Travis County Judge;
- The Travis County Emergency Management Coordinator;
- By HSEM, at the request of a Department Director or appropriate representative. This is usually someone who has been pre-identified by that Department as having the decision-making authority to ask that the EOC be activated;
- By the Director of the Office of Homeland Security and Emergency Management or, in extreme cases, by the HSEM Duty Officer.

In emergencies where a City Department is the lead responder, HSEM will consult with that Department to determine if the EOC should be activated and which City Departments and agencies should send representatives to the EOC.

4.3.4 Notification of EOC Activation

AWACS is considered the primary means of notifying EOC responders that the EOC has been activated. Departments are responsible for the following:

- Providing any responder with an appropriate City of Austin issued pager;
- Ensuring that the pager is programmed with the appropriate EOC activation Capcodes. Programming should be done through their Department AWACS Single Point of Contact (SPOC).

4.3.5 Initial EOC Actions

Upon activation of the EOC, the HSEM Duty Officer, or other personnel manning the EOC, should perform the following actions:

- Execute required notification, including building security, of EOC activation;
- Verify response of agency EOC representatives;
- Consider need for enhanced security;
- Ensure readiness of key hardware and software systems, including passwords required by responding representatives to access EOC systems;
- Maintain situational awareness of developing emergency;
- Ensure copies are available of the following documents:
 - EOC/DOC phone contact lists;
 - Copy of current EOC table of organization showing position assignments;
 - EOC Section/Branch/Group vest;
 - Copy of the current Situation Report;
 - Copy of the current EOC Incident Action Plan.

4.3.6 EOC Department Representative Responsibilities

As a representative for a City or County Department or organization, EOC responders' primary responsibility is to directly coordinate with other Departments at the EOC. Representatives are required to provide information as to the following:

- Status of their Department's ability to provide their services to citizens;
- Ability to support operational goals related to overall incident objectives;
- Status of committed and non-committed resources, within their Department, that are capable of meeting incident objectives.

EOC Department representatives also:

- Analyze the impact of internal issues and actions taken within their Department and share that information with other EOC participants;
- Serve as a two-way information conduit between the EOC and their respective Department;
- Ensure Department roster information is current in WebEOC;
- Ensure their Department is coordinating the release of all public information with the EOC PIO and/or the Joint Information Center (JIC);
- Assist in working problems or issues as they develop at the EOC.

4.3.7 Public Information Policies

During emergencies, the following policies and procedures are used to organize and manage public information for the City of Austin:

- The PIO position is staffed or a Joint Information Center (JIC) is established at the EOC for any major emergency;
- Safety information and instructions to the public have first priority for release;
- The Mayor and City Manager's Office provide policy guidance for dissemination of emergency public information;
- Multiple communications tools are to be used to release emergency information. The media is one of those communications tools;
- A Joint Information Center (JIC) will serve as the focal point for City of Austin media briefings and information dissemination activities;
- A rumor control section is established by the PIO to:
 - Answer inquiries from the public;
 - Act as a media monitoring unit to monitor media broadcasts to ensure accuracy of released information.
- City of Austin PIOs function in a JIC management system to coordinate information before its release to the public and the news media.

4.3.7.1 Joint Information Center

The various Public Information Officers (PIOs) of all the agencies involved in an incident should coordinate their efforts by establishing a JIC. In emergencies, it is critical that all public information be accurate, complete, and consistent. Through an integrated Joint Information Center, media information among the various agencies and the Emergency Operations Center can be coordinated into unified media briefings and releases. Some of the public information services coordinated by the JIC include the following:

- News briefings and conferences;
- Background data to news media;
- Spokespersons to elaborate on and explain the event;
- An information center the public can contact regarding the emergency.

Additional details on the formation and management of public information can be found in Annex I – Public Information.

4.3.8 Austin/Travis County WebEOC

The Austin-Travis County EOC has implemented WebEOC, a web-based software program, for the purpose of automating the collection, consolidation, and distribution of information related to the incident. The Austin/Travis County EOC uses WebEOC to perform the following functions:

- Provide situational overview;
- Gather and share critical information – across agencies, jurisdictions, and groups -- and vertically with regional and State partners who also have implemented WebEOC;
- Assess damage to critical infrastructure;
- Provide real-time roster of EOC personnel;
- Determine response capabilities;
- Notify and alert key parties;
- Execute procedures and protocols;
- Request, deploy, and track resources.

4.3.9 Situation Reports

The following outlines the type of situation report issued by the Plans Section of the EOC when the EOC is activated. The Situation Report is a document that provides information on impacts and action items. Situation Reports may be distributed electronically or through WebEOC to other organizations including State and Federal stakeholders.

The Disaster Summary Outline (DSO) should be completed anytime a damage assessment is conducted. The Situation Report and DSO should be transmitted to the State together to provide a complete picture of actions and impacts related to an event. In addition to sharing regularly scheduled Situation Reports and DSOs, the EOC may contact the State Disaster District Representative directly to transmit vital and/or time-sensitive information between the State and Austin/Travis County EOC.

4.3.10 Regional Operations at the EOC

During some events, it is possible that the Austin-Travis County EOC may serve as the Regional Operations Center for the 10-county region. An example of an event where this would occur is when the Capital Area Shelter Hub Plan (CASHP) is activated.

When regional operations activities are run out of the Austin-Travis County EOC:

- An additional Section, entitled Regional Coordination, will be added to the Operations Section;
- Regional or State agencies will be incorporated or folded into the existing Austin-Travis County IC structure.

4.3.11 Resource Management

Within the EOC, a standard message form will be used to provide written communications between the Sections, Branches, Groups, and Units. Each Section, Branch, Group, and Unit will use ICS form 213-RR/AUS to order disaster or event-related resources. The message system provides an audit trail of all pertinent information necessary to document the actions taken by the City of Austin during the response to a disaster. All necessary ICS forms may be obtained from the EOC Logistics Section.

Requests for resources that are normally within the inventories of the mutual aid system will go from the DOCs to the EOC. All other resource requests will be made through the Logistics Section. Resource requests received by the Austin-Travis County EOC will be coordinated to determine if the resource is available from other departments or other sources within the Austin-Travis County area.

Resources that are not locally available will be requested through the regional level from the Texas DPS Disaster District Chairperson for Region 6B. Critical information and resource requests from the City of Austin and Travis County may be provided to the State electronically using the Texas Regional Response Network (TRRN) or WebEOC.

A detailed outline of policies and procedures for resource management can be found in Annex M – Logistics and Resource Management.

4.3.12 Requesting Outside Assistance

The Austin-Travis County EOC serves as the communications link between the State and the DOCs for requesting State or Federal resources during an incident. The Logistics Section of the EOC will work with State and Federal partners to fill resource requests.

Resource requests should be coordinated internally before being forwarded to the regional level. The Resource Status Unit Leader in the Logistics Section, in coordination with various Operations Groups, is responsible for tracking resource requests. Additional details on resource management and coordination can be found in Annex M -- Logistics and Resource Management.

4.3.12.1 Requesting Regional Assets

The regional plan utilizes the existing City of Austin Office of Homeland Security and Emergency Management Duty Officer as the primary point of contact for Regional Mutual Aid Coordinators (RMACs). These RMACs respond to requests for assistance that originate from Capital Area jurisdictions, the State of Texas, or other jurisdictions outside the Capital Area region. The HSEM Duty Officer serves as the communications point with the RMAC should the determination be made for regional resources requests. In the event the EOC is operational, that responsibility may be delegated to the Operations Section Chief in the EOC or the Logistics Section Chief.

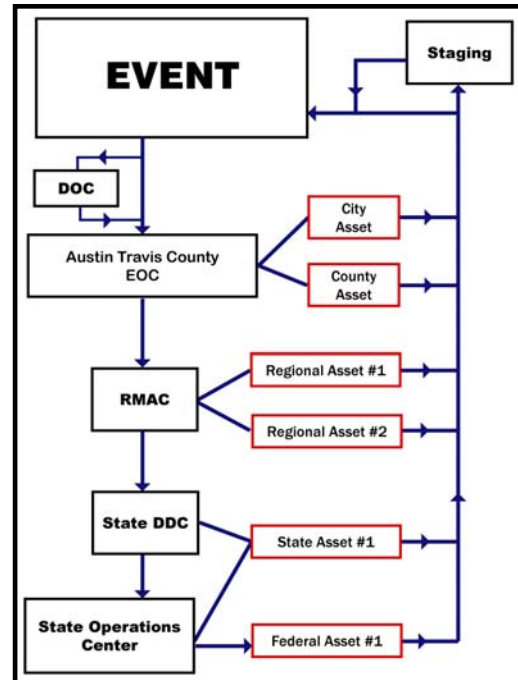


Figure 6 - Requesting Regional Assets

4.3.12.2 Requesting State and Federal Assets

The Office of Homeland Security and Emergency Management, through the Emergency Operations Center, serves as the focal point for requesting State and Federal assistance. The sequence of events that occurs if the City needs to request State or Federal assistance is as follows:

1. HSEM prepares the appropriate documentation for assistance.
2. The Document is then reviewed by the EOC Director and then the City Manager's Office, Policy Coordination Group, and City Legal Department if appropriate.
3. The request goes to Travis County for review.
4. The request then goes to the Department of Public Safety's Disaster District Office, which contacts the Texas Division of Emergency Management (TDEM).

If the Office of Homeland Security and Emergency Management is unable to contact the Department of Public Safety's Disaster District Office, HSEM may contact the Texas Division of Emergency Management directly. An initial request of this nature may be transmitted via telephone, radio, or special messenger.

4.3.13 Damage Assessment

When a disaster occurs, it is necessary to collect and analyze information concerning the nature, severity, and extent of the situation and to report the information through established channels. The information will be used to assess the extent of the disaster and to determine the appropriate level of response.

Information needed to determine the operational problems and immediate needs of the community is critical. The specific information on dollar amounts of the damage and the economic consequences of the disaster are also important, but must not be collected until the operational problems and immediate needs are collected and analyzed. Teams of personnel will be dispatched as soon as possible to assess the nature, severity, and extent of the situation. The teams may include personnel from:

- Public Works
- Law Enforcement
- Building Inspection
- Public Health
- Environmental Conservation Services Division
- Watershed Protection Development
- City of Austin Volunteer Groups such as CERT

An Incident Action Plan that defines the size and makeup of the teams will be drawn up. Teams may be assigned routes or zones based upon the affected areas and routes that are deemed open and safe for travel. Information obtained from sources such as the media, 9-1-1, 3-1-1, and field units, will be used to assist in developing initial routes and zones. Prior to any team deployment, the EOC Safety Officer will review routes and security issues related to deployed teams. In the event a Safety Officer is not assigned to the EOC, the Public Safety Group will make a safety review of the plan.

American Red Cross Damage Assessment Teams will accomplish the assessments by conducting ground surveys, which will require the observation and reporting of damage, casualties, and status of affected areas. The survey will include the inspection of and reporting on facilities essential to public welfare, safety, and sheltering. Damage assessment is generally performed in three phases:

- Windshield Survey– a brief survey of all areas;
- Rapid Damage Assessment of public buildings and other City structures;
- Detailed engineering evaluation of certain buildings and structures.

The detailed engineering evaluation is used as the basis for repairs or replacement of structures. This information is useful to prepare documentation of eligible repair costs on State/Federal Damage Survey Reports.

Austin Energy maintains a list of City-owned facilities that are considered important in supporting the City's response to major disasters. This list identifies the top priority, critical facilities that may require a safety and occupancy inspection immediately after a disaster, as well as those which could be inspected later, as time and resources permit. The Public Works Group coordinates any special requests for inspections.

Damage assessment forms are provided by the American Red Cross or by the EOC Plans Section. Standard forms from the Texas Division of Emergency Management may be used and

can be found in the back of Sample Annex J on the agency's website. Sample forms also can be found in Annex L – Utilities and Public Works.

4.3.13.1 Disaster Summary Outline

As significant damages become apparent, a Disaster Summary Outline (DSO) will be prepared and forwarded to the Disaster District. A DSO is required for obtaining a Presidential Disaster Declaration and should be completed within ten (10) days.

Information is obtained from each department and then combined with Travis County to complete the report. The DSO includes the location and description of the damages and provides a rough estimate of the associated dollar loss. The DSO will be used to justify a Governor's Proclamation of a State of Emergency and to request a Presidential Declaration of Emergency. Detailed assessments of damage to public and private facilities, with more precise dollar loss estimates, will be formulated by the Plans Section of the EOC and forwarded later as recovery operations begin.

4.3.13.2 Safety Assessment

Once activated, the Public Works Group will initiate a safety assessment and perform the following operations:

- Begin safety assessments of the damaged facilities and follow up, as necessary, with the field responders' initial damage assessments;
- Coordinate safety inspections, searching for life and/or property-threatening situations;
- Manage and coordinate teams of qualified inspectors who are either local inspectors or inspectors obtained through the mutual aid system.

These teams will include civil and structural engineers who will inspect both public and private property.

4.3.14 Deactivation Policies

The EOC will be deactivated when the EOC Director or Unified Command has concluded that recovery operations can continue under the normal City of Austin management structure. Detailed procedures for deactivation of the EOC, including documentation closeout and post-incident stress debriefings, are contained in the EOC Standard Operating Guidelines. The EOC also may enter a "stand-down" mode in which operations are suspended for a fixed period of time (e.g., overnight), but the EOC remains officially activated.

4.3.15 EOC Post Event Activities

There are several activities that need to be completed at the conclusion of any major event or EOC activation. Typically, most of the post activities commence upon the conclusion of recovery operations or when the EOC has been deactivated.

4.3.15.1 After Action Review

Perhaps one of the most important aspects of any exercise or actual incident is a post incident critique that offers a community an opportunity to examine the effectiveness of actions taken and procedures used in an incident.

The purpose of post-incident reviews is to:

- Determine what procedures and actions worked;
- Determine what procedures and actions didn't work;
- Discuss solutions or schedule future meetings to work through identified problems.

The After Action Report (AAR) should be used by City Departments to:

- Identify gaps in readiness or response plans;
- Retool existing plans or procedures;
- Develop plans to mitigate the impact future disasters may have on City operations or the community.

The Office of Homeland Security and Emergency Management is responsible for the scheduling of a post incident critique on any incident when it is deemed that such a review is needed, or a review offers the opportunity for enhancing the City's response to future incidents. Post incident reviews can include County, State, and Federal agencies and also private organizations that are involved in an incident.

4.3.15.2 Record Keeping

WebEOC Position Logs will be consolidated into a master event list for historical record keeping and to aid in event reconstruction for after action reviews and reports. WebEOC is used for major event and issue tracking. Information from WebEOC will be incorporated to provide information on issues and actions worked during the event.

4.4 Recovery Operations

Recovery activities involve the restoration of services to the public and returning the affected area(s) to pre-emergency conditions. A disaster may strike quickly, leaving the need for recovery operations in its wake, or it can be a prolonged event, requiring that recovery activities begin while the response phase is still in full activation. Severe windstorms, fires, or floods are examples of disasters that can be ongoing and present recovery challenges during and after an event.

4.4.1 Recovery Phase Objectives

Recovery actions occur in three general phases. The actions in each phase and the timing vary according to the nature and the severity of the disaster. The first phase overlaps with emergency response and consists of immediate actions taken to reduce life-safety hazards and make short-term repairs to critical lifelines. The second phase provides for ongoing social needs before permanent rebuilding is complete. This phase may continue for weeks or perhaps months. The third phase includes planning for and implementing the rebuilding of damaged buildings and

other facilities and infrastructure, and the resumption of normal social and economic life in the community. It may include a reconsideration of pre-disaster conditions. This third phase may continue for several years.

Initial Response (1-7 days)	Emergency road and debris clearance Emergency food and shelter operations Emergency short-term repair of lifeline utilities Emergency short-term repair of transportation systems and provision of interim transit services Building safety inspections Coordination of State/Federal damage assessments Re-occupancy of buildings
Primary Recovery Operations (7- 30 days)	Provision of interim housing Debris removal Restoration of lifeline utilities (power, water, sewers) Restoration of social and health services Restoration of normal City services Establishment of new ordinances governing location and nature of rebuilding Examination of building codes or standards Economic recovery measures, including interim sites for business restoration
Long-Term Reconstruction (Beyond 30 days)	Restoration of transportation systems Hazard mitigation, reconstruction of permanent housing Reconstruction of commercial facilities Development and implementation of long-term economic recovery, targeting impacted and critical industries

4.4.2 Management of Recovery Operations

The process of community recovery following an event almost always takes longer than the response operations. Recovery operations involve a large group of stakeholders and require the cooperation of many public and private agencies.

Initial recovery operations occur while the EOC command organization is in place. However, many long-term recovery tasks extend beyond the time that the EOC is operational. It is important that a Recovery Operations Plan be developed to ensure that the momentum, organization, and oversight of recovery operations be maintained through an orderly transition to a structure outside of EOC Command.

As part of any initial recovery plan, the Policy Coordination Group has the responsibility to review the need to provide a Recovery Operations Plan that:

- Identifies overall management structure and leadership of recovery operations for the City of Austin;

- Defines individual City Department roles and responsibilities for the Recovery Management Task Force;
- Prioritizes recovery operations objectives.

4.4.2.1 Recovery Management Task Force

The Recovery Management Task Force is responsible for ongoing management of recovery operations:

- Coordinates activities that will be taking place among Federal, State, and local agencies;
- Manages recovery issues involving other jurisdictions;
- Documents and reports possible mitigation actions in the After Action Report.

On a regularly scheduled basis, the Recovery Management Task Force will convene meetings that may include other key staff and individuals, as well as representatives from affected jurisdictions and special districts. These meetings will be held to collectively make policy decisions and to gather and disseminate information regarding completed and ongoing recovery operations.

All City of Austin Departments may need to take responsibility for certain functions throughout the recovery process. They also have the responsibility for planning and implementing the recovery of their own functions and facilities. These ongoing activities should be coordinated through the Recovery Management Task Force.

The Recovery Management Task Force is composed of individuals from the following City Departments, agencies and organizations:

- City Manager's Office;
- Communications and Public Information Office;
- Austin HSEM;
- Communications and Technology Management;
- Austin Energy;
- Austin Water Utility;
- Public Works;
- Parks and Recreation Department;
- Austin Resource Recovery Department;
- Neighborhood Planning and Zoning Department;
- Economic Growth and Redevelopment Services;
- Neighborhood Housing and Community Development;
- Library Department;
- American Red Cross.

4.4.2.2 Public Information

All recovery operations will be managed from the Joint Information Center (JIC) in accordance with established policies outlined in Section 4.3.7, Annex A – Warning, and Annex B -- Communications.

4.4.2.2.1 Release of Information

Information, such as marital status, income, and Social Security numbers gathered during the damage assessment and recovery process is protected by State and Federal privacy laws. Due care must be taken by all individuals having access to such information to protect it from inadvertent release. General information, such as the numbers of homes damaged and their general locations, may be provided to private appraisers, insurance adjusters, etc.

4.4.2.3 Enhanced Community Outreach

In addition to standard public information efforts, additional effort will be made to ensure two-way public communications during recovery operations. Any recovery operations plan will include an enhanced communications plan for citizens to notify City Departments about damage and receive information. This typically involves the following:

- Information and damage reporting hotlines;
- Web-based forms for collecting information and providing recovery information.

Enhanced services will be coordinated with 3-1-1 and City of Austin communication portals that are accessible to the public.

The City of Austin restricts the release of personal information obtained through recovery programs or efforts in accordance with local, State, and Federal laws.

4.4.2.3.1 Community Outreach Teams

To improve the City of Austin’s community outreach efforts, the City Manager’s office has requested that CERT, City of Austin staff, and community volunteers participate in the City of Austin’s Neighborhood Outreach and Good Will Teams. The Outreach Teams were created in response to the need to improve communications with the community during emergencies when normal communications channels have been damaged, or there is an increased need for community outreach.

Neighborhood Outreach Teams are deployed to impacted areas in response to emergencies during which citizens have limited access to home phones, television, and/or radio for more than 24 hours. Team members canvass targeted areas with door hangers and flyers providing neighborhood-specific and City-wide information. Flyers explain current efforts being undertaken as well as procedures involved in restoring power, for example, to customers and how power restoration is prioritized.

Good Will Teams provide, water, snacks, and other helpful commodities, depending on the need. In addition, teams provide communications support by noting any critical health and safety situations and coordinating any necessary assistance. Team members provide information to the

community as well as relay specific neighborhood questions through the on-scene Volunteer Team Leader to the EOC.

4.4.2.4 Debris Removal

The following City Departments are tasked with debris removal during response and recovery operations:

- Solid Waste Services:
 - Estimation of total debris to be removed, based on field assessments, as well as input from the 3-1-1 call center and other agencies;
 - Estimation of debris on private property;
 - Removal and disposal of curbside debris from private property.
- Public Works Department (Street and Bridge):
 - Estimation of debris from roadways and right-of-ways (parkways);
 - Removal of debris from roadways;
 - Assistance to Parks and Recreation Department (PARD) and other Departments, as requested.
- Parks and Recreation Department
 - Estimation of debris from parklands;
 - Removal and disposal of debris from parklands and right of ways (parkways).
- Watershed Protection Department
 - Estimation of debris from creeks and waterways;
 - Removal and disposal of debris from creeks and waterways.
- Austin Energy
 - Estimation of debris affecting power lines and power facilities;
 - Removal and disposal of debris from power lines and power facilities.
- Building Services
 - Estimation of debris on other City of Austin property;
 - Removal of debris from other City of Austin property (for disposal by Solid Waste Services or Debris Removal Task Forces).

During an event that creates a significant amount of debris, the Debris Removal Team, EOC Command, or City Manager will designate a Debris Removal Branch Director. This Branch Director will report to the Operations Section Chief during response operations. The Debris Removal Branch Director will report to the Recovery Management Task Force during recovery operations. The Debris Removal Branch Director will be selected from one of the involved agencies to coordinate and manage the overall debris removal effort.

4.4.3 State and Federal Assistance

When a Federal Disaster Declaration is issued, Federal recovery programs are initiated, State and Federal recovery staffs are deployed, and recovery facilities are established. A Joint Field Office, typically established in the vicinity of the disaster, is staffed by State and Federal personnel who administer recovery programs.

4.4.3.1 Disaster Declaration Assistance

The Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 93-288, as amended, authorizes the President to declare an emergency or major disaster in the State, if requested by the Governor, and to make Federal assistance available to supplement State and local resources. A Presidential Declaration of Major Disaster can authorize two major types of federal assistance:

- Individual assistance
- Public assistance

Individual assistance and public assistance require separate applications and have separate minimum damage assessment thresholds that must be met before the application may be considered. Public assistance grants will not be considered unless an individual assistance grant is applied for and approved first.

4.4.3.2 Disaster Declaration Process

A Federal disaster declaration should be sought when there is a situation of such severity and magnitude that State and/or Federal programs will be needed to assist the recovery. The City of Austin begins the process by submitting the following documentation to the Governor of the State of Texas:

- A request letter to the Governor through Travis County;
- A local State of Disaster Declaration;
- A Disaster Summary Outline (DSO);
- Every effort should be made to consolidate requests and damage assessments with Travis County in order to prevent duplication of damage reports. The County Judge's or City of Austin Mayor's request letter along with the DSO and local State of Disaster Declaration should be delivered to the State. A Declaration by the County Judge covers all municipalities within the County. Alternatively if a disaster occurs strictly within the City of Austin the Mayor has the authority to request that the Governor declare a disaster.
- A copy is also forwarded to the Texas Division of Emergency Management Regional Liaison Officer (RLO) Region 6B.

Upon receipt of the documentation:

- The state contacts the FEMA regional office if the damages appear to exceed state/local capability
- Federal, state, and local government personnel conduct an on-site preliminary damage assessment (PDA). The PDA is the mechanism used to determine the impact and magnitude of damage and the resulting unmet needs of individuals, businesses, the public sector, and the community as a whole. This information is used by the State to prepare the Governor's request and by FEMA to make a recommendation to the President as to whether assistance is warranted. The President then decides whether to approve the assistance requested and/or recommended
- If warranted, the Governor requests assistance from the President, certifying that the severity of the disaster is beyond the state and local capability

- FEMA regional personnel summarize the information collected during the PDA and send a recommendation to FEMA headquarters for further analysis
- The FEMA Director recommends a course of action to the President based on the analysis
- The President determines whether to grant or deny the gubernatorial request
- If denied, the Governor may appeal the decision within 30 days.

4.4.3.3 Role of the Disaster Field Office

Should a Federal Emergency or Disaster Declaration be approved by the President, FEMA, in conjunction with the State, will normally establish a Disaster Field Office (DFO), in proximity to the disaster area, to provide response and recovery assistance. The DFO is a collaborative State-Federal operation that is staffed by designated Federal agency members to coordinate response/recovery activities. City of Austin activities interface with State and Federal recovery efforts through the DFO.

Once conditions in the disaster area stabilize, recovery programs begin and response operations are reduced accordingly. Response and recovery operations may be conducted concurrently. Once response operations are terminated, recovery operations will continue for as long as required by conditions in the disaster area.

4.4.3.4 Individual Assistance Programs

Individual Assistance offers support to private individuals and businesses and includes emergency sheltering, food, and clothing. It also includes temporary housing, house mortgage or rent assistance, disaster loans, Federal income tax assistance, legal aid services, job placement services, unemployment benefits, home repair, post-disaster trauma counseling, and food stamps.

Once a Presidential Declaration is made, individuals must apply for assistance from the various programs for which they qualify. In some cases, FEMA or the State of Texas may make mobile disaster recovery centers available in the most affected areas.

After the application is received, the damaged property is inspected to verify the loss. If approved, an applicant will soon receive a check for rental assistance or a grant. Loan applications require more information, and approval may take several weeks after application. The deadline for most individual assistance programs is 60 days following the President's major disaster declaration.

Audits are done later to ensure that aid went to only those who were eligible and that disaster aid funds were used only for their intended purposes. These Federal program cannot duplicate assistance provided by other sources, such as insurance.

4.4.3.5 Public Assistance Programs

Public Assistance supplements the resources of City government to restore public facilities and services and to alleviate the economic impact of a disaster. Public assistance is provided to repair or rebuild public facilities affected by a disaster, including buildings, State or local roads and

bridges, water supply and sewage treatment facilities, flood control systems, airports, and publicly-owned electric utilities. Public assistance also is available to repair or rebuild schools and public recreation facilities.

As the reconstruction of infrastructure may require demolition and site cleanup, design and engineering work, the letting of bids, and a lengthy construction period, public assistance programs typically continue over a period of years.

The public assistance process begins after the Presidential Disaster Declaration. Once individual assistance aid for a disaster has been approved, local municipalities may submit an application for public assistance, provided it meets certain minimum damage thresholds set by the Federal Government. These thresholds change from year-to-year. Public entities have 30-days from the date of the declaration to submit their application for public assistance. Once an application has been approved, specific grants are then made, based on individual projects and/or costs incurred as a result of the disaster.

Virtually all Federal public assistance programs are on a cost-share basis. Public Assistance can provide up to 75-percent of costs incurred in:

- Debris Removal;
- Emergency Protective Measures. This covers those activities taken by a community immediately before, during, or following a specific disaster that do one of the following:
 - Eliminate or reduce an immediate threat to life, public health, or safety;
 - Eliminate or reduce an immediate hazard that threatens significant damage to public health or private property;
 - This may include overtime costs incurred by a department as a result of a disaster.
- Permanent restoration of municipal facilities and infrastructure includes:
 - Roads and bridges
 - Water control facilities;
 - Utilities;
 - Municipal parks, buildings, and selected equipment.

Additional details may be obtained from the City of Austin Office of Homeland Security and Emergency Management.

4.4.3.6 Other Types of Assistance

There is additional assistance that is available from the Federal Government, in addition to that offered through a Presidential Disaster Declaration. Limited assistance may be available through other State agencies.

If the emergency situation does not meet the criteria for a Presidential Disaster Declaration, assistance in the form of loans may be available from the Small Business Administration (SBA).

The Secretary of Agriculture, through the U.S. Department of Agriculture (USDA), is authorized to make agricultural disaster declarations for weather-related crop losses. When such

declarations are made, farmers and ranchers become eligible for an emergency loan program. In situations involving serious physical losses, the Farm Service Agency (FSA) Administrator may designate a county a disaster area, but only for physical loss loans.

There are different processes and requirements for qualifying for U.S. Department of Agriculture (USDA) Disaster Declarations, SBA Disaster Declarations, and Presidential Disaster Declarations. Please refer to State of Texas Disaster Recovery Manual for additional information on the application process and scope of these programs.

4.4.4 Additional Training for Recovery Operations

Additional training is available for departments and individuals who will play a prominent role in recovery operations. Online courses are available from FEMA and the State of Texas.

The Texas Division of Emergency Management (TDEM) offers a number of courses. Course offerings vary from year-to-year. Consult TDEM's website for the current list of courses, dates, and locations.

4.5 Continuity of Government

Continuity of government planning is primarily designed to enable entities to prevent interruptions of critical business functions, minimize the impact of interruptions that may occur, and return to normal operations quickly and with minimal loss after an interruption occurs.

The changing threat environment and the severity of recent natural and man-made emergencies in the United States and in the City of Austin highlight the need for careful continuity of operations planning that enables government at all levels to continue their essential functions across a broad spectrum of emergencies. The Office of Homeland Security and Emergency Management is available to assist City Departments with developing, training, and testing continuity of government plans. HSEM can provide coordination assistance if several City Departments are working together on interdependent planning. Additionally, each City Department has prepared a Department-specific continuity of operations plan, and those plans are Annexes to the City of Austin's Continuity of Government (COG) Plan.

Continuity of government includes 10 essential elements:

- Essential Functions
- Delegation of Authority
- Orders of Succession
- Alternate Facilities
- Vital Records, Databases, and Systems
- Interoperable Communications
- Contingency Staff and Responsibilities
- Devolution
- Reconstitution
- Tests, Training, and Exercises

4.5.1 Orders of Succession and Authority

A major disaster could result in the death or injury of key government officials, the partial or complete destruction of established seats of government, and the destruction of public and private records essential to continued operations of government.

Government at all levels is responsible for providing continuity of effective leadership and authority, direction of emergency operations, and management of recovery operations. A major disaster could incapacitate or kill key officials. Others may be out of town, or otherwise, unable to participate in critical decision making during disaster situations.

4.5.1.1 The City Manager

Under the Charter of the City of Austin, the City Manager is the chief executive and administrative officer with executive responsibility and authority for the administration of the City government (subject to oversight by the City Council, as prescribed in the Charter). That responsibility and authority do not abate during conditions under which this Emergency Operations Plan (EOP) is activated. Under all such conditions the City Manager remains the chief executive officer of the City (responsible to the City Council), in accordance with the governance established in the Charter.

4.5.1.2 Orders of Succession for City Manager

In the event the City Manager is unable to assume the responsibilities of that office due to temporary absence or disability either prior to or during an incident that results in activation of this EOP, then the authority and responsibility of the City Manager as set out in this EOP shall be assumed by a qualified Administrative Officer of the City Manager's executive management team, referred to in this EOP as the "Executive Manager in Charge." The individual designated as the Executive Manager in Charge shall carry out the responsibilities and exercise the authority of the City Manager, under this EOP, during any such period in which the City Manager is temporarily absent or disabled. As soon as the City Manager is no longer absent or disabled, the City Manager shall assume all such authority and responsibilities.

The list below sets out the order of succession for purposes of this EOP for the role of Executive Manager in Charge in the event the City Manager is temporarily absent or disabled:

- City Manager
- Executive Manager in Charge
 - Assistant City Manager for Public Safety Services
- Executive Manager in Charge
 - Assistant City Manager for Transportation Services

4.5.1.3 City Council Authority

The City of Austin Charter provides that the City Council has the power to appoint a City Manager. This Charter supersedes the protocols set out above for designating an Executive

Manager in Charge, in the event the City Manager becomes temporarily absent or disabled. Thus, any action by the City Council to appoint a City Manager, or acting City Manager, shall supersede and take precedence over the order of succession plan described above.

Individual City of Austin Departments are required to outline lines of succession for key personnel and to identify essential employees. Information should be recorded in departmental Continuity of Operations Plans (COOP) and policies and procedures as needed.

Continuity of Operations for the Office of Homeland Security and Emergency Management is outlined in the HSEM COOP Plan. Each departmental COOP plan is an annex to the City of Austin's Continuity of Government (COG) Plan.

4.5.2 Temporary Seat of Government

When government offices are unavailable because of emergency conditions, a temporary seat of government will be established at a location that offers maximum security and safety. Final site selection for a temporary seat of government will be based upon factors specific to the emergency. Considerations include the following:

- Condition and overall safety of the building and site;
- Vulnerability of location and structure to hazards;
- Meeting space of suitable size that can meet all the legal requirements tied to the holding of public meetings for the City Council;
- Public accessibility, including site access and parking for the general public;
- Security of council members and the public;
- Available communications, including Internet connectivity and ability to accommodate communication needs of the media.

Initial consideration will be given to City of Austin buildings that can meet the above criteria. In case a City of Austin facility cannot be utilized, attempts will be made to utilize buildings operated by other government entities (e.g., LCRA and the University of Texas) before securing a privately-owned structure.

4.6 Catastrophic Disaster Operations

A catastrophic event is any natural or manmade incident, including an act of terrorism, which results in extraordinary levels of mass casualties, damage, or disruption that severely affects the population, infrastructure, environment, economy, national morale, and/or government functions.

Catastrophic events will:

- Have a local impact over a prolonged period of time;
- Have impacts on a regional or national scale;
- Almost immediately exceed the resources normally available to the City of Austin;
- Significantly interrupt governmental operations and emergency services to such an extent that national security could be threatened.

4.6.1 Catastrophic Hazard Identification

Some events that could be considered catastrophic include, but are not limited to, the following:

- Any event involving a chemical, biological, radiological, or nuclear agent with either the actual or potential ability to affect a sizeable portion of the City of Austin;
- An infectious disease outbreak;
- A maximum rainfall event centered on Austin and Travis County;
- City-wide or regional utility outage lasting longer than 96 hours;
- A Category 5 hurricane strike along the Texas coast where the center of the storm moves inland over Travis County;
- Tornado or the outbreak of tornados.

4.6.2 Assumptions

The following assumptions would apply in catastrophic incidents:

- Local resources would be overwhelmed and would require immediate State and Federal assistance;
- Standard procedures regarding requests for assistance may be expedited or, under extreme circumstances, suspended in the immediate aftermath of an event of catastrophic magnitude;
- The primary mission is to save lives, protect critical infrastructure, property, the environment, and contain the event.

There are a number of catastrophic event scenarios which could impact an area reaching across most of the State and even the country. In these situations, outside aid might be unavailable, or very slow to arrive for an extended period.

4.6.3 Pre-Event Strategies

When a catastrophic incident or threat impacts the City of Austin, the Emergency Operations Center is activated and will continue operations for as long as needed.

If adequate warning time is available prior to occurrence of a potentially catastrophic event, the City Manager's Office and senior City leadership will be informed of the situation and consulted on pre-event response operations. If adequate warning time is available, the Mayor may declare a State of Emergency, Natural Disaster Declaration, or both based upon imminent threat. This declaration will allow for the rapid mobilization of local resources as well as the deployment of State and Federal assets.

Pre-event priorities include:

- Threat assessment;
- Incident action planning;
- Establishment of a Joint Information Center;

- Deployment and/or staging of specific personnel, resources, and capabilities so as to be ready for immediate deployment into the disaster area once conditions allow.

The Texas Division of Emergency Management and FEMA Region 6 Director also will be advised of the situation and notified of the possible need for State and Federal assistance.

4.6.4 Response Phase Strategies

Once an incident occurs, the priority shifts to immediate and short-term response activities to preserve life, property, the environment, and the social, economic, and political structure of the community. Actions are taken to prevent and protect against other potential threats. Initial response priorities will focus on the following:

- Search and rescue operations if required;
- Provision of food, water, and shelter for citizens and responders;
- Stabilization of conditions and prevention of further loss of life or damage;
- Restoration of essential services, including utilities, transportation routes, and communications.

If terrorism is the suspected or known cause of the catastrophic event, law enforcement actions to collect and preserve evidence and to apprehend perpetrators are critical. These actions take place simultaneously with response operations necessary to save lives and protect property.

The City of Austin will coordinate with State and Federal response agencies to secure space inside CTECC for Federal and State authorities. Additional communications links to the State Operations Center and Federal Command Center will be established. The City also will provide assistance for locating suitable space for a Disaster Field Office.

Appendix 1 - Level of Emergency Trigger Matrix

OPCON		Actions	Corresponding Alert Levels	Sample Event Triggers
7	Day to Day	<p>General: Normal Operations</p> <p>Legal: Normal Operations</p> <p>Command and Control:</p> <ul style="list-style-type: none"> • Check status of EOC equipment and repair or replace as needed. • Check status of EOC supplies and restock as needed. • Update EOC resource data. <p>Recovery: Normal Operations</p>	FEMA - Type 5 incident	
6	Potential Threat (event monitoring by HSEM staff)	<p>General: The initial detection of an event occurring or anticipated to occur and has the potential to have a significant impact on the City operations or the community. Assessment is made to determine the hazard(s), timing, and impact that could occur on the delivery of City services and to the general public.</p> <p>Legal:</p> <ul style="list-style-type: none"> • The City Attorney will review the potential emergency situation, determine staff availability, and review emergency tasks assigned in the emergency management plan and annexes. <p>Command and Control:</p> <ul style="list-style-type: none"> • Alert staff, determine personnel availability, update EOC staff call lists. 	Capital Area Region class 3 incident FEMA - Type 4 incident	<p>SPC Day 1 Convective Outlook places Austin within the medium risk category.</p> <p>Severe Thunderstorm Watch</p> <p>Flood/Flash Flood Watch</p> <p>Red Flag Warning</p> <p>Any 1st alarm hazmat alarm</p> <p>Any 3rd alarm box alarm</p> <p>Any aircraft emergency (alert 2) with more than 10 individuals on board.</p> <p>Any tropical storm with a forecasted track hitting the Central Texas coast within the next 72 hours.</p> <p>Any category of hurricane entering the Gulf of Mexico.</p>

OPCON		Actions	Corresponding Alert Levels	Sample Event Triggers
		<ul style="list-style-type: none"> Consider limited activation of EOC to monitor situation. Consider situation briefings for senior staff. <p>Recovery: Normal Operations</p>		<p>A MCI Level 1 event</p> <p>Notification from any City Department of a situation as outlined in City of Austin Administrative Bulletin No. 94-03.</p>
5	Likely Threat (Notifications, Selected Resources or EOC on Standby)	<p>General:</p> <p>Is an alert stage to warn City Departments of developing, near term threats which could significantly impact City operations - and/or - will likely result in the need for multi-agency coordination in the near term (within a few hours).</p> <p>Preparedness actions may include holding a coordination meeting of key response and recovery stakeholders –or- assembly of a Situation Assessment Team to make a more comprehensive threat assessment. Individual departments may enact internal preparedness or readiness plans or take actions based upon the threat and its impact. The EOC may or may not be placed into Standby Mode for possible activation.</p> <p>Legal:</p> <ul style="list-style-type: none"> The City Attorney will designate the personnel on call for emergency duty. 		<p>SPC Day 1 Convective Outlook places Austin within the high risk category.</p> <p>Adverse weather associated with an approaching weather system that will make it into the Austin area within three hours.</p> <p>Any winter weather watch.</p> <p>Homeland Security Advisory System changed to HIGH (orange).</p> <p>ERCOT enacts a level 1 emergency of the Emergency Electric Curtailment Plan.</p> <p>A Category 1-3 hurricane, either forecasted or actual, having the potential to impact the Texas coast within the next 120 hours.</p> <p>A MCI Level 2 event</p>

OPCON		Actions	Corresponding Alert Levels	Sample Event Triggers
		<p>Command and Control:</p> <ul style="list-style-type: none"> • Update EOC staffing requirements based on threat. • Determine specific EOC staff assignments and alert staff. • Monitor potential emergency situation and determine possible impact areas. • Update maps, charts, displays, and resource data. <p>Recovery:</p> <ul style="list-style-type: none"> • Alert key staff and volunteer organizations of the current situation. 		
4	Limited Event (Resource/PIO Coordination)	<p>General:</p> <p>An event or stage of an event that requires multi-agency coordination beyond what occurs on a day-to-day basis between agencies. Time span of operations is typically less than 24 hours. Activities typically involve PIO or coordination/acquisition of locally obtainable resources. The EOC may be:</p> <ol style="list-style-type: none"> 1. Placed into stand-by mode for possible activation -or- 2. Used for the coordination of plans or response actions <p>Legal:</p> <ul style="list-style-type: none"> • The City Attorney will brief the legal staff on the potential emergency situation and plans to deal with it should it occur and ensure that on-call staff members are available by telephone and ready to report duty if called. <p>Command and Control:</p> <ul style="list-style-type: none"> • Consider situation briefings for EOC 	<p>Capital Area Region class 2 incident</p> <p>FEMA - Type 3 incident</p>	<p>Any six-alarm fire or 3rd alarm hazmat alarm.</p> <p>A MCI Level 3 event.</p> <p>Evacuations involving less than 50 persons –and– assistance required in the establishment of a shelter.</p>

OPCON		Actions	Corresponding Alert Levels	Sample Event Triggers
		<p>staff.</p> <ul style="list-style-type: none"> Consider partial activation of EOC if this has not already been accomplished. Check status of Alternate EOC. <p>Recovery:</p> <ul style="list-style-type: none"> Fill vacancies on damage assessment teams; conduct refresher training; check team equipment such as cameras. 		
<p style="color: red; font-size: 24pt; font-weight: bold;">3</p>	<p>Significant Event</p>	<p>General: An event or stage of an event that will require extensive multi-agency coordination and/or involve multiple operational periods. The EOC is activated and typically involves between 5-10 agencies. The bulk of incident required resources are obtained through local means, however selected regional or State resources may be requested.</p> <p>Legal:</p> <ul style="list-style-type: none"> Senior City Officials and Department heads will be briefed on the legal ramifications, if any, of the potential emergency situation. The designated on- call legal services representative will proceed to the EOC if requested. <p>Command and Control:</p> <ul style="list-style-type: none"> Summon EOC staff and activate the EOC. Monitor situation. Update maps, charts, displays, and resource lists. Arrange for food service if needed. 		<p>ERCOT enacts a level 2 emergency of the Emergency Electric Curtailment Plan.</p> <p>Any aircraft crash (alert 3) that involves a cargo jet aircraft or any type of military aircraft.</p> <p>Any evacuation greater than 50 persons.</p>

OPCON		Actions	Corresponding Alert Levels	Sample Event Triggers
		<ul style="list-style-type: none"> • Determine possible hazard impact areas and potential hazard effects. • Conduct briefings for senior staff and EOC staff. • Formulate and implement precautionary measures to protect the public. • Coordinate with adjacent jurisdictions that may be affected. <p>Recovery:</p> <ul style="list-style-type: none"> • Notify RLO of the situation. • Brief damage assessment teams and place on standby. • Brief senior staff on the damage assessment process and the need for detailed record keeping of emergency response and recovery activity expenses. 		
<p style="font-size: 2em; color: red; text-align: center;">2</p>	<p>Major Event</p>	<p>General: An event or stage of an event either anticipated or actual where response actions will exceed the resource capabilities of the City of Austin and Travis County. The EOC is fully activated with more than 10 agencies. Response activities will occur over multiple operational periods. Recovery actions may last over a period of weeks.</p> <p>Legal:</p> <ul style="list-style-type: none"> • The designated on call legal services representative will proceed to the EOC if requested. <p>Command and Control: Continue above actions.</p> <p>Recovery:</p>	<p>Capital Area Region class 1 incident</p> <p>FEMA - Type 2 incident</p>	<p>Homeland Security Advisory System changed to SEVERE (red).</p> <p>Any aircraft crash (alert 3):</p> <ol style="list-style-type: none"> 1. Involving a commercial passenger aircraft with more than 10 persons on board. –or– 2. Involves residential and/or commercial structures. <p>A category 4-5 hurricane, either forecasted or actual, with the potential to impact the Texas coast within the next 120 hours.</p>

OPCON		Actions	Corresponding Alert Levels	Sample Event Triggers
		<ul style="list-style-type: none"> • Provide situation updates to the RLO. • Have damage assessment teams ready for deployment. 		
1	Catastrophic Event	<p>General: An event, or stage of an event, either anticipated or actual, where response actions will exhaust local and regional resource capabilities. Response actions will take place for a week or longer. Recovery actions will continue for a period of months or even years.</p> <p>Legal:</p> <ul style="list-style-type: none"> • The designated on call legal services representative will proceed to the EOC if requested. <p>Command and Control: Continue above actions.</p> <p>Recovery: Continue above actions.</p>	FEMA - Type 1 incident	Any incident involving the deployment of a WMD agent

Appendix 2 – City-wide Emergency Functional Responsibilities Matrix

P = Primary Function
S = Secondary Function
C = Coordination

	Direction & Control	Legal	Warning	Public Information	Law Enforcement	Fire Fighting	Search & Rescue	Pre-Hospital Patient Care	Health & Medical	HAZMAT	Radiological Protection	Terrorist Incident Response	Pandemic	Evacuation	Transportation	Shelter & Mass Care	Mental Health	Communications	Public Works & Engineering	Utilities	Volunteer Management	Resource Management	Food, Water, & Commodities Dist.	Donations Management	Damage Assessment	Debris Removal	Recovery Assistance	Hazard Mitigation	Information & Planning	Detection & Monitoring	Alert & Notification	Mutual Aid	Military Support	Agriculture	Animal Management	Mass Feeding	Functional Needs Populations	Fatality Management	Coordination					
Mayor	P																																											
City Manager	S																																											
HSEM	C		P	S								C	C	P							P	P	P	C	P	C	C	P	P	P	P	P	P			P			C	P				
Austin Energy				S																P																								
Austin Water Utility				S																P																								
Aviation Dept.																						S																						
City Auditor		S																																										
City Clerk		S																																										
Corporate PIO			S	P																																								
Communications and Technology Dept.			S																			S																						
Economic Growth & Redevelopment Services																											S																	
Austin-Travis County EMS			S	S		S	P	P	S	S	S	P	S			S						S																			S			
Financial & Administrative Services																S							S																					
Austin Fire Dept.			S	S		P	P	S	S	P	P	P	S	P		S						S										S	S	S										
Government Relations Office		S																																										
Austin-Travis County Health & Human Services				S					P	S		S	P			S						S										S									P	P		
Human Resources Dept.																						S																						
Community Court																																												
Law Dept.		P										S	S																															
Library Dept.																																												
Municipal Court																																												
Neighborhood Housing & Community Development																																												
Planning & Development Review Dept.																										S		S	S															
Parks & Recreation Dept.																S							S	P	S	S	S																	
Police Dept.			S	S	P	S	S	S	S	S	S	P	S	S		S	P	S																										
Public Works Department																																												
Small & Minority Business Resources																																												
Austin Resource Recovery																																												
Watershed Protection Dept.									S																																			
Contract and Land Management Dept.																																												
Code Compliance Dept.																																												
Capital Planning Office																																												
Transportation Dept.															P	S																												
Integrity Office																																												
Travis County Office of the Medical Examiner																																											P	
Travis County Convention Center																S																												

Appendix 3 - Listing of City of Austin Annexes

List of City of Austin Plans

City of Austin Annex	City of Austin Title <i>* Denotes under development</i>	State Annex Letter(s)	State Title
-	Basic Plan	Basic Plan	Basic Plan
		Annex N	Direction and Control
		Annex U	Legal
A	Warning	Annex A	Warning
B	Emergency Communications	Annex B	Communications
C	Shelter Mass Care and Human Services	Annex C	Shelter and Mass Care
		Annex O	Human Services
		Annex S	Transportation
D	Public Safety Operations	Annex F	Firefighting
		Annex G	Law Enforcement
		Annex R	Search and Rescue
		Annex Q	Hazardous Materials and Oil Spill
		Annex D	Radiological Protection
E	Evacuation	Annex E	Evacuation
H	Health and Medical	Annex H	Health and Medical
I	Public Information	Annex I	Public Information
J	Recovery	Annex J	Recovery
L	Utilities and Public Works	Annex K & Annex L	Utilities and Public Works and Engineering
M	Logistics and Resource Management	Annex M	Resource Management
P	Hazard Mitigation	Annex P	Hazard Mitigation
T	Donations Management	Annex T	Donations Management
V	Terrorism	Annex V	Terrorism

Appendix 4 - Sample Legal Forms

Disaster Declaration

**OFFICE OF THE MAYOR
OF
THE CITY OF AUSTIN**

DECLARATION OF LOCAL STATE OF DISASTER

BE IT KNOWN:

WHEREAS, on November 15, 2001 residents of the City of Austin incurred business and personal losses in the millions of dollars due to torrential rains, widespread flooding, and high winds; and

WHEREAS, many businesses were damaged and hundreds of residents displaced by widespread and severe flooding and high winds; and,

WHEREAS, the City of Austin government lost millions of dollars in damages and extraordinary expenses associated with responding to the flooding and severe weather,

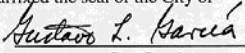
WHEREAS, immediate and concerted actions and funding are required to begin rehabilitation and recovery efforts to return businesses and public facilities to normal operations and persons to homes and living quarters; NOW, THEREFORE,

By virtue of the authority vested in me by the City Charter, as the presiding officer of the governing body and under Government Code, Section 418.108, I DECLARE a local state of disaster within the City to continue until November 27 2001, a period of seven days, subject to continuation or renewal by consent of the City Council.


I further proclaim activation of the City of Austin, Emergency Operations Plan and the activation of all other Charter, statutory, and ordinance powers vested in me and all officers of the City of Austin to act in this local state of disaster.


The City Clerk is directed to give prompt and general publicity of the issuance of this DECLARATION.

DECLARED this 20th day of November 2001, in the City of Austin, Travis County, Texas, in witness whereof I subscribe my name and cause to be affixed the seal of the City of Austin.


Gus Garcia
Mayor

Filed with me, City Clerk of the City of Austin this 20th day of November 2001, by Mayor Gus Garcia whose signature I hereby give my hand and the seal of the City of Austin.


Betty M. Brown
Deputy City Clerk



State of Emergency



City of Austin

Founded by Congress, Republic of Texas, 1839
Municipal Building, Eighth at Colorado, P.O. Box 1088, Austin, Texas 78767 Telephone 512/499-2000

November 20, 2001

The Honorable Rick Perry
Governor of Texas
C/o State Coordinator
Division of Emergency Management
P.O. Box 4087
Austin, Texas 78773-0001

Dear Governor Perry:

Due to the extreme amount of rainfall and tornado and wind damage that struck the city of Austin on November 15, 2001, the city of Austin is currently facing tremendous physical and economic losses. An estimated 600 homes and businesses have been flooded and 200 families will be in need of temporary housing and other individual assistance.

Likewise, public utilities and public works have incurred in excess of \$1.5 million dollars in damages to infrastructure.

It is my belief that the damage to homes, businesses, public works and utility systems due to the flooding and high wind constitutes a public health and safety hazard. I have determined that this incident is of such severity and magnitude that an effective response is beyond the City of Austin's capability to recover without supplementary State and Federal assistance.

Due to the events of September 11, 2001, which have required substantial additional and costly security measures, and the current economic slowdown, the City of Austin does not have funding available to make the needed repairs and to provide these citizens with effective relief.

Your assistance in this emergency matter, as it affects the safety and health needs of our citizens would be appreciated.

Sincerely,

A handwritten signature in black ink that reads "Gus Garcia".

Gus Garcia
Mayor
City of Austin

Enclosure: Disaster Summary Outline
Local Disaster Proclamation

Termination of Declaration

CITY ORDINANCE

WHEREAS, on _____, the Mayor pursuant to the Texas Government Code, Chapter 418, (the "Texas Disaster Act"), issued a proclamation declaring a local state of disaster for the City of Austin.

WHEREAS, the conditions necessitating the proclamation of a local state of disaster have ceased to exist; and

WHEREAS, the Texas Disaster Act provides that a local state of disaster may be terminated by the governing body of the political subdivision or by executive order of the Mayor,

NOW THEREFORE, BE IT ORDERED BY THE CITY COUNCIL:

1. The City Council, as the governing body of The City of Austin, hereby terminates the proclamation of a local state of disaster described in the preamble above.

2. A public emergency exists requiring that this ordinance be passed formally on the date of its introduction; therefore, this order shall take effect immediately upon its passage and approval by the Mayor.


PASSED AND ADOPTED, this ____ day of _____, 20__.

APPROVED, this ____ day of _____, 20__.

Mayor

Appendix 5 - Sample Advisory

City Advisory (Pre-Event Communication)

	City of Austin HOMELAND SECURITY & EMERGENCY MANAGEMENT Phone: 512-974-0450 Duty Officer (24 hours): 512-974-0600 ADVISORY #1 For The Operational Period of: 01/31/11	City OPCON Level 7* Normal Conditions
	Incident Name: January/February 2011 Cold Weather Incident Type: Winter Weather Event	

Initial Report	<input checked="" type="checkbox"/>
Update	<input type="checkbox"/>
Final Report	<input checked="" type="checkbox"/>

Situation Summary

Area Situation Update

The Office of Homeland Security and Emergency Management (HSEM) is currently monitoring weather conditions for the Austin area. HSEM is in contact with local meteorologists regarding current and developing conditions. At this time, temperatures (including overnight lows) are predicted to be near or below freezing beginning tomorrow afternoon Tuesday, February 1st through Thursday night, February 3rd. No frozen precipitation is expected until Thursday night. Accumulations, if any, are expected to be minimal. However, agencies should be prepared to begin winter weather operations if conditions change.

There is a slight chance of thunderstorms developing overnight tonight that will transition to very cold and dry weather as an arctic air mass makes its way into the Austin area beginning Tuesday morning and continuing through Tuesday afternoon. Current National Weather Service (NWS) guidance suggests that the chance of any frozen precipitation will be greatest on Thursday night. Currently the NWS is indicating a 30% chance for snow on Thursday night. No accumulations are being predicted at this time.

Weather Report

The NWS has issued a hazardous weather outlook for today through Sunday for the Austin area. This outlook calls primarily for some rain and thunderstorms with little or no snow. Low temperatures are predicted to be in the mid to low teens during the advisory period. Wind chills approaching 0 degrees are possible. The current forecast from the NWS for January 31, 2011 - Feb 4, 2011 is:


Monday	Monday Night	Tuesday	Tuesday Night	Wednesday	Wednesday Night	Thursday	Thursday Night	Friday
								
Drizzle	Thunderstorms	50% Rain	Partly Cloudy	Mostly Cloudy	Mostly Cloudy	Cloudy	30% Chance of Snow	Mostly Cloudy
Hi 45 °F	Lo 39 °F	Hi 51 °F	Lo 19 °F	Hi 35 °F	Lo 16 °F	Hi 32 °F	Lo 23 °F	Hi 40 °F

Summary of Actions

The following actions are planned or have been taken:

- HSEM is monitoring the situation closely and is coordinating information with local meteorologists.
- HSEM has contacted local partners who play a role in cold weather sheltering operations for homeless individuals to be prepared for prolonged sheltering needs.
- HSEM has contacted local winter weather planning partners advising them of the potential need for Emergency Operation Center (EOC) coordination should the current situation change.
- No conference calls are planned at this time.
- All City departments should monitor the situation and be prepared to respond in accordance with the Winter Weather Plan should conditions change.
- Any changes or requests for assistance should be made to the HSEM Duty Officer at 512-974-0600.
- No further advisories are planned at this time. Should conditions change, HSEM will make the appropriate notifications, including an updated advisory to all weather partners.

Sample Situation Report (Response & Recovery Communications)

	<p align="center">City of Austin HOMELAND SECURITY & EMERGENCY MANAGEMENT Phone: 512-974-0450</p>	<p>City OPCON Level</p> <p align="center">6*</p>
	<p align="center">Duty Officer (24 hours): 512-974-0600 ADVISORY #2 For The Operational Period of: 02/09/2011, 0600 to 02/09/2011, 1800</p>	<p>Potential Threat *Event & situation monitoring by HSEM staff</p>

Incident Name	Incident Type	<input type="checkbox"/> Initial Report <input type="checkbox"/> Update <input checked="" type="checkbox"/> Final Report

Situation Summary

Area Situation Update

Weather Report

Hazard Assessment

Hazard Threat	Probability of Impact *	Threshold or Triggers for Impact

* Probability Scale
 Low 0-14% chance Possible 30-49% chance Likely Greater than 75%
 Slight 15-29% chance Probable 50-75% chance Occurring Currently Impacting Austin

Deployed Resources

EOC Activation Triggers

Planned Teleconferences

Appendix 6 - Emergency-Related Agreements and Contracts

The City of Austin Office of Homeland Security and Emergency Management maintains copies of all emergency related agreements on file. HSEM also maintains copies of shelter surveys for facilities considered to be primary shelter locations. Contact the Office of Homeland Security and Emergency Management for the latest information and a list of agreements and contracts.

During recovery operations there are certain other requirements. The Cost Recovery Unit Leader under the Finance and Administration Section Chief should monitor all contracts relating to the recovery process. Contracts that will be paid from Federal funds must meet the following criteria:

Meet or exceed Federal and State Procurement Standards and must follow local procurement standards if they exceed the federal and state criteria.

- Be reasonable.
- Contain right to audit and retention of records clauses.
- Contain standards of performance and monitoring provisions.
- Fall within the scope of work of each FEMA project.
- Use line items to identify each FEMA project, for multiple project contracts.

The following contract-related documents must be kept:

- Copy of contract
- Copies of requests for bids
- Bid documents
- Bid advertisement
- List of bidders
- Contract let out
- Invoices, cancelled checks, and inspection records

Appendix 7 - Individual Department Responsibilities, Requirements, and Plan Distribution

Following is a list of every City of Austin Department and Office. The Basic Plan and Annexes are distributed to every Department Director or assigned designee.

Austin Energy

Austin Energy (AE) has those responsibilities outlined in Annex L - Utilities and Public Works. As the primary energy provider for the City of Austin, Austin Energy shares the responsibilities of planning and response of the utility systems with Austin Water Utility.

Function and Responsibilities

- Maintains the City's electric generation, transmission, and distribution systems
- Restores electrical power after outages according to pre-established restoration priorities
- Establishes and maintains temporary electrical power at emergency response facilities, such as hospitals and community centers that may be serving as emergency shelters or providing emergency health care
- Coordinates with the Public Information Officer of the EOC to inform the media:
 - About power outages;
 - When energy curtailment measures are necessary to reduce system demand.
- Controls flood gates at Longhorn Dam, in coordination with the Lower Colorado River Authority (LCRA)

Department Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Any incident that potentially or actually compromises major generation, distribution, or transmission systems with the result that Austin Energy is seriously hampered in its ability to continue providing reliable electric service.
- Developing conditions in the ERCOT Energy Emergency Alert Plan that will adversely affect the Austin Energy electric system
- Any emergency incident involving Decker, Sand Hill, or any of the District Cooling Plants that results that would result in media alerts or disruption of electrical service
- Any hazardous materials incident, including a fuel tank leak, requiring a public safety hazardous materials response

-
- Any emergency changes to the flood control at any AE Dam that is not done in conjunction or at the request of LCRA and may affect the level of the lake(s) or areas downstream.
 - Any outage affecting at least 5,000 customers for more than three hours, or any outage of any size which is politically sensitive in nature or might involve a high level of media interest.
 - Any incident involving any life-threatening injury or death to a city employee or contract employee on a city project and any life-threatening injury or death of a civilian at a City facility.
 - Any time a department plans to comply with a request for assistance from the State of Texas or a local jurisdiction, during a major emergency or disaster that requires sending resources outside of Travis County.

Austin Water Utility

Austin Water Utility (AWU) has those responsibilities outlined in Annex L - Utilities and Public Works. As the primary water and wastewater provider for the City of Austin, AWU shares the responsibilities of planning and response of the utility systems with Austin Energy.

Function

- Protects, operates, and maintains water and wastewater systems during emergency conditions.
- Restores sewage collection and treatment systems that may be affected by emergency conditions.
- Establishes and maintains emergency backup electrical power or has contingency plans in place for all critical water and wastewater operating systems.
- Coordinates with the Austin Fire Department to ensure that an adequate water supply and adequate water pressure is available for fire suppression.
- Coordinates with the Austin Police Department, Travis County Sheriff's Office and other law enforcement agencies to ensure the security and integrity of the water supply.
- Provides information and advice to City management and the Emergency Operations Center on conditions that may compromise water distribution systems and water quality control measures.
- Notifies the Lower Colorado River Authority (LCRA), State authorities and downstream communities when wastewater discharges into area rivers and streams do not meet acceptable standards.
- Recommends to City management emergency procedures for conservation and rationing of water.
- Makes arrangements for providing and distributing alternative potable water supplies during emergency conditions.
- Makes arrangements for providing portable toilets to areas that will be without sewer service for extended periods.
- Enhances and augments normal water testing procedures based upon emergency conditions.
- Participates in debris removal programs in conjunction with other City agencies following any major emergency.

Department Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Any outage affecting more than 1,000 customers that will likely last more than six hours.

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- Any incident that potentially or actually compromises major treatment, distribution, or collection systems.
 - Any outage affecting a critical facility, such as a hospital.

 - Any incident resulting in discharge of raw or partially treated wastewater to waterways.
 - Any significant development involving potentially contaminated drinking water.
 - Any hazardous materials incident at a treatment facility resulting in an AFD Hazardous Materials Alarm.

Aviation Department

Function

- Develops, maintains, exercises, and implements an emergency plan, in coordination with the Office of Homeland Security and Emergency Management (HSEM), which meets Federal Aviation Administration (FAA) requirements.
- Activates the Aviation emergency plan when an aviation accident or potential accident arises. Notifies the EOC when the plan is activated.
- Provides support to airlift operations during emergency operations.
- Coordinates with the EOC Public Information Officer to keep the news media informed.
- Is identified as a secondary department in the management of disaster resources, especially as it relates to possible air transport of resources.

Department Notification Requirements

- Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:
- Closure of the airport or major limitation of operations due to weather, emergency, or mechanical breakdown.

City Auditor

Function

- Develops plans for continued operations following a disaster which results in the loss of the locations where City services are currently provided.
- Has a secondary responsibility to the City of Austin EOP for the review of contracts, policies, or other standards to ensure compliance with State and Federal regulations.
- Provides personnel for recovery operations as requested by the City Manager.

City Clerk

Function

- Posts Disaster Declarations and States of Emergency, as required by State law.
- Coordinates with Communications and Technology Management to ensure adequate policies are in place regarding the preservation and backup of critical records and information.
- Has a secondary responsibility to the City of Austin EOP for the legal aspects related to the notice and convening of council meetings following a disaster.
- Provides advice on the potential impact a disaster might have on the following functions;
 - The various City of Austin boards and commissions.
 - Elections or special elections.

Code Compliance

Function

- Code Compliance enforces City codes regarding land use regulations and the maintenance of structures and premises through education, cooperation, enforcement and abatement to achieve a cleaner, healthier, and safer City. Proper enforcement of building codes can help to achieve better hazard mitigation outcomes.
- During recovery operations, Code Compliance may be impacted with an above normal amount of new inspections and/or requests for reconstruction.

Communications and Public Information

Function

- The City's Public Information Officer (PIO), or designee, serves as the lead public information contact during City-wide emergencies. Specifically, the PIO, or designee, coordinates all public information activities from major departments and agencies involved in emergency response during the activation of the Emergency Operations Center.
- Assures that the Mayor and Council are informed about emergency conditions, response and recovery issues, as directed by the City Manager's Office.
- Ensures that appropriate staffing levels are maintained to operate a Joint Information Center (JIC), if necessary.
- Coordinates with the City Manager's Office and Emergency Operations Center to develop media strategies for dealing with sensitive issues during emergencies.
- Coordinates regular briefings or news conferences, ensuring that the appropriate personnel are available to make comments and answer questions for news media representatives during emergency situations.
- Assists the EOC in establishing a community hotline and provide staffing, if necessary or appropriate, to help answer emergency-related questions.
- Has the secondary or backup responsibility of emergency warning, communications, and assisting in recovery public information operations.

Communications and Technology Management (CTM)

Function

- The primary emergency function of Communications and Technology Management (CTM) is to maintain and operate all the various communications systems within the city.
- CTM has secondary functional responsibilities to public warning and resource management as they relate to technology.
- Coordinates with the Emergency Operations Center to establish priorities for restoration of telecommunication and computer services during emergency conditions.
- Supports, maintains, repairs, and restores software applications, hardware, and telecommunications for mainframe, micro- and mini-computer systems, in accordance with established priorities.
- Provides maintenance and support for the critical business functions that rely upon the central mainframe computer when the City is affected by emergency conditions. This may necessitate operation from a remote computer "hot site."
- Coordinates the installation of telephone and computer systems in special field locations such as command posts and emergency public assistance centers.
- Provides user support and "Help Desk" services to meet the emergency needs of other City Departments.

Departmental Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Significant compromise or failure of computer data networks.
- Significant compromise or failure of City telephone networks.
- Significant virus or "cyber" attack that cannot be managed by in-place computer security systems.
- Significant compromise or failure of Internet resources.

Community Court

Function

- Provides damage assessment information to the EOC on the impact to Community Court operations following a disaster or as requested.
- Develops plans for continued operations following a disaster which results in the loss of the locations where City services are currently provided.
- Provides personnel to support recovery operations as requested by the City Manager.

Contract and Land Management

Function

- Contract and Land Management facilitates efficient capital improvements for City Departments so they can deliver quality facilities and infrastructure to City of Austin residents.
- In the event of recovery operation from a major disaster, Contract and Land Management may be impacted with an above average number of potential capital improvements and infrastructure reconstruction.

Convention Center Department

Function

- Provides facilities, in coordination with the American Red Cross and the EOC, for the mass sheltering of victims displaced by an emergency or disaster.
- Provides facilities, in coordination with the EOC, to provide specialized needs for disaster assistance centers and a media information center.
- Supports emergency requests from the EOC for chairs, tables, telephones, and other supplies.
- Provides facilities, in coordination with the EOC, for auxiliary health care centers.

Economic Growth and Redevelopment Services Office

Function

- Provides support to post-disaster damage assessment operations during disaster recovery.
- Supports the delivery of post-disaster assistance programs to the business community.

Emergency Medical Services

Emergency Medical Services (EMS) is a key public safety partner with a number of primary and secondary functional responsibilities to the EOP. More details about these responsibilities are covered in Annex H – Health and Medical. The following is a list of primary and secondary functional responsibilities of the EMS Department:

- Primary
 - Pre-Hospital Patient Care
 - Search and Rescue (shared with AFD)
 - Terrorist Incident Response (shared with AFD)
- Secondary
 - Warning
 - Public information
 - Fire fighting
 - Health and medical
 - HAZMAT
 - Radiological incident response
 - Pandemic
 - Shelter and mass care
 - Communications
 - Resource management
 - Mutual aid
 - Fatality management

Function

- Establishes hazard-specific procedures and related training for response to various types of emergencies including:
 - Hostage incidents
 - High-rise fire
 - Cave-in rescue
 - Airplane crash
 - Hazardous materials incident
 - Bomb threat or explosion
 - Structural collapse
 - High-angle rescue
 - Mass casualty incident
 - Search and rescue
 - Radiological incident
 - Civil disturbance
 - Water rescue
 - Tornado
 - Flash flooding
- Develops, maintains, and implements a mass casualty plan that details field response to mass casualty incidents for all agencies in the Austin/Travis County EMS System.

- Evaluates mass casualty incidents and implements the mass casualty plan, as needed.
- Establishes an Incident Command Post when the EMS Department is the lead responding agency.
- Provides an on-scene Commander for the Incident Unified Command Post when the EMS Department is performing its functions in concert with other participating agencies.
- Establishes or assigns, when needed, an EMS District Commander or EMS Division Commander to the Unified Incident Command Post to set up an organizational structure and integrate activities between other public safety agencies.
- Coordinates triage, medical rescue/evacuation, treatment, and transport operations at the scene.
- Coordinates rehab operations for all on-scene public safety and support agencies.
- Coordinates and controls patient flow from the scene and advises area hospitals of incident status and expected patient flow.
- Coordinates operations with the Austin Police Department, Austin Fire Department, Emergency Operations Center, and other involved City Departments and County, State, and Federal agencies.
- Coordinates, when needed, with other area EMS agencies and local/regional private ambulance companies for ground and air ambulance assistance.
- Implements, in coordination with the Austin Fire Department, special procedures for managing patients contaminated by hazardous chemicals or biologics.
- Performs appropriate rescue operations for those who need special medical treatment or handling, including confined space rescue, entrapments, hazardous environments, helicopter, and fast-water rescues.
- Designates an on-scene Hospital Coordinator to communicate and coordinate patient information to area hospitals. During large-scale patient evacuations, the Hospital Coordinator, or a secondary liaison, may coordinate or supplement on-scene activities from the Emergency Operation Center.
- Notifies the Travis County Medical Examiner's Office and protects remains and personal effects of fatalities until the Medical Examiner's arrival.
- Coordinates helicopter landings and helicopter medical evacuations/rescue at the scene of the incident.
- Participates in the Capital Area Public Health and Medical Coalition to coordinate health care emergency response activities.
- Extricates individuals trapped in water, in wrecked vehicles, under debris, in high places, and by any other means not directly caused by criminal activity.

Department Notification Requirements

The Department is required to notify the HSEM Duty Officer when events or conditions outlined below exist:

- Any incident involving activation of the mass-casualty plan at Level 2 or above.
- When hospitals reach “Critical Status” as defined in the Community Hospital Diversion Policy.

Financial and Administrative Services

Function

- Develops, maintains, and implements procedures for emergency payroll processing.
- Develops, maintains, and implements procedures for making emergency purchases.
- Identifies funding sources for emergency response.
- Assesses the financial impact of emergencies on the City's budget.
- Provides, as requested, tax base, sales tax, and other financial impact forecasts to City management.
- Provides status reports as requested by the City Manager's Office.
- Develops, maintains, and implements procedures for accepting and reallocating Federal public disaster assistance funds to City Departments.
- Coordinates all financial, accounting, and purchasing reporting functions related to the disaster.
- Evaluates the long-term economic impact of emergencies on the City's tax base.
- Maintains and operates City-owned vehicle maintenance stations, vehicle refueling stations, and mobile vehicle repair crews, especially tire repair crews, in emergencies.
- Assures that critical City-owned buildings and facilities remain operable during emergencies.
- Works with the Austin Police Department in assessment of security risks and implementation of any required security procedures.
- Assesses and repairs damages to City-owned buildings and facilities.
- Maintains and fuels backup generators at City-owned buildings and facilities.

Austin Fire Department (AFD)

The Austin Fire Department is a key public safety partner with a number of primary and secondary functional responsibilities to the EOP. Many of these areas are covered in more detail in Annex D – Public Safety. The following is a list of primary and secondary functional responsibilities of AFD:

- Primary
 - Fire fighting
 - Search and rescue (shared with EMS)
 - Terrorist incident response (shared with EMS)
 - HAZMAT
 - Radiological protection
 - Evacuation
- Secondary
 - Warning
 - Public information
 - Pre-hospital patient care
 - Health and medical
 - HAZMAT mitigation
 - Radiological incident response
 - Pandemic
 - Shelter and mass care
 - Communications
 - Resource management
 - Mutual aid
 - Detection and monitoring
 - Alert and notification

Function

- Establishes hazard-specific procedures and related training for response to various types of emergencies including:
 - High-rise fire
 - Cave-in rescue
 - Airplane crash
 - Hazardous materials incident
 - Explosion
 - Structural collapse
 - High-angle rescue
 - Mass casualty incident
 - Search and rescue
 - Conflagration
 - Radiological incident
 - Civil disturbance
 - Water rescue
 - Tornado
 - Flash flooding

- Provides fire control and suppression and augments resources to meet the extraordinary needs posed by the emergency conditions.
- First responder agency for the EMS system. Provides personnel, basic life-support services, medical response, and other assistance as needed.
- Establishes an Incident Command Post when the Fire Department is the lead responding agency.
- Provides an on-scene Commander for the Incident Command Post when the Fire Department is performing in a support mode.
- Evaluates, in coordination with the Emergency Operations Center, the impact of the incident upon uninjured victims and determines the need for evacuation, establishment of emergency shelters, and the need for mass transport.
- Provides monitoring services and operational advice at the scene of accidents involving radioactive materials.
- Coordinates activities with State agencies that perform radiological monitoring and designates a radiological decontamination facility adequate for the protection of the response field.
- In coordination with other local, State, and Federal authorities, controls the release of hazardous materials at emergency sites and oversees the containment and clean up by responsible parties.
- Extricates individuals trapped in water, in wrecked vehicles, under debris, in high places, and by any other means not directly caused by criminal activity.
- Provides, in coordination with the Emergency Operations Center, flash flood warnings to the public.
- Monitors, in coordination with the Emergency Operations Center, potentially hazardous low-water crossings and flood-prone areas for possible flash flood evacuation or rescue.
- Transmits creek, street, and bridge conditions to the Emergency Operations Center, when requested.
- Provides information to the EOC Public Information Officer about public warnings and keeps the news media informed, as necessary.
- In coordination with the Emergency Operations Center, conducts severe weather and tornado spotting.
- Fire Chief implements the "boating ban" ordinance, as needed, during flooding conditions.

Department Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Any four alarm fire or greater.
- Any working Hazardous Materials Alarm that results in major evacuations.
- Any working fire, rescue, or hazardous materials incident at any City facility or major County, State, or Federal facility (e.g. City Hall, County Courthouse, State Capitol, Federal Court House).
- Any emergency incident involving the Holly Power Plant.
- Any Alert 3 (aircraft crash) within the City of Austin.

Government Relations Office

Function

- Provides advice on the management of State and Federal political communications to the EOC or Policy Coordination Group.
- Coordinates all correspondence with elected officials at the local, State, and Federal levels.
- Coordinates VIP visits with the event Public Information Officer or Joint Information Center, if established.
- Responsible for identifying any breaches in City of Austin policy and ordinance as it relates to government communications.

Austin/Travis County Health & Human Services Department (HHSD)

HHSD is a key partner with a number of primary and secondary functional responsibilities to the EOP. Many of these areas are covered in more detail in Annex H – Health and Medical. The following is a list of primary and secondary functional responsibilities of HHSD:

- Primary
 - Health and medical
 - Pandemic
 - Animal management
 - Functional needs populations
- Secondary
 - Public information
 - HAZMAT
 - Terrorist incident response
 - Shelter and mass care
 - Resource management
 - Detection and monitoring

Function

- Manages disease surveillance activities, including reporting and analysis.
- Identifies conditions that have the potential for causing long-term or widespread health problems. Develops and enforces disease control, emergency health, and sanitation standards.
- Responds to domestic/wild animal situations, which are posing a public health threat during an emergency event. During the recovery process, responds to situations where domestic animals are running loose, abandoned (or otherwise made homeless), or injured. Also may respond to wild animal situations where there is a public health threat.
- In partnership with the Water Utility and Food industry and appropriate State agencies, assures the inspection of food and water supplies for possible contamination as a result of emergency conditions.
- Works, in conjunction with the Primary Care Department and Hospital Coordinators, to establish temporary auxiliary medical facilities, when needed.
- Provides comprehensive information, associated with, or, as a result of, a health emergency, to the public.
- Provides technical assistance on public health issues associated with the disposal of remains to the Travis County Medical Examiner's Office.
- Provides public health nursing and other support to emergency shelters and reception centers.

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- Works with community agencies in providing Social Services.
 - Coordinates Public Health response and resources such as Disease Surveillance, pharmaceuticals, and laboratory services with State and Federal public health agencies.

Department Notification Requirements

- Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:
- Issuance of a major public health order that has a widespread effect on the community.
- Any incident involving the occurrence or significant threat of widespread illness, injury, epidemic, food contamination, or other potentially acute public health condition.

Human Resources Department

Function

- Advises City management on the impact of personnel issues related to early employee releases, suspension of non-essential work activities, and altered work assignments due to emergency conditions.
- Coordinates the temporary reassignment of City employees to assist other City Departments in emergencies.
- The Risk Management Division administers the City's insurance coverage, collects loss reports from affected City Departments, and files claims in coordination with the Office of Homeland Security and Emergency Management.
- Takes a secondary role in the organization and administration of disaster volunteer programs.
- Plays a crucial role in payroll tracking for recovery operations and reimbursement.

Integrity Office

Function

- Following a disaster, or, as requested, provides damage assessment information on the impact to the operations of the Integrity Office to the EOC.
- Develops plans for continued operations following a disaster which results in the loss of the locations where City services are currently provided.
- Provides personnel, as requested by the City Manager, to support recovery operations.

Law Department

Function

- The City Attorney is responsible for the following actions:
 - Provides pre-event briefing on possible liabilities arising from disaster operations, procedures for invoking the emergency powers of government, and legal documents relating to emergency powers to elected officials and heads of City Departments.
 - Reviews current local, State, and Federal legislation and regulations relating to emergency management and emergency powers.
 - Develops local procedures for invoking emergency powers.
 - Ensures emergency call-out rosters include the Attorney, who should maintain current telephone numbers and addresses for the legal staff.
 - Reviews plans and procedures.
 - Reviews mutual aid agreements submitted to the jurisdiction for approval and prepares mutual aid agreements to be submitted to other jurisdictions for approval.
 - Provides advice on the legal implications of response activities.
 - Recommends and prepares emergency ordinances or orders to implement special powers that may be required during an emergency.
 - Reviews drafts of emergency proclamations and emergency ordinances prepared by the Office of Homeland Security and Emergency Management.
 - Advises City officials regarding emergency powers and necessary procedures to:
 - Ration critical resources
 - Establish curfews
 - Restrict or deny access
 - Restrict boating
 - Specify routes of egress
 - Limit or restrict use of water or other utilities
 - Control prices of critical resources
 - Make use of any publicly or privately-owned resource, with or without payment to the owner
 - Remove debris from publicly or privately owned property
 - Advises City officials of possible liability arising from emergency operations, including exercising emergency powers as it relates to a variety of incidents, including pandemic flu and terrorism.
 - Advises officials on legal aspects of recovery operations.

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- Assists officials in preparing emergency ordinances, permits, applications for State or Federal assistance, grant applications, and, if necessary, litigation.

Library Department

Function

- In conjunction with the Emergency Operations Center, assists the American Red Cross and other volunteer relief agencies in collecting, inventorying, sorting, and distributing donated goods and services.
- Distributes emergency preparedness public education materials to citizens who visit the libraries.
- Branch libraries serve as dissemination points for emergency public information to citizens in an emergency, particularly during long-term power outages when radio and television may not reach some segments of the community.
- Branch libraries serve as collection points for information from citizens about their specific emergency needs including missing persons, lost and found pets, etc.
- Provides public Internet stations that may serve as communications points for City staff and the public.
- The Austin History Center provides assistance with damage recovery of documents through training sessions and distributed information.

Municipal Court

Function

- Provides damage assessment information on the impact to Municipal Court operations following a disaster, or, as requested, to the EOC.
- Develops plans for continued operations following a disaster which results in the loss of the location(s) where City services are currently provided.
- Provides personnel, as requested by the City Manager, to support recovery operations.

Neighborhood Housing and Community Development Office

Function

- Coordinates the delivery of post-disaster long term housing programs.
- Following a major disaster or emergency, provides the primary planning and support of recovery operations related to housing repair.

Parks and Recreation Department (PARD)

Function

- Removes trees and fallen debris from public streets and right-of-ways and in or around those structures where public safety or health are endangered.
- At the request of the Emergency Operations Center, provides shelter facilities for evacuees.
- Assists American Red Cross (ARC) in managing emergency shelters.
- Aids in conducting damage assessments of area parklands.
- Serves as the primary entity in charge of donations management.

Planning and Development Review Department

Function

- Assists in the collection of damage information for area neighborhoods.
- Provides planning and support of response and recovery operations following a major disaster or emergency.
- Supports land use and planning decisions that help the City meet its hazard mitigation goals.

Austin Police Department (APD)

APD is a key public safety partner with a number of primary and secondary functional responsibilities to the EOP. Many of these areas are covered in more detail in Annex D – Public Safety. The following is a list of primary and secondary functional responsibilities of APD:

- Primary
 - Law enforcement
 - Terrorist incident response
 - Mental health
- Secondary
 - Warning
 - Public information
 - Fire fighting
 - Search and rescue
 - Pre-hospital patient care
 - Health and medical
 - HAZMAT
 - Radiological incident response
 - Pandemic
 - Evacuation
 - Shelter and mass care
 - Communications
 - Volunteer management
 - Detection and monitoring
 - Alert and notification
 - Mutual aid
 - Military support

Function

- Establishes hazard-specific procedures and related training for response to various types of emergencies including:
 - Hostage incidents
 - Terrorism and sabotage
 - Civil disturbance
 - Looting
 - Hazardous materials incident
 - Bomb threat or explosion
 - Mass evacuation
 - Mass fatality incident
 - Tornado

- Flooding.
- Makes provisions for the establishment of an alternate facility to function as a back-up 9-1-1 Communications Center, including 9-1-1 call taking and police, fire, and EMS dispatch functions.
- Develops, maintains, and implements the Victims' Services Response Plan, in support of the City of Austin Disaster Mental Health and Crisis Response Plan. This includes, in coordination with the Emergency Operations Center, victim crisis intervention and first responder debriefing for the Police Department and other primary agencies.
- Receives initial notification of State and Federal emergencies through the Texas Department of Public Safety and contacts other emergency services, including the Emergency Operations Center.
- Provides an on-scene Commander and establishes an Incident Command Post in collaboration with other primary response agencies.
- Controls access by both pedestrians and vehicles to the disaster or hazardous area, where appropriate, in coordination with the Fire Department and other jurisdictional agencies.
- Maintains law and order in support of any emergency response.
- Develops incident-specific traffic management plans with other agencies and departments. Controls traffic and establishes alternate and evacuation routes.
- Implements civil disturbance and looting control procedures, as needed.
- Manages bomb threats and disposes of bomb devices and explosives.
- Provides status information on severe weather and effects to the Emergency Operations Center.
- Operates the 9-1-1 Communications Center and augments staffing and resources to meet emergency needs.
- Conducts evacuation of the affected area, in coordination with the Fire Department. Evacuation includes warning residents, arranging and coordinating transportation, identifying mass transportation collection points, establishing evacuation routes, and securing the evacuation zone.
- Depending on the nature of the emergency, provides enhanced security to all City of Austin critical facilities.
- Coordinates with the EOC Public Information Officer to ensure that all information, including public warnings and public information, are consistent, accurate and timely.
- In coordination with the Travis County Medical Examiner's Office, assists in casualty identification and makes next-of-kin notifications.
- In coordination with the Emergency Operations Center and the Texas Department of Public Safety, conducts damage area reconnaissance.

Department Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Civil disturbance or potential civil disturbance indicated by intelligence or planned demonstration.
- Dignitary visit that is likely to result in large crowds, demonstrations, or significant threats.
- Serious compromise of 9-1-1 services or evacuation of the emergency communications center.
- Significant credible threat involving City facilities or services.
- Any hostage incident or homicide in progress that involves a school or a large number of people.

Public Works Department

Function

- Provides the functional responsibilities of Public Works and Engineering to the EOP.
- Barricades streets in high-risk or disaster-secured areas, such as low-water crossings or evacuated areas.
- Assists in the maintenance of utilities in Austin, when and where appropriate.
- Places sand for ice control on City bridges.
- Following any major emergency, participates, in conjunction with other City agencies, in debris removal programs.
- Communicates street closings, street conditions, and street re-opening information to the Emergency Operations Center.
- Provides limited heavy equipment and materials to support the Fire Department's response to hazardous materials incidents.
- Assesses the safety of bridges and other roadway structures. Performs emergency repairs to essential streets and bridges.
- Assists in determining the extent of damage to City facilities, streets, and right-of-ways.
- Identifies and makes arrangements for acquiring lease space for City Departments that have to relocate as a result of damages to their primary location.
- Provides architectural and project management services for the restoration or reconstruction of damaged City-owned facilities.
- Monitors traffic flow during major events/emergencies from the Traffic Management Center and from CTECC.
- Responds to signal outages following disruption of power.
- Restores flashing signals to normal operation following electrical storms.

Department Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Significant road or bridge closures due to icing or high water.
- Any significant issues or situations which may threaten to disrupt traffic or City traffic signal operations for an extended period.

Small and Minority Business Resources Department

Function

- Provides information to the EOC on the impact of a major emergency on small minority businesses.
- Provides information to small minority businesses on the resources available to those businesses during recovery operations.
- Participates in the City-wide recovery effort.

Austin Resource Recovery Department

Function

- Participates in any large-scale debris removal program following a major emergency.
- Continues to provide trash pickup service following a major emergency.
- Reviews requirements for road-side trash pickup, amending the amounts, collection rules, and types of debris collected, as necessary, during recovery operations.
- Coordinates with the EOC Public Information Officer to inform the public on appropriate methods for disposing of debris.

Transportation Department

Function

- The City's Transportation Department is the primary agency for the transportation functional responsibility.
- Maintains the proper functioning of all City roadways.
- May be tasked with road reconstruction during recovery operations.
- Maintains Austin roadways during and after a disaster.

Travis County Medical Examiner's Office*

Function

- Investigates non-doctor monitored deaths in Austin and Travis County.
- Serves as the lead agency during mass fatality incidents.

* Travis County is a separate political entity from the City of Austin. In the State of Texas, counties are given the authority to operate Medical Examiners Offices.

Travis County*

Function

- Travis County has the primary functional responsibility of monitoring agriculture.
- Travis County also has functional responsibilities to Animal Management, especially during shelter operations.

* Travis County is a separate political entity from the City of Austin. The City of Austin, being a major metropolitan area, has few, if any, agricultural areas. As such, this area of responsibility is assigned primarily to the County.

Watershed Protection Department

Function

- Investigates reports and complaints regarding spills of toxic or polluting chemicals (that are not acutely hazardous) that are discharged into storm sewers and watercourses. The Austin Fire Department handles acutely hazardous discharges.
- Collects samples and evidence necessary to file charges, should charges be filed, against the discharger.
- Provides advice to the Incident Commander on effective alternatives for clean up and spill mitigation.
- Provides advice and assistance regarding disposal of hazardous materials that may have entered the storm sewer system.
- Provides limited heavy equipment and materials to support the Fire Department's response to hazardous material incidents.
- In conjunction with other City agencies, participates in debris removal programs following any major emergency.
- Coordinates with City, State, and Federal agencies in response to hazardous materials incidents that affect surface or ground water resources.
- Assesses the environmental impact of emergency conditions.
- Assists the Health and Human Services Department in testing drinking water supplies that may be contaminated.
- Assists the Health and Human Services Department in assessing the health risks associated with air, water, or land contamination.
- Operates and maintains the Flood Early Warning System (FEWS) computers and peripheral devices, including remote terminals assigned to the Watershed Protection Department staff.
- Maintains the current emergency flood forecast table and watershed map that depicts all creeks, field gauges, and flood-prone areas.
- Develops and maintains computer models to perform flood forecasting, based on past and predicted rainfall, creek flow, and physical characteristics of watersheds.
- Monitors all severe weather conditions that could result in flooding or dangerous road conditions.
- Advises the Director of the Office of Homeland Security and Emergency Management on projected flooding conditions.
- In coordination with the Parks and Recreation Department, removes debris from parkland storm drains where public safety is endangered.
- Communicates street closings, street conditions, and street re-opening information to the Emergency Operations Center.

Department Notification Requirements

Notifies the HSEM Duty Officer or the Emergency Operations Center, if activated, of the following:

- Significant road or bridge closures due to high water.
- Any serious pollution incident that involves Lady Bird Lake, other major waterways, or major aquifer recharge zones.

Appendix 8 – Sample Disaster Summary Outline and Site Assessment Forms

Disaster Summary Outline

Date:
Time:

Jurisdiction (*County/City*): _____

Population: _____

Type of Disaster (*Flood, Hurricane, Tornado, etc.*)

If this is a flood event, does the City/County participate in the National Flood Insurance Program (*NFIP*)?
Yes/No

Inclusive dates of the disaster:

Was a local Disaster Declaration issued? Yes/ No (*Not applicable for Agriculture assistance only*)

Contact Person: _____ Title:

Address: _____ City: _____ Zip
Code: _____

Phone () _____ Fax () _____

Pager () _____ 24-Hour Duty Officer/Sheriff's Office ()

INDIVIDUAL ASSISTANCE

Casualties: (Contact local area hospitals)

A. Number of Fatalities _____

- B. Number of Injuries _____
- C. Number Hospitalized _____

Number of homes isolated due to road closure (high water, etc.): _____

Agricultural Losses: (Contact the Farm Service Agency in your county)

Is agricultural assistance needed? Yes/ No If yes, please attach USDA flash situation report.

Residential Losses - Primary Residence Only: (*Local Damage Assessment*) See guidelines on page 4.

Type of Homes	Affected	Minor Damage	Major Damage	Destroyed	% Covered by Insurance
Single Family Homes					
Mobile Homes					
Multi-Family Units					
Totals					

Estimated number of persons whose situation will not be satisfied by volunteer organizations (Contact local volunteer organizations) _____

Are shelters opened? Yes/No How many? _____

Name, location, capacity, and current occupancy of shelters?

Business Losses/Impacts:

	Number	# Covered by Adequate Insurance	Total estimated repair cost
Minor Damage (less than			\$
Major Damage (greater than			\$
Totals			\$

How many businesses have ceased operations: _____

How many businesses have experienced economic injury: _____

Estimated number of persons unemployed because of this disaster _____
 (Contact affected businesses and the local Texas Workforce Commission Office)

PUBLIC ASSISTANCE

NOTE: All disaster related costs should be separated into the seven damage/work categories listed below:

Category	Subcategory	No. of Sites	Estimated Repair Costs	Anticipated Insurance *
Debris Clearance			\$	\$
Emergency (<i>EMS, Fire, Police</i>)			\$	\$
Road & Bridge	Roads - Paved		\$	\$
	Roads - Unpaved		\$	\$
	Bridges - Destroyed		\$	\$
	Bridges - Closed & Repairable		\$	\$
	Bridges - Damaged & Serviceable		\$	\$
	Culverts - Totally washed away		\$	\$
	Culverts - Damaged & still in place		\$	\$
Water Control Facilities (<i>Dams, levees, dikes</i>)			\$	\$
Buildings & Equipment			\$	\$
Public Utility Systems (<i>Gas, Electric, Sewer, Water</i>)			\$	\$
Other (<i>Recreational Facilities, Airports, etc.</i>)			\$	\$
Totals			\$	\$

* Anticipated insurance is normally calculated by subtracting any deductible, depreciation or uncovered loss from the estimated repair cost.

Total annual maintenance budget (i.e. Public Works, Road & Bridge):
 \$ _____

Start of Fiscal Year: Month _____

Others (Contact non-profit or governmental, medical, emergency, utility, educational, custodial care facilities, etc.)

Organization/ Facility	No. of Sites	Estimated Repair Costs	Anticipated Insurance *
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
Totals		\$	\$

This form is for damage assessment reporting purposes only. In accordance with the State Emergency Management Plan, if a Mayor/County Judge determines that a situation is of such severity and magnitude that an effective response is beyond the affected jurisdiction’s capability to recover, a letter outlining the disaster impact and the need for supplemental State and/or Federal assistance must accompany this DSO.

Once this form is completed, submit pages 1-3 to your local Disaster District Committee, and to:

Texas Department of Public Safety
Governor's Division of Emergency Management
P.O. Box 4087
Austin, Texas 78773 or FAX to: 512-424-2444

RESIDENTIAL LOSS GUIDELINES

Affected: Structure is habitable. Some minor damage may be eligible for assistance. Look for the following:

- A **few** missing shingles;
- Some broken windows;
- Damage to cars;
- Damage to Air Conditioner Compressor only;
- Single Family/Multi Family Residences - 0" - 6" of water
- Mobile Homes- Ground level to within 12" of bottom board.

Minor: Structure is habitable with minor repairs. Look for the following:

- **Many** missing shingles, broken windows and doors;
- Siding loose, missing or damaged;
- Minor shifting or settling of foundation;
- Damaged septic systems (flood);
- Single Family/Multi-Family Residences – 6" to 18" of water,
- Mobile Homes- Within 12" of bottom board to 3" above floor level.

Major: Structure is currently uninhabitable and extensive repair is required to make it habitable. Look for the following:

- Portions of the roof, including decking, missing;
- Twisted, bowed or cracked walls;
- Penetration of structure by trees or cars, etc.;
- Single Family/Multi Family Residences - 18" – 48" of water,
- Mobile Homes – 3" – 12" above floor level.

Destroyed: Structure is permanently uninhabitable and can not be repaired. Look for the following:

- Structure gone, only foundation remains;
- Major sections of walls missing or collapsed;
- Entire roof gone with noticeable distortion of the walls;
- Structure has shifted off of its foundation;
- *Single Family/Multi-Family Residences - More than 48" of water;
- *Mobile Homes - over 12" for mobile homes.
- *requires further investigation

Estimating Insurance: The following are general guidelines to estimating insurance coverage.

- Renters are less likely to have insurance.
- Low income residents are less likely to have insurance.
- Homeowners who are still paying off their mortgage will normally have the appropriate type of insurance.
- Residents who are flooded and reside in an area that does not participate in the NFIP or in an area that has been sanctioned for NFIP code enforcement violations will not have flood insurance.
- Residents who are flooded but whose property is not located in the Special Flood Hazard Area (SFHA) will probably not have flood insurance.

**TEXAS DIVISION OF EMERGENCY MANAGEMENT
 TEXAS DEPARTMENT OF PUBLIC SAFETY
 PUBLIC PROPERTY SITE ASSESSMENT WORKSHEET**

KEY FOR DAMAGE CATEGORY (Use appropriate letters in the "category" blocks below)			
A. DEBRIS CLEARANCE	D. WATER CONTROL FACILITIES	G. OTHER	
B. PROTECTIVE MEASURES	E. BUILDINGS AND EQUIPMENT		
C. ROAD SYSTEMS	F. PUBLIC UTILITY SYSTEM		
SITE NO.	CATEGORY	LOCATION (Use map location, address, etc.)	
DESCRIPTION OF DAMAGE			
IMPACT		INSURANCE	% COMPLETE
COST ESTIMATE			
SITE NO.	CATEGORY	LOCATION (Use map location, address, etc.)	
DESCRIPTION OF DAMAGE			
IMPACT		INSURANCE	% COMPLETE
COST ESTIMATE			
SITE NO.	CATEGORY	LOCATION (Use map location, address, etc.)	
DESCRIPTION OF DAMAGE			
IMPACT		INSURANCE	% COMPLETE
COST ESTIMATE			
SITE NO.	CATEGORY	LOCATION (Use map location, address, etc.)	
DESCRIPTION OF DAMAGE			
IMPACT		INSURANCE	% COMPLETE
COST ESTIMATE			

**PUBLIC ASSISTANCE DAMAGE ASSESSMENT CHECKLIST
(To Prepare for State and/or Federal Inspectors)**

In order to expedite the damage assessment process, applicants should take the following steps before the arrival of the State and Federal assessment team:

- ___1. Mark the location of each damage site on a suitable map and develop a route of travel to each site. Segregate damage/work activities into the seven categories of work, listed on the front of this worksheet. All damage sites should be identified by the applicant before the inspectors arrive.
- ___2. Ensure that the person designated to accompany the survey team is knowledgeable of the repairs already made and the location of all other damage sites which need to be repaired/surveyed.
- ___3. Have photographs, site sketches, or drawings of each damage site available for the inspectors (especially where work has already been performed).
- ___4. Compile a detailed breakdown of labor (including fringe benefits), equipment, and material costs for each location where work has been completed or is in progress. While a variety of forms can be used to summarize these items, the format chosen must document the type and location of work performed on a daily basis.
- ___5. Record force account equipment use in a manner compatible with the FEMA Schedule of Equipment Rates. Keep damaged equipment and parts for review and inspection by the survey team.
- ___6. List equipment, materials, or inventory lost as a result of the disaster. Provide copies of estimates, bids, purchase orders, invoices, inventory records, or other substantiating evidence to verify loss values or replacement cost.
- ___7. Be prepared to describe to the inspectors which sites will be repaired by contract and those which will be repaired by force account. If a contractor's estimate/bid has been received, have it available for the inspectors.
- ___8. Provide inspectors with policy information on insurance coverage and any proceeds received or anticipated.