



Comprehensive Emergency Management Plan



Palm Beach County
Department of Public Safety
Division of Emergency Management

2011

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County



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LETTER OF PROMULGATION

With this notice, we are pleased to promulgate the 2011 Palm Beach County Comprehensive Emergency Management Plan (CEMP). One of several plans published by the Palm Beach County Department of Public Safety, Division of Emergency Management, the CEMP is the framework for countywide preparedness, response, recovery and mitigation activities. It is the intent of the CEMP to provide a structure for standardizing plans countywide and to facilitate interoperability between local, state, and federal governments.

Normal day-to-day procedures usually are not sufficient for effective disaster response, as extraordinary emergency measures may have to be implemented quickly if loss of life and property is to be kept at a minimum. Emergency Procedures and actions to cope with the possibility of a disaster occurrence are addressed in the Palm Beach County Comprehensive Emergency Management Plan.

This plan is the guideline for emergency mitigation, preparedness, and response and recovery operations in all jurisdictions of Palm Beach County. Personnel and agencies assigned specific emergency responsibilities must have a working knowledge of functions and actions described therein and to be prepared to act in accordance with the plan itself.

In order for Palm Beach County's Emergency Management System to reach and maintain the goals desired, it is necessary that each department/agency perform the following functions:

- Develop Standard Operating Guidelines for the protection of personnel, equipment, supplies, and critical public records from the effects of disasters.
- Develop Coordinating Procedures to ensure the continuity of essential services that may be needed during and after disasters.
- Participate in annual emergency management related training and exercises conducted by the State Division of Emergency Management.
- Establish policy and develop Standard Operating Procedures to carry out the provisions of the Palm Beach County Comprehensive Emergency Management Plan.
- Identify subject matter experts.
- Carry out those assignments addressed in the Palm Beach County Comprehensive Emergency Management Plan.

The Palm Beach County Division of Emergency Management shall be responsible for coordinating the preparation and continuous updating of the Palm Beach County Comprehensive Emergency Management Plan and will ensure that this plan is consistent with similar federal, state, and municipal plans. This plan will become effective upon official adoption by the Palm Beach County Board of County Commissioners.



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Palm Beach County Comprehensive Emergency Management Plan

Executive Summary

The Comprehensive Emergency Management Plan (CEMP) establishes the framework to ensure Palm Beach County (PBC) will be adequately prepared to respond to, and recover from, any of the fourteen (14) hazards threatening the lives and property of residents and visitors in PBC. The CEMP outlines the responsibilities and coordination mechanisms of County agencies, municipalities, constitutional officers and other taxing districts in a disaster. The CEMP also outlines the coordination of response and recovery activities with the Disaster Recovery Coalition (DRC) and the business community. This CEMP defines the responsible organizations (“Who”) and their responsibilities (“What”) and points to supporting documentation to detail (“How”) these responsibilities will be implemented.

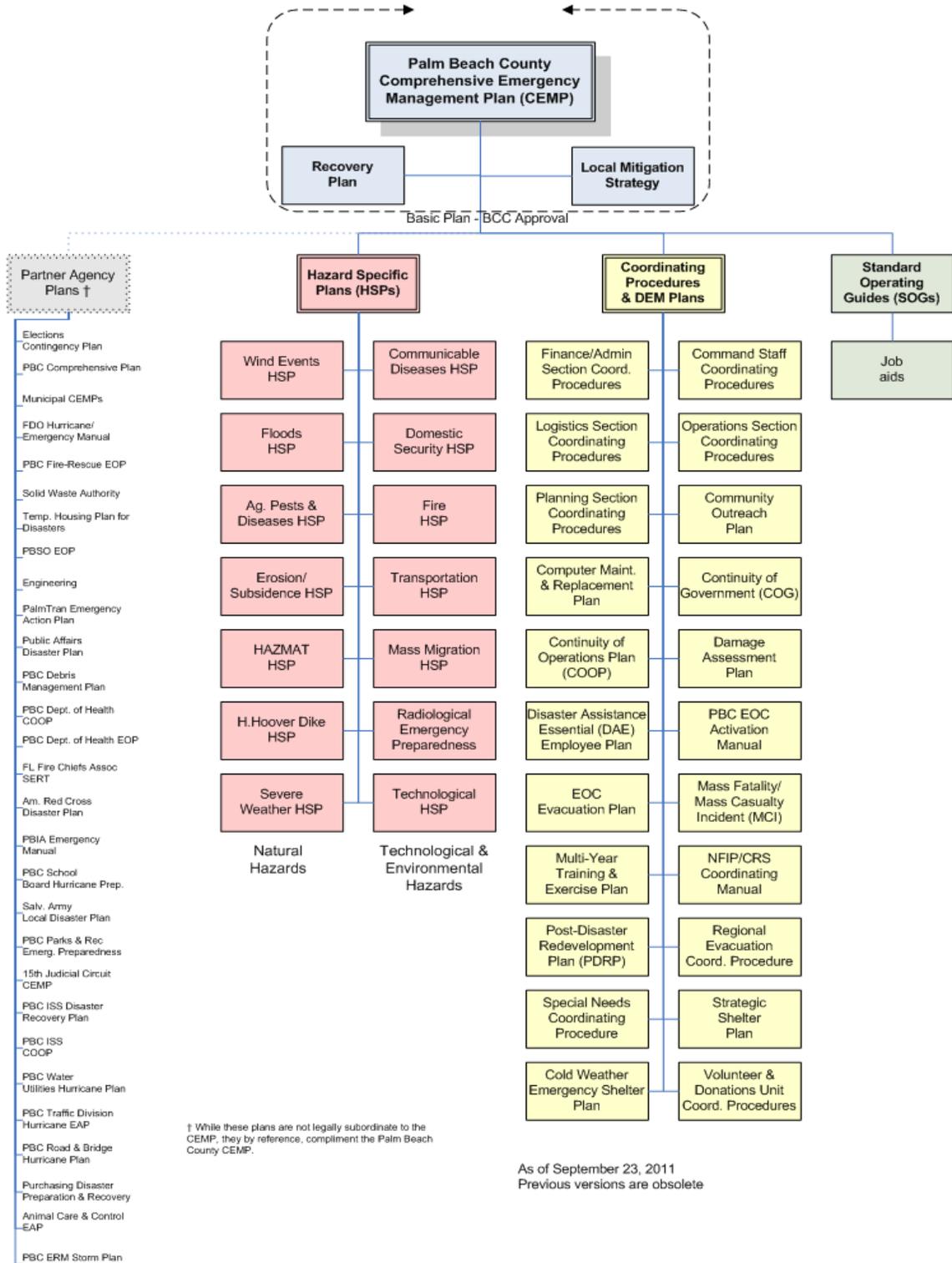
As outlined in the figure on the next page, the CEMP is divided into four (4) sections: The Basic Plan including the recovery and mitigation sub-components and three (3) subordinate annexes that address the Hazard Specific Plans (HSP), Emergency Management (EM) Coordinating Procedures, and Standard Operating Guidelines (SOGs).

The CEMP unifies the efforts of all agencies and organizations on the local, state, and federal levels of government by utilizing the National Incident Management System (NIMS). The use of NIMS is federally mandated for local, state, and federal government agencies, per Homeland Security Presidential Directive 5 (HSPD-5) and has been fully integrated into all response and recovery efforts. Palm Beach County continues to utilize the Incident Command System (ICS) framework to ensure that all lead and support agencies are assigned appropriate roles and responsibilities. The CEMP parallels State activities outlined in the State of Florida CEMP, federal activities set forth in the “National Response Framework,” and addresses the standards established in the Emergency Management Accreditation Program (EMAP). The CEMP is in compliance with the latest criteria issued for CEMP revisions by the State of Florida Division of Emergency Management (FDEM) and as required by Florida Statute Chapter 252 and FAC Rule 9G-6.

The CEMP describes how local, state, and national resources, both public and private, will be coordinated to supplement response and recovery capability while focusing locally on the functional integration of the Emergency Operating Areas (EOAs) countywide. The EOAs will create a more manageable span of control among the 38 municipal jurisdictions and ensure efficient and effective municipal coordination. With the expansion of the Logistics Section, Palm Beach County has improved the ability to manage the logistical coordination of all resources. The development of the CEMP has allowed Palm Beach County to redesign the Emergency Information Center (EIC) Unit functions to meet the communication and coordination needs of all partner agencies and community residents more efficiently. The CEMP also identifies countywide assets that will support the prepared response, mitigation and recovery operations.

The Palm Beach County Division of Emergency Management (DEM) extends its appreciation to all partner organizations that participated in the planning effort to create this document.

Figure 1: Plans and the CEMP



Introduction



Goal

The goal of the CEMP is to outline the primary organizational structure, roles, and responsibilities of all partner or stakeholder agencies and organizations before, during, and after a disaster.

Objective

The Objectives of the CEMP include:

- Support residents, visitors and businesses in preparing for, responding to and recovering from natural, technological, or environmental hazards.
- Reduce the loss of life and property of residents and visitors due to natural, technological, or environmental disasters through response and mitigation activities.
- Provide an efficient, comprehensive organizational structure for emergency response and recovery partner organizations.
- Coordinate emergency operations within the County
- Coordinate the use of resources available from locally available sources, municipal government, private industry, civic and volunteer organizations, state, and federal agencies.
- Recover from emergencies by providing for the rapid and orderly start of restoration of persons and property affected by emergencies.

Scope

The Scope of the CEMP comprises:

- Establishing official policies, program strategies and planning assumptions for disaster preparedness, response, recovery, and mitigation.
- A Countywide scope and coordination with all municipalities, independent taxing districts, and constitutional offices.
- Establishing official policies for Palm Beach County municipalities that have not developed and attained approval of their own CEMP in accordance with Rule 9G-6, F.A.C., Executive Office of the Governor(EOG), Florida Division of Emergency Management (FDEM), Chapter 252, Florida Statutes (F.S.).

- Providing an all-hazards organizational structure for emergency operations.
- Establishing basic direction and control for all levels of a disaster while creating a consistent unified approach to emergency management. The direction and control is functional in a multi-jurisdictional setting where cross-jurisdiction coordination is required.
- Assigning specific functional responsibilities to appropriate local departments and agencies, private sector groups and volunteer organizations; in addition to defining means of coordinating with municipal, state, and federal partners to maximize resource utilization.
- Supplemental function-specific Standard Operating Guidelines (SOGs) and operational plans of the responsible organizations that are referenced throughout this document.
- Written with the provisions of Rule 9G-6, F.A.C., as authorized by Chapter 252, F.S. and is supportive of the State of Florida CEMP, and the National Response Framework.
- Follows the framework of the National Incident Management System (NIMS).
- Allows for the integration of improved technologies, interoperability, and compatibility of concepts to enhance the overall response capabilities and coordination.
- Once immediate life safety response and short term recovery objectives are achieved, all Palm Beach County agencies and organizations engaged in long term recovery operations transition to the Recovery Operations Center (ROC) and are guided by the Disaster Recovery Plan (DRP) and the Post-Disaster Redevelopment Plan (PDRP).

Long-Term Programmatic Strategic Planning

Palm Beach County Public Safety Department (PBCPSD), Division of Emergency Management (DEM) annually evaluates the emergency management program and development of a multi-year strategic plan among all partner agencies, organizations and stakeholders. This process allows for the review and testing of post-incident reports, lessons learned, performance evaluations and after action reports. The Strategic Plan defines the organizational mission and details the countywide programmatic goals and objectives to enhance the all-hazards emergency management preparedness, response, recovery, and mitigation. This process is integral to tracking corrective actions and revising relevant plans, policies, and procedures.

Reference: Division of Emergency Management Strategic Plan.

Purpose

The Palm Beach County Comprehensive Emergency Management Plan (CEMP) provides direction to the County for all four (4) phases of emergency management that includes the following:

- Mitigation
- Preparedness
- Response
- Recovery

This document establishes official emergency management policy for all County departments/divisions, municipalities and partner agencies in the preparedness for, response to, recovery from and mitigation of emergencies and disasters within the County. In addition, it also initiates the temporary re-organization of County government intended to provide a

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proficient response and recovery system through the coordination and utmost utilization of all available resources.

The Basic Plan summarizes the following:

- General purpose, scope and methodology of the plan
- Coordination, control and organizational structure
- Concept of operations, and
- Identifies responsibilities of all agencies and resources mobilized by the County to assist in recovering from a disaster.

The CEMP allows Palm Beach County to perform its responsibility for providing direction and control during any large-scale disaster.

Standard Operating Guidelines (SOGs) are procedures or guidelines that are section or agency-specific and utilized by that entity to accomplish the functions, missions, or activities outlined by corresponding Hazard Specific Plans (HSPs) or Section Coordinating Procedures.

Hazard Specific Plans are plans that serve as the basis for effective response to specific threatening hazard and facilitating integration of mitigation into response and recovery activities. HSPs also outline the responsibilities unique to the specific hazard. Palm Beach County has identified 14 hazards that serve as potential threats to the County. A HSP has been written for each of these hazards to ensure the response to, recovery from, and mitigation of the potential threat each hazard poses.

The Section Coordinating Procedures describe by Section, the lead, support, and coordinating agencies, and their roles and responsibilities during the four (4) phases of emergency management. These procedures outline specific tasks that are standard to all County departments/divisions, municipalities, and partner agencies despite the hazard. The Section Coordinating Procedures include job aids for each position within the Section and detail the specific tasks each position must complete during each operational period at the EOC.

Job Aids store and make accessible information, processes, or perspectives so each position can complete specific tasks. They specify how to get the job done and act as memory joggers. Job Aids help people manage vast quantities of information. They often consist of steps, worksheets, lists, decision tables, maps, and illustrations that help people accomplish their work.

The Palm Beach County Disaster Recovery Plan (DRP) describes how Palm Beach County deals with potential disasters. The Plan consists of the precautions taken so that the effects of a disaster will be minimized and Palm Beach County will be able to either maintain or quickly resume mission-critical functions. The DRP consist of an analysis of establishing processes and continuity needs; it also includes a significant focus on disaster prevention.

The Disaster Recovery Plan consists of defining rules, processes, and training to ensure that the critical organization processes will continue to function if there is a failure of one or more of the information processing or telecommunications resources upon which our operations depends. The following are key elements to the DRP:

- Establish a planning group;
- Perform risk assessment and audits;

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- Establish priorities for applications and networks;
- Develop recovery strategies;
- Prepare inventory and documentation of the plan;
- Develop verification criteria and procedures; and
- Implement the plan.

Key personnel from each EOC Section are members of the recovery planning team and included in all disaster recovery planning activities. The disaster recovery planning group needs to understand the recovery process, strategy, and procedures when the DRP is activated.

The Continuity of Operations Plan (COOP) describes the steps the Division of Emergency Management takes when it cannot operate normally because of a natural or a technological disaster. It is written for a specific business process or to address all mission-critical components necessary to continue to operate when relocating to another location. Continuity of Operations and disaster recovery are critical components used to ensure that all of our systems essential to the operation of the County are available when needed. Before September 11, 2001, most of the citizens of Palm Beach County thought of a disaster in terms of a hurricane, flood or tornadoes that disrupts operations because essential personnel cannot get to work. Recent events have made it clear that the word "disaster" can mean something far more detrimental. Events may occur, which can take months or even years for us to recover from.

Methodology

The methodology used to prepare this plan is as follows:

- DEM is the lead emergency planning agency for the CEMP and developed the basic planning policies, guidelines, and content.
- The Emergency Operation Center (EOC) staff refers to all staff present during an activation of the EOC. The EOC when activated acts as a Multi-Agency Coordination Center (MACC).
- The CEMP is maintained by the DEM Planning Manager and is updated in accordance with Chapter 252, F.S. and is consistent with all applicable criteria. The updated CEMP will be posted to the EOC website: <http://www.pbcgov.com/dem> and DEM partners and stakeholders will be notified by the County Warning Point (CWP) under the direction of the DEM Planning Manager. The CEMP will be added to WebEOC®.
- The CEMP is adopted by Resolution of the PBC Board of County Commissioners (BCC).
- The CEMP is available to all staff present during an EOC activation, partnering agencies, municipalities, and others upon request. The CEMP is also available on WebEOC® and in digital format.
- Each department head is required to participate in the ongoing planning process and acknowledges responsibility of the assigned role(s).
- All coordinating procedures and supporting documents are individually drafted through focused planning sessions with the lead and support agencies. These documents are frequently revised based on annual reviews, the outcomes of exercise and real event evaluations, and the evolution of best practices.
- The CEMP is supported by the documents listed in the Reference Document Appendix.
- Each lead and support agency is required to develop, update, and distribute operational procedures to ensure consistency with the CEMP and define specific internal procedures.

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- All supporting SOGs are reviewed and updated annually, or as needed. Copies of all SOGs are maintained at the EOC for reference.

Program Administration

The Palm Beach County Department of Public Safety, Division of Emergency Management is the designated emergency management agency empowered with the authority to administer the County's emergency management program pursuant to F.S. 252. The Palm Beach County Emergency Management Director is the designated individual empowered with the authority to execute the program on behalf of the jurisdiction.

Advisory Committee

The Palm Beach County EM Team meets on a monthly basis to provide coordinated input in the preparation, implementation, evaluation, and revision of the Countywide Emergency Management Program. All municipalities and partner agencies are encouraged to attend these meetings. The EM Team is guided by a Steering Committee consisting of DEM Section Managers, in addition to the Director of the PBC Division of Emergency Management.

In addition to the EM Team, EOC Personnel are actively engaged in numerous meetings throughout Palm Beach County and the South Florida Region and among all disciplines to ensure that information is shared and coordinated for post-disaster response and recovery operations. The following is a list of some of the committees and workgroups supported by the Palm Beach County Emergency Management Team:

- 800 MHz Countywide Fire Rescue User's Group (observer)
- 800 MHz Countywide Law Enforcement User's Group (observer)
- 800 MHz Countywide Public Safety/Local Government User's Group
- Section/Branch/Unit Meetings
- CERT Organization of County CERTs Committee
- City Manager's Meeting
- Community Rating System (CRS) Committee
- Disaster Recovery Plan Steering Committee
- Emergency Management Team Meeting
- Flood Mitigation Technical Advisory Committee (LMS Subcommittee)
- Florida DEM Region 7 Meetings
- Healthcare Emergency Responses Coalition (HERC)
- League of Cities
- Local Emergency Planning Committee (LEPC)
- Local Mitigation Strategy (LMS) Admin/Steering Committee
- Palm Beach County Citizen Corps Council
- Palm Beach County & Municipal Historic Preservation Planning Committee
- Palm Beach County Disaster Recovery Coalition Executive Committee
- Palm Beach County Domestic Security Committee
- Palm Beach County Emergency Management Strategic Planning Session
- Palm Beach County Fire Chiefs Association
- Palm Beach County FIRM Engineering Re-mapping Committee

- Palm Beach County Mitigation Strategy Meetings
- Palm Beach County Police Chiefs Association
- Post-Disaster Redevelopment Advisory Committee
- Regional Domestic Security Task Force (RDSTF) for Region 7
- Regional Hazardous Materials Oversight Committee
- Regional WebEOC® Users Group
- Special Care Unit Task Force
- Special Needs Task Force
- St. Lucie Nuclear Power Plant REP Taskforce
- State Emergency Response Coalition
- Statewide Radiological Emergency Preparedness (REP) Taskforce
- Urban Area Working Group (UAWG) / Urban Areas Security Initiative (UASI)

Planning Process

- **Authority.** The DEM is the lead emergency planning agency and developed the basic planning policies, guidelines, and CEMP document. The CEMP is maintained by the Planning Manager, coordinated with all stakeholders countywide, and updated in accordance with Chapter 252, F.S. and consistent with all applicable criteria.
- **Procedure.** The DEM staff reviewed after-action reports from various exercises and disasters, and reviewed lists of unresolved areas of improvement. Meetings were held with each functional component to review their respective function within the CEMP. Concepts from the National Incident Management System (NIMS) and National Response Framework (NRF) were integrated into the plan, and finally, drafts were distributed and comments collected among selected agency and responder representatives.
- **Adoption.** The CEMP (Basic Plan) is adopted by Resolution of the Palm Beach County Board of County Commissioners.
- **Distribution.** An electronic copy of the CEMP is available to all EOC staff present during an EOC activation, partnering agencies, municipalities, and others upon request. It will be available in WebEOC® as well as the PBC EOC public website for any desiring to electronically retain a copy of the document. In addition, printed copies shall be provided to the following: The Board of County Commissioners; PBC Administration; PBC Department of Public Safety; PBC Division of Emergency Management Director; The Section Chiefs of Administration/Finance, Logistics, Planning, Recovery, and Operations; The Emergency Services Branch Director, the Infrastructure Branch Director, the Human Services Branch Director, the EOA Branch Director, the Service Branch Director, the Support Branch Director, the Distribution Branch Director; the County Attorney; PBC School Board; League of Cities; PBC DEM Senior Staff; Constitutional Officers in Palm Beach County; and the Public Information Officer.
- **Content.** The CEMP outlines primary organizational structures, roles, and responsibilities of all staff present during an EOC activation and all partner agencies. All staff present during an activation, and partner agencies participating in an EOC activation, are required to acknowledge responsibilities and assigned duties.
- **Agency Responsibilities.** Generally the CEMP, and specifically the section coordinating procedures, were developed through meetings with DEM staff and involved parties. Each Section is required to develop and update section specific coordinating procedures

that ensure consistency with the CEMP and define specific internal procedures. Copies of all section coordinating procedures are maintained at the EOC for reference.

- **Support documents.** The CEMP is augmented by the Disaster Recovery Plan and the LMS. The CEMP is further strengthened by various subordinate documents such as the Section Specific Coordinating Procedures, Hazard Specific Plans, the Post-Disaster Redevelopment Plan (PDRP), Standard Operating Guidelines, partnering agencies' plans, the State of Florida CEMP, municipal CEMPs, and others.
- **Update.** The CEMP will be updated as needed and in compliance with Florida statutes.

Promulgation

The CEMP is divided into four sections: The Basic Plan including the recovery and mitigation components and three (3) groups of plans that address Hazard Specific Plans, Coordinating Procedures, and Standard Operating Guidelines. For the purposes of Chapter 252.38, F.S., and 9G-6.0023, F.A.C., the Basic Plan, the recovery components shall be considered the Palm Beach County Comprehensive Emergency Management Plan, and shall be approved by the Palm Beach County Board of County Commissioners. The Basic Plan, as well as the recovery and mitigation components, provide an overview of the emergency management system; The CEMPs primary audience is executives, emergency managers, departmental managers, and anyone interested in reviewing or learning about broad concepts of emergency operations in Palm Beach County. It is expected that the content within these sections will change infrequently.

On the other hand, by their very nature, the content within the three (3) groups of plans that address Hazard Specific Plans, Coordinating Procedures, and Standard Operating Guidelines, will likely change frequently. As such, in order to remain timely and accurate, these documents will be approved by the Director of the Palm Beach County Division of Emergency Management.

Planning Assumptions

The following planning assumptions were considered in the development of this Plan:

- A disaster may occur with little or no warning, and may escalate rapidly.
- Disaster effects may extend beyond County boundaries and many areas of the State may experience casualties, property loss, disruption of normal life support systems, and loss of regional, economic, physical, and social infrastructures.
- Emergency response personnel may become casualties and experience damage to their homes and personal property. They may themselves be "victims" of the disaster.
- Disasters differ in character by magnitude, severity, duration, onset, distribution, area affected, frequency, and probability, increasing the difficulty of plan development.
- All organizations in Palm Beach County will continue to respond to disaster events utilizing SOGs of effective inter- and intra- organizational communications and/or internal resources are exhausted necessitating mutual aid response requests.
- Disasters are managed locally. The Emergency Management command and control structure in Florida is based on a bottom-up approach of resource allocation; municipal to County EOC to State Emergency Operations Center (SEOC) and to the federal government, escalating to each level as resources are exhausted.
- Disaster relief from agencies outside the County may take 72 hours, or more, to arrive.

- In the event a regional response and recovery is established such as sending a Forward State Emergency Response Team to the area, resource and mission requests from the County level may be redirected to the regional entity.
- Effective disaster preparedness requires continual public awareness and educational programs.
- Regional evacuation and shelter strategies must be based on resident and visitor's cooperation, best available shelter options until a shelter deficit can be reduced, and a regional approach to evacuation decision making is effectively implemented.
- Unofficial groups of responders, the public and outside resources may hinder the local effort. Impacts might include traffic congestion, unsolicited supplies and donations, and additional strain on degraded infrastructure.
- There may be competition among citizens, businesses, and communities for scarce resources.
- Local municipalities must integrate with the County's operations in order for the response and recovery process to be effective.
- Due to the high uncertainty and error of hurricane forecasting, limited transportation capacity, a large vulnerable regional population, and a potential shelter deficit, evacuation times may be insufficient for regional evacuations.
- Some form of communications will be available including communications with the SEOC.
- The Chair of the Board of County Commissioners, or their designee will declare a local State of Emergency when requested by the County Administrator, in consultation with the Public Safety Director, the Director of the Division of Emergency Management.
- In the absence of the Chair of the Board of County Commissioners, the signatory on the Local State of Emergency Declaration will follow the order of succession.
- Palm Beach County Government vital records and database management is the responsibility of the Department of Information System Services (ISS) and will remain so throughout a disaster through the use of their Continuity of Operations Plan (COOP) Plan.
- There will be sufficient staff prepositioned by Palm Beach County and municipalities to complete accurate rapid (windshield) impact assessments.

References & Authorities

Palm Beach County Local Ordinances:

Resolution R-89-2127
Resolution R-86-1573
Resolution R-89-384
Resolution R-77-224
Ordinance 92-37
Ordinance 98-23

Florida Statutes (F.S.):

Chapter 22, Emergency Continuity of Government
Chapter 23, Florida Mutual Aid Act
Chapter 30, Sheriffs
Chapter 125, County Government
Chapter 154, Public Health Facilities

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Chapter 161, Beach and Shore Preservation
Chapter 166, Municipalities
Chapter 252, Emergency Management
Chapter 381, Public Health
Chapter 403, Environmental Control
Chapter 406, Medical Examiners
Chapter 409, Social Welfare
Chapter 768, Good Samaritan Act
Chapter 870, Riots, Affrays, Routs, and Unlawful Assemblies

Florida Administrative Code (FAC):

9G-2, State Comprehensive Emergency Management Plan, DCA
9G-5, Local Disaster Preparedness Agencies Approval of Local Director, DCA
9G-6, Review of Local Emergency Management Plans, DCA
9G-14, Hazardous Materials, DCA
9G-17, County Hazardous Materials Plan, DCA
9G-20, Facility Emergency Management Plans
9G-21, Hazardous Material Risk Management
9G-22, Local Mitigation Strategy
9J-5, Comprehensive Plan
Florida State Executive Order No. 80-29, Disaster Preparedness, April 14, 1980

Federal:

Public Law 81-920, Federal Civil Defense Act of 1950
Public Law 84-99, Flood Emergencies
Public Law 85-256, Price-Anderson CT (nuclear accident)
Public Law 89-665, National Historic Preservation Act
Public Law 93-288, Federal Response Plan
Public Law 93-234, Flood Disaster Protection Act of 1973
Public Law 95-510, Comprehensive Environmental Response, Compensation and Liability Act of 1980
Public Law 100-707, The Stafford Act
44, Code of Federal Regulations, The National Flood Insurance Program
29, Code of Federal Regulations
Executive Order 11795
Homeland Security Presidential Directive 5, NIMS

Federal Continued:

Homeland Security Presidential Directive 8, Domestic Preparedness

Other:

Florida Emergency Mutual Assistance Compact, 1996
PBC Debris Management Plan – 2011
Disaster Recovery Plan – 2011
Local Mitigation Strategy – 2010
Continuity of Operations Plan – 2005
Post Disaster Redevelopment Plan – 2011
Liaison Section Coordinating Procedure
Planning Section Coordinating Procedure
Administration/Finance Section Coordinating Procedure
Operations Section Coordinating Procedure
Logistics Section Coordinating Procedure

Hazard Identification and Risk Assessment

Geographic Information

Geographic Overview

- ◆ *Located on the southeast coast of Florida*
- ◆ *Land area of 2,388 square miles (1,976 square miles of it is land and 412 square miles of it is water)*
- ◆ *45 miles Atlantic Coastal shoreline*
- ◆ *Borders: East by the Atlantic Ocean, North by Martin County, South by Broward County, West by Hendry County and Lake Okeechobee*
- ◆ *38 independent municipalities*
- ◆ *Approximately 360 square miles on the east coast are populated with dense urban development*
- ◆ *Barrier islands are separated from the mainland by the Intracoastal Waterway*
- ◆ *West County consists of vast, uninhabited marsh in the southwest areas and agriculture in the northwest*
- ◆ *Both West County and Coastal County areas have environmentally sensitive lands. For additional information, please reference the LMS Plan.*



Demographic Information

Population

- According to the 2010 Census approximately 1,320,134 people reside in Palm Beach County.¹
- Population increased approximately 3.1% each year from 1990-2000, compared to double and triple that rate in the 1980's. The area's projected population for the year 2015 is approximately 1.346 million.²
- Approximately 94% of the County's population resides within 12 miles of the coast.
- Approximately 55% of the County's population lives in one of the 38 municipalities (as

¹ Source: U.S. Census Bureau.

² Source: Florida Legislature, Office of Economic and Demographic Research.

detailed in Figure 1 Municipalities in Palm Beach County) with the remainder (45%) in the unincorporated area of the County.³

- Table 1 shows population distribution by age. In recent years, an increasing number of people of retirement age have established residency in Palm Beach County.
- The 2010 Census estimates 22% speak a language other than English at home. Of those, approximately 54% speak Spanish and 46% speak another language.
- In PBC approximately 17% of the population (202,000) is hearing impaired.⁴ This population includes the “Hard of Hearing” (186,000) who experience some degree of hearing impairment but can compensate with a variety of hearing devices increasing the volume of sound experienced. This population also includes the “Profoundly Deaf” (16,000) who cannot hear sound and must compensate by means that do not focus on sound (e.g. sign language, scripting on televisions, TDD, etc.)

Table 1. Population Distribution in Palm Beach County by Age.

Age Groups	Population	Percentage
Under 5	70,852	5%
05-14 years	149,764	11%
15-19 years	79,570	6%
20-44 years	386,375	29%
45-64 years	348,418	26%
65 years +	285,155	22%
Total	1,320,134	100%⁵

Source: 2010 American Community Survey. (Most recent available year)

Special Needs Population

- In 2010, approximately 500 people were listed on the Special Needs Shelters Registry and over 1,000 were registered with the Disabled Transportation Assistance Program. An additional 6,000 people were registered for transportation assistance but did not reside in a hurricane evacuation area.
- Common characteristics of the special needs population include dependency upon life support equipment, assistance with daily medical concerns such as assistance with medications, monitoring of vital signs and/or being non-ambulatory. An exception is ventilator dependence which will require hospitalization or home care if battery operated.
- Due to the large elderly population in Palm Beach County, actual numbers are expected to



³ Source: 2010 Palm Beach County Profile.

⁴ 2010 Deaf Service Center

⁵ Percent totals 99% due to the rounding of the percentages to the nearest whole percent.

exceed the current special needs shelter capacity.

- This population segment is not likely to seek help until an emergency situation arises.

Reference: Special Needs SOG

Migrant Population

- Palm Beach County has a significant divergent population in terms of ethnicity, economic and social status.
- The coastal barrier communities are more affluent and English speaking.
- The western areas of the County, which include the agricultural Glades area and farms along State Road 7, contain extensive minority groups that include Spanish and Creole speaking populations.
- The disadvantaged migrant farm worker population can peak at over 10,000 persons in the harvest season.⁶

Tourist Population

- According to the Tourist Development Council, approximately 3.62 million tourist and temporary winter residents come to Palm Beach County.
- Eastern coastal areas are the primary tourist destinations.
- Seasonal population is estimated at an additional 143,837⁷.
- A majority of Palm Beach County's winter residents and visitors are mobile and not dependent upon public transportation.

Mobile Home Residents

According to PZ&B, there are 128 mobile home parks in Palm Beach County:

- A significant portion of mobile home residents are either seasonal, elderly or low income.
- There are approximately 18,885 mobile home units in the County with a mean value of \$34,027.00.
- Palm Beach County DEM and Palm Beach County PZ&B maintain Geographic Information Systems (GIS) maps of the Mobile Home Parks in the County.



⁶ Source: Migrant Program of Palm Beach County.

⁷ Palm Beach County Profile updated 5/5/2011

Inmate Population

- Palm Beach County operates three (3) correctional facilities: Main, West, and Stockade. These facilities as well as local jails and other confinement facilities (including police lockups) account for approximately 2,380 people.⁸
- The total inmate population is approximately 4,651⁹
 - There are two (2) correctional facilities that are not operated by the County: The Glades Correctional Institute is operated by the Department of Corrections and, according to 2010 statistics, housed approximately 2,270 inmates per day.
 - The Department of Homeland Security Immigration & Customs Enforcement (ICE) Facility located in Riviera Beach houses fewer than 100 detainees on any given day. These populations are transient and awaiting immediate relocation to alternate facilities.¹⁰

⁸ Data source: http://www.city-data.com/county/Palm_Beach_County-FL.html#ixzz1dJYIVNFh

⁹ Data source: http://www.city-data.com/county/Palm_Beach_County-FL.html#ixzz1dJYIVNFh

¹⁰ Source: <http://www.dc.state.fl.us/pub/pop/facility/index.html>

Economic Profile

The three (3) major industries in Palm Beach County are tourism, construction, and agriculture. Palm Beach County economic statistics include the following:

- 67,931 people are employed in jobs related to the tourism industry, which contributes \$1.5 billion annually to the economy.¹¹
- Palm Beach County ranks first in the State in cash receipts from agricultural marketing: \$988 million¹².
- Palm Beach County produces 18% of the nation's sugar.¹³
- The 2009 per-capita personal income was \$30,992; the median household money income was \$49,580¹⁴.
- The 2010 median house value was \$247,900¹⁵.

Critical Facilities

Critical facilities in Palm Beach County may be vulnerable to some or all of the 14 hazard categories, as identified in the Hazard Vulnerability Analysis. The Critical Facilities Inventory database system is maintained by the Public Safety Department's GIS section and is updated annually for submission to the FDEM in compliance with the Emergency Management Preparedness and Assistance Trust Fund (EMPA) contract Scope of Work.

- Municipal critical facilities are provided by the municipalities and included in the inventory.
- Critical Facility Emergency Response Plans are required for health care facilities, public buildings, fire stations, water control facilities, hazardous materials facilities, and other critical facilities.
- Ongoing coordination with critical facility representatives encourages mitigation options for structures, planning and preparedness of the organization and communications.

See Special Appendix II of the 2009 LMS Plan for more detailed information.

Hazard Vulnerability Analysis

Hazard identification, analysis and risk assessments are detailed in the Palm Beach County Local Mitigation Strategy (LMS). They involve the identification of natural, technological, and environmental hazards and assessments of risks to people, public and private property, structures and the environment. The LMS also details data and loss estimation projections and can be utilized in the post-event assessments to evaluate consequences for each of the hazard categories. The following is a list of the hazard categories for Palm Beach County:

¹¹ Data Source: <http://www.eflorida.com/profiles/CountyReport.asp?CountyID=31&Display=all> eflorida.com county profile of Palm Beach County

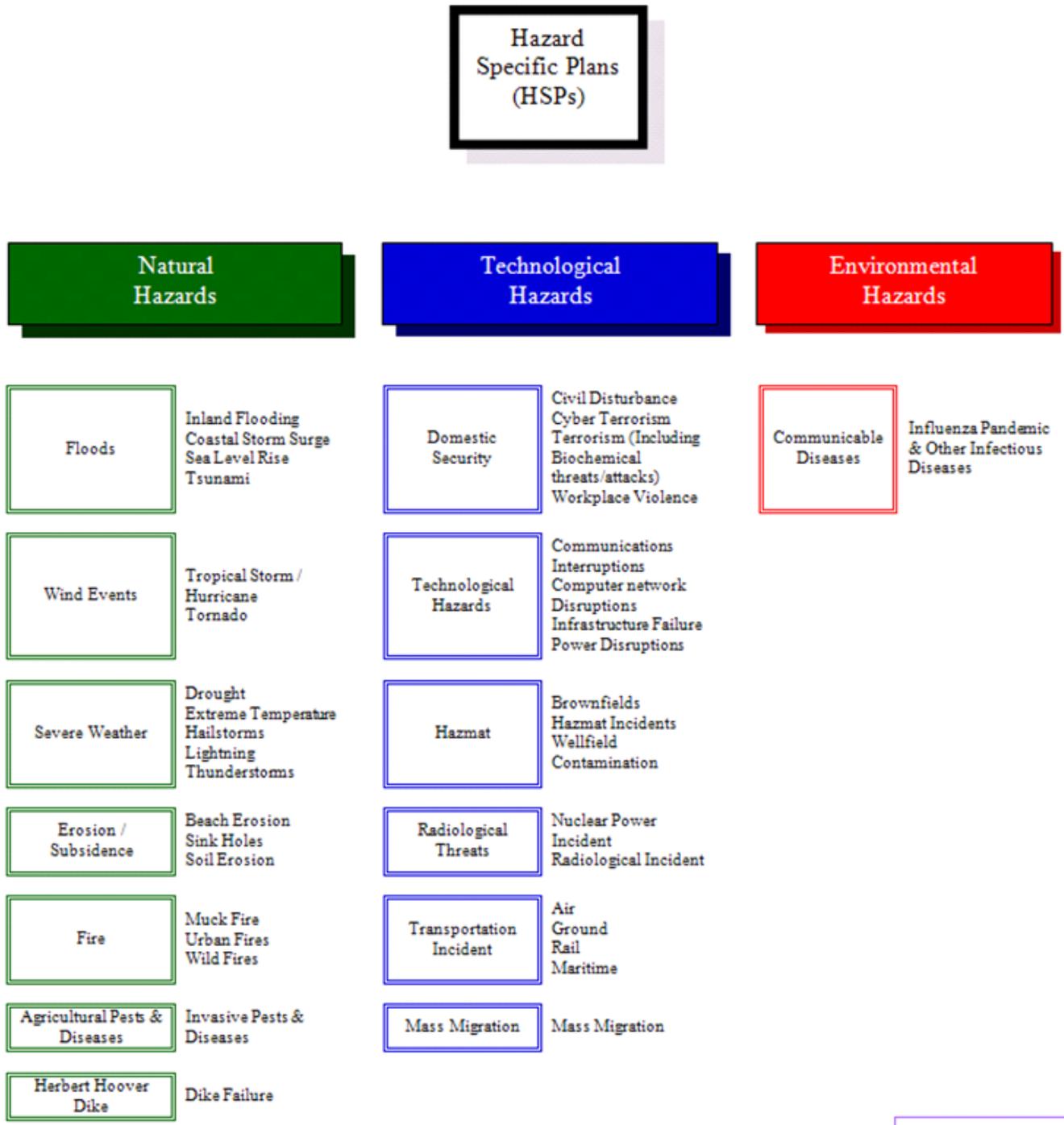
¹² Most recent figures available from Florida Department of Agriculture

¹³ Data Source: <http://www.pbcgov.com/publicaffairs/facts.htm>

¹⁴ Data Source: Palm Beach County Profile, PBC PZ&B, 2011

¹⁵ Sun Sentinel Business and Real Estate, Section , 1/25/2010

Table 2: Palm Beach County Hazard Types, Hazard Categories and Specific Hazards



Natural Hazards

Floods

Tropical Systems represent the most significant flood threat to residents. Localized flooding in low lying areas and extensive storm surge in the coastal region may occur as a result of tropical storms, hurricanes, and/or severe rainfall events. A Palm Beach Basin, Sea, Lakes and Overland Surge from Hurricane (SLOSH) Model, was run by the U.S. Army Corps of Engineers (USACOE) in 1994, and serves as the official SLOSH model and is used in determining hurricane evacuation zones. Currently the USACOE is re-running the SLOSH Model based on new information and once received by PBC this tidal inundation information will assist in the determination of new hurricane evacuation zones. The National Flood Insurance Program (NFIP) has mapped all flood hazard areas in Palm Beach County. Flood Insurance Rate Maps (FIRM) are available at the Palm Beach County Planning, Zoning and Building Department (PZ&B). At this writing updated maps, including improved elevation data, are being developed by FEMA.

Flood control in Palm Beach County is a complex, integrated system of canals, waterways, and flood control devices operated by the South Florida Water Management District (SFWMD), twenty-two drainage districts, and thousands of neighborhood drainage systems. Street flooding and the isolation of residents and neighborhoods may occur as a result of overwhelming natural and mechanical drainage systems. Some coastal properties, road arteries, and bridge approaches are subject to severe flooding.

Wind Events

All Palm Beach County residents and visitors are at risk from a wind event, especially considering that 94% of the County's population lives within twelve miles of the coast. South Florida is among the most hurricane vulnerable areas in the continental United States. Palm Beach County suffered the impact of six (6) major hurricanes in the first half of the twentieth century. The chances of Palm Beach County being hit by a major hurricane continue to be high, especially considering that the National Hurricane Center is predicting more active hurricane seasons in the years to come.

Hurricanes are usually associated with five (5) main hazards: storm surge, high winds, heavy rains, flooding, and tornados. However, there are other associated hazards that can affect Palm Beach County and the response to, and recovery from, a wind event. These associated hazards include, but are not limited to: erosion, utilities failures, transportation disruptions, damage to residential structures, damage to commercial structures and the economic damage associated with it, and damage to governmental structures and the associated disruption of services, as well as agricultural damage.

Pre-landfall hazards associated with a hurricane also pose a significant threat to a successful evacuation. The natural tendency to delay evacuation until the last minute may trap residents on roadways due to traffic jams or flooded evacuation routes. The torrential rains and tropical storm force winds associated with the outer bands of a hurricane frequently render evacuation routes impassable long before the predicted landfall of the storm. In accordance with a wind effects report distributed by the Florida Institute of Technology, Tropical Storm Force Winds (TSFW)

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can down trees and power lines, blow out windows, blow down signs, cause flying debris, structural collapse and cause vehicles to overturn and deviate from their course¹⁶. It is the policy of Palm Beach County to plan for the effects of TSWs on preparedness activities and evacuation procedures.

When TSWs (i.e., one minute sustained 34 knots or 39 mph winds) arrive, overall countywide evacuation and pre-storm preparatory activities will cease. At this time, all response agencies, including the Palm Beach County EOC, should “lock down,” and all on-duty personnel should report to a secure duty station, and vehicular traffic should cease. However, weather conditions may not deteriorate uniformly across the county. Therefore, county departments and response agencies may make exceptions to extend preparedness activities beyond the “lock down” time but such exceptions must be specified in their disaster response plans, or SOGs. These plans/SOGs must specify the conditions, identify those classifications that may authorize, and the criteria used to determine, the need for an extension. The Division of Emergency Management strongly recommends that the safety of first responders and employees be the chief concern when drafting extension procedures.

Tornadoes are prevalent in Southeast Florida. The odds of a tornado striking any specific location are once every 250 years. Between 1950 and 1998, there were 135 tornadoes, waterspouts, and funnel clouds reported within Palm Beach County. Of these, 91 touched down on land and were officially classified as tornadoes (1.5 tornadoes per year.) During these forty-eight (48) years, seventy-three (73) people were killed by tornadoes (1.52 deaths per year.) Total property damage by tornadoes over this time period been estimated at \$21 million or approximately \$440,000 per year.

Tornadoes are rated from zero (0) to five (5) based on their path, length and mean width (Fujita-Pearson Scale). F0 tornadoes cause light damage and F5 tornadoes cause incredible or catastrophic damage. Of the 91 tornadoes recorded in Palm Beach County between 1950 and 1998, 54 were classified as F0 (59%), 28 (31%) were classified F1, eight (9%) were classified as F2, and one (1%) was classified as an F3 tornado.

Severe Weather

In PBC, over the past 40 years there has been an average of two (2) droughts per decade. The worst drought on record occurred between November 2000 through February 2001 with the four driest months ever recorded. This dry period occurred after Irene in 1999, when Lake Okeechobee was recorded to be at 18 feet. The lake’s average depth is about 13 feet, but by May of 2001, the lake’s level had dropped to nine feet.

A second severe drought affected the region from late 2006 through 2007. This drought followed back-to-back years of unprecedented hurricane activity and higher-than-normal rainfall. On July 2, 2007, water levels in Lake Okeechobee reached an all-time record low of 8.82 feet, surpassing the mark of 8.97 feet set during the 2001 drought. Rainfall directly over the lake was low enough to qualify the 2007 drought as a 1-in-100-year event.

¹⁶ Pinelli, Jean-Paul, Subramanian, & Chelakara. “Wind Effects on Emergency Vehicles.” Report prepared for the Division of Emergency Management, Florida Division of Community Affairs. August 31, 2003.

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The average rainfall in Palm Beach County is approximately 53 inches per year. The five-month rainy season (June through October) accounts for approximately 70% of the rainfall, while 30% falls during the seven months of November through May. Ground water sources include Lake Okeechobee, watershed areas, and the county's wellfields. Normally, excess water from an interconnected series of lakes, rivers, canals, and marshes flows into Lake Okeechobee via the Kissimmee basin.

Palm Beach County's most direct exposure from drought is the economic loss endured by its agricultural community. The average annual market value of agricultural products at risk from drought is approximately \$900 million. In addition to direct impacts, Palm Beach County is also vulnerable in terms of potable water resources. Countywide potable water resources are limited and drought increases salt-water contamination of critical wellfields.

Palm Beach County's vulnerability to drought-related damage and economic loss can take several forms. Direct impacts can include reduced crop yield, increased fire hazard, reduced water levels, increased livestock and wildlife mortality rates, and damage to wildlife and fishery habitat. Social impacts include public safety, health, conflicts between water users, and general reduction in the quality of life.

Temperature extremes, both periods of excessive heat and freezes, affect communities with a larger senior population to a greater extent than those with younger populations. Inland communities removed from the moderating influence of the ocean or the estuary temperature moderations are more vulnerable to temperature extremes, as are areas with significant agricultural assets.

Prolonged periods of extremely high temperatures are relatively rare in Palm Beach County. However, due to the consistently high humidity the local heat index is often significantly above the actual temperature during the summer months. While the frequency of "heat waves" is low, the frequency of heat indexes within the range of causing health problems is moderate to high during the summer months.

Freezing or very cold temperatures are more problematic in Palm Beach County. Between 1970 and 1999, seven significant freezes have affected Palm Beach County. Palm Beach County as a whole has a high economic vulnerability to freezing temperatures. The most significant area of impact is the commercial agricultural segment of the community, but countywide, cold-sensitive ornamental landscaping also leaves many entities, public and private, open for significant economic loss.

While the loss of life from extremes of either high or low temperatures in Palm Beach County is not great compared to national statistics, the county does have a significant economic exposure to low temperatures in both the public and private sectors.

PBC is located on the eastern edge of what is considered to be the "lightning belt" of Florida, and is also at high risk for thunderstorms. On average, 90 days a year have the potential for thunderstorms. Florida thunderstorms tend to be small in diameter, but can discharge large

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amounts of rain in a short period of time. Approximately 10% of thunderstorms cause significant damage and possible bodily harm.

Palm Beach County's thunderstorms bring risks of heavy rains, lightning, hail, strong winds, straight line winds, and tornados. Thunderstorms and their associated hazards can bring about power outages, downed power lines, fires, transportation disruptions and flooding. They can be especially troubling to the elderly, residents of mobile homes, and substandard housing.

Erosion/Subsidence

PBC's coastal and beach areas extend 45 miles from North to South. PBC also has land on the shore of Lake Okeechobee, which is protected by the Herbert Hoover Dike. Of the 45 miles of coast land, 3.5 miles are unincorporated and controlled by the County. The rest of the coast line is controlled by multiple jurisdictions of various sizes. Countywide coastal development has affected the natural resources that assisted in the prevention of erosion. Beach front development, storm water runoff, and other human made infrastructure has made beach and soil erosion a threat to residents and visitors.

Due to the agricultural focus in the western part of the County, soil erosion is also a concern. The occurrence of erosion in Palm Beach County has greatly increased, and soil regeneration cannot be sustained as needed. This is mostly due to development, population growth, and intensification of agriculture to make up for possible economic losses.

Sinkholes are not considered to be a significant hazard in Palm Beach County. Soil failure or collapse is rare in Palm Beach County and is generally related to some other natural hazard, such as dam or levee failure during a period of flooding.

Countrywide vulnerability to this type of hazard is low; however, areas that might be affected by dam or levee failure need to be evaluated carefully. The most significant levee in the county is the dike around Lake Okeechobee. Overall, the frequency and community exposure to these type hazards is low other than in specific locations and under specific circumstances. There is a significant exposure of life and property in the western portion of the County should storm surge breach the Okeechobee dike.

Fire

Like the rest of the country, PBC is at a high risk for fires, both urban and wildfires. The biggest risk area in the County is the wild land urban interface area, which is the boundary where developed areas intermingle with undeveloped, natural areas. On average, Florida experiences the second highest number of wildfires in the country. Because Palm Beach County is located in the "lightning belt," residents and visitors must be cautious about wildfires as well as urban fires caused by lightning strikes.

The County's elderly and economically disadvantaged residents are at higher risks for bodily harm due to fires due to substandard housing, lack of smoke detectors, and physical impairments. Palm Beach County Fire Rescue teaches fire safety throughout the County and provides fire safety information in various languages to attempt to educate as much as the population as possible.

Agricultural Pests and Diseases

Most areas of Palm Beach County can be affected by invasive non-native pests and disease. This can be particularly damaging when major landscape plants, such as citrus trees are infected. Some areas of focus in Palm Beach County are the Everglades and agricultural areas in the Western part of the County. Nurseries and agricultural areas in the Southern part of the County, Loxahatchee, the Acreage, and Jupiter are also areas of concern.

Invasive pests and diseases have the potential to harm or cause problems for all of the residents and visitors of Palm Beach County. They could increase the costs of agricultural goods, cause damage to their landscaping, and negatively affect people's health and safety. Invasive pests and diseases could also cause long-term damage to the local ecosystem.

Herbert Hoover Dike

The Herbert Hoover Dike is a 140-mile long earthen structure that surrounds and contains Lake Okeechobee. The lake covers approximately 730 square miles and borders Palm Beach, Martin, Okeechobee, Glades, and Hendry counties. Lake Okeechobee is the second largest freshwater lake in the U.S. Today, the lake provides drinking water for communities around the lake and to the more than 6 million people living in Southeast Florida. It also serves as a source of irrigation for a \$1.5 billion-a-year agricultural industry that process sugar cane, winter vegetables, citrus, and rice.

The dike was completed in 1937 to protect citizens from experiencing another flooding event similar to the occurrence in 1928. The flooding derived from the 1928 hurricane, which resulted in over 2,500 deaths and thousands more injured in the western portion of Palm Beach County. The dike protects from major flooding events occurring in Belle Glade, Pahokee, and South Bay municipalities, as well as potential flooding in Wellington, Royal Palm Beach, West Palm Beach, Palm Beach Gardens, and unincorporated Palm Beach County. The Herbert Hoover Dike is continuously monitored by the Army Corp of Engineers (USACE). Until work to stabilize the dike is completed by the USACE, there is the potential for stability problems to occur from heavy rainfall raising the level of the lake above 18 feet.

A number of independent assessments by prominent engineering and science organizations call into question the adequacy of the dike to withstand extreme wind and rainfall conditions. There is consensus that a catastrophic failure of the Herbert Hoover Dike would pose a significant danger to the residents, local economies and environment of Palm Beach County and South Florida. At this time the USACE continues its rehabilitation efforts and in conjunction with the South Florida Water Management District (SFWMD), continually monitors and manages water levels in order to prevent further degradation of the Dike and its canal system.

Technological Hazards

Domestic Security

Civil Disturbances are described as acts of violence and disorder by groups or individuals as a form of protest or celebration requiring intervention in order to maintain public safety. Common triggers include: racial tension, labor strikes/unrest, unemployment, religious conflict, civil

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disobedience; prison riots; unpopular political actions, or the unavailability of critical services or goods.

As in any other area, Palm Beach County is subject to civil disturbances in the form of riots, mob violence, and a breakdown of law and order in a localized area. Although they can occur at any time, civil disturbances are often preceded by periods of increased tension caused by questionable social and/or political events such as controversial jury trials, elections results, or law enforcement actions. Police services are responsible for the restoration of law and order in any specific area of the county.

The overall potential for civil disturbance in Palm Beach County may be considered moderate. The Cities of West Palm Beach, Delray Beach, Boynton Beach, and Rivera Beach may be considered to have relatively high vulnerability to this hazard due to the presence of identified triggers. There has been significant civil unrest in certain areas of these cities in the past and a significant potential for such unrest remains. Within the last 3 years the potential for civil disturbance appears to have been reduced as a result of community based police activities and the generally overall strong national economy.

Palm Beach County was victim of the 2001 Anthrax attack. Since then, a Terrorism Response Planner staff position has been created by DEM to assist in planning and mitigating for terrorism. Due to Palm Beach County's population, size, and location, it is at risk for a terrorist attack.

Technological Hazards

Palm Beach County, and all of its 38 municipalities, are at potential risk for technological failures and the hazards associated with them. Technological failures include electrical outages, and interruptions to water, gas, sewer, communications, and information technology. Technological failure planning does not focus on temporary, small outages such as brownouts. Instead, planning focuses on long-term, wide-spread outages that can negatively affect vulnerable populations such as the elderly and physically ill.

Local businesses are at high risk for permanent damage caused by technological hazards due to loss of inventory, loss of customers, and loss of capabilities. Planning through Palm Beach County's Business and Industry Unit and the Public-Private Partnership helps to mitigate this damage.

Hazmat

Palm Beach County is at risk of land and surface water contamination. The County currently has a number of known brown fields, which can increase the chances of land contamination. Brown fields are sites that have been abandoned, or underused due to actual or possible contamination. Some of the associated hazards include exposure by the workers assigned to clean up brown fields to hazardous materials and other exposure risks to animals and residents on and around the area.

Residents of Palm Beach County are vulnerable to the harmful effects of the accidental release or spills of hazardous materials. Hazardous Materials are transported throughout the county by air, sea and land transportation modalities. Major transportation routes through the county include

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Interstate 95 and Florida's Turnpike, two major rail lines that transverse the county, Palm Beach International Airport, and the Port of Palm Beach.

Hazardous Materials are also stored and used on site at many facilities in the county. Title III of the Superfund Reauthorization Act of 1986, and the Emergency Planning and Community Right to Know Act require that all facilities using, storing, or having on site any of the 402 Extremely Hazardous Substances (EHS), register the facility with the State Emergency Planning Council, Local Emergency Planning Committee, and the local fire department. An Extremely Hazardous Chemical, as defined by the Environmental Protection Agency is a chemical that could cause serious health effects following short-term exposure from accidental release. Palm Beach County has approximately 270 such facilities that must register each year, and must indicate the amount of chemicals they have, use, or store on site at any given time during the year. Individual hazards analysis and vulnerability analysis are stored in the CAMEO[®] database for each facility. An accidental spill could happen at any time at any facility in the County.

No specific emergency sequence can be isolated as the model for which to plan because each emergency could have different consequences, both in nature and degree. As an alternative to defining a specific emergency, Palm Beach County Hazardous Materials Plan identifies various parameters for planning which are based upon knowledge of the possible consequences, timing and release characteristics of a spectrum of emergencies. This plan establishes the appropriate response for each level of threat

Most of Florida's and Palm Beach County's fresh water supply comes from subsurface aquifers composed of multiple layers of water-bearing limestone and surface aquifers. The groundwater released from these aquifers feed the County's ecosystem and water supply. Both subsurface and surface aquifers are at risk for depletion due to drought, population growth, and development. They are also at risk for contamination by saltwater or other hazardous materials. Palm Beach County and the South Florida Water Management District (SFWMD) work closely together to reduce the risks of saltwater intrusion and contamination of these aquifers, as well as monitor and manage water restrictions to insure that residents and visitors have water available to fill their needs.

Surface water contamination can occur for various reasons, including storm water runoff, a hazardous materials spill, or intentional dumping into a body water. Palm Beach County has an extensive dependence on surface water for drinking, tourism, landscaping, and agricultural needs. Some of the larger bodies of water that are at risk for contamination are Lake Okeechobee, Lake Osborne, Clear Lake, and Lake Mangonia.

Radiological Threats

Radiological threats can come from many different sources, including medical centers, doctors' and dental offices, transportation accidents, power plant incidents, and intentional acts of terrorism. Palm Beach County DEM has a staff position dedicated to radiological emergency planning. DEM works closely with Palm Beach County Fire Rescue, the Palm Beach County Sheriff's Office, Florida Power & Light, and other relevant departments to mitigate the risks of radiological threats.

Associated hazards to a radiological threat include health effects, negative psychological effects, damage or destruction of the ecosystem, damage or destruction to the infrastructure, and economic damage.

Transportation Incident

Palm Beach County has two (2) main highways, The Florida Turnpike and Interstate 95, as well as a number of busy state and County roads. It also has an international airport, four (4) smaller airports, a port, and a rail system that runs north to south. These all increase the risk of a transportation accident that can damage infrastructure and the ecosystem. Transportation accident planning focuses on large scale events that cause severe damage and impairments for residents, visitors, and infrastructure, not on small and easily cleared traffic accidents.

Transportation accident associated hazards can include fires, hazardous materials spills, bodily harm, psychological impacts, and severe future transportation impairments. DEM works closely with Palm Beach County Fire Rescue, Palm Beach County Sheriff's Office (PBSO), and other partner agencies to plan for transportation accidents through exercises, coordinating procedures, and other activities.

Spilled oil poses serious threats to fresh water and marine environments, affecting surface resources and a wide range of subsurface organisms. Most oils tend to spread horizontally into a smooth and slippery surface, called a slick, on top of the water. However, once the oil reaches the shoreline it can escape downward into sand, making it difficult to clean up and reducing its ability to degrade. Spilled oil can harm the environment in several ways, including the physical damages that directly impact wildlife and their habitats (such as coating birds or mammals with a layer of oil), and the toxicity of the oil itself, which can poison exposed organisms. Not only would an oil spill adversely affect the environment, but the economy would suffer due to a decrease in tourism. Depending on the severity of the spill, the economy could suffer mild, short-term effects to devastating, long-term effects.

Palm Beach County has 45 miles of Atlantic Ocean coastline that is subject to contamination caused by an oil spill. By Executive Order, the responsibility for preparing response plans for coastal oil spills is designated to the Department of Environmental Protection, Division of Florida Marine Patrol. There are two active oil field regions in Florida: in Escambia and Santa Rosa counties in the Panhandle, and Collier, Hendry, and Lee counties in southwest Florida.

Mass Migration

A description of Mass Migration includes the illegal immigration or outmigration (emigration) of large numbers of refugees, asylum-seekers, economic migrants or other groups of people across national borders, in a way that violates U.S. immigration laws. Common purposes include escaping oppressive conditions or poverty and family reunification.

Florida in general, and more specifically the southern peninsula including Palm Beach County's location as the closest United States land mass bordering the Caribbean basin makes this region a chosen point of entry for many migrants attempting to enter the country illegally. Due to the demographic and large agricultural industry, Palm Beach County has a high vulnerability to immigration crises arising from anywhere in the Caribbean, Latin America, or South America.

A major consequence of a mass arrival of illegal aliens could be disruptive to the routine functioning of the impacted community, resulting in significant expenditures that are related to the situation. An example of this threat occurred in 1994, when the state responded to two mass migration incidents. In May 1994, there was an unexpected migration of approximately 100 Haitian refugees, while in August 1994; there was an influx of 700 Cubans. These events are typically preceded by periods of increasing tension abroad, which can be detected and monitored.

Enforcement of immigration laws is a federal responsibility. However, it is anticipated that joint jurisdictional support of any operation will be required from the state and local governments. The Atlantic shore of Palm Beach County is the frequent scene of arrival of undocumented aliens, usually Haitian or Cuban. The county has both the history and potential for the unannounced arrival of a large number of aliens. Until relieved of the responsibility by the state and federal governments, Palm Beach County must be capable of providing mass refugee care to include shelter, food, water, transportation, medical, police protection, and other social services.

Environmental Hazards

Communicable Diseases

2009 and 2010 saw the spread of the H1N1 virus throughout Palm Beach County. Vulnerable populations, such as the elderly, young children, migrants, and those with physical illnesses and impairments, live throughout the County. DEM works closely with the Palm Beach County Department of Health (DOH) to mitigate against quickly spreading diseases and illnesses. Different options, such as mass vaccinations, sheltering-in-place, and quarantine are options to combat a contagious disease. DOH has planned for a contagious disease outbreak and is able to set up points of disbursement to provide vaccines and other medications such as Potassium Iodine (KI), antibiotics, and anti-viral medications.

Special Events

A description of a special event is a planned organized activity or contest, that will place a large group either known or estimated participants or attendees, or both, in a defined geographical area where access by emergency vehicles might be delayed due to crowds or traffic congestion at or near the event. Identification and coordination of necessary actions by the event sponsor and the responsible officials to provide for timely notification, warning, and evacuation in the event of an emergency, including catastrophic emergencies beyond the normal expected hazards, (i.e., weather phenomenon is extremely important for the public safety).

South Florida in general and Palm Beach County specifically play host to several nationally recognized activities including, but not limited to sporting events (e.g., marathon races, Super Bowl ancillary activities, etc.), art festivals, “Spring Bling,” music festivals (e.g., SunFest), regional fairs, and other special events (e.g., “MoonFest”). These special events may potentially volatilize if not well managed by participating public and private organizations and agencies. Dealing with such complex events places a premium on pre-event planning and coordination to minimize negative effects on the social, economic and political impacts on the community.

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A comprehensive profile of Palm Beach County’s hazard environment is contained in Special Appendix II of the 2009 LMS Plan, “The Hazard Environment.” The appendix provides a basis for assessing the County’s susceptibility and vulnerability to and potential losses from all hazards cited in this document.

Concept of Operations



Control and Coordination

Daily (Non-Emergency) County Organizational Structure

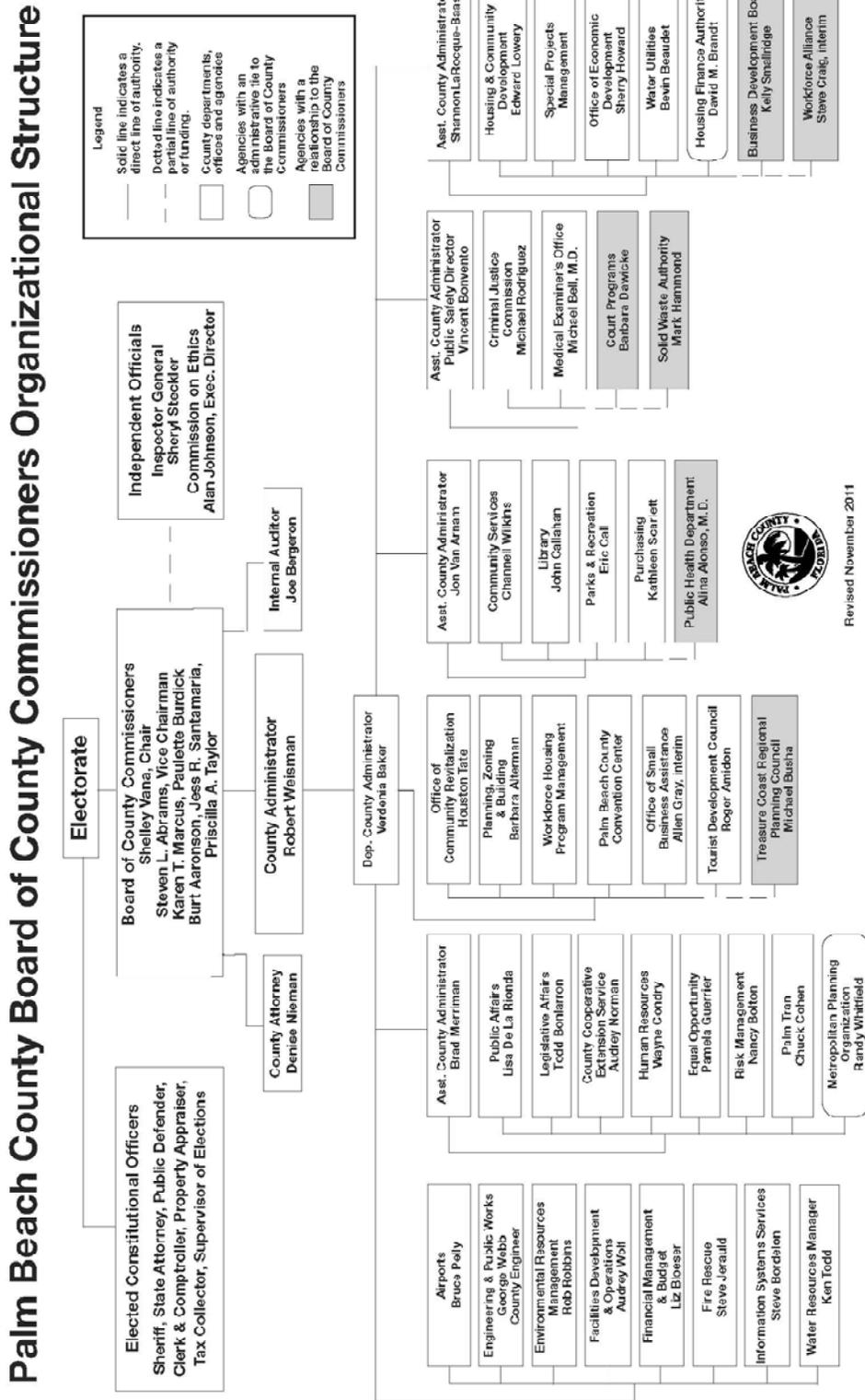
Daily Operation of the County Government Organization. Palm Beach County Board of County Commissioners (BCC) is comprised of seven (7) elected officials which is presided over by the Chairperson. The Chairperson, a member of the BCC, is appointed for a term of one (1) year by the BCC as a whole.

County Administration. The County Administrator manages the day-to-day business of County Government in a manner consistent with policy established by the BCC. The County Government is organized into functional departments and divisions created by the BCC for the delivery of essential government services. Each department is assigned for direct supervision to an Assistant County Administrator, the Deputy County Administrator, or the County Administrator. Figure 3 provides an overview of the County organization structure on a non-emergency basis.

Emergency County Organizational Structure

Direction and control of all government related activities during the response, recovery, and long term redevelopment of an emergency event is the responsibility of the BCC. The roles, responsibilities and job functions of the sections, branches, and units are available in the EOC Activation Manual and each section's coordinating procedures.

Figure 3. Palm Beach County BCC Organizational Structure (non-emergency).



Executive Policy Group

The Executive Policy Group (EPG) maintains executive decision making authority throughout all stages of a disaster event on behalf of the BCC. The Executive Policy Group manages the Emergency Operations Center to ensure efficient disaster operations, making strategic policy decisions and establishing long term goal guidance, policies, and priorities. The ongoing administrative and logistical implementation of the CEMP is administered through this executive body. All staff present during an activation report to the Executive Policy Group for policy direction when decisions extend beyond routine decision making authority and internal resource capabilities.

The Executive Policy Group consists of the following members:

- County Administrator (Incident Commander)
- Chair, Board of County Commissioners
- Public Safety Department Director
- County Attorney

Unified Command (UC) is established to manage the incident and direct all activities in a collaborative fashion based upon the direct jurisdictional and/or functional responsibility for the incident. The Unified Command Team consists of the following members:

- Emergency Management Director
- Public Information Officer (PIO)
- Palm Beach County Sheriff
- Fire Chief, Palm Beach County Fire Rescue

Leadership of the Unified Command Team is based upon the discipline in charge of the specific hazard. Based on the type of disaster (hurricane, mass casualty, terrorism, etc.), the Unified Command Team may be expanded upon the explicit direction of the County Administrator, to include appropriate agency representatives with major responsibilities during an event (e.g., American Red Cross Executive Director, School Board Superintendent, League of Cities, etc.).

The Military Support Unit coordinates with the Unified Command Team after the request has been made to FDEM and approved by the Governor. When the Florida National Guard (FLNG) is activated and assigned to Palm Beach County a member of the FLNG will act as a liaison to the Unified Command. The Unified Command Team will implement the policy directives of the Executive Policy Group through direct coordination with the Section Chiefs. Unified Command is responsible for the overall management of all incident activities, including the development and implementation of the operational strategy and resource management. Unified Command ensures all resources are allocated according to priorities set by the Executive Policy Group and all missions are accomplished. In the event local resources are depleted, Unified Command will approve mutual aid or State mission/resource requests.

Table 3. Incident Command by Hazard Type

Event	Local Lead Agency	State Lead Agency	Federal Lead Agency
Wind Events Tropical Storm / Hurricane, Tornado	Division of Emergency Management	Florida Division of Emergency Management	Federal Emergency Management Agency
Floods Inland flood, HHD Dike breach, Wellfield / Groundwater, Sea rise Rouge waves, Tsunami	Division of Emergency Management	Florida Division of Emergency Management	Federal Emergency Management Agency
Severe Weather Thunderstorms, Hail Storms, Lightning, Straight Line Winds, Cold Weather, High Temperatures, Drought	Division of Emergency Management	Florida Division of Emergency Management	Federal Emergency Management Agency
Erosion/ Subsidence Soil erosion, Beach erosion, Sink holes	Division of Emergency Management	Florida Division of Emergency Management	Federal Emergency Management Agency
Contamination Brownfields, Hazmat Incidents, Wellfield Contamination, Ocean	Fire Rescue Department	Florida Department of Environmental Protection	Environmental Protection Agency
Fire Urban ¹⁷ , Wildfire, Muck Fire	Fire Rescue Department	Florida Division of Forestry	N.A.
Communicable Diseases Influenza Pandemic, Other	PBC Department of Health	Florida Department of Health	Centers for Disease Control
Agriculture Pests & Disease Invasive Pests and Diseases, Africanized Honey Bees	PBC Department of Health	Florida Department of Agriculture	Department of Agriculture
Radiological Incidents Medical, Transportation, Power Plant, Warfare	Division of Emergency Management	Florida Department of Health	Federal Emergency Management Agency/Nuclear Regulatory Commission
Homeland / Domestic Security Terrorism, Mass Migration, Civil Disturbance, Cyber, Workplace Violence	Sheriff's Office	Florida Department of Law Enforcement	Federal Bureau of Investigations / Immigration and Naturalization and US Coast Guard ¹⁸
Aquifer Incidents Depletion, Contamination, Saltwater Intrusion	Department of Health Water Utilities Department	Florida Department of Health South Florida Water Management District	Environmental Protection Agency
Technical Hazards Communications, Cyber, Power , Infrastructure	Division of Emergency Management	Florida Division of Emergency Management	Federal Emergency Management Agency
Transportation Incidents Air, Ground, Rail, Maritime	Division of Emergency Management	Florida Division of Emergency Management	Various

¹⁷ Note: The State of Florida does not have a lead agency for Urban Fire.

¹⁸ Note: Lead agency subject to change based upon type of incident.

Incident Command System (ICS) Sections / Branches / Units.

In general consistency with NIMS, Palm Beach County has established five (5) structural sections within the EOC organization: Operations, Logistics, Planning, Administration/Finance, and Recovery. The sections, and their respective Branches, and Units/ESFs are described in detail later in this chapter and are depicted in *Figure 4, EOC Organization* that follows.

Lead Agencies

As required by 9G-6.0023 (FAC), the Palm Beach County CEMP assigns lead and support responsibilities for agencies and personnel that coordinate with these sections, and their respective branches, units or emergency support functions (ESFs). Lead agencies¹⁹ are designated because they either have a statutory responsibility to perform such function, or through its programmatic or regulatory responsibilities, the agency may have developed the necessary expertise to lead the group or function. In some cases, a portion of the agency's day-to-day mission is very similar to the mission of the group/function; therefore, the skills required to respond in a disaster can be immediately translated from the daily business of that agency.

A lead agency is an agency or organization with significant authorities, roles, resources, or capabilities for a particular incident management function. The lead agency is the entity with management oversight for that particular Branch/Unit/ESF. The lead agency has ongoing responsibilities throughout the preparedness, response, and short term recovery phases of incident management. The lead agency has the responsibility of coordinating all support agencies to ensure that missions are accomplished and resources are maximized. The lead agencies report to their respective Branch Director or Section Chief. All lead agency staff must fulfill both administrative responsibilities and operational responsibilities to ensure proper coordination among all participating agencies. While the operational responsibilities of each lead and support agency are outlined in the individual Branch/Unit/ESF's standard operating guidelines (SOGs), some universal responsibilities of a lead agency include:

- Coordination before, during, and after an incident, including pre-incident planning and coordination.
- Maintaining ongoing contact with Unit/ESF support agencies.
- Conducting periodic Unit/ESF meetings and conference calls to ensure operational readiness.
- Staffing the Unit/ESF upon activation and ensure 24-hour staffing coverage based on the level of activation; providing staff for the operations functions at fixed and field facilities, as needed.
- Notifying and requesting assistance from support agencies – maintaining a roster of all lead agency contact persons, making necessary notifications, activating support agencies as necessary, and maintaining ongoing communications to support mission assignments.
- Maintaining a listing of available resources.
- Developing, maintaining, reviewing, and exercising the Unit/ESF SOG and relevant policies and procedures to allow for the efficient and effective implementation of the Unit/ESF's mission. SOGs must be reviewed and updated on an annual basis, at a

¹⁹ The term "agency," in the context of this document, is intended to be a generic reference an organization, firm, department, or administrative division, etc., and is not meant to refer to a specific level of administrative ranking within an organization's hierarchy.

minimum, and the current revision copy will be submitted to the Palm Beach County Division of Emergency Management during the month of May of each year and whenever else the SOG is revised

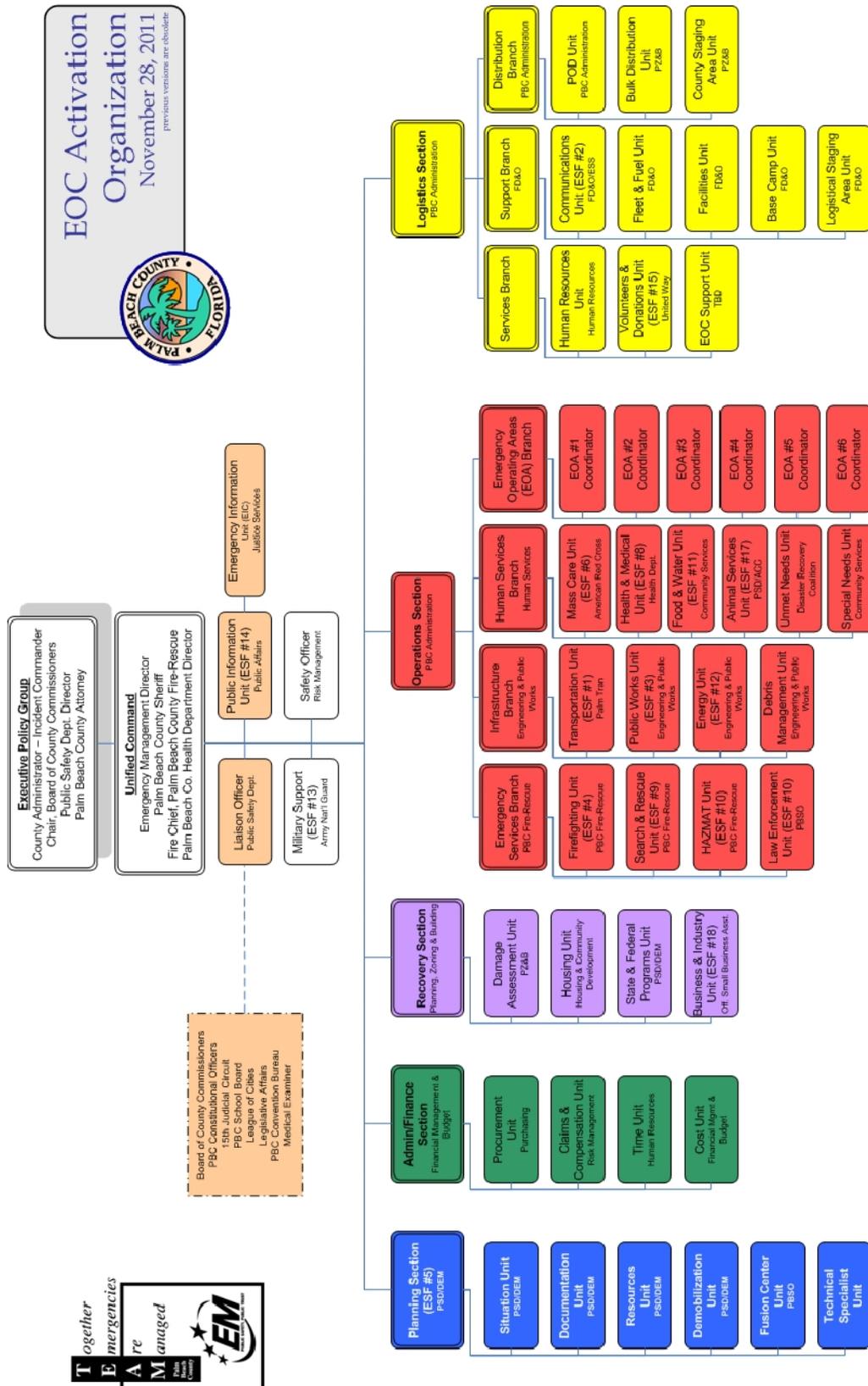
- Coordinating efforts with corresponding private-sector, volunteer, and non-governmental organizations.
- Coordinating Unit/ESF activities relating to catastrophic incident planning and critical infrastructure preparedness, as appropriate.
- Managing mission assignments and coordinating with support agencies, as well as appropriate government officials, operations centers, units/ESFs, and agencies.
- Working with appropriate private-sector organizations to maximize use of all available resources.
- Supporting and keeping other units/ESFs and organizational elements informed of the Unit/ESF's operational priorities and activities.
- Conducting situational and periodic readiness assessments.
- Ensuring financial and property accountability for Unit/ESF activities.
- Planning for short- and long-term incident management and recovery operations.
- Maintaining trained personnel to support interagency emergency response and support teams.
- Identifying new equipment or capabilities required to prevent or respond to new or emerging threats and hazards, or to improve the ability to address existing threats.

Support Agencies

Support agencies are those entities with specific capabilities or resources that support the lead agency in executing the mission of the Unit/ESF. When a Unit/ESF is activated, support agencies are responsible for:

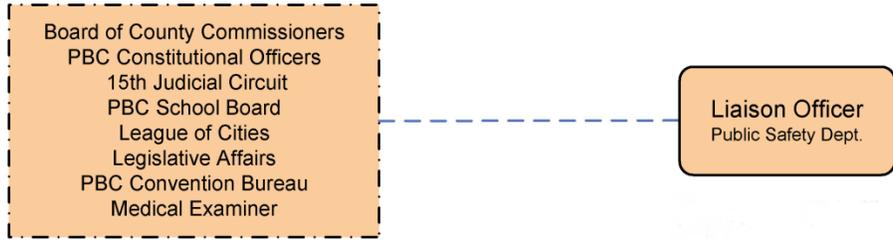
- Conducting operations, when requested by the designated Unit/ESF lead agency, consistent with their own authority and resources.
- Participating in planning for short- and long-term incident management and recovery operations and the development of supporting operational plans, SOGs, checklists, or other job aids, in concert with existing first-responder standards.
- Providing appropriate personnel, equipment, facilities, technical assistance and other support as required, in order to assist the lead agency in accomplishing the goals, objectives and missions assigned.
- Providing technical and subject-matter expertise, data, advice, and staff support for operations that fall within the domain of the respective agency.
- Assist the lead agency in staffing the EOC, as needed.
- Assisting in the conduct of situational assessments.
- Furnishing available personnel, equipment, or other resource support as requested by the EOC or the Unit/ESF lead agency.
- Providing input to periodic readiness assessments.
- Maintaining trained personnel to support interagency emergency response and support teams.
- Identifying new equipment or capabilities required to prevent or respond to new or emerging threats and hazards, or to improve the ability to address existing threats.

Figure 4: Emergency Operations Center Organization



Liaison Officer

The Liaison Officer is responsible for coordinating information, incident action priorities, mission requests, and resource needs with the constitutional officers who are not in direct line



of authority of the BCC and other stakeholders. The constitutional officer who reports to the Liaison Officer has full authority to make decisions on all matters affecting their participation in the incident.

The Liaison Officer will work directly with the BCC and all constitutional officers of Palm Beach County. The following are vital to disaster response and recovery activities: the League of Cities, the Palm Beach County Convention Bureau, Legislative Affairs, the Medical Examiner, the 15th Judicial Circuit, and the Palm Beach County School Board for issues not related to the Mass Care Unit and the constitutional offices. The constitutional offices include the Clerk and Comptroller, the Public Defender, the State Attorney, the Tax Collector, the Property Appraiser, the Sheriff and the Supervisor of Elections. These offices perform mission critical functions for the citizens of Palm Beach County during emergency events and, therefore, must maintain ongoing communication and coordination with the EPG and Unified Command.

Purpose

The Liaison Officer serves as the point of contact for representatives of other governmental agencies, municipalities, elected officials, non-governmental organizations, and/or private entities (with no jurisdiction or legal authority).

Lead Agency

- PBC Public Safety Department

Support Agencies

- PBC Division of Emergency Management
- PBC Legislative Delegation
- PBC Public Affairs Department

Scope

The Liaison Officer assists by coordinating agencies and organization in order to best utilize the EOC to meet their needs and/or resolve problems. Agency and/or organizational representatives assigned to an incident must have the authority to speak for their parent agencies and/or organizations on all matters, following appropriate consultations with their agency leadership. The Liaison Officer serves as a member of the Command Staff.

Planning Section

It is the responsibility of the Planning Section to collect, evaluate, disseminate, and use information relevant to the incident and resource status. The Planning Section forecasts the probable course of incident events to include identification of future resource requirements. It is their responsibility to prepare strategies to direct operations for the next operational period. The Planning Section may develop Flash Reports, Situation Reports (SitReps), Incident Action Plans (IAPs), maps, and other documents which provide a means to communicate the overall incident objectives, situation status, and other information important to the response and recovery effort. The Planning Section is comprised of the following Units:

Situation Unit

The Situation Unit is responsible for the collection, processing, and organization of the situation information. These activities result in the preparation of situation summaries, and develop projections and forecasts of future events related to the incident. The Situation Unit coordinates with GIS to produce maps and other graphical information. This Unit also gathers and disseminates information and intelligence for use in the IAP. *Reference: Planning Section Coordinating Procedures.*

Purpose

Coordinate the collection, processing, display, and dissemination of information in support of disaster planning and operational activities.

Lead Agency

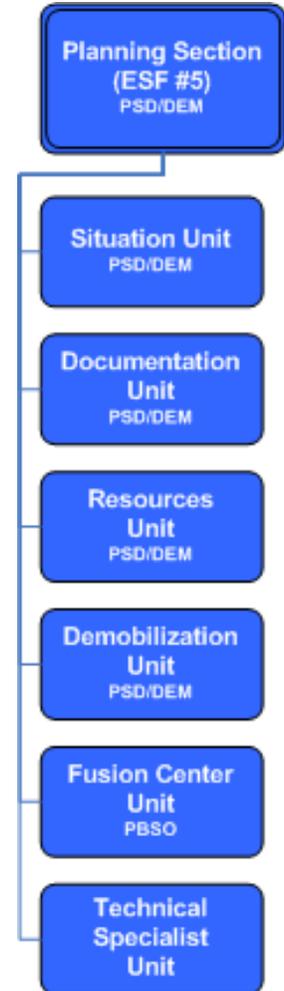
- PBC Division of Emergency Management

Support Agencies

- PBC Administration
- PBC Department of Public Safety
- PBC Victim Services

Scope

The Situation Unit develops Flash Reports, SitReps, and IAPs in compliance with the Planning SOGs. The Situation Unit also prepares maps; gathers and disseminates information and intelligence for use in the IAP. It may also require the expertise of technical specialists in addition to operational and information security specialists.



Documentation Unit

The Documentation Unit is responsible for the collection and filing of the papers, correspondence, GIS information, and other incident documentation relating to the activation incident so as to provide electronic and written files for use in reimbursement activities, auditing activities, and historical research. *Reference: Planning Section Coordinating Procedures.*

Purpose

The Documentation Unit files, maintains, and stores incident files for legal, analytical, and historical purposes.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Victim Services

Scope

The Documentation Unit maintains accurate and complete incident files, including a complete record of the major steps taken to resolve the incident. This Unit may also provide duplication services to incident personnel. Documentation is part of the Planning Section primarily because this Unit assists in the preparation of the IAP and maintains the official incident files and records that are developed as part of the Planning function.

Resource Unit

The Resources Unit is responsible for maintaining the status of all resources assigned by Palm Beach County Emergency Operations Center (EOC) for the disaster or incident. *Reference: Planning Section Coordinating Procedures.*

Purpose

The Resources Unit processes resource status change information and display the current status and location of operational resources, transportation, and support vehicles.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Victim Services

Scope

This Unit monitors resource requests, and anticipates changing resource needs based upon the incident objectives of the next operational period. It processes resource status change, and displays the current status and location of operational resources, transportation and support vehicles.

Demobilization Unit

The Demobilization Unit is responsible for coordinating the demobilization plans for resources and personnel involved in the incident. *Reference: Planning Section Coordinating Procedures.*

Purpose

The purpose of the Demobilization Plan is to ensure the orderly, safe, and cost-effective withdrawal of deployed personnel and equipment from the incident.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Victim Services

Scope

The Demobilization Unit is responsible for the planning of an efficient and timely demobilization of personnel and assets following the completion of an event. The Demobilization Plan is implemented in coordination with the Operations and Logistics sections.

Fusion Center Unit

The Fusion Center Unit is a mechanism to exchange information and intelligence and analyses potential threats from the criminal element and terrorist activities. *Reference: Planning Section Coordinating Procedures.*

Purpose

The Fusion Center Unit analyzes intelligence data from a variety of sources and develops a unified, multi-disciplinary, comprehensive approach to situational awareness

Lead Agency

- PBC Sheriff's Office

Support Agencies

- PBC Division of Emergency Management

- PBC Administration
- PBC Public Safety Department
- Municipal Law Enforcement Agencies
- Department of Homeland Security

Scope

The Fusion Center, developed in compliance with the Department of Justice Fusion Center Guidelines, operates in conformity with these same guidelines. Data fusion involves the exchange of information from different sources including public safety, law enforcement, and the private sector. One consequence of the data analysis may result in meaningful and actionable intelligence concerning escalating threats. The fusion process supports the implementation of risk-based, information-driven consequence management, response, and prevention programs. At the same time, it supports efforts to address immediate or emerging threat-related circumstances and events.

Technical Specialist Unit

The Technical Specialist Unit is responsible for providing subject matter expertise to help assess situation and identify potential issues and implement best practices to better support the EOC. This Unit requires advance knowledge in the field work and is responsible for highly complex assignments, while coordinating with Public Information to clarify technical terms and concepts. This Unit also coordinates closely with advance planning to ensure accurate assessment of critical future issues.

Purpose

The essential function of the Technical Specialist Unit is to serve as an expert in a particular specialty area or professional discipline that is countywide, department wide, agency wide, or the equivalent in scope.

This Unit is responsible for highly complex assignments that have considerable impact and are one-of-a-kind within the County. A specialist is the only such person responsible for the identified specialty area for the County and/or municipalities. Examples of identified specialty areas may include, but are not limited to:

- Hazardous Material
- Water Resources
- Environmental Resources, etc.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

- PBC Fire Rescue Department
- PBC Environmental Resources Management
- PBC Department of Health
- PBC Division of Human Services

Scope

The Technical Specialist Unit serves as a technical advisor and liaison in the Emergency Operations Center. This Unit works closely with the Situation Unit Leader in the development of the Incident Action Plan and the Situation Report. It performs duties of unusual significance or importance to the Division of Emergency Management. It makes recommendations in areas of expertise and develops program goals and plans for implementation. The Technical Unit develops alternative strategies for programs based on analysis and research in an assigned specialty area. It oversees projects of significance to the incident’s operations and mitigation, in addition to assisting with the development of specialized studies and reports in support of the incident objectives.

Operations Section



The Operations Section is responsible for the management of all operations, organizational elements and staging areas detailed in the IAP. The Operations Section also directs the

formulation and execution of subordinate unit operational plans and requests and/or suggests the release of resources to the Incident Commander (IC). The Operations Section Chief assists in the formulation of the IAP and directs its execution. The Operations Section Chief is also responsible for the day-to-day coordination of the EOC Operations Room during activations.

The Operations Section consists of four (4) branches: Emergency Services Branch, Infrastructure Branch, Human Services Branch and EOAs/Area Command Branch. Each of the branches is assigned a Branch Director who will support the Unit/ESF Leaders in monitoring the incident objectives and ongoing mission assignments within the branch. *Reference: Operations Section Coordinating Procedure.*

The Operations Section will also take the lead in regard to an activation for a special event, such as a large festival or a dignitary's visit. A special event often times will bring the EOC to a Level 3 Monitoring activation. A Special Events Plan is currently being developed.

Following is a description of each of the branches and their supporting units within the Operations Section:

Emergency Services Branch

The Emergency Services Branch provides coordinated assistance for local resources in response to fire, emergency medical care, search and rescue, hazardous materials, and safety and security to victims of a disaster. Units within this branch include:

- Firefighting Unit
- Search and Rescue Unit
- Hazardous Materials Unit
- Law Enforcement Unit

The Branch Director coordinates and facilitates the deployment of County and, when necessary, municipal emergency services resources in support of the incident objectives. The Emergency Services Branch also maintains ongoing incident status and coordinates vital life safety information with the Operations Section Chief. *Reference: Operations Section Coordinating Procedures, Fire Rescue CEMP, Fire Rescue Policies and Guidelines, Statewide Fire Chief's Association Statewide Emergency Response Plan, Medics Ambulance Service Continuity of Operations Plan (COOP), Mass Casualty and Mass Fatality Response Coordinating Procedure, Mass Migration Coordinating Procedure, and PBSO Emergency Operating Procedure (EOP).*



Fire Fighting Unit

The Fire Fighting Unit is responsible for the utilization of County Fire Rescue resources to detect and suppress fire emergencies and to coordinate multiple agency response to fires. *Reference: Operations Section Coordinating Procedures.*

Purpose

Detect and suppress fires that are a result of a disaster, or fires that could become a disaster, and detail the multiple agency coordination procedure. This function shall plan for, request, and coordinate the use of mutual aid in order to mitigate fire rescue emergencies.

Lead Agency

- PBC Fire Rescue Department

Support Agencies

- Municipal Fire Departments
- PBSO
- Florida Division of Forestry
- PBC Fire Chief's Association
- PBC Electronic Services Division (radio communications)

Scope

Provides fire and rescue services designed to protect life and property, ensure fire protection, and respond to emergency medical situations in response to and recovery from a disaster.

Hazardous Materials Unit

The Hazardous Materials Unit is responsible for the provision of County support in response to a potential or actual discharge and/or release of hazardous materials. "Hazardous materials" is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in the National Contingency Plan (NCP). Hazardous materials include chemical, biological, and radiological substances, whether accidentally or intentionally released. *Reference: Operations Section Coordinating Procedures.*

Purpose

The Hazardous Materials Unit, when activated, provides the mechanism for coordinated response to a potential or actual discharge of, and/or an uncontrolled release of any hazardous materials including chemical, biological, and radiological releases on land, air, or water bodies in Palm Beach County.

Lead Agency

- PBC Fire Rescue Department

Support Agencies

- Municipal Fire Departments
- American Red Cross – Greater Palm Beach Area Chapter
- PBC Department of Environmental Resource Management

- PBC Hazmat Overview Committee
- PBC Health Care District
- PBC Health Department
- PBC Public Safety Department
- PBC Solid Waste Authority
- PBC Sheriff's Office
- PBC Municipal Police Departments
- Port of Palm Beach
- Florida East Coast Railroad

Scope

The scope of the Hazardous Materials Unit includes the appropriate actions to prepare for, respond to, and recover from a threat to public health, welfare, or the environment caused by actual or potential hazardous materials incidents. This includes the detection and containment of hazardous materials in addition to coordinating the disposal of these substances posing a threat to public health. Actions may include evacuation, sheltering in place, re-entry to threatened or contaminated areas, the decontamination of victims, ensuring the safety of all hazardous materials response workers, and the notification of local, state, and/or federal agencies in accordance with the law.

Law Enforcement Unit

The Law Enforcement Unit establishes procedures for the command, control, and coordination of all enforcement personnel and equipment to support local law enforcement agencies. The Law Enforcement Unit also establishes procedures for the use of the mutual aid resources in security missions requested by local law enforcement agencies. *Reference: Operations Section Coordinating Procedures.*

Purpose

The Law Enforcement Unit commands, controls, and coordinates law enforcement resources and activities before, during, and after a disaster. The Law Enforcement Unit will complete and maintain status reports for major incidents, implement the objectives of the EOC/Area Command Incident Action Plan assigned to the Law Enforcement Unit, and assist and serve as an advisor to the Emergency Services Branch Director and Operations Section Chief, as required.

Lead Agency

- PBC Sheriff's Office

Support Agencies

- PBC Police Chief's Association
- PBC Municipal Law Enforcement Agencies
- Florida Department of Law Enforcement (FDLE)
- Florida Highway Patrol (FHP)
- Transportation Safety Administration (TSA)

Scope

The Law Enforcement Unit will ensure its capabilities support incident objectives and incident management requirements including force and critical infrastructure protection, security planning and technical assistance, technology support, and public safety in both pre-incident and post incident situations. This Unit will also provide required security forces pursuant to existing County plans and contracts in addition to providing escorts for supply convoys to Points of Distribution (PODs), County Staging Areas (CSAs), shelters, and others, as requested. This Unit coordinates, prioritizes, and mobilizes appropriate resources to maintain law and order during an emergency or disaster, including but not limited to re-entry, traffic, and crowd control.

Search and Rescue Unit

The Search and Rescue Unit is responsible for the coordination of multi-agency search and rescue response efforts in accordance with all local, state, and federal procedures to ensure safe and efficient search and rescue response operations countywide and with municipal jurisdictions.

Reference: Operations Section Coordinating Procedures.

Purpose

To plan, coordinate, and conduct or implement search and rescue operations in disaster-impacted areas in accordance with established procedures based upon life safety and available resources.

Lead Agency

- PBC Fire Rescue Department

Support Agencies

- Municipal Fire Departments
- PBC Electronic Services Division (radio communications)
- PBC Fire Chief's Association
- Florida Fire Chief's Association
- Florida Fish and Wildlife Conservation Commission (FWC)

Scope

The Search and Rescue Unit services include the performance of distress monitoring, communications, location of distressed personnel, coordination, and execution of rescue operations including extrication or evacuation along with the provisioning of medical assistance and civilian services with public and private resources to assist persons and property in potential or actual distress.

Infrastructure Branch

The Infrastructure Branch plans, coordinates, and arranges for infrastructure recovery after a disaster. This Branch consists of the following units:

- Transportation Unit
- Public Works Unit
- Energy Unit
- Debris Management Unit

The Branch Director coordinates and facilitates the deployment of County, State, and private-sector resources in support of the incident objectives. *Reference: Operations Section Coordinating Procedures, the Facilities Development and Operations (FDO) Fleet Management Plan, Road & Bridge Hurricane Preparedness Plan, the Department of Airports Hurricane Manual, Palm Tran Connection Plan, Palm Beach County Water Utilities Department Hurricane Response Plan, and Traffic Division Hurricane Action Plan.*



Transportation Unit

The Transportation Unit provides support to the EOC by assisting County and local governmental entities, non-governmental organizations, and the private sector in the management of transportation systems and infrastructure during domestic threats or in response to incidents. The Transportation Unit participates in prevention, preparedness, response, recovery, and mitigation activities and is responsible for coordinating countywide transportation support to local governments and voluntary organizations, and also ensures the safety and security of the County’s transportation system. *Reference: Operations Section Coordinating Procedures.*

Purpose

Coordination of all emergency transportation resources for the response to and recovery from any disaster in Palm Beach County.

Lead Agency

- PBC Palm Tran

Support Agencies

- PBC Facilities Development and Operations Department
- PBC Fire Rescue
- PBC Public Safety Department
- PBC School District
- PBC Sheriff’s Office

Scope

The Transportation Unit provides overall coordination of transportation assistance to city and county departments, other governmental and private agencies, and others requiring transportation assistance in disaster situations.

Public Works Unit

The Public Works Unit is responsible for the organization of the capabilities and resources of the various County and municipal public works assets to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to prepare for, respond to, and/or recover from a disaster or an incident requiring a coordinated countywide response. *Reference: Operations Section Coordinating Procedures.*

Purpose

The Purpose of the Public Works and Engineering Unit is to characterize restoration of the public infrastructure during and following a disaster in order to save lives and protect property.

Lead Agency

- PBC Engineering and Public Works

Support Agencies

- PBC Airports Department
- PBC Facilities Development and Operations Department
- PBC Fire Rescue Department
- PBC Health Department
- PBC Parks and Recreation Department
- PBC Public Safety Department
- PBC Sheriff's Office
- PBC Solid Waste Authority
- PBC Water Utilities Department
- Florida Department of Transportation (FDOT)

Scope

The Public Works and Engineering Unit is structured to provide public works and engineering-related support for the changing requirements of incident management to include preparedness, response, and recovery actions. Activities within the scope of this function include conducting pre-incident and post-incident assessments of public works and infrastructure; executing emergency contract support for life-saving and life-sustaining services; providing technical assistance to include engineering expertise, construction management, and contracting and real estate services; and providing emergency repair of damaged public infrastructure and critical facilities. This Unit works to support and assist County agencies and municipalities in response/recovery operations, including providing support to various Operations Section Branches such as the Emergency Services Branch, Infrastructure Branch, (structures and infrastructure), route

recovery, debris removal, debris volume assessment, building safety inspections and demolitions.

Energy Unit

The Energy Unit is responsible for monitoring the status of all power related systems in the County, and prioritizing restoration of power to critical infrastructure. The primary electrical service provider in Palm Beach County is Florida Power and Light (FP&L). *Reference: Facilities Development and Operations (FDO) Fleet Management Plan, FDO Hurricane Preparedness Plan, and the Operations Section Coordinating Procedures.*

Purpose

The Purpose of the Energy Unit is to develop and outline policies for transportation fuel shortages, electrical power outages, and capacity shortage resulting from a disaster.

Lead Agency

- PBC Engineering and Public Works

Support Agencies

- Florida Power & Light
- PBC Facilities Development and Operations Department
- PBC Airports Department
- PBC Planning, Zoning and Building
- PBC Public Affairs Department
- PBC Water Utilities Department

Scope

The Energy Unit assesses the damage to the energy infrastructure and evaluates the energy supply as well as demand in the county. The Energy Unit obtains sufficient fuel supplies for response and recovery operations during activations. It assists with the identification and allocation of limited energy supplies with the development of an interim energy strategy to support continuation of critical services, countywide restoration efforts with consideration specified for priority locations, and public infrastructure identification. Additionally, this Unit supports the conservation of fuel and energy supplies through public outreach campaigns.

Debris Management Unit

The Debris Management Unit establishes the most efficient and cost effective methods to resolve disaster debris removal and disposal issues, and expedites debris removal and disposal efforts that provide visible signs of recovery designed to mitigate the threat to the health, safety and welfare of Palm Beach County residents. *Reference: PBC Debris Management Plan and the Operations Section Coordinating Procedures.*

Purpose

The Debris Management Unit provides organizational structure, guidance, and standardized procedures for the clearance, removal, and disposal of debris caused by a major debris-generating event.

Lead Agency

- PBC Engineering and Public Works

Support Agencies

- PBC Road and Bridge Division
- Solid Waste Authority
- PBC Airports Department
- PBC Facilities Development and Operations Department
- PBC Fire Rescue
- PBC Public Health Department
- PBC Parks and Recreation Department
- PBC Public Safety Department
- PBC Sheriff's Office
- PBC Water Utilities Department

Scope

Palm Beach County Engineering and Public Works (PBCENG) is the primary agency responsible for the restoration of the public infrastructure following a disaster, through emergency debris clearance of essential transportation routes and other critical public facilities based on recommendations from the Rapid Impact Assessment Team. The Solid Waste Authority (SWA) is a supporting agency responsible for implementing debris removal and disposal actions in order to save lives and protect property. PBCENG will coordinate with and support SWA in the permanent removal, storage, grinding, and disposal of all disaster-related debris from public property. Private property debris must be placed on, or immediately adjacent to, the public rights-of-way to be eligible for pickup and disposal. This Unit also implements and coordinates private sector Debris Removal and Disposal contracts to maximize cleanup efficiencies.

Human Services Branch

The Human Services Branch activities include mass care, public health, mass feeding and sheltering of disaster victims. This Branch also coordinates animal welfare activities in preparedness for, response to, and recovery from disasters. The Human Services Branch include:

- Mass Care Unit
- Health & Medical Unit



- Food & Water Unit
- Animal Services Unit
- Unmet Needs
- Special Needs Unit

The Branch Director coordinates and facilitates the deployment of county, state, federal, and nonprofit resources in support of the incident objectives. *Reference: Operations Section Coordinating Procedures, Department of Community Services (DCS) Division of Human Services Disaster Preparedness and Recovery Plan, DCS Division of Senior Services Emergency Preparedness Plan, American Red Cross - Greater Palm Beach Area Chapter Disaster Response Plan, Palm Beach County Department of Health Emergency Operations Plan, Palm Beach County Special Needs Shelter SOG and the Disaster Recovery Coalition (DRC) SOG.*

Mass Care Unit

The Mass Care Unit is responsible for providing basic human services, including sheltering, mass feeding operations, bulk distribution of emergency items to sheltered persons and collecting and providing information on survivors to family members, temporary housing, emotional support, mental health, and other basic necessities to persons impacted by a disaster. *Reference: ARC Chapter Disaster Response Plan and the Operations Section Coordinating Procedure.*

Purpose

Provide basic needs, including shelter, food, and clothing, to victims of disaster in Palm Beach County.

Lead Agency

- American Red Cross- Greater Palm Beach Area Chapter

Support Agencies

- PBC Community Services Department
- PBC Facilities Development and Operations Department
- PBC Public Safety Department
- PBC School District
- United Way of PBC
- Salvation Army of PBC
- PBC Sheriff's Office
- PBC Parks and Recreation Department
- PBC Electronic Services Division (radio communications)
- American Red Cross – Greater Palm Beach Area Chapter

Scope

Mass Care Unit coordinates the provision of basic human services, including sheltering, mass feeding operations, bulk distribution of emergency items to sheltered persons and

collecting and providing information on survivors to family members, temporary housing, emotional support, mental health, and other basic necessities to persons impacted by a disaster. They collaborate closely with other agencies, including those within the Human Services Branch, to ensure close coordination and support for their mass care activities, such as the coordination of donated goods and services, coordination of voluntary agency assistance, coordination of housing assistance, family reunification, and individual/family assistance.

Health and Medical Unit

The Health & Medical Unit is responsible for responding to the medical needs during an event in the areas including but not limited to mental health, behavioral health, and substance abuse considerations of incident victims and response workers. *Reference, PBC Department of Health: Emergency Operations Plan, PBC Fire Rescue Disaster Plan, the Operations Section Coordinating Procedures.*

Purpose

Provide health and medical services to the community during and after a disaster, including the protection of water supplies, ensuring adequate sanitation is maintained, ensuring the safety of food supplies, providing medical and morgue services, and preventing or controlling epidemics.

Lead Agency

- PBC Health Department

Support Agencies

- Center for Information and Crisis Services
- PBC Community Services Department
- PBC Engineering and Public Works
- PBC Facilities, Development and Operations Department
- PBC Health Care District
- Municipal Fire Departments
- PBC Fire Rescue
- PBC Public Safety Department
- PBC Medical Examiner's Office
- PBC Surface Transportation, Palm Tran
- PBC Chiefs of Police Association
- PBC Sheriff's Office
- PBC School Police
- PBC hospitals

Scope

Health and Medical Services provides the mechanism for coordinated assistance to supplement County and local resources in response to a public health and medical

disaster, potential or actual incidents requiring a coordinated response, and/or during a developing potential health and medical emergency.

Food and Water Unit

The Food and Water Unit is responsible for the provision of food, water, and ice to disaster victims, utilizing congregate feeding sites in the most seriously affected areas based on intelligence developed from the Recovery Section (Damage Assessment Unit). This Unit coordinates and directs relief supplies to the affected areas, including, but not limited to Food, water, sanitation, and medical support. *Reference PBC Public Health Unit Disaster Plan and the Operations Section Coordinating Procedures.*

Purpose

Identify food, water, and ice needs in the aftermath of a disaster or emergency, obtain these resources, and transport them to the impact area. Food supplies obtained through this ESF will be dispensed to disaster victims through the support agencies of the Mass Care Unit.

Lead Agency

- PBC Community Services Department

Support Agencies

- PBC Senior Services Division
- American Red Cross- Greater Palm Beach Area Chapter
- PBC Water Utilities Department
- PBC Public Safety Department
- United Way of PBC
- Salvation Army PBC
- Area Agency on Aging (AAA)

Scope

The Food and Water Unit is responsible for creating a system to provide food and bottled water to devastated neighborhoods following a disaster.

Animal Services Unit

The Animal Services Unit is responsible for coordinating the provision of care, veterinary services, welfare, and control of animals during a declared incident or disaster. These responsibilities include but are not limited to pet friendly sheltering, animal search and rescue, veterinary services, lost and injured animal care, food and water, immunization and disease control, and security and quarantine. *Reference: Animal Care and Control SOP, and the Operations Section Coordinating Procedures.*

Purpose

The purpose of the Animal Services Unit is to coordinate all animal issues and veterinary services during the preparation for, response to and recovery from a disaster.

Lead Agency

- PBC Animal Care and Control Division

Support Agencies

- PBC Public Safety Department
- Tri-County Humane Society
- Boynton Beach Animal Control
- Palm Beach Zoo at Dreher Park
- Jupiter-Tequesta Dog Club
- Lion Country Safari
- Obedience Training Club of PBC
- PBC Horse Industry Council
- Florida Federation of Avian Societies
- Florida Fish and Wildlife Conservation Commission
- PBC Cooperative Extension Services
- Florida Department of Health
- Busch Wildlife Sanctuary

Scope

The Animal Services Unit is led by the Animal Care and Control Division. The division coordinates and directs the response of local and volunteer organizations to provide animals affected by disasters with evacuation; rescue; temporary confinement; shelter; food; water; emergency veterinary care; identification for the purposes of being reunited with owners; and, under certain circumstances, carcass removal of domesticated animals on public byways. Coordination may also involve diagnosis, prevention, and control zoonotic or infectious animal diseases which pose a threat to public health and safety.

Unmet Needs Unit

The Unmet Needs Unit is responsible for leading an organized, efficient, and effective response effort in the aftermath of a disaster by promoting cooperation and coordination among local, state, federal, and voluntary agencies to address the needs of individuals and families that have not been met through traditional assistance program and mechanisms. This Unit also assists in providing for the needs of volunteer groups that come into the impacted area to provide emergency home repair, debris removal, and other need assistance. The Unmet Needs Unit may identify and manage donations warehouses and voluntary agency processing centers. *Reference: Operations Section Coordinating Procedures.*

Purpose

The purpose of the Unmet Needs Unit is to work with families who have been affected by disaster, develop a plan for their recovery, and identify and help resolve emergency and long-term disaster-related needs that have not been met by local, state, federal, and voluntary agency assistance.

Lead Agency

- Disaster Recovery Coalition

Support Agencies

- PBC Division of Emergency Management
- United Way of PBC
- CROSS Ministries
- American Red Cross- Greater Palm Beach Area Chapter
- Salvation Army, PBC
- Glades Initiative
- PBC Community Services Department

Scope

During the long-term recovery phase, all unmet needs will be forwarded to the Human Services Branch. Human Needs Assessment Teams (HNAT), municipalities and local officials will meet to help identify unmet needs. With assistance from the volunteer groups, the Human Services Branch will utilize existing lists of community service providers, local churches, community outreach programs, and municipalities to fulfill all requests for unmet needs.

Special Needs Unit

The Special Needs Unit is responsible for the sheltering of persons who have medical needs and are dependent on oxygen or life-support equipment for their survival during a disaster event.

Reference: Special Needs SOG, and Operations Section Coordinating Procedures.

Purpose

The purpose of the Special Needs Unit is to provide a system of care for people who are medically needy and do not have alternative disaster plans.

Lead Agency

- PBC Community Services Department

Support Agencies

- PBC Department of Health (DOH)
- PBC Division of Emergency Management
- PBC Administration
- PBC Human Services Division
- PBC Public Safety Department

- PBC Facilities Development and Operations Department
- PBC Health Care District

Scope

Palm Beach County has established a Special Needs Program to provide care for citizens with certain medical problems during a major emergency. A Special Needs Shelter is a facility with physicians and nurses on staff. It has auxiliary electrical power, is wind resistant, and is not flood-prone.

Emergency Operating Area Branch

The Emergency Operating Areas Branch Palm Beach County has established six (6) Emergency Operating Areas (EOA) that are distributed geographically throughout the County. The role of the EOA is to provide communication and resource coordination between the EOC, municipalities, other governmental agencies, non-profit organizations, and the public.

The EOAs integrate ICS/NIMS structures of multiple jurisdictions within the six (6) EOAs of the County. Each municipal jurisdiction will direct mission requests through their geographic EOA. The EOA Planning Chief will coordinate with the Planning Section in the EOC to ensure overall incident-related priorities are met; and works with the Logistics Section to ensure critical resources are allocated according to the established priorities. Unified Command works through the EOA(s) and EOC to ensure that the incident is being managed efficiently, and in accordance with incident goals and objectives set forth in the IAP. The EOC coordinates through the EOA(s) to ensure incident management objectives are not in conflict. *Reference: Emergency Operating Areas SOG.*



The EOA Branch Director is responsible for providing communication and coordination between the Emergency Operations Center, Community Emergency Response Teams (CERT), Human Services/Community Services Teams, and municipalities. *Reference: Operations Section Coordinating Procedures.*

Purpose

During disasters, lines of communication become severed. EOAs serve as Forward Command Posts of the EOC. The EOAs provide operational intelligence on human services needs, preliminary damage assessment, and will provide resource coordination to help reduce the possibility of duplicate resource requests. The primary missions of EOAs are sheltering, food, and water; life safety issues will be referred to, and handled by the appropriate Unit/ESF.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

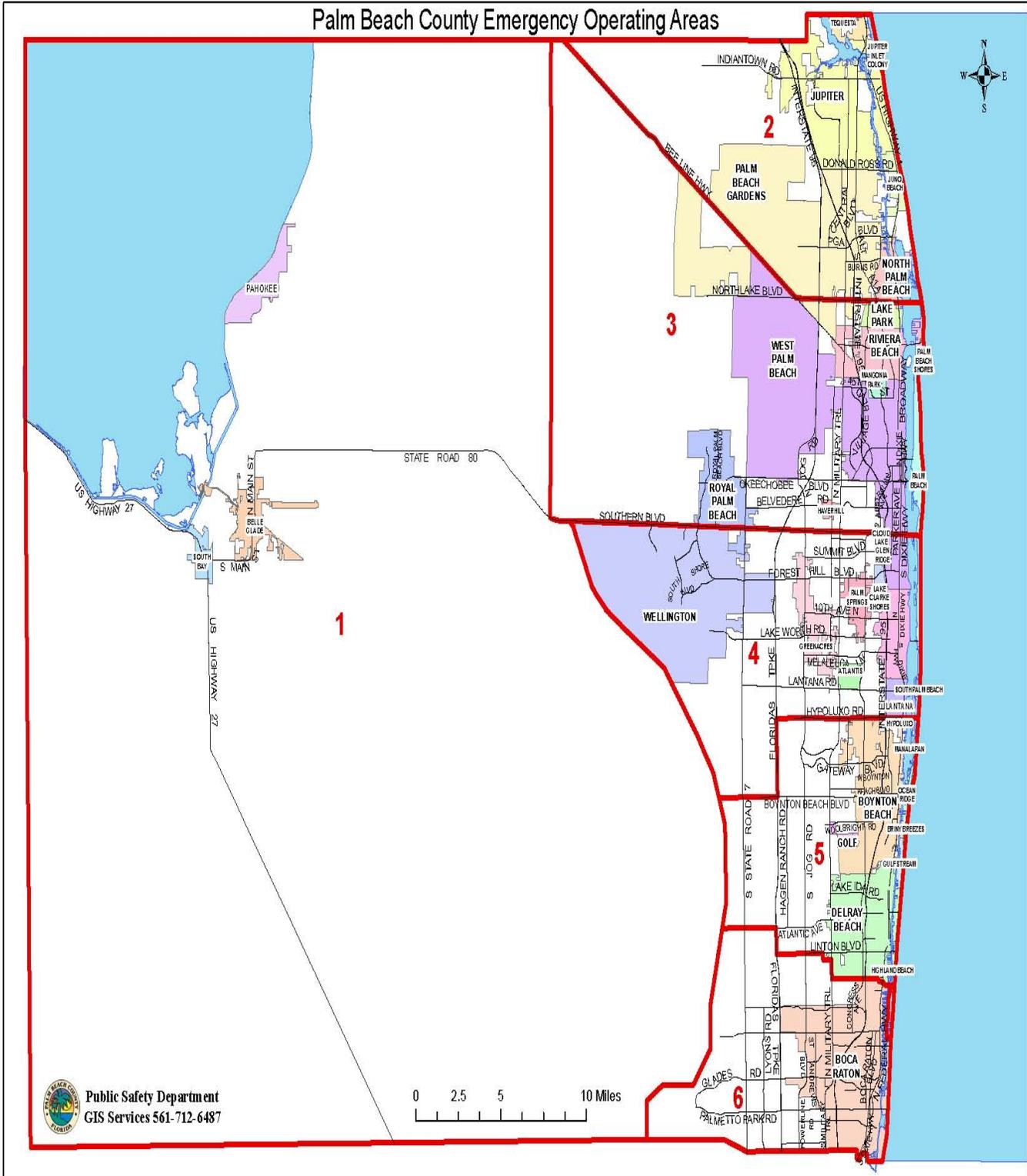
- PBC Public Safety Department
- PBC Parks and Recreation Department
- PBC Division of Environmental Resource Management
- PBC Library Department
- PBC Youth Affairs Division
- PBC Office of Community Revitalization
- CERT Program
- Disaster Recovery Coalition
- PBC Human Services Division
- PBC Sheriff's Office
- Area Agency on Aging
- PBC Consumer Affairs Division
- PBC Justice Services Division
- PBC Victim Services Division
- PBC Chiefs of Police Association

Scope

EOAs are established to improve local response to impacted areas and coordinate the expeditious restoration of roads, communications, emergency services, security, utilities, and transportation while addressing critical community service needs. To ensure the health and safety of our citizens, EOA staff will work with multiple service organizations to meet the needs of the community. Infrastructure and human need assessments will also be conducted and reports will be forwarded to the EOC to be routed through the proper branches and units.

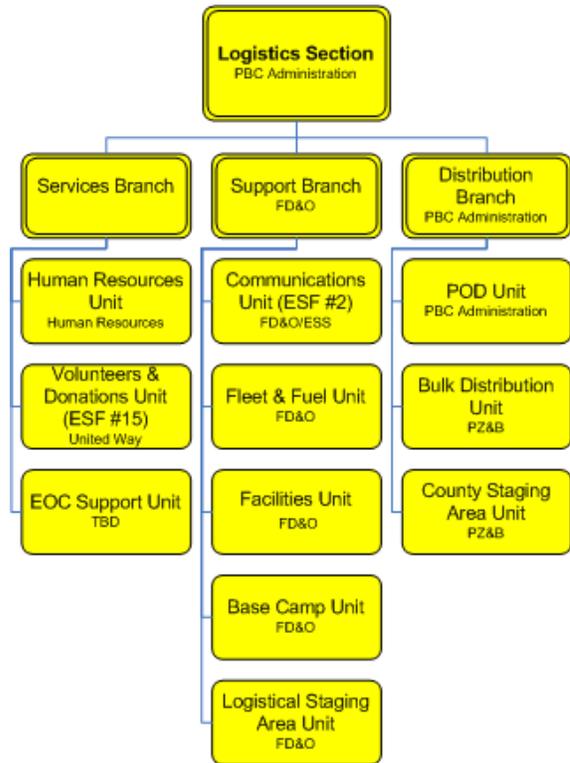
The EOAs use the federally mandated ICS, a standardized, all-hazard incident management system. All key EOA staff positions will be held by County employees. Palm Beach County EOAs are essentially field command posts under the direction and control of the EOC, with the EOC acting as the Area Command.

FIGURE 5: EMERGENCY OPERATING AREAS MAP



Logistics Section

The Logistics Section coordinates all support needed to facilitate efficient and effective incident management. This includes acquiring resources through procurement authorities, mutual aid agreements, pre-established vendor agreements, and donations. The Logistics Section coordinates resources for all County emergency response team members and in support of municipal jurisdictions when necessary. The Logistics Section function is primarily geared towards personnel and resources management in support of the incident objectives. The Logistics Section is comprised of the Services Branch, Support Branch and the Distribution Branch. *Reference: Logistics Section Coordinating Procedures*



Following is a description of each of the branches and units within the Logistics Section.

Services Branch

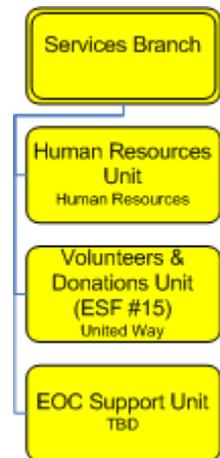
The **Services Branch** is responsible for information technology, providing support of operational personnel including the management of human resources, obtaining and monitoring necessary goods and services procured for the incident, and managing volunteers and donations. It is comprised of the Human Resources Unit, the Purchasing Unit and the Volunteers and Donations Unit.

Human Resources Unit

The **Human Resources Unit** is responsible for coordination of internal personnel and volunteer resources in support of incident objectives. It is also responsible for the coordination with the Administration/Finance Section’s Time Unit to ensure that employee and volunteer hours are properly maintained and tracked. *Reference: Logistics Section Coordinating Procedures.*

Purpose

Administration and coordination of internal personnel and volunteer resources in support of incident objectives.



Lead Agency

- PBC Human Resources Department

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Facilities Management & Operations Department
- United Way of PBC
- American Red Cross – Greater Palm Beach Area Chapter
- Salvation Army, PBC

Scope

The Human Resource Unit solicits, compiles, administers and coordinates volunteer activity in an incident. This includes coordinating volunteers, availability, and assignments while monitoring daily status from distribution managers so as to forecast incident staffing requirements.

Volunteers and Donations Unit

The Volunteers & Donations Unit is responsible for the coordination of unsolicited volunteers and donations of good and services in support of the relief effort in a disaster area. The Human Resources Unit will coordinate closely with the Volunteer & Donations Unit to identify, certify, and assign volunteers. *Reference: Palm Beach County United Way Volunteer Plan and the Palm Beach County Logistics Section Coordinating Procedures.*

Purpose

Coordinate the effective utilization of voluntary goods and services to support the relief effort in the county before and after a disaster impact.

Lead Agency

- United Way of PBC

Support Agencies

- Goodwill Industries
- South Florida Fair and Exposition
- PBC Administration
- PBC Information Systems Services Department
- PBC Parks and Recreation Department
- PBC Health Department
- Solid Waste Authority of PBC
- American Red Cross- Greater Palm Beach Area Chapter
- Salvation Army, PBC

Scope

The Volunteers and Donations Unit administers and facilitates the effective use of volunteers, unaffiliated organizations, and unsolicited donated goods in support of the incident through coordination with Section, Branch and Unit needs during all phases of disaster management.

Emergency Operations Center Support Unit

The Emergency Operations Center (EOC) Support Unit is responsible for the facility operations of the Emergency Operations Center during an activation. This Unit coordinates the administrative functions, facility repairs and maintenance, information technologies, feeding and building security.

Reference: Logistics Section Coordinating Procedures.

Purpose

The EOC Support Unit ensures the smooth operations of the EOC from activation until demobilization for all hazards emergencies and disasters. This Unit is responsible for coordination of administrative functions, facility repair, information technology troubleshooting, feeding, and facility security.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

- PBC Public Safety Department
- PBC Facilities Management & Operations Department
- Palm Beach County Sheriff's Office
- PBC Department of Public Safety – Information Technologies Section
- PBC Fire Rescue Department

Scope

The EOC Support Unit is responsible for all issues relating to the daily operation and maintenance of the EOC during activation. Included in this assignment is the identification system for EOC personnel and visitors, building security, building maintenance, the feeding and billeting of the EOC personnel, basic first aid, safety of those in the EOC, and the provision of technical support for those working in the EOC. Administrative issues such as the conference/meeting room scheduling, teleconferencing support, acquisition of supplies, and maintenance of technological equipment fall within this Unit's purview.

Support Branch

The Support Branch provides logistical and administrative support to operating departments and divisions of Palm Beach County involved in the response and recovery of a disaster. It provides personnel, equipment, and supplies to support incident operations by providing communications, vehicles and fuel, facilities, staging supplies and resources, and providing housing for emergency workers through Base Camps. It is comprised of the Communication Unit, Fleet & Fuel Unit, Facilities/FDO Unit, Base Camp Unit and Logistics Staging Area Unit.



Communications Unit

The Communications Unit is responsible for developing plans for the use of incident communications equipment and facilities; installing and testing of communications equipment; supervision of the Incident Communications Center; the distribution and maintenance of communications equipment; and is responsible for the Countywide computer network. This Unit ensures that all software and hardware systems are functioning as a Countywide network as well as connectivity infrastructure. The Communications Unit also establishes protocols, policies and procedures and coordinates with all communications related vendors and corporate pieces of infrastructure, and is responsible for the preservation of vital records/documents essential for continuing government functions and conducting post-disaster operations. *Reference: Information System Services Recovery Plan, Information System Services COOP Plan, and the Logistics Section Coordinating Procedures*

Purpose

Coordinate the provision of emergency communications resources for the response to and recovery from any disaster in Palm Beach County and assures that hardware and software systems are functioning properly in the connectivity infrastructure throughout the Countywide network.

Lead Agency

- PBC Electronic Services Division

Support Agencies

- PBC Facilities Development and Operations Department
- PBC Fire Rescue
- PBC Public Safety Department
- PBC Information Systems Services
- PBC School Board
- PBC Sheriff's Office
- Amateur Radio Emergency Services
- PBC Chiefs of Police Association

- PBC Administration
- PBC Attorney's Office
- PBC Division of Emergency Management
- PBC Planning, Zoning & Building Department

Scope

The Communications Unit develops the Communications Plan (ICS 205) that is consistent with the Tactical Interoperable Communications in order to make the most effective use of the communications equipment and facilities. The Communications Unit will complete and maintain status reports for major issues or incidents and implement the objectives of the EOC IAP. Additionally, the Communications Unit establishes county protocols, policies, procedures and coordinates software and hardware needs for computer systems. This unit ensures that all computer systems are functioning as a countywide network, and controls the connectivity infrastructure.

Fleet and Fuel Unit

The Fleet and Fuel Unit is responsible for managing, prioritizing, and distributing vehicles and fuel in support of disaster response and recovery needs. This may include supporting out-of-service resources, fueling, service, maintenance, and repair of vehicles. *Reference: Logistics Section Coordinating Procedures and the FDO Fleet Management Plan.*

Purpose

The purpose of the Fleet and Fuel Unit is to ensure that all vehicles used in the disaster response and recovery phases are supported, fueled, and available for disaster response and recovery activities.

Lead Agency

- PBC Facilities Development and Operations Department

Support Agencies

- PBC Administration
- PBC Fleet Management Division
- PBC Fire Rescue Department
- PBC Public Safety Department

Scope

This Unit provides fuel, maintenance, and service of all mobile equipment and vehicles with the exception of aviation resources.

Facilities/FDO Unit

The Facilities/FDO Unit is responsible for monitoring and management of all publicly owned buildings and real estate. Additionally, the Facilities Unit will complete and maintain status reports for major issues or incidents and implement the objectives of the EOC IAP assigned to the Facilities Unit. *Reference: Logistics Section Coordinating Procedures.*

Purpose

The Facilities Unit manages any facilities used in support of incident operations. The unit also provides facility maintenance, security services, and provides necessary support facilities including food and water service, sleeping, sanitation, showers, and staging facilities.

Lead Agency

- PBC Facilities Development and Operations Department

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Division of Emergency Management

Scope

The Facilities Unit sets up, maintains, and demobilizes all facilities used in support of incident operations. The Unit also provides facility maintenance and security services (to include armory operations if required) to support incident operations. The Facilities Unit provides necessary support facilities to include food and water service, sleeping, sanitation and showers, and staging.

Base Camp Unit

The Base Camp Unit is responsible for facility management services, ensuring appropriate security and sanitation exists. Establishment of proper functioning of sleeping facilities, sanitation, toilets, shower and hand washing facilities are present for responder use and are in compliance with safety regulations. *Reference: Logistic Section Coordinating Procedures.*

Purpose

Coordinates and implements base camp operations to house and logistically support emergency workers and volunteers in a post disaster environment.

Lead Agency

- PBC Facilities Development and Operations Department

Support Agencies

- PBC Administration
- PBC Public Safety Department

- PBC Division of Emergency Management
- PBC Sheriff's Office
- PBC Facilities Management Division
- PBC Chiefs of Police Association

Scope

The Base Camp Unit provides all essential services to responders in an incident. Locations, often temporary, within the general incident area that are equipped and staffed to provide sleeping, food, water, sanitation, and other services to response personnel that are too far away to use base facilities. Other resources may also be kept at a camp to support incident operations if a Base is not accessible to all resources. Camps are designated by geographic location or number. Multiple Camps may be used, but not all incidents will have Camps.

Staging Area Unit

The Staging Area Unit is responsible for the coordination between the State and the County in order to supplement resource deficiencies in the affected areas. *Reference: Logistics Section Coordinating Procedures; State of Florida Unified Logistics Plan.*

Purpose

The purpose of a Staging Area is to supplement resource deficiencies from counties, municipalities, and response agencies, in responding to, and recovering from an emergency incident. This includes the warehousing of commodities; equipment and supplies needed to support victims, emergency responders and the community infrastructure of the affected areas.

Lead Agency

- Florida Division of Emergency Management

Support Agencies

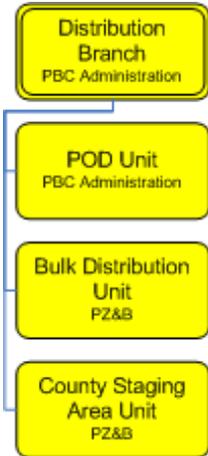
- Florida Department of Military Affairs
- Florida National Guard
- Florida Division of Forestry
- Florida Department of Agriculture & Consumer Affairs
- Florida Department of Management Services
- PBC Sheriff's Office
- PBC Chiefs of Police Association

Scope

A Staging Area is a temporary site established in close proximity to an impact area immediately after impact of an event in order to provide resource support to counties and municipalities.

Distribution Branch

The Distribution Branch is responsible for the staging, tracking, as well as the distribution of supplies, equipment, and personnel. This Branch is comprised of the Points of Distribution (POD) Unit, Bulk Distribution Unit, and the County Staging Area Unit.



Point of Distribution (POD) Unit

The POD Unit is responsible for the implementation of Points of Distribution (PODs), established to provide emergency relief supplies to disaster survivors.

Reference: Logistics Section Coordinating Procedures.

Purpose

Point of Distribution (POD) sites are located in a disaster area for the management, allocation, administration, and distribution of emergency supplies to include food, water, and medications.

Lead Agency

- PBC Administration

Support Agencies

- PBC Human Resources Department
- PBC Employee Relations Division
- PBC Public Safety Department
- PBC Division of Emergency Management
- PBC School Police
- PBC Sheriff's Office
- PBC Chiefs of Police Association

Scope

The initial point where the disaster affected public will obtain life sustaining emergency relief supplies until power is restored and traditional facilities, such as retail establishments reopen; or comfort stations, fixed and mobile feeding sites and routes, and relief social service programs, such as the Emergency Food Stamp Program, are in place. A Point of Distribution is a continuous drive-through site where volunteers load resources into the trunks of cars and the public can obtain information. The public does not normally get out of their car at a Point of Distribution.

Bulk Distribution Unit

The Bulk Distribution Unit is responsible for coordinating the bulk distribution of basic supplies to the disaster-affected people in the County. The Bulk Distribution Unit will complete and maintain status reports for major issues or incidents and implement the objectives of the EOC Incident Action Plan assigned to the Bulk Distribution Unit. *Reference: Logistics Section Coordinating Procedure.*

Purpose

The Bulk Distribution Unit establishes a temporary site, or sites, within the County to accept bulk delivery of basic supplies and consumables for ultimate distribution to disaster affected people in the County.

Lead Agency

- PBC Planning, Zoning and Building Department

Support Agencies

- PBC Administration
- PBC Purchasing Department
- PBC Contractor's Certification Division
- PBC Information System Services
- PBC Parks and Recreation Department
- United Way of PBC
- American Red Cross- Greater Palm Beach Area Chapter
- South Florida Fair and Exposition
- United States National Guard
- Palm Beach Sheriff's Office

Scope

The Bulk Distribution Unit coordinates the temporary sites established within the County immediately after impact of an event in order to receive and distribute bulk emergency relief supplies such as water, food, ice, and tarps.

County Staging Area Unit

The County Staging Area Unit is responsible for the establishment, management, operations, and demobilization of the County Logistical Staging Area. *Reference: Operation Section Coordinating Procedures.*

Purpose

To manage the unloading, inventorying, repacking, temporary storage, and shipment to county distribution sites of all donated goods or other relief supplies not processed by the State Logistical Staging Area.

Lead Agency

- PBC Planning, Zoning & Building Department

Support Agencies

- PBC Purchasing Department
- PBC Community Services Department
- PBC Public Safety Department
- United Way of PBC

Scope

The County Staging Area Unit coordinates a designated temporary site established within the county immediately after impact of an event in order to receive and distribute bulk emergency relief supplies such as water, food, ice, and tarps.

Administration/Finance Section

This Section manages the organizational components in accordance with the policies and procedures established by Unified Command and Palm Beach County. It also ensures a comprehensive management of financial resources and allocation of funds for emergency management activities during times of emergencies and disasters. This Section consists of the Claims & Compensation Unit, the Time Unit, the Procurement Unit and the Cost Unit. *Reference: Administration/Finance Section Coordination Procedure, PPM PA-O-014, PPM CW-F-061, PPM CW-L-001.*

Purchasing Unit

The Purchasing Unit is comprised of the Palm Beach County Purchasing Department and is responsible for procuring and monitoring the necessary goods and services support of the incident objectives. *Reference: Purchasing Department Disaster Preparation and Recovery Policies and Procedures Manual (PPM), Logistics Section Coordinating Procedures.*



Purpose

The Purchasing Unit procures and monitors the necessary goods and services in support of the incident objectives.

Lead Agency

- PBC Purchasing Department

Support Agencies

- PBC Administration

- PBC Engineering and Public Works
- PBC Facilities Development and Operations Department
- PBC Public Safety Department
- PBC Palm Tran

Scope

The Purchasing Unit is responsible for the procurement and monitoring of goods and services, compiling a list of goods and services received from other agencies and departments, and for recording all requests for goods and services made to a State and Federal agency or department.

Claims and Compensation Unit

The Claims and Compensation Unit is responsible for gathering personnel incident information and preparing claims documentation for any event involving damage to public or private properties that may result in a claim against the County. This Unit is accountable for determining the process for compensation for injury cases while coordinating with both the Health and Medical Unit and the Safety Officer, to ensure the health and safety of all response personnel. *Reference: Administration/Finance Section Coordinating Procedures.*

Purpose

The Claims and Compensation Unit coordinates the associated documentation for any claims or workers compensation cases against the County.

Lead Agency

- PBC Risk Management Department

Support Agencies

- PBC Administration
- PBC Attorney's Office
- PBC Division of Emergency Management
- PBC Human Resources Department

Scope

The Claims and Compensation Unit has two (2) closely related responsibilities. This first is investigating all property claims associated with or involved in the incident. The second responsibility involves the coordination of form completion required by workers' compensation for county departments while providing guidance to municipalities when requested. A file of injuries and illnesses associated with the incident will also be maintained, in addition to obtaining in writing all witness statements.

Time Unit

The Time Unit is responsible for coordinating with all partnering organizations to ensure adequate documentation of employee and volunteer related time documentation in accordance with local, state, and federal reimbursement requirements. *Reference: Administration/Finance Coordinating Procedures, Disaster Preparation and Recovery – Documentation of Disaster Related Expenditures PPM (CW-F-61).*

Purpose

The Time Unit is primarily responsible for ensuring proper daily recording of personnel time, in accordance with the policies of the relevant agencies.

Lead Agency

- PBC Human Resources Department

Support Agencies

- PBC Administration
- PBC Division of Emergency Management
- PBC Attorney's Office
- PBC Information Systems Services

Scope

The Time Unit is primarily responsible for ensuring proper daily recording of personnel time, in accordance with the policies of the relevant agencies. This Unit also ensures the Logistics Section records or captures equipment usage time. If applicable (depending on the agencies involved), personnel time records will be collected and processed for each operational period. Excess hours worked must also be determined and separate logs must be maintained.

Procurement Unit

The Procurement Unit is responsible for procuring the goods and services necessary to meet the needs of the incident within the constraints of the local, state and federal laws and/or policies. *Reference: Administration/Finance Coordinating Procedures.*

Purpose

The Procurement Unit procures goods and services from existing new sources; monitors all procured goods and services; and assists the Finance Department where necessary in supplying information to facilitate payment to vendors.

Lead Agency

- PBC Purchasing Department

Support Agencies

- PBC Administration
- PBC Public Safety Department

- PBC Division of Emergency Management
- PBC Human Resources Department

Scope

The Procurement Unit is responsible for obtaining department budget codes and authority information prior to each incident. It shall adhere to the Purchasing Code, when possible during the incident, as well as PPM#PA-O-014, the Purchase Department Disaster and Recovery PPM. The Procurement Unit shall develop and provide all necessary procurement forms and provide training to all persons requesting good and services relating to the incident. It shall further provide procurement related information to other Units as requested; seek BCC approval post-disaster for all procurements equal to or exceeding \$200,000; assist Finance when necessary to facilitate payment to vendors; and, provide information and documentation as requested for use in obtaining reimbursement from municipalities, the State, or a Federal government agency.

Cost Unit

The Cost Unit is responsible for management of costs, summarizing actual and estimated incident costs, and providing cost containment recommendations. They provide input to the Planning Section Resource Unit on cost estimates. The Cost Unit must maintain accurate information on the actual costs of all assigned resources. *Reference: Purchasing Department Disaster Preparation and Recovery Policy and Procedure, and the the Administration/Finance Section Coordinating Procedure.*

Purpose

The Cost Unit provides cost analysis data for the incident. This Unit assures that equipment and personnel for which payment is required are properly identified, and that cost data properly obtained and recorded.

Lead Agency

- PBC Financial Management & Budget Department

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Division of Emergency Management
- PBC Human Resources Department
- PBC Information Systems Services

Scope

The Cost Unit provides cost analysis data for the incident activation. It must ensure that equipment and personnel for which payment is required are properly identified, obtain and record all cost data, as well as analyze and prepare estimates of accident costs. The Cost Unit also provides input on cost estimates for resource use to the Planning Section and maintains accurate information on the actual costs of all assigned resources.

Public Information Unit

The Public Information Unit (PIU) coordinates all information from the EPG, municipal jurisdictions and partner agencies during a disaster. The PIU coordinates community relations, captures disaster information, develops media advisories, works with the electronic and print media, manages the website, monitors public perception, and ensures the accuracy of media information. The PIU is administered by the Public Information Officer (PIO).

Public Information
Unit (ESF #14)
Public Affairs

Emergency Information
Unit (EIC)
Justice Services

Purpose

The Public Information Unit is responsible for providing public information to the public, media, and municipalities before, during and after a major catastrophic emergency.

Lead Agency

- PBC Public Affairs Department

Support Agencies

- PBC Administration
- PBC Public Safety Department
- PBC Division of Emergency Management

Scope

The Public Information Unit provides information to the public relating to protective actions, status of emergency conditions, availability of shelter and emergency services, measures for public health and welfare, information concerning emergencies and their threats, and information concerning needed volunteer goods and services. The PIU is also responsible for coordinating the identification of a central point of contact for the media, format for managing and staffing public information telephone lines, and provide a central point of contact for the municipalities.

The PIU is located in a dedicated area of the EOC and is comprised of representatives from the Palm Beach County Public Affairs Department and other agency representatives. The PIU is responsible for managing the Emergency Information Center Unit, providing accurate public information, and quelling rumors.

Emergency Information Center Unit

Emergency Information Center (EIC) Unit is the central point of communication and information coordination for all emergency response team members, including municipal jurisdictions. It is responsible for routing response information to the appropriate unit and

providing direction to the caller as necessary. *Reference: Emergency Information Center Guideline and the Planning Section Coordinating Procedures.*

Purpose

The Emergency Information Unit serves as the central point of information and communication to the public.

Lead Agency

- PBC Justice Services Division

Support Agencies

- PBC Public Affairs Department
- 2-1-1
- PBC Public Safety Department
- PBC Division of Emergency Management

Scope

The Emergency Information Unit serves as the central telephone communication point for information to the public, municipalities and emergency response team members. It works as a triage and call routing system for the EOC.

Safety Officer

The Safety Officer monitors the overall incident operations and advises the Emergency Manager on matters relating to general operational safety, including the health and safety of emergency responder personnel.



Lead Agency

- PBC Risk Management

Support Agencies

- PBC Public Safety Department
- PBC Division of Emergency Management

Scope

The Safety Officer monitors the overall incident operations and advises the EOC Unified Command on matters relating to general operational safety, including the health and safety of emergency responder personnel. While the responsibility of safety rests at all levels of incident management, the ultimate responsibility for the safe conduct of on-scene incident management operations rests with the on-scene incident commander/supervisor. However, the Safety Officer is responsible to the Unified Command for the systems and procedures necessary to ensure ongoing assessment of

hazardous environments, coordination of multiagency safety efforts, and implementation of measures to promote emergency responder safety, as well as the general safety of the overall incident operations. It is important to note that the agencies, organizations, or jurisdictions that contribute to joint safety management efforts do not lose their individual identities or responsibility for their own programs, policies, and personnel. Rather, each entity contributes to the overall effort to protect all responder personnel involved in incident operations.

Military Support

Military Support is responsible for the overall management of military support during a disaster response. Upon the issuance of an Executive Order and prior to an imminent disaster, the Adjutant General of the Florida National Guard, through appropriate commanders, will mobilize and stage personnel and equipment, as necessary, to restore/preserve law and order, support the committed elements, and provide support to other Units/ESFs respectively as directed by the State Emergency Response Team Chief and within Florida National Guard capabilities. These activities, occurring within Palm Beach County will be coordinated by the EPG.

**Military Support
(ESF #13)
Army Nat'l Guard**

Purpose

The purpose of Emergency Support Function 13 is to provide Military Support (Florida National Guard) to the State of Florida in times of a major or catastrophic disaster and/or civil unrest. See the *Florida National Guard Joint Operations Plan for Defense Support to Civil Authorities/Homeland Defense*.

Under Section 252.36(4), Florida Statutes, the Governor is Commander in Chief of the Florida National Guard during a state of emergency. Military personnel of the Florida Department of Military Affairs serve in the Florida National Guard. The head of the Department of Military Affairs is the Adjutant General (TAG) according to Section 250.05(3), Florida Statutes. The Governor may order into state active duty all or any part of the Guard to respond to an emergency or disaster as defined in section 252.34(3) or imminent danger thereof, to preserve the public peace, execute the laws of the state, enhance domestic security, respond to terrorist threats or attacks, or respond to any need for emergency aid to civil authorities as specified in section 250.08. The Adjutant General (through Emergency Support Function 13) and the State Coordinating Officer will coordinate the deployment of any and all military personnel, equipment and resources to the extent necessary to meet the emergency or disaster.

Military Support is intended to coordinate the activities of State and Federal military assets activated to support local response efforts. These responsibilities include outlining specific tasks, resources, locations, and responsibilities to support the military presence in county during disaster operations.

Lead Agency

- Florida National Guard

Support Agencies

- None

Scope

The Adjutant General (TAG) is agency head of the Florida Department of Military Affairs. During a declared state of emergency the Governor may activate the Florida National Guard (FLNG). The TAG, acting through ESF 13, will coordinate the deployment of any and all military personnel, equipment and resources to the extent necessary to meet the emergency.

Military Support includes the following functions:

- Overall management and prioritization of military support.
- Coordination of State/military Rapid Impact Assessment Teams.
- Processing mission requests for military assistance from other Units/ESFs.
- Direct coordination with the State EOC ESF #13.

Mission Assignment: As the State Coordinating Officer (SCO) and the State Emergency Response Team determine that all available state resources are exhausted and/or a mission exceeds the Emergency Support Functions' capabilities, or that the Florida National Guard is the best resource to fulfill a request, the State Emergency Response Team Chief will assign the request to ESF #13 in the form of a "Mission." The request needs to include the scope of the requirement, when it is needed, where it is needed and the local point of contact information. The 5 W's (Who, What, Where, When and Why) are preferred. The mission will then be forwarded to the Florida National Guard Joint Operations Center for immediate staffing and determination of the ability to support the request. If the Florida National Guard can support the requested mission, the Adjutant General or his designated representative will determine the number of personnel and type of equipment required. The mission will be tasked to the appropriate commander who will immediately contact the supported agency's local point of contact for mission coordination. Simultaneously, the Emergency Coordinating Officer of ESF #13 will be notified of mission acceptance and will be kept updated on mission status.

Recovery Section

The Recovery Section coordinates the initial situation appraisal that is performed on a local level to determine the need for immediate aid, estimates the magnitude of the damage and severity of the incident or disaster, and prioritizes relief efforts. All disaster assessment coordination is done through the Recovery Section Chief. The following units comprise the Recovery Section:

- Damage Assessment Unit
- Housing Unit
- State and Federal Programs Unit
- Business & Industry Unit



Damage Assessment Unit

The Damage Assessment Unit is responsible for coordinating damage assessment-related activities, including effective coordination with other response elements, pro-active exchange of information and effective/efficient collection and dissemination of damage information.

Reference: Operations Section Coordinating Procedures.

Purpose

The purpose of the Damage Assessment Unit is to determine the extent of destruction the disaster has caused, quantify this damage, report it to the EPG, and prepare the necessary documentation to support the request for a declared disaster declaration.

Lead Agency

- PBC Planning, Zoning, & Building Department

Support Agencies

- PBC Fire Rescue
- PBC Public Works and Engineering
- PBC Facilities Development and Operations Department
- PBC Department of Housing and Community Development
- PBC Water Utilities Department
- PBC Sheriff's Office
- PBC Chiefs of Police Association

Scope

Coordinates the rapid, initial, or the preliminary collection of damage assessment data produced during the disaster, and produces reports concerning the level of destruction. This Unit determines the extent of destruction in measurable terms through a more structured damage assessment activity by recording damage information on approved forms. This Unit is responsible for the completion of the official damage assessment

forms that are used in the determination of a Presidentially Declared Disaster, under the Stafford Act.

Housing Unit

The Housing Unit is responsible for the coordination of post disaster housing strategy to provide safe, sanitary, timely housing solutions for displaced victims. This can include options such as vacant hotels/ motels, apartments, mobile homes, recreational vehicles, big box structures, floating options, tents, etc. *Reference: Operations Section Coordinating Procedures, Rapid Impact Assessment Procedure, and PBC Temporary Housing for Disaster Events Plan*

Purpose

To assist families as needed during their move into temporary or permanent housing. Such assistance may include accessing rental assistance money, donated furnishings, coordinating with volunteer movers, and coordinating transportation.

Lead Agency

- PBC Department of Housing and Community Development

Support Agencies

- PBC Division of Emergency Management
- PBC Department of Family Services
- American Red Cross- Greater Palm Beach Area Chapter
- Disaster Recovery Coalition
- Faith Based Organizations

Scope

The Housing Unit coordinates disaster related housing needs for displaced residents of Palm Beach County. The Unit maintains awareness of existing available, undamaged housing stock including auxiliary information such as public housing assistance programs, rental assistance programs and other financial and service programs related to disaster housing. Initially, the Unit will work with the Damage Assessment Unit to determine the magnitude of damage to the residential housing stock, organize outreach programs to inform and educate disaster victims about disaster housing assistance availability. Subsequently, the Unit will oversee the request intake, management, and fulfillment process for housing needs, and coordinate with the Unmet Needs Unit of the Human Services Branch to ascertain housing needs identified during human needs assessments.

State and Federal Programs Unit

The State and Federal Programs Unit is responsible for knowledge of the State and Federal disaster assistance programs available to disaster victims and public entities. This Unit advises decision makers on additional forms of assistance that should be made available to residents and businesses affected by the disaster based on damage and unmet needs assessments. The Unit coordinates with the appropriate agencies concerning these programs.

Reference: Operations Section Coordinating Procedures.

Purpose

The purpose of the State and Federal Assistance Unit is to coordinate with State and Federal authorities to ensure that assistance program eligibility is maintained and documented, and that the proper processes are followed. This unit serves a recovery function as part of the EOC.

Lead Agency

- PBC Division of Emergency Management

Support Agencies

- PBC Public Safety Department
- PBC Community Services Department
- PBC Financial Management and Budget Department

Scope

The State and Federal Assistance Unit coordinates and oversees all State and Federal assistance programs available under the Stafford Act for eligible communities following a disaster that has a Presidential Disaster Declaration. This includes FEMA's Individual and Public Assistance Programs, the Small Business Administration (SBA) Program, food stamp and veteran programs as well as other programs. Eligibility for assistance in the programs is determined by the extent and magnitude of damages to homes, structures, and infrastructure.

Business and Industry Unit

The Business & Industry Unit assists in the coordination of the preparation, response, and recovery processes for business and industry. It also coordinates with the entire hospitality industry to ensure that steps are taken to provide timely disaster information in order for hotels and meeting planners to ensure the safety of guests presently in the area and to collect hotel occupancy information in order to assist guests with alternate rooms in non-evacuation areas. The Unit will also coordinate with meeting and convention planners for alternative plans for future events. *Reference: Operations Section Coordinating Procedures, Palm Beach County Business and Industry Standard Operating Guidelines*

Purpose

The purpose of the Business & Industry Unit is to disseminate and coordinate information, resources, and capabilities among and within the appropriate private and

public sector agencies and organizations in order to enhance business disaster preparedness and facilitate post disaster business, economic and community recovery.

Lead Agency

- PBC Office of Small Business Assistance

Support Agencies

- PBC Business Development Board
- Private-Public Partnership
- Strategic Alliance for Economic Resilience
- PBC Business Development Board
- Florida International University
- Florida Atlantic University
- Small Business Development Center
- PBC Office of Economic Development
- Workforce Alliance, Inc.
- World Trade Center, Palm Beach
- Economic Council of Palm Beach, Inc
- Chambers of Commerce
- Agency for Workforce Innovation
- Enterprise Florida
- Small Business Development Centers Network
- Workforce Florida
- Associated Industries of Florida
- Florida Council of 100
- Florida Restaurant and Lodging Association
- Florida Retail Federation
- National Federation of Independent Businesses

Scope

The Business and Industry Unit responds to the immediate and long-term recovery needs of businesses affected by a disaster and have developed, in conjunction with local municipal partners, disaster relief facilities during short term recovery, known as Business Recovery Centers (BRC). The BRCs provide disaster relief information and referral assistance to businesses in Palm Beach County. They are comprised of federal, state, and local agencies. Business Recovery Centers will be geographically located throughout Palm Beach County and will be operational on an “as needed basis”. This Unit represents business interests in the emergency management process. Coordinates and tracks business related missions. It supports business recovery, and facilitates the mobilization of private sector recovery resources and services. The coordination of local, state, and federal business assistance is accomplished primarily through interagency collaboration and networks of local and regional business, economic development,

workforce, and tourism development partners, and various emergency support organizations.

Table 4. Local, State, and Federal Lead Agencies by Organizational Unit

Section	Unit	Lead Agencies PBC	Lead Agencies State	Lead Agencies Federal
Operations Section	Infrastructure Support Branch			
	Transportation	Palm Tran	Dept. of Transportation	Dept. of Transportation
	Public Works	Engineering & Public Works	Dept. of Transportation	U.S. Army Corps of Engineers
	Energy	Facilities Development and Operations	Public Service Commission	Dept. of Energy
	Debris Management	Eng. & Public Works and Solid Waste Authority	N/A	Environmental Protection Agency
	Emergency Services Branch			
	Fire Fighting	Fire-Rescue	Dept. of Financial Services, Division of State Fire Marshal	U.S. Forest Service, Dept. of Agriculture
	Search & Rescue	Fire-Rescue	Dept. of Financial Services, Div of State Fire Marshal	Federal Emergency Management Agency
	Haz Mat	Fire-Rescue	Dept. of Environmental Protection	Environmental Protection Agency
	Law Enforcement	Sheriff's Office	Dept. of Law Enforcement	N/A
	Human Services Branch			
	Mass Care	American Red Cross Greater Palm Beach Chapter	Dept. of Business and Professional Regulation	FEMA
	Health & Medical	PBC Health Dept.	Dept. of Health	Dept. of Health and Human Services
	Food & Water	Community Services Department	Dept. of Agriculture & Consumer Svcs	Dept. of Agriculture
	Animal Services	Animal Care & Control Div.	Dept. of Agriculture & Consumer Svcs	N/A

Section	Unit	Lead Agencies PBC	Lead Agencies State	Lead Agencies Federal
	Unmet Needs	Disaster Recovery Coalition	N/A	N/A
	Special Needs Unit	PBC Division of Emergency Management	Department of Health	N/A
	Emergency Operating Area (EOA) Branch			
	Emergency Operating Areas	Emergency Operating Areas	Emergency Operating Areas	Emergency Operating Areas
Logistics Section	Services Branch			
	Human Resource Unit	Human Resources Dept.	N/A	N/A
	Volunteers & Donations Unit	United Way of PBC	Florida Commission on Community Service	N/A
	EOC Support Unit	Emergency Management	N/A	N/A
	Support Branch			
	Communications Unit	Facilities Development & Operations Dept.	Dept. of Management Services, State Technology Office	Office of Science and Technology Policy (OSTP), FECCs and FEMA
	Fleet & Fuel Unit	Facilities Development & Operations Dept.	N/A	N/A
	Facilities / FDO Unit	Facilities Development & Operations Dept.	N/A	N/A
	Base Camp Unit	Parks & Recreation Dept.	N/A	N/A
	Logistics Staging Area Unit	Parks & Recreation Dept.	Division of Emergency Management	N/A
	Distribution Branch			
	POD Unit	Community Services Dept.	N/A	N/A
	Bulk Distribution Unit	Community Services Dept.	N/A	N/A

Section	Unit	Lead Agencies PBC	Lead Agencies State	Lead Agencies Federal
	County Staging Area Unit	Parks & Recreation Dept.	N/A	N/A
Recovery Section	Damage Assessment	Planning, Zoning & Building Department	Dept. of Community Affairs	Federal Emergency Management Agency
	Housing	PBC Housing and Community Development	Dept. of Community Affairs	Housing and Urban Development
	State & Federal Programs	PBC Division of Emergency Management	Dept of Community Affairs	Federal Emergency Management Agency
	Business and Industry	Office of Sm. Business Assistance	N/A	N/A
Planning Section	Situation Unit	Emergency Management	DCA	N/A
	Documentation Unit	Emergency Management	N/A	N/A
	Demobilization Unit	Emergency Management.	DCA	N/A
	Fusion Center	Emergency Management	FDLE	N/A
	Resources Unit	Emergency Management	DCA	N/A
	Technical Specialist	Emergency Management	N/A	N/A
Administration / Finance Section	Claims & Compensation Unit	PBC Risk Management Dept.	N/A	N/A
	Time Unit	Human Resources Dept.	N/A	N/A
	Procurement Unit	Purchasing Department	N/A	N/A
	Cost Unit	Finance Management and Budget Department	N/A	N/A

Succession of Leadership

Line of Succession for an Emergency Declaration. The declaration of a Local State of Emergency and activation of the CEMP will transpire according to the following Leadership Line of Succession:

- Board of County Commission Chair
- Board of County Commission Vice-Chair
- County Administrator, or designee

In the event the Chair is not available to provide continuous leadership authority and responsibility, the following line of succession has been established:

- Vice-Chair of the BCC
- County Administrator or designee
- Public Safety Director or
- Emergency Management Director

Emergency Operations Center / Multi-Agency Coordination Centers

Palm Beach County EOC is the primary Multi-Agency Coordination Center (MACC) for the County. Additionally, each municipality is encouraged to operate an individual EOC to coordinate response and recovery activities for their jurisdiction.

Municipal / Regional / Neighboring Jurisdiction Coordination

In accordance with F.S. Chapter 252.38(1), Palm Beach County DEM has jurisdiction over the entire County during emergencies, including all municipalities contained therein. This dictates an extensive coordination effort between the County and municipalities during emergency preparedness, response, recovery, and mitigation.

The EOC has developed mechanisms to use before, during, and after a disaster to ensure ongoing communications with municipalities and other partner agencies and organizations. This includes, but is not limited to:

- Conference calling;
- Blast faxing;
- Flash Reports/SitReps/IAPs;
- WebEOC[®] access;
- EM Team Meetings;
- EOC Website;
- Regional collaboration;
- EOAs

These will be discussed in more detail in the Planning Section and Operations Section chapters.

The CWP maintains a list of primary and alternate contact information provided by each municipality to be utilized during an emergency activation.

Operational Priorities

Palm Beach County has set operational priorities to be detailed in the IAP for each operational period: The operational priorities include:

- life;
- safety/health;
- property protection;
- environmental protection;
- restoration of essential services/functions; and
- coordination among all levels of government

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Planning Section



Planning Section

The Planning Section is the central point for the collection, documentation, and dissemination of information and/or data needed by the activated EOC for directing the response and recovery actions of Palm Beach County.

Mitigation Actions

Palm Beach County's mitigation program is composed of a range of sustained pre- and post-disaster projects, initiatives, policies and plans intended to prevent or reduce future damages from natural, human-generated, and technological disasters.

Comprised of a Steering Committee of community leaders, a multi-jurisdictional / multi-sector Working Group, and several standing and ad hoc committees, the Unified Local Mitigation Strategy (LMS) program and plan serve as the primary mechanisms for coordinating and focusing mitigation efforts to reduce community vulnerability to a range of identified and prioritized hazards. The LMS employs an open public involvement process and actively engages the private sector in its efforts to build a more disaster resilient community.

Local Mitigation Strategy

The objective of the LMS is to develop long-term strategies to reduce disaster losses and break the cycle of disaster damage – reconstruction - and repeated damage. The County's FEMA-approved and formally adopted multi-jurisdictional LMS planning process and plan provide a framework for risk-based decision making and the execution of projects to reduce future damages to lives, property, the environment, and the economy, from a range of identified hazards. The LMS plan includes comprehensive assessments of hazard risks and vulnerabilities, including identification of specific populations and assets at greater risk. It also provides estimates of potential dollar losses. The plan provides a range of mitigation options for each identified hazard and prioritized lists of proposed and planned actions and projects.

All aspects of the LMS are conducted in accordance with guidance and requirements provided by the Stafford Act as amended by Disaster Mitigation Act of 2000, and implemented by Title 44 Code of Federal Code of Regulations and its subsequent Interim Rules. The LMS also serves as the County's Floodplain Management Plan in accordance with the requirements of the National Flood Insurance Program and the Community Rating System. *Reference: LMS*

National Flood Insurance Program (NFIP)

Property owners in Palm Beach County and its 38 municipalities qualify from federally backed flood insurance by virtue of jurisdictional adoption of floodplain management ordinances and other initiatives in accordance with the standards established under the National Flood Insurance Program (NFIP). In addition, Palm Beach County and 26 municipalities that reside in FEMA-designated special flood hazard areas participate in NFIP's Community Rating System (CRS). The CRS is a voluntary, incentivized program that recognizes community flood mitigation activities that exceed the standards set by the NFIP. In addition to improved flood protection, CRS communities benefit from preferred, discounted insurance rates for property owners.

Each participating community has an assigned CRS Coordinator who administers program activities within their jurisdiction. In addition, most CRS Communities in Palm Beach County participate in a countywide Users Group which meets monthly as a mutual assistance organization and to work collaboratively on community outreach, planning, and other floodplain management projects and activities.

The CRS program is comprised of nearly 100 potentially creditable floodplain management activities which are monitored and scored by the Insurance Services Office. Based on these scores, each participating jurisdiction is awarded a class rating which translates into insurance premium discounts for property owners that can range from 5% to 45% per year. *Reference: Local Mitigation Strategy.*

Preparedness Actions

Training

The DEM Training Staff coordinates an educational curriculum with the region and the State that incorporates the assessment, development, and implementation of a training strategy for public officials, municipal staff, government employees, volunteers, response personnel, and recovery personnel. The training curriculum may include any aspect of emergency management including the preparation for, response to, recovery from and mitigation of disasters and other events.

Assessment. Palm Beach County conducts a training needs assessment with staff who have key responsibilities in the program, stakeholders and public officials to evaluate if the training curriculum available meets identified needs.

Curriculum. Personnel are offered training consistent with emergency management's needs. This can include the all-hazards emergency management approach in addition to training related to threats specific to the county. Training is scheduled and conducted in conjunction with the overall goals and objectives of DEM, based on internal and external requirements and mandates (i.e. NIMS). For example, at a minimum, all emergency lead and support personnel should be trained on Basic and Intermediate ICS, Introduction to NIMS, and Introduction to the National

Response Framework. Deficiencies identified in After Action Reports (AARs) may be corrected through training. Staff will be trained in order to be assigned specific job duties. Training will include topics such as impact assessments, damage assessments, resource tracking, mission tasking, and other operational functions. For a current list of training courses available, contact DEM Training Staff, or go to <http://www.pbcgov.com/dem> . Under “Resources” on the left side of the page, click on “Events and Training Calendar.”

As deemed necessary or appropriate, Palm Beach County’s Division of Emergency Management, in conjunction with the Local Mitigation Strategy Steering Committee, organizes periodic training forums for members, prospective members, and the public. Topics include such subjects as Overview of the Local Mitigation Strategy (LMS) program, pre and post-disaster mitigation grant programs, risk and vulnerability assessment methodologies, grant proposal writing, the Community Rating System (CRS) program, mitigation strategies and plans, benefit-cost analysis, etc. Where possible, these training programs draw curricula and training staff expertise from the Florida Division of Emergency Management, Insurance Services Office, FEMA, and other sources. In-house programs are also offered.

Course Availability. All FDEM classes are advertised and attendance is encouraged for internal staff, municipal and County partner organizations, private non-profit agencies, and private sector partners. Local and State courses are made available to County, municipal, and volunteer agencies via EM Team Meeting, internet webpage, monthly training calendar, meeting announcement and direct solicitation.

Course Evaluations. At the completion of emergency management sponsored courses, a course evaluation form is distributed to the students. Students are encouraged to give honest and open feedback which may be incorporated into training revisions.

Records of Training. Training records including names of those who received training and types of training are maintained in both electronic and hard copy versions. The length of time training records will be maintained is specified in the training program.

All-Hazards Exercise Plan

Palm Beach County maintains a program of regularly scheduled drills, exercises and improvement plans designed for assessment and evaluation of emergency plans, policies, procedures and response and recovery capabilities. The multi-year plan provides the goals, objectives, and milestones of the all-hazard exercise program for Palm Beach County and all stakeholders. Emergency management exercises are conducted to maintain the operational readiness of all staff and partner organizations. Exercises may be tabletop, functional, or full-scale scenarios based upon the required exercise objectives. The EOC operational readiness is tested annually, including appropriate lead and support agencies, other government departments and private agencies activated during a disaster.

Municipalities are encouraged to activate their EOC, conduct communications checks, and participate to their desired levels during all County exercises. Upon request, DEM will participate in interagency, cross-jurisdictional and private-sector exercises including amateur radio, American Red Cross, Local Emergency Planning Committee, municipalities, etc.

Exercises are designed, implemented, and evaluated utilizing representatives from DEM and other partner organizations according to Homeland Security Exercise Evaluation Program (HSEPP) standards.

An After Action Review shall be conducted to identify improvements needed in training, planning, operations, and logistics. Information will be communicated to all participants through the After Action Report. The After Action Report is also consistent with HSEEP requirements. The Emergency Management Director, or designee, will follow-up on identified actions to be taken and ensure their completion.

Response Actions

During the disaster event, the Planning Section is responsible for the management of all information, data, and visual tools in support of disaster response and recovery operations. This Section will compile information, generate reports, maps, manage communications, and coordinate with business and private sector partners.

Incident Action Planning

The Planning Section facilitates incident action planning that supports the Incident Command in organizing priorities, setting objectives, refining evolving approaches, and formulating solutions for response and recovery operations for the next operational period. These planning efforts result in an IAP that defines the response objectives for the next activation period and also allows the Resources Unit to anticipate changing resource needs. *Reference: Planning Section Coordinating Procedures.*

Situation Reports

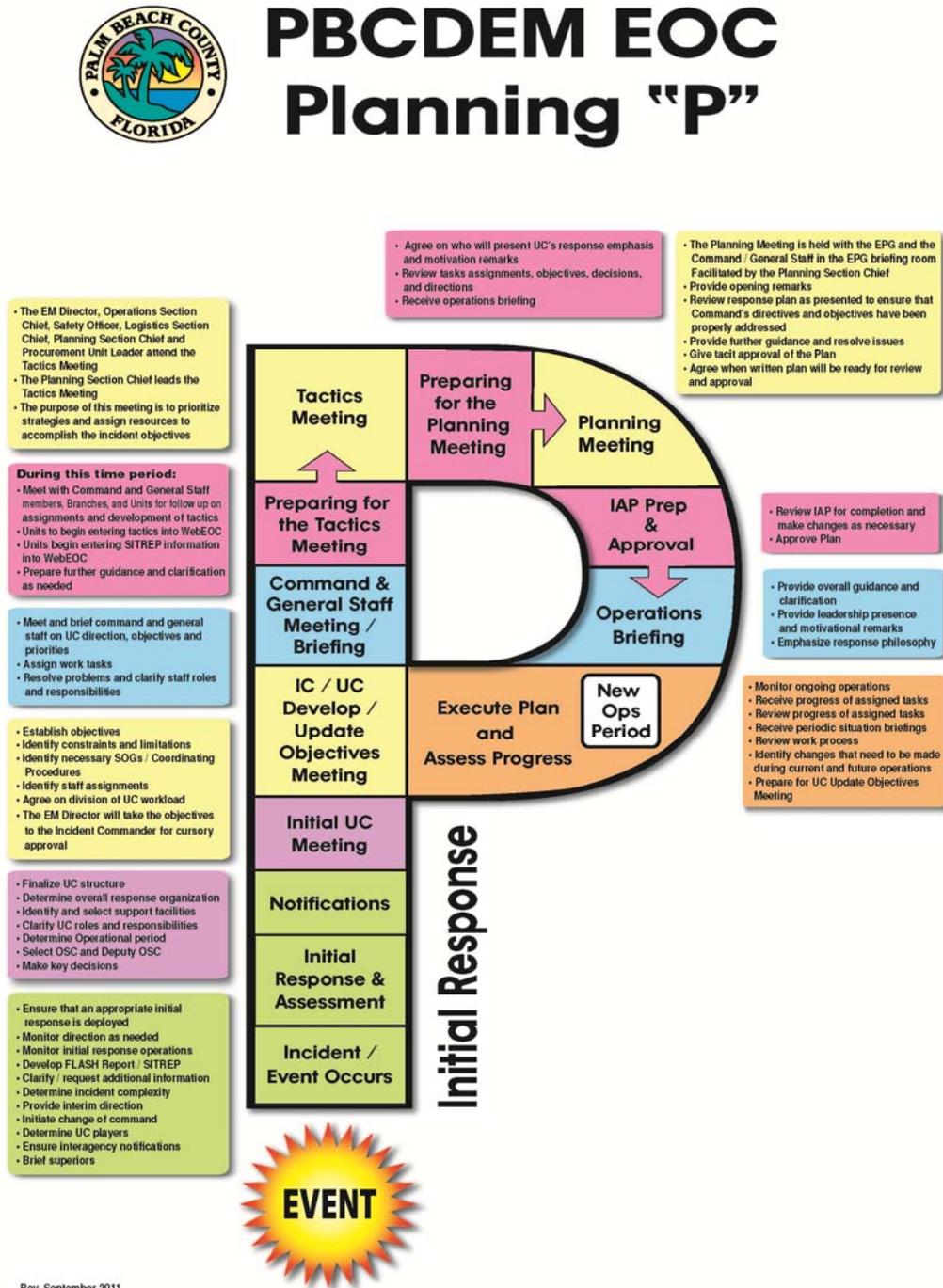
On a daily basis, the Planning Section is responsible for ongoing situational awareness through all available information and intelligence sources. The Planning Section generates SitReps as necessary as detailed in the Planning Section Coordinating Procedures. During an EOC activation, the SitRep documents all vital response and recovery activities, relevant information, events, and conditions which occurred during the previous operational period. SitReps may be augmented through other documentation as conditions require. The Situation Unit is also responsible for dissemination of other situational data, information, and visual tools as needed to support response and recovery operations. The Planning Section will also maintain all official disaster related documents. *Reference: Planning Section Coordinating Procedures.*

Planning Cycle

The cyclical planning process is designed to take the overall incident objectives and break them down into tactical assignments for each operational period. Planning for each operational period begins with the Emergency Manager or unified command setting objectives. The objectives are set based on the continued assessment of the situation and the progress made. The Planning "P" best illustrates the incident planning process (see Figure 6: Planning "P" on the next page).

The leg of the "P" describes the initial response period: Once the incident/threat begins, the steps are Notification, Initial Response & Assessment, Incident Briefing (ICS 201), and Initial Incident Command (IC)/Unified Command (UC)/EPG Meeting.

Figure 6: The Planning “P”



At the top of the leg of the “P” is the beginning of the first operational planning period cycle. In this circular sequence, the steps are IC/UC/EPG Sets Objectives, Tactics Meeting, Preparing for the Planning Meeting, Planning Meeting, IAP Prep & Approval, and Operations Briefing. At this point a new operations period begins. The next step is Execute Plan & Assess Progress, after which the cycle begins anew with IC/UC/EPG Sets Objectives, etc.

Tactics Meeting

Prior to the Planning Meeting, the Planning Section Chief will lead a tactics meeting to review the tactics developed by the Operations Section. The Operations Section Chief, Safety Officer, Planning Section Chief, Logistics Section Chief, and Procurement Unit Leader attend the tactics meeting. The objectives for the tactics meeting include:

- Determining how the selected strategies will be accomplished in order to achieve the incident objectives.
- Assigning resources to implement the tactics.
- Identifying methods for monitoring tactics and resources to determine if adjustments are required (e.g., different tactics, different resources, or new strategy).

The Planning Meeting

The planning meeting provides the opportunity for the Command and General staff to review and validate the operational plan as proposed by the Operations Section Chief. The Planning Chief leads the meeting following a fixed agenda to ensure that the meeting is efficient while allowing each organizational element represented to assess and acknowledge the plan. The Operations Section Chief delineates the amount and type of resources he or she will need to accomplish the plan. The Planning Section's Resources Unit will have to work with the Logistics Section to fulfill the resource needs. At the conclusion of the meeting, the Planning Section Staff indicates when all elements of the plan and support documents must be submitted so the plan can be collated, duplicated, and made ready for the operational period briefing. *Reference: Planning Section Coordinating Procedures.*

- The **Planning Section Chief** gives the situation and resources briefing and conducts the planning meeting.
- The **Unified Command** states the incident objectives and policy issues.
- The **Operations Section Chief** states the primary and alternative strategies to meet the objectives, with contributions made by the Planning and Logistics Section Chiefs.
- The **Operations Section Chief** specifies reporting locations and additional facilities needed, with contributions from the Logistics Section Chief.
- The **Planning and Logistics Section Chiefs** develop the resources, support, and overhead orders. The Logistics Section Chief places the orders.
- The **Logistics Section Chief** considers additional support requirements needed for communications, traffic, safety, medical, etc., with contributions from the Planning Section Chief.
- The **Planning Section Chief** finalizes the IAP, the Incident Commander approves the IAP, and the General Staff implements the IAP.
- Organizational elements prepare IAP assignments and submit them to the Planning Section.
- The **Planning Section** collates, prepares, and duplicates the IAP document for the operational period briefing. The Planning Section will:
 - Set the deadline for completing IAP attachments.
 - Obtain plan attachments and review them for completeness and approvals.
 - Determine the number of IAPs required.
 - Arrange with the Documentation Unit to reproduce the IAP.

- Review the IAP to ensure it is up-to-date and complete prior to the Operations Briefing and plan distribution.
- Provide the IAP briefing plan, as required, and distribute the plan prior to the beginning of the new Operational Period.
- The **Resources Unit** coordinates with the Logistics Section to acquire the amount and type of resources needed.

Situation Reports (SitReps) ICS Form

During each operational period, every EOC operational unit is required to submit a SitRep to provide an overview of their status and the action performed to achieve the current IAP objectives. SitReps are meant to reflect activities for the **current** operational period. This document provides a more in-depth description of the incident, an incident map, incident consequences, and a summary of current actions. In view of the size and complexity of the EOC, the SitReps of each operational unit is “rolled up” or consolidated into a branch SitRep, then “rolled up” into a Section SitRep, and ultimately, “rolled up” into a comprehensive EOC SitRep. This process is used to edit out inconsequential items in an effort to keep the comprehensive EOC SitRep concise.

Each operational period, the Situation Unit – Flash Report/SitRep Team will review the WebEOC[®] SitRep – Unit/Branch Roll Up board for all incident objectives submitted by the Section Chiefs. These objectives are used to create the SitRep each operational period. The development of the SitRep is done on the WebEOC[®] SitRep – Edit/Publish board. Once the SitRep has been reviewed and approved by the Planning Section Chief, it will then be posted to the WebEOC[®] Published SitRep board for all users to review.

Figure 7 below shows the process of how the Planning Section receives the information for SitRep and IAP development.

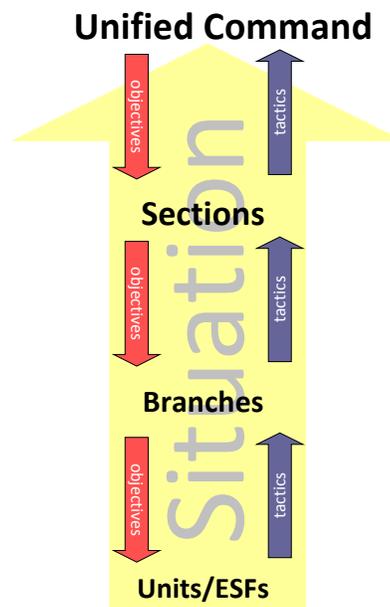


Figure 7: SitRep and IAP Development For Each Operations Period

Incident Action Plan (IAP) Development

IAPs are developed for each operational period and are based on operational details collected from the SitRep and the new objectives as set by the Unified Command Team. The data from the SitRep is analyzed by branch directors and sections chiefs and the most significant objectives are summarized and discussed at the IAP meeting. The section chiefs present the Planning Section with these objectives at which time the Planning Section compiles the SitRep/IAP information submitted by each of the Sections into a consolidated IAP. The plan specifies incident objectives, tactics, resources, organization, Communications Plan, Medical Plan and other appropriate information. Once the IAP is developed, it is given to the Unified Command Team by the Planning Section Chief for approval.

After the IAP is approved by Unified Command, the Situation Unit – IAP Team, with approval from Unified Command and the Planning Section Chief, will publish the IAP on the WebEOC[®] Incident Action Plan board for all users to review. The Operations Section Chief will review the IAP in the EOC during the Operations Briefing.

Operational Period Briefing

The operational period briefing is conducted at the beginning of each operational period. Immediately prior to the start of the new operational period, incident management personnel, agency officials, and cooperating/assisting agencies and organizations should attend the operational period briefing. In some cases, all of the tactical personnel should attend if they can be accommodated. EOC staff members are briefed on the operational elements of the plan to ensure they are aware of what it is that must be accomplished. In addition, staff members will have a chance to ask relevant questions regarding the plan, be briefed on any critical safety issues, and be informed regarding specific logistical information. The operational period briefing should be brief and concise; the Planning Section Chief facilitates the briefing following a concise agenda. Following the operational period briefing, section supervisors will meet with their assigned resources for a detailed briefing on their respective assignments.

Logistics

Resources must be organized, assigned, and directed to accomplish the incident objectives. Managing resources safely and effectively is the most important consideration of an incident. As noted above, the Planning Section (Resources Unit) tracks resources and identifies resource shortages. The Logistics Sections orders, or acquires the needed resources. The Logistics Section serves as the single ordering point for all requested resources, including mutual aid resources. The Logistics Section Coordinating Procedures describe the resource ordering process:

- The response unit (i.e., “requestor”) identifies the need.
- The requestor completes a mission/resource request in WebEOC[®]; the requester determines the appropriate Unit/ESF to assign the mission/resource request.
- The Unit/ESF accepts the mission/resource request, and the status is updated in WebEOC[®] as “accepted.”
- The Unit/ESF begins working on the mission/resource request and changes the status in WebEOC[®] to “In Progress.”

- The Resources Unit checks available inventory. If a resource is not available, the resource request is forwarded to the Logistics Section for procurement.
- The Unit's Section Chief, or Branch Director, tracks the progress of the mission/resource request.
- The Logistics Section collaborates with the Planning Section/Resources Unit to continually track the progress and location of resources.
- The Section Chief, or Branch Director, notifies the Unit of any incomplete, incorrectly routed, or outstanding mission/resource requests and works to rectify any problems.
- The mission/resource request is completed and closed out in WebEOC®.

Recovery Actions

Post-Disaster Redevelopment Transition Planning

In order to support post-disaster redevelopment, Palm Beach County maintains a Post-Disaster Redevelopment Plan (PDRP) to guide strategic policies and implementation actions in a post-disaster environment. *Reference: Palm Beach County PDRP.*

Resource Demobilization

The Demobilization Unit is responsible for developing a coordinated demobilization plan that accounts for all resources obtained through the EOC in support of the incident. The Demobilization Plan encourages the Resources Unit and Logistics Section to be responsible for accurate information regarding the status of resources implemented within the County, requests for resource release, and whether such resources have been provided by vendors, contractors, mutual aid, State or Federal support. *Reference: Planning Section Coordinating Procedures.*

After Action Reports and Corrective Action Recommendations

An AAR and corrective action plan/recommendations will be completed after every EOC activation. The corrective action plan/recommendations will identify programmatic short falls, lessons learned, and opportunities to improve. The AAR and corrective action plan/recommendations are shared with relevant partner agencies. The corrective action recommendations are incorporated in to the Strategic Evaluation and Improvement Program. *Reference: Palm Beach County Training and Exercise Strategic Plans.*

Operations Section



Operations Section

The Operations Section activates and manages the EOC Operations Room activities. It is also responsible for the field activities that occur under the list of Branches:

- Emergency Services Branch
- Infrastructure Branch
- Human Services Branch
- EOA Branch

Mitigation Actions

The Operations Section encourages all lead and support agencies to mitigate through FEMA Mitigation Grants to prevent future damage in the event of a disaster.

Preparedness Actions

During the preparedness phase of a disaster, the Operation section personnel will coordinate closely with the Planning and Logistics Sections to enhance preparedness efforts including public education, training staff, and conducting exercises. The Operations Section will also ensure ongoing readiness of all response resources.

Response Actions

All-Hazards Threat Recognition System

Palm Beach County maintains an integrated, All-hazards threat monitoring and recognition system. For each of the thirteen hazard categories, it is essential the County Warning Point (CWP) have the ability to receive and evaluate threshold triggers that indicate a viable threat to populations within the County's jurisdiction. Effective threat recognition generates timely warnings and notifications to the public and responding organizations for notice and no-notice events. *Table 5 details the hazard notification by type.*

Field Incident Management

Palm Beach County institutes the ICS, as prescribed in NIMS, for the response to any routine emergency such as a fire, hazardous material incident, or civil disturbance. The Incident Commander shall decide to what level it is necessary to staff the ICS structure. All partnering agencies will be required to integrate their disaster

management system into the overall Palm Beach County ICS system to prevent fragmentation and duplicating the use of resources during an emergency or disaster.

Table 5. Hazard Notification by Type.

Hazard	Warning Source	Notification Type
Floods Inland Flooding, Coastal Storm Surge, Sea Level Rise, Tsunami	NOAA, NWS, SFWMD	EM-Net, ESATCOM, NAWAS, Phone
Wind Events Tropical Storm/Hurricane, Tornado	NOAA, NHC, NWS	EM-Net, ESATCOMM, NAWAS, Phone, Radio
Severe Weather Drought, Extreme Temperatures, Hailstorms, Lightning, Thunderstorms	NOAA, NWS	EM-Net, ESATCOM, NAWAS, Phone, News Resources
Erosion/Subsidence Beach Erosion, Sink Holes, Soil Erosion	News Resources, Law Enforcement	Electronic Media, Radio
Fire Muck Fire, Urban Fire, Wild Fires	PBC Fire Rescue	PSAP, 9-1-1 System, Pager, State Watch Office, News Resources
Agricultural Pests & Diseases Invasive Pests and Diseases	PBC DOH	State Watch Office
Herbert Hoover Dike	NOAA, NWS, USACOE, SFWMD, Municipalities, News Resources	EM-Net, ESATCOM, NAWAS, Phone, News Resources
Domestic Security Civil Disturbance, Cyber Terrorism, Terrorism (Including Biochemical Treats/Attacks), Workplace Violence	PBSO, News Resources	PSAP, 9-1-1 System, State Watch Office, Fusion Center, News Resources
Technological Hazards Communications Interruptions, Computer network Disruptions, Infrastructure Failure, Power Disruptions	Utilities Departments, ISS, FPL, News Resources	News Resources, Radio, Electronic Media, State Watch Office, Fusion Center
Hazardous Materials Brownfields, Hazmat Incidents, Wellfield Contamination	PBCFR, PBC ERM	PSAP, 9-1-1 System, Pager, State Watch Office
Radiological Threats Nuclear Power Incident, Radiological Incident	State Watch Office, Nuclear Power Plant	ESATCOM, NAWAS, Fax, EM-Net
Transportation Incident Air, ground, Rail, Maritime	FHP, PBCFR, State Watch Office	State Watch Office, News Resources, Law Enforcement Agencies, DOT
Mass Migration Mass Migration	News Resources, Fusion Center, Local Law Enforcement Agencies	Electronic Media, Fusion Center, Radio
Communicable Diseases Influenza Pandemic & Other Infectious Diseases	DOH	State Watch Office

Event Escalation

If a routine emergency advances beyond normal response capability and meets any of the following trigger points, then the IC, or designee, shall notify the CWP and Emergency Management Director, initiating an escalation of the event:

- Local resource capabilities may be exhausted and a request for mutual aid support is anticipated.
- A sizeable evacuation is required.
- Damage caused by the emergency event warrants a comprehensive damage assessment which may reach thresholds for a Small Business Administration (SBA) or Presidentially Declared disaster.
- Expansion of the command and control capability is required to coordinate multiple responding agencies, or impacted jurisdictions.
- A legal/statutory threshold has been reached that requires notification of outside agencies.
-

The CWP will make appropriate notifications in accordance with hazard specific notification guidelines to agencies who may become involved in the event should it escalate. This shall be done to minimize disruption to partner agency functions by alerting them for potential activation. In some instances, pre-activation notification may not be possible due to the magnitude of the event and its necessary response. The CWP has an up-to-date listing of key emergency management personnel throughout the County in addition to key municipal contacts and stakeholders. However, when possible, appropriate agencies in the ICS Structure will be notified in advance to allow for incident specific response planning. *Reference: CWP SOGs on Communication.*

Full Event Escalation: Multiple emergencies may be underway concurrently which would interfere with County and/or municipal preparations for response to, or recovery from a major event which is of such proportions that full activation of the EOC is affected. All other emergencies must be integrated into the Unified Command of the overall event or through an Area Command, which would establish priorities, allocate resources, analyze the impact of the emergencies, and provide public information.

Non-Declared Disaster Event

Palm Beach County DEM and all partner organizations are required to respond to all life safety issues regardless the ability to obtain financial reimbursement from the state and/or federal governments. The protection of life and property remains the highest priority for the commitment of resources.

Declaration of a Local State of Emergency

A Local State of Emergency will be requested by the Emergency Management Director when an event:

- has occurred;
- is anticipated to generate, or has generated, major damage in Palm Beach County;
- threatens the health and safety of County residents; or
- is anticipated to escalate beyond normal response capabilities.

The following sequence of events will occur when a declaration is deemed necessary by the Emergency Management Director:

- The Emergency Management Director will notify the Public Safety Director and advise of the nature of the event and potential need to declare a Local State of Emergency and activate the EOC.
- The Public Safety Director will advise the Deputy County Administrator of these recommendations and forward them to the County Administrator.
-
- The County Administrator, or designee, will advise the Chair of the BCC and request their signature on a prepared Declaration of a Local State of Emergency. In the absence of the Chair, the line of succession will be followed as detailed in the Concept of Operations Chapter.
- Upon execution of the Declaration of a Local State of Emergency, all municipalities and special taxing districts in Palm Beach County will be forwarded a copy via fax and a copy will be posted on WebEOC[®].
- Conference calls will be scheduled with impacted communities and staff present during an EOC activation.
- The PIO will prepare and release appropriate announcements advising the public about the nature of the declared Local State of Emergency.
- The declared Local State of Emergency will remain in effect until it expires, or is rescinded by a subsequent declaration by the Chair of the BCC.

Upon recommendation of the EPG, or the Emergency Management Director, a continuation of the declared Local State of Emergency may be requested.

CEMP Activation

The Palm Beach County CEMP and the EOC may be activated by the following:

1. The Governor of the State of Florida may declare a State of Emergency for the State of Florida, or any region therein, and activate the EOC through consultation with the Chair of the BCC.
2. The Chair of the BCC may declare a Local State of Emergency for Palm Beach County and activate the CEMP. Upon declaration of a Local State of Emergency by the BCC, the County Administrator may direct the evacuation of risk areas on behalf of the BCC. At this time, schools, government offices and businesses will be asked to cease operations until the emergency has passed.
3. In the event of a sudden emergency, which seriously threatens the safety of Palm Beach County's citizens, the Emergency Management Director will:
 - Activate the EOC.
 - Notify the Public Safety Director, who will notify the Chair of the BCC through the County Administrator in order to declare a Local State of Emergency and implement the CEMP.
 - When exigencies of the situation preclude the timely authorization by the Chair of the BCC, the established line of succession will be implemented.

EOC Activation Levels

The PBC DEM and EOC operate under the four (4) levels of activation as described in Table 6 below.

Table 6. EOC Activation Levels and Operational Conditions

<h2 style="margin: 0;">Palm Beach County EOC Activation Levels</h2>	<p style="text-align: center;">LEVEL 3 – MONITORING</p> <p>The Division of Emergency Management (DEM) transitions to this level for incidents or special events that have the potential for escalation. The County Warning Point (CWP), DEM, and/or other emergency management personnel are actively monitoring the incident/event. Notifications are made to appropriate Division and County personnel, and support organizations that may be required to take action as part of their normal responsibilities.</p>	<p style="text-align: center;">LEVEL 1 – FULL ACTIVATION</p> <p>All lead and support agencies are notified. The Emergency Operations Center (EOC) is staffed by the Division of Emergency Management (DEM) personnel, the Executive Policy Group, all Sections and Branches, their staff, as well as State and Federal representatives.</p>
	<p style="text-align: center;">LEVEL 4 – NORMAL OPERATIONS</p> <p>This is the normal day-to-day operational level for the Division of Emergency Management (DEM) and the County Warning Point (CWP) which are continuously monitoring local, regional, national, and international events, evaluating potential threats, and analyzing their impact on Palm Beach County. Appropriate Division and County personnel, and support organizations are notified and informed through a variety of communication methods based on the urgency required of the incident/event.</p>	<p style="text-align: center;">LEVEL 2 – PARTIAL ACTIVATION</p> <p>Selected Emergency Operations Center (EOC) staff are notified. The EOC is staffed by the Division of Emergency Management (DEM) personnel, appropriate Sections, their staff, and outside agencies as required to meet the operational needs of the incident.</p>

Notifications and Warnings

Alert and Notification

Based upon the type of hazard and the level of activation, Palm Beach County partner organizations are notified by the CWP. The Emergency Information Unit keeps the contact information of all EM contacts of our partner organizations in an electronic database that is accessed by CWP for notifications. The IC or Emergency Management Director approves all alert and notification activations. *Reference: CWP SOG.*

Public Warning

The public is notified by the CWP and/or the Public Information Unit (PIU). Palm Beach County will utilize the PIO/PIU to communicate to all public media sources. The CWP may also activate the Dialogic Public Notification System to reach vulnerable populations. *Reference: Palm Beach County Department of Public Affairs PIU SOG and CWP SOG.*

Municipal Partner Notifications and Warnings

Maintaining ongoing communications with all municipal partners is a vital response priority. Palm Beach County will coordinate all hazard monitoring information, event escalation information, protective action decisions, and recovery information with impacted municipal jurisdictions throughout the event. Municipal coordination will be conducted in compliance with the Hazard Specific Plans primarily through the EOAs, conference calls, Flash Reports, SitReps, WebEOC[®], and direct communication.

Critical Facility Notifications

The CWP maintains point of contact information on all vital critical facilities and will make appropriate notifications as warranted by the threat.

Damage Assessment Team Notifications

The CWP maintains point of contact information for all Damage Assessment Team members and will make appropriate notifications as directed by the Recovery Manager.

Disaster Recovery Center Notifications

The CWP maintains point of contact information for all Disaster Recovery Center personnel and will make appropriate notifications as directed by the Recovery Manager.

Protective Actions

When Palm Beach County is threatened by a significant natural or human-generated event, public safety officials will evaluate the hazard and vulnerability to determine the most appropriate protective action decisions. Based upon the real time hazard vulnerability analysis, public safety officials may mandate one (1) or more of the following protective actions be issued:

1. **Evacuation:** The safe movement of vulnerable populations and animals from high risk areas to safer locations. Evacuation planning will also involve consideration of safe re-entry guidelines.
2. **Shelter-In-Place:** An Executive Order that restricts the movement of at-risk populations. At-risk populations are to remain within structures that can provide protection from exterior hazards (i.e. hazardous materials plumes or contagious persons).
3. **Quarantine:** An Executive Order that restricts the movement of persons currently well but known, or suspected, to have been in contact with contagious persons and may,

therefore, become contagious in the future. Quarantine may involve voluntary or involuntary restriction within a designated facility.

4. **Isolation:** An Executive Order that restricts the movement of at-risk populations in order to segregate ill, infectious, and/or contaminated persons to prevent contamination/disease transmission to others.
5. **Re-entry:** A process to permit persons into an impacted area as hazardous conditions are remediated and public safety is re-established. Re-entry may be phased and/or time restricted.
6. **Curfew:** An Executive Order that restricts the movement of persons within a specified geographic region during specified periods of time.
7. **Restrictions:** An Executive Order that may restrict the sale, purchase, or possession of alcoholic beverages, firearms, or flammable substances.

Evacuation

A large-scale evacuation of Palm Beach County residents, visitors, and domesticated animals may be initiated by numerous potential natural, technological, or environmental threats including tropical storms, hurricanes, floods, hazardous materials spills, wild fires, chemical, biological, radiological, nuclear, and explosive (CBRNE) terrorist attacks, and others. Any large-scale evacuation with regional implications will significantly impact major transportation arteries and necessitate inter-County coordination among regional and State partners. Palm Beach County is also in a position to host evacuees when not at risk, such as in the case of a radiological event at the St. Lucie Nuclear Power Plant, or a catastrophic weather event in other regions of the State.

Evacuation Authority. The Emergency Management Director has the responsibility to recommend the need to issue an Evacuation Order for high risk areas in Palm Beach County, prior to the threat of a tropical storm, hurricane, wild fire, flooding incident, or any other applicable threat to the Public Safety Director. The Public Safety Director will forward this recommendation to the County Administrator, or designee. The County Administrator requests the Chair of the BCC to approve and sign the Evacuation Order. All policies effecting the direction and control of the evacuation remain the responsibility of the BCC and are administered by the EOC through the EPG.

Shelter-In-Place

Shelter-In-Place Orders may be issued for natural, technological, or environmental threats. In the event of hazardous materials contamination, biological threats, or a contagious disease, authorities may determine it's safer for at-risk populations and animals to remain within the safety of interior structures. An Executive Order, which restricts the movement of at-risk populations, may be voluntary or involuntary and will be enforced by law enforcement. Through a Shelter-In-Place Order, public officials anticipate that structures such as homes, businesses, or schools can provide protection from exterior hazards (i.e., hazardous materials plumes or contagious persons). If the Shelter-In-Place Order remains in effect for long periods of time, the logistical support of isolated populations may become a significant challenge.



Shelter-In-Place Authority: The authority to issue a Shelter-In-Place Order will vary based upon the type of threat. Typically, Shelter-In-Place Orders will be communicated with the State Emergency Operations Center (SEOC). Any situation involving a local order by the Palm Beach County Department of Health (DOH) Director will be conducted in close consultation with the Florida Department of Health State Surgeon General, and the Centers for Disease Control (CDC). *Reference: Florida Statute Chapter 381, Section 381.0011, Communicable Disease and Quarantine; and, Section 381.00315, Public Health Emergencies and Advisories.*

A non-public health related Shelter-In-Place order (such as a hazardous material plume) may be recommended by the Emergency Management Director to the Public Safety Director. The Public Safety Director will forward this recommendation to the County Administrator, or designee. The County Administrator requests the Chair of the BCC to approve and sign the Shelter-In-Place Order. All policies affecting the direction and control of the Shelter-In-Place Order remain the responsibility of the BCC and are administered in the EOC through the EPG.

For a hazardous materials incident, the on-scene IC may issue an immediate Shelter-In-Place Order if persons and domesticated animals in the immediate vicinity are in imminent danger. The on-scene IC will coordinate Shelter-In-Place Orders with the Emergency Management Director.

Quarantine

A Quarantine Order restricts the movement of at-risk populations and confines them to pre-identified locations which may be necessary to monitor, isolate, and treat contaminated or contagious persons and animals. It is the responsibility of the Palm Beach County DOH Director to issue a public health emergency and recommend a Quarantine Order. The escalation to a Quarantine Order is likely to be caused by serious public health threats within the community. This order may be voluntary or involuntary and enforced by law enforcement.

Quarantine Authority: In the event of a public health emergency, it is the responsibility of the Palm Beach County DOH Director to issue a public health emergency and implement Quarantine Orders. Any situation involving a local order by the Palm Beach County DOH Director for a Quarantine Order will be conducted in close consultation with the Florida Department of Health's State Surgeon General, and the CDC. *Reference: Florida Statute Chapter 381, Section 381.0011, Communicable Disease and Quarantine; and, Section 381.00315, Public Health Emergencies and Advisories, Department of Health EOP, Communicable Diseases HSP.*

Isolation

Isolation Orders may be issued for natural, technological and human-generated hazards for affected persons. In the event of biological threats or a contagious disease, official authorities may determine it safer for ill populations and ill animals to remain within the safety of interior structures. An Executive Order which restricts the movement of affected populations may be voluntary or involuntary and enforced by law enforcement. By way of an Isolation Order, public officials expect that structures such as homes, businesses, schools, and hospitals will help to contain the spread of the disease to others. Affected persons in isolation may require medical

intervention. If the Isolation Order remains in effect for longer periods of time, the logistical support of isolated populations may become a significant challenge.

Isolation Authority: The authority to issue an Isolation Order will vary based upon the type of threat. Any situation involving a local isolation order by the Palm Beach County DOH Director will be conducted in close consultation with the Florida Department of Health's State Surgeon General, and CDC. *Reference: Florida Statute Chapter 381, Section 381.0011, Communicable Disease and Quarantine; and, Section 381.00315, Public Health Emergencies and Advisories, Department of Health EOP, Pandemic Flu Response Plan.*

Re-entry

The purpose of a coordinated, phased re-entry process is to protect property and lives within the impacted areas. In those areas where perimeter control can be maintained, it may be beneficial to do so while responders are saving lives and utility workers are eliminating life threatening hazards. Residents and business owners in the area will be permitted to return as soon as life safety conditions permit. The process of re-entry is governed by the EPG. The phased re-entry of persons into impacted areas requires coordination among public safety organizations, utility representatives, law enforcement, environmental agencies, human services organizations, and private sector partners. *Reference: Regional Evacuation Procedures, Re-entry Plan (September 2000).*

Curfew

As a result of substantiated threats or otherwise dangerous conditions, Palm Beach County, in close coordination with the municipal jurisdictions, may issue Executive Orders for curfews to ensure public safety during a state of emergency. Curfew Orders restrict the travel and movement of persons within identified geographic areas. The purpose of Curfew Orders is to protect public safety and maintain order.

Curfew Authority: The County Administrator, in collaboration with municipalities located within Palm Beach County, may establish a Countywide curfew or a specific area curfew, to restrict travel and movement within the County. *Reference Palm Beach County Code Chapter 9, Article II, Section 9-35.*

Restrict Alcoholic Beverages, Firearms, or Flammable Substances

In order to promote public safety, Palm Beach County, in close coordination with the municipal jurisdictions, may restrict the sale, purchase or possession of alcoholic beverages, firearms, or flammable substances for the duration of the declared State of Emergency. The extent and application of such emergency restrictions shall be tailored to meet the specific situation and may be modified from time to time.

Restrictions Authority: Per the County Code Chapter 9, Article II, Section 9-35, the sale, purchase or possession of alcoholic beverages, firearms, or flammable substances may be halted by the County Administrator, or designee.

Protective Action Implementation *Vulnerable Populations Coordination*

Protective action decision-making (evacuation, shelter-in-place, isolation, and quarantine) and implementation must occur in close coordination with all municipal jurisdictions within the County, neighboring counties, potential host communities, and the SEOC. Each Hazard Specific Plan may detail additional protective action decision making mechanisms which are applicable specifically to that natural, human-generated or technological disaster.

Municipal Coordination of Protective Actions

A large-scale evacuation prior to a disaster (e.g., hurricane, terrorism threat, and nuclear power plant event) requires the coordinated effort of all governmental and partner agencies. Under Florida Statute Chapter 252, the EPG has the authority to order a Countywide evacuation and/or a shelter-in-place order applicable to all jurisdictions. Implementation of these protective actions, however, requires the cooperation and coordination of all available resources. Re-entry into incorporated areas is the responsibility of the local municipal government. Managing the re-entry in to unincorporated areas is the responsibility of the County. Direction and control of all evacuation and re-entry activity within, or through, a municipality is retained by the local entity affected. The safety of Palm Beach County citizens is of mutual concern to both County and municipal officials. Ongoing communications and coordination will be maintained with all impacted jurisdictions through regularly scheduled conference calls, flash reports, SitReps, WebEOC[®] and EOAs.

Shelter Coordination

Shelter Program. A variety of shelter options are available to accommodate disaster victims needing temporary shelter. Shelters may be classified into seven (7) primary categories:

1. Hurricane Risk Shelters
2. Non-Risk, All-Hazards Shelters
3. Host Shelters
4. Refuges of Last Resort
5. Special Needs Shelters
6. Shelters for Families of Emergency Workers
7. Pet Friendly Shelter

Hurricane Evacuation Risk Shelters. Palm Beach County, in cooperation with the American Red Cross (ARC) – Greater Palm Beach Area Chapter, currently operates hurricane evacuation shelters approximate capacity for 50,000 residents. All hurricane evacuation shelters meet current ARC 4496 design standards to withstand hurricane force winds, including window strength and protection, wind and debris exposure, and storm surge inundation. Shelter capacity is continuing to expand as new high schools and select middle schools are built to ARC 4496 standards and Enhanced Hurricane Protection Areas (EHPA) Standards. The BCC has a contract with the Palm Beach County School Board District to allow usage of their facilities for sheltering activities. *Reference: Hazards Specific Hurricane Annex and the ARC Disaster Response Plan.*

Non-Risk, All-Hazards Shelters. The ARC will also shelter disaster victims who are left homeless due to non-tropical weather related disaster events threatening their neighborhood. Under these circumstances, a designated shelter (i.e., community center, church, or other public facility) will be selected and opened by the ARC, in cooperation with DEM. The selected shelter will be located in close proximity to the affected area. Since no wind loading requirements are

necessary for these shelters, a wide variety of structures are suitable. The responsibility for operating and staffing Palm Beach County shelters is delegated to the ARC. *Reference: ARC Disaster Response Plan.*

Host Shelters. Palm Beach County has the capability to provide host shelters for residents of risk counties during large-scale disasters or radiological event at the St. Lucie Nuclear Power Plant. The County has numerous facilities to house large numbers of people. Host shelters do not require wind load bearing standards and therefore are not covered under ARC 4496. They are, however, identified using criteria under ARC 3031 Guidelines. Upon request of the Governor of the State of Florida, criteria must be utilized to select an appropriate facility from the list of potential shelters in order to meet the needs of the evacuating population from nearby counties. *Reference: ARC Disaster Response Plan and Palm Beach County Strategic Shelter Plan.*

Basic Host Shelter Requirements include:

- **Capacity:** The facility should accommodate people based on the available space of 20 square feet per person for short-term sheltering. Long-term sheltering should be 40 square feet per person.
- **Amenities:** The shelter should have adequate toilet and bathing facilities; adequate supply of drinking water; and facilities for storing, cooking, and/or serving food.
- **Staff:** There should be sufficient people to staff all shelter functions such as registration, management of facility, feeding, and caring for evacuees with special needs.
- **Availability:** It should be possible to utilize facilities as shelters without disrupting the normal day-to-day operations of the County, given that Palm Beach County will not be under a State of Emergency.
- **Protection:** The shelter should have adequate fire and police protection. The ARC staff will operate the host shelters. In the event that the ARC is unable to provide adequate shelter personnel, a secondary source for staffing host shelters will be County employees and other local volunteers. A potential tertiary source for host shelter staff will be state mutual aid. *Reference: Host Shelter Plan developed in conjunction with the Regional Evacuation Coordination Guidelines.*

Refuges of Last Resort. The Emergency Management Director, upon the request of the Governor of the State of Florida and EPG, may activate the Refuges of Last Resort Plan if lives of evacuees are in imminent danger. The Emergency Management Director, based on the authority granted in the Governor's Declaration of a State of Emergency, will authorize that identified facilities be commandeered for use as refuges of last resort. Refuges of last resort are structures/buildings designated as the best possible accommodation for people who cannot evacuate in time to reach safe shelter. Refuges of last resort are not pre-designated by the ARC and provide no special accommodations such as food, water, security, first aid, or parking. These structures are not guaranteed to be structurally sound in hurricane situations, however, they are deemed better than being trapped on the road in a vehicle during strong winds and rising waters. Refuges are viewed as a last resort until the hurricane or other disaster passes.

The Emergency Management Director will implement the County of Refuge of Last Resort Plan and will forward the locations of those refuges located within each municipalities' borders. The County will remain in contact with law enforcement and municipal officials and continue to brief the SEOC on the status of refuges until disaster conditions have improved.
Reference: Refuge of Last Resort Plan.

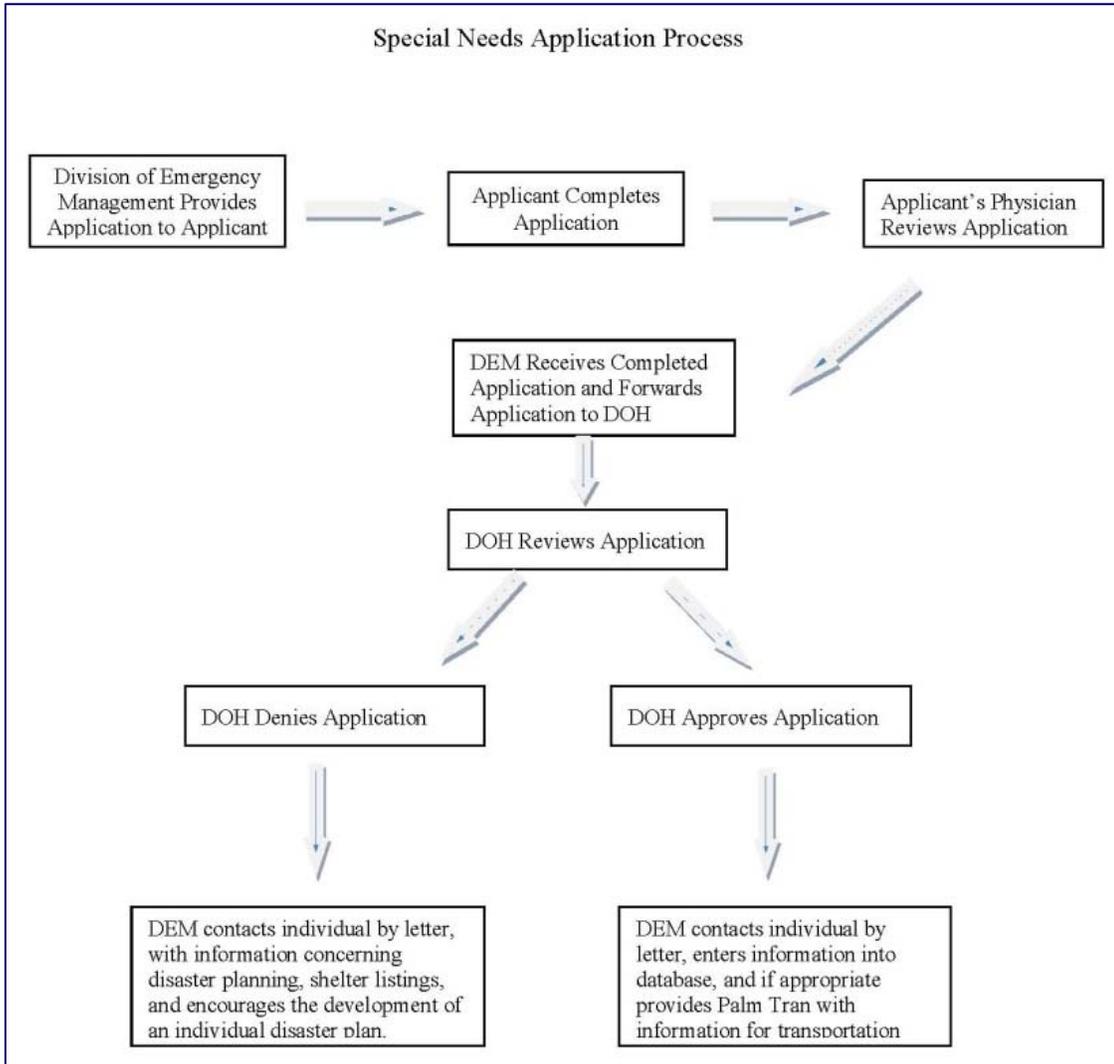
Special Needs Shelters. Palm Beach County operates a Special Needs Shelter Program to provide refuge for citizens with medical conditions and/or who require continuous power supply for survival. The Special Needs Shelters are staffed by numerous agencies and healthcare professionals. The buildings are wind resistant, not located in a high-risk area, and are equipped with back-up generators.



To be eligible for the Special Needs Shelter Program, applicants must pre-register and meet the following established criteria:

- Persons who are non-ambulatory and/or have a chronic, stable condition, are not suitable for regular shelter placement, and do not require hospitalization.
- Persons with minor health/medical conditions, psychological illness and/or cognitive disorders (developmental disabilities, dementia, etc.) that require professional observation, assessment and maintenance.
- Persons with the need for medication and/or vital sign monitoring and are unable to do so without professional observation.
- Persons who are dependent on electricity for medical devices, such as oxygen dependence.

Figure 8: The Special Needs Application Process



The application is approved by the Palm Beach County DOH. Transportation assistance may be provided by the Transportation Unit until it is no longer safe to operate due to unsafe roads and conditions. Special Needs Shelter occupants will not be released until the area from which they came has been determined safe for their return. Special Needs Shelter occupants whose homes have been destroyed or rendered unsafe for occupancy will be provided assistance by the ARC, the Palm Beach County Division of Human Services, and/or the Florida Department of Family and Children Services (DCF). Activation of the Special Needs Shelter Program is authorized by the EPG and implemented by the Palm Beach County EOC through the Special Needs Unit. Emergency Management maintains a list of all registrants assigned to the Unit in electronic and hard copy format. *Reference: Special Needs Shelter Guidelines.*

Shelter for Families of Emergency Workers. Palm Beach County BCC has established a shelter for family members of County employees’ on-duty during disasters. Pre-registration for this shelter is required.

Pet Friendly Shelters.

A pet friendly shelter for residents living in evacuation zones, mobile homes, manufactured homes and housing of known substandard construction is coordinated by the Public Safety Department, Animal Care and Control (ACC) Division. Pre-registration is required for the hurricane pet-friendly shelter. The registration form for pre-registering animals is available on the ACC website. The ACC website also lists other shelters that will take animals during a disaster. *Reference: Palm Beach County Public Safety Department, ACC, Pet Friendly Shelter Plan and the following website:*

<http://www.pbcgov.com/publicsafety/animalcare/petshelter.htm>

Disabled Transportation Assistance Program

Palm Beach County BCC has established a Disabled Transportation Assistance Program (DTAP) to provide transportation to ARC Hurricane Evacuation Shelters for persons with disabilities who live in the evacuation zones, mobile homes, manufactured homes and housing of known substandard construction.

In order to be eligible for the DTAP, residents must pre-register and meet the following criteria:

- Live in the evacuation zones, mobile homes, manufactured homes and housing of known substandard construction;
- Be disabled; and/or
- Have no other means of transportation.

Transportation services will be assigned based on the information provided on the application form. Brochures, including the application form, are available. *Reference: Palm Tran Connection Guidelines.*



Critical Healthcare Facility Coordination.

Each hospital, surgical center, skilled nursing facility, adult day care facility, intermediate care facility, adult living facility in the State of Florida is required to have a Comprehensive Emergency Management Plan, as mandated in F.S. Chapter 252. These plans are reviewed and approved by DEM and Agency for Health Care Administration (AHCA), as required by law.

Specific plan requirements are as follows:

- Hospital - F.S. 395.1055 Chapter 59A-3;
- Surgical Center - F.S. 395.1055, Chapter 59(A)5;
- Skilled Nursing Facility - F.S.400.423 Chapter 59 A-4;
- Adult Day Care Facility - F.S. 400.44-400.546, Chapter 58 A-6;
- Intermediate Care Facility – F.S. 393.067, Chapter unspecified to date; and
- Adult Living Facility (ALF) - F.S. 400.441 Chapter 58A-5.

Each plan must include a complete hazard analysis. It must specify the name and telephone number of the facility contact person, procedures for watches, warnings, evacuations, notification, sheltering, transportation, and training. Each facility must provide a detailed description of their seven (7) day supplies of non-perishable food, water, medication, and

resources for each resident. Evacuation times for each facility vary extensively based upon occupancy but are estimated at between six (6) and eight (8) hours. If the facility refuses to evacuate, they are required to notify DEM.

Emergency Life Saving Measures

In the immediate post-disaster environment, the priority mission is to save lives of people in immediate danger.

Search and Rescue

The Search and Rescue Unit, through the coordination of Palm Beach County Fire Rescue and all municipal Fire Rescue personnel, will implement search and rescue missions. *Reference: Palm Beach County Fire Rescue CEMP and Fire Rescue Procedures.*



Treat, Triage, and Transport

The Fire Fighting Unit in coordination with the Health and Medical Unit will provide life saving medical assistance to survivors. *Reference: Palm Beach County Fire Rescue CEMP and Fire Rescue Procedures.*

Emergency Provision of Essential Services/Commodities

All residents are strongly encouraged to maintain a disaster supply kit with essential commodities for a minimum of 5-7 days. However, some survivors are ill-equipped to provide life sustaining food and water to their families. The Mass Care Unit in partnership with the Food and Water Unit are responsible for coordinating the acquisition, transport, storage, and distribution of food and water.

Food – (Canned Goods, Hot and/or Cold Meals)

The Mass Care Unit coordinates with other partner agencies to provide hot and/or cold meals to survivors. The Food and Water Unit is responsible for the provision of non-perishable food. *Reference ARC Disaster Response Plan. For further information contact the Division of Community Services.*



Water – (Potable Water)

The Food and Water Unit is responsible for the provision of the potable water to survivors.

Ice – (Medical Need Only)

Ice is not widely distributed to survivors unless

it is considered to be a life sustaining commodity. The EOC will work in cooperation with the Health and Medical Unit to provide and coordinate the distribution of ice to medical and healthcare facilities as necessary.

Pharmaceuticals

The Health and Medical Unit is responsible for the provision of life sustaining pharmaceuticals. *Reference: Pandemic Flu Response Plan, and the Palm Beach County DOH EOP.*

Points of Dispensing - Health Department

Palm Beach County DOH has pre-identified forty-two Points of Dispensing. The Operations Section Health and Medical Unit will activate Points of Dispensing for the dissemination of medical services such as the distribution of Cipro[®] and KI. The Logistics Section will assist with the set-up and any logistical needs relating to the Points of Dispensing. *Reference: Logistics Section Coordinating Procedures and the Palm Beach County DOH guidelines.*

Emergency Restoration of Essential Infrastructure and Services

Emergency Debris Clearance, Removal, Processing

The Debris Management Unit establishes the most efficient and cost effective methods to resolve disaster debris removal and disposal issues, and expedites debris removal and disposal efforts that provide visible signs of recovery designed to mitigate the threat to the health, safety and welfare of PBC residents. The Debris Management Unit is responsible for the coordination of all debris management activities. *Reference: Palm Beach County Debris Management Plan.*

Water System (Potable Water Supply)

The Public Works Unit is responsible for the restoration of the potable water supply while the Health and Medical Unit is responsible for its safety. *Reference: Water Utilities Department Hurricane Response Plan.*

Waste Water System (Sanitary Sewer System)

The Public Works Unit is responsible for the restoration of the waste water system. Palm Beach County and the municipal jurisdictions therein, rely upon both centralized sanitary systems as well as privately operated onsite septic systems. The centralized sanitary system relies upon a broad network of pumping stations to regulate the flow of the sewer system. Power outages severely disrupt the operation of the waste water system.

Power System (Temporary Power Generation, Fuel, Gas)

The Energy Unit is responsible for monitoring the status of all power related systems in the County. The primary electrical service provider in Palm Beach County is Florida Power and Light (FP&L). *Reference: FDO Fleet Management Plan as well as the FDO Hurricane Preparedness Plan.*

Property Protection

In the post-disaster environment, the secondary priority to life safety is incident stabilization and property protection. Based upon the hazard, various protective measures can be implemented to protect property. *Reference: relevant Hazard Specific Plans.*

Temporary Emergency Repairs of Public Buildings

The Public Works Unit is responsible for identifying, prioritizing, and implementing temporary emergency repairs for public buildings and infrastructure.

Historic Preservation

Palm Beach County considers historic preservation a top priority when prioritizing an emergency and permanent repairs.

Reference the following website for an inventory of historic resources in unincorporated Palm Beach County www.pbcgov.com/pzb/planning/rhp :

Environmental Protection

Assessment and restoration of natural environmental systems is a priority in the post-disaster redevelopment process. The Palm Beach County Department of Environmental Resource Management (ERM) in conjunction with State and Federal partners is responsible for the evaluation and restoration of vulnerable water systems, soil, land, and air. *Reference: Palm Beach County Hazardous Materials Coordinating Procedures.*



Recovery Section



Recovery Section

The Recovery Section activates and manages recovery activities pursuant to the Recovery Plan. It is also responsible for the field activities of subordinate units:

- Damage Assessment Unit
- Housing Unit
- State & Federal Programs Unit
- Business & Industry Unit

Reference: Palm Beach County Recovery Plan.

Mitigation Actions

The Recovery Section encourages all lead and support agencies to mitigate through FEMA Mitigation Grants to prevent future damage in the event of a disaster. While short term recovery progresses, a continuing process of re-establishing community services and re-building the community to pre-disaster or improved standards via mitigation activity increases in importance. The implementation of a mitigation strategy during this phase strengthens facilities to reduce a repetitive loss situation. The activity is guided by both the LMS and the PDRP. The gradual movement from the response to the recovery phase of the disaster also represents the transition in activities guided by the CEMP and integrates those activities guided by the LMS and PDRP. The organizational structure for the implementation of long-term recovery actions at the Recovery Operations Center (ROC) are detailed in the Recovery and Post-Disaster Redevelopment plans

Preparedness Actions

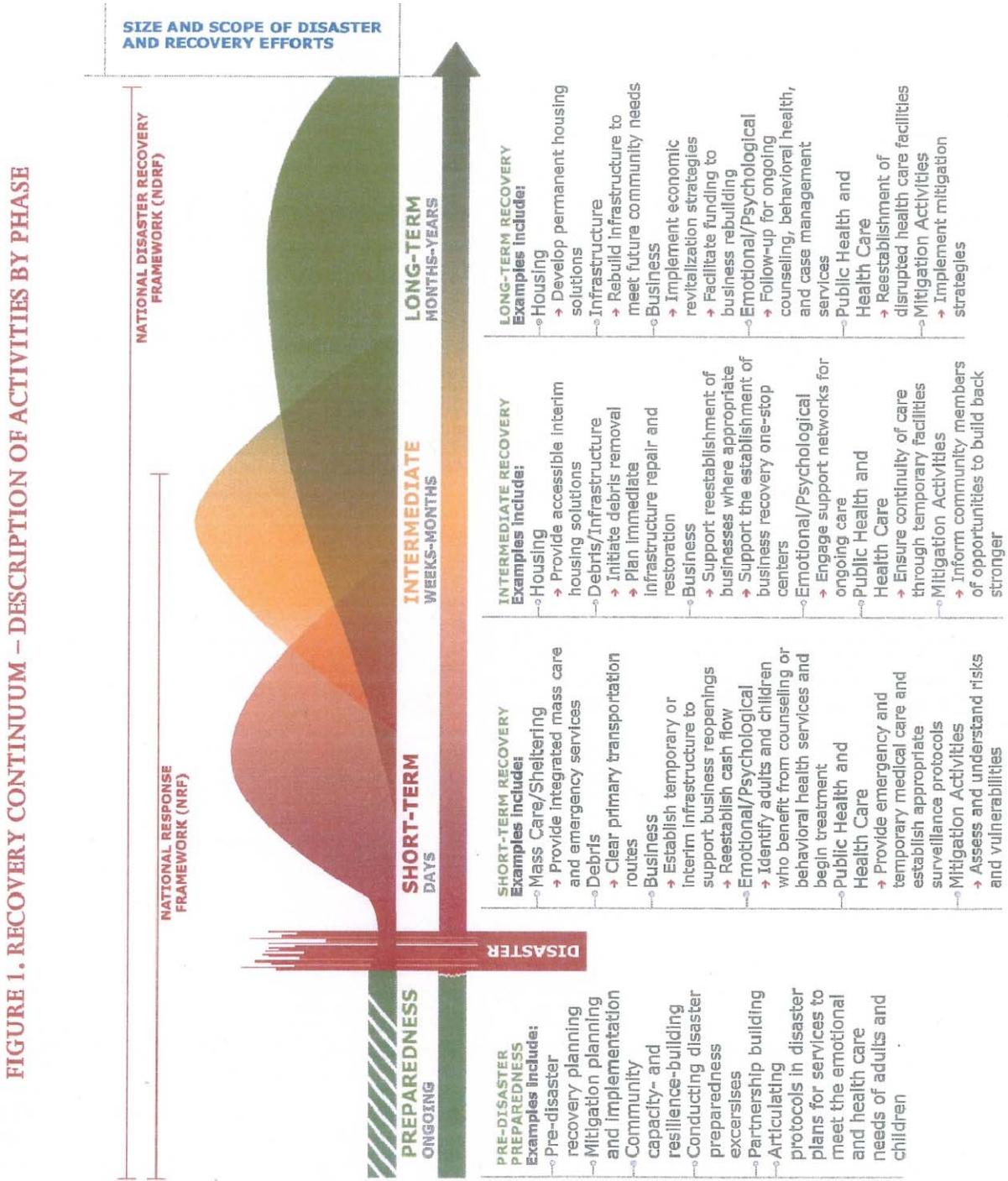
During the preparedness phase of a disaster, the Recovery Section personnel will coordinate closely with the Planning and Logistics Sections to enhance preparedness efforts including public education, training staff, and conducting exercises. The Recovery Section will also ensure ongoing readiness of all response resources.

Recovery Actions

The implementation of recovery begins almost simultaneously with the response phase. As the life safety issues of response are resolved, short-

term recovery begins the process of re-establishing essential services and providing community information through the Public Information Unit.

Figure 9: Phase Integration for Recovery



This recovery continuum describes overlapping recovery activities by phase.

Short Term Recovery Phase

The short-term recovery phase immediately follows the disaster event and entails the immediate, even if temporary, efforts to allow a return to normal life. The community may still be under emergency conditions if essential services have not been restored. Conditions for extending the emergency period during the short-term recovery phase include:

1. Residents are still in shelters.
2. Water or sewer systems are inoperative.
3. Electricity is not available.
4. There is a shortage of food, water, and other basic goods.
5. Curfew is in effect.
6. Re-entry is not possible because of debris or severe damage, or
7. Other dangerous conditions or threats exist.

The recovery process begins with an initial damage assessment conducted by County personnel using aircraft, ground vehicles, observer call-ins and the Rapid (Windshield) Impact Assessment Program. The size and type of incident and its overall impact on the community will determine who should participate in the damage assessment process. Minor emergencies or incidents may only require participation of local County agencies and organizations.

Rapid Impact Assessment

In the immediate aftermath of the disaster, a Countywide Rapid Impact Assessment (RIA) will be coordinated by the Damage Assessment Unit of the Impact Branch, Recovery Section and documented by the Planning Section's Situation Unit. In the past, this assessment has also been referred to as the "Windshield" assessment. Palm Beach County has established a "Rapid Impact Assessment" program wherein cards with photographs depicting various degrees of damage are placed throughout the County at fire and police stations, county facilities, in private homes of CERT members, and on our website. Each person reporting calls in damage reports to a telephone number printed on the card or via website, and this information is automatically entered into a computer database that collates the data and yields a mapped representation of the damages thereby providing a quick assessment of overall impact. The RIA is done immediately after the disaster and is a quick and essential evaluation to identify the areas hardest impacted, as well as to potentially determine if the County will meet the thresholds for a Presidential Declaration. After a disaster, assigned municipal and County staff will visually evaluate damage to structures and property. This information is passed through the chain of command to the Recovery Section Chief, who will then forward the information to the appropriate Planning Section Unit.

When advance warning is received, Palm Beach County Fire Rescue Stations and strategic points throughout the County are staffed by Palm Beach County Fire Rescue Personnel, Palm Beach County Planning Zoning & Building (PZ&B) Inspectors, as well as municipal staff. These staging areas house staff so they can immediately begin the RIA once



the disaster is over. The results of this assessment are mapped in the Planning Section on a Geographic Information System (GIS) map with a color coded, one-mile radius circles. The impact survey data provides a Countywide general overview of the most significantly impacted areas and, therefore, establishes a prioritization mechanism for damage assessment team deployment, resource allocation, and disaster assistance.

Initial Damage Assessment

The second step in this process is the Initial Damage Assessment (IDA). The Initial Damage Assessment is performed by County Staff for the unincorporated areas and municipal staff for each of the municipalities. All Damage Assessment data is reported to the EOC for Countywide compilation by the Damage Assessment Teams.

The Damage Assessment Teams are made up of County, municipal and State employees who are qualified to assess the damage due to natural, human generated and radiological disasters. The goal of this assessment is to determine the magnitude and severity of damage to public buildings and infrastructure; and, in the event of severe rainfall, determine the level of flooding damage and to strategize the County's response and recovery efforts. All Damage Assessment Team members must report impact survey results through the chain of command to the Recovery Section Chief who will then forward the information to the appropriate Planning Section Unit. As in the Rapid Impact Assessment, the data is pasted on a GIS map with a color coded, one-mile radius circle. During the short-term recovery phase, an accurate and complete economic assessment is highly unlikely, as the total extent of damage will not be immediately available. Initial estimates of damage from canvassing the affected areas and estimating the costs of repair based on past experience. The initial damage assessment determines if an emergency declaration is warranted.

If the governor determines the State requires federal assistance in dealing with an incident or disaster, a request is submitted to FEMA. FEMA, in cooperation with the State and the County, performs a "Preliminary Damage Assessment" or PDA. The FEMA and State inspectors meet with a PBC DEM representative who is responsible for coordinating the County's PDA participation, and obtain:

- A list of the communities to be inspected;
- The names and addresses of all local contacts;
- A population count;
- A list of damaged facilities with their locations and cost estimates;
- The annual budget, after debt service, for the County and each of its municipalities;
- The current budget status of each;
- Maps which may be used to show damaged sites; and
- Vehicles, tools and other items necessary to carry out the PDA

The Federal, State, and County teams jointly verify the extent of damages attributable to the disaster and submit estimates thereof to the FEMA regional director. The recommendations are then submitted to the FEMA Administrator in Washington, who in turn prepares a recommendation to the President of the United States. At such time, the president may issue a Disaster Declaration.

Appropriate Palm Beach County officials are responsible for providing the State with an assessment of their capability to effectively handle the recovery effort. This assessment includes, where possible, how the damages are to be repaired; where possible, a projected schedule for completion and a recommendation as to the source of funding for the County's share of the recovery costs. Habitability life-safety issues are determined by qualified structural engineers from County staff such as the PZ&B.

During a large-scale disaster, the short-term recovery, and some of the long-term recovery activities is coordinated from a FEMA Disaster Field Office (DFO). Local, State and federal officials operate from this facility until all required recovery projects are addressed. Basic staffing is planned in accordance with the guidelines provided in the National Response Framework as well as the National Recovery Framework.

Preliminary Damage Assessment

Preliminary Damage Assessment (PDA) is the third step in the process. The PDA is a joint assessment used to determine the magnitude and impact of damage due to an incident. A FEMA/State team will visit Palm Beach County's applicants and view their damage first-hand to assess the scope of damage and estimate repair costs. The State uses the results of the PDA to determine if the situation is beyond the combined capabilities of the State and Palm Beach County resources and to verify the need for supplemental Federal assistance. The PDA also identifies any unmet needs that may require immediate attention. Several Damage Assessment Teams are active in the county depending on the size and severity of the disaster.

These teams are made up of County, municipal, State, FEMA and other federal staff. The PDA teams conduct a more in-depth evaluation in order to rate the level of damage to each structure. PDA's, along with other factors, determine whether or not a disaster is of such severity and magnitude that effective response is beyond the means of the State and the affected municipal and County governments, and Federal assistance is required.

An extensive damage assessment is necessary to support requests for future planning, response and recovery programs offered at the State and Federal levels. An accurate damage assessment will also support post-disaster mitigation. *Reference: Operations Section Coordinating Procedures, the SERT Preliminary Damage Assessment Team Pocket Guide and the PDRP.*

Assessment of Private Homes and Businesses

PZ&B is responsible for the implementation of the FEMA compliant damage assessment of private homes and businesses countywide. PZ&B follows the same procedures as it would for public buildings and infrastructure including working through the Recovery Section.

Each municipal jurisdiction is responsible for the implementation of the FEMA compliant damage assessment of homes and businesses within their jurisdiction. The information must be entered on a FEMA compliant damage assessment form and forwarded to the EOC, Recovery Section, Damage Assessment Unit. Palm Beach County DEM provides annual damage assessment training for all municipal jurisdictions. *Reference: Palm Beach County Damage Assessment Guideline, the Operations Section Coordinating Procedure and the following website:*

<http://floridadisaster.org/Recovery/IndividualAssistance/IAPDamageAssessment/Index.htm>

Habitability Assessment

PZ&B conducts the post-disaster habitability inspections in accordance with their operational guidelines. The purpose of these inspections is to ensure that all structures are safe for re-entry and that water, electrical, and gas services may be reconnected to the structure. These inspections are not conducted until the FEMA required damage assessment process has been completed.

Disaster/Interim Housing

Disaster/Interim Housing (risk and host) for victims will be established in accordance with the Palm Beach County Temporary Housing Plan for Disaster Events. The goal of the disaster housing strategy is to provide safe, sanitary, and timely housing solutions for displaced victims utilizing all available resource options including vacant hotels/motels/apartments, mobile homes, recreational vehicles, big box structures, floating options, tents, etc. A total of 15 potential disaster housing sites have been evaluated for suitability in the Palm Beach



County Temporary Housing Plan for Disaster Events, which is maintained by Palm Beach County Department of Housing and Community Development (HCD). *Reference: Palm Beach County Temporary Housing Plan for Disaster Events.*

Mitigation Assessment

Should Palm Beach County be impacted by a natural disaster deemed to be of national significance, FEMA in conjunction with State and local officials may mobilize a Mitigation Assessment team (MAT). This team's mission is to conduct on-site qualitative engineering analyses to assess damage to government offices, homes, hospitals, schools businesses, critical facilities and other structures and infrastructure. The intent of the assessment would be to determine the causes of structural failures (or successes) and to evaluate the adequacy of local building codes, practices, and construction materials for the purpose of improving future performance. They also might use the opportunity to review the effectiveness of previous mitigation projects.

The technical make-up of MATs will depend largely on the nature and extent of damage incurred. At the county level, during activations, the Recovery Section Chief will be responsible for coordinating with the Logistics Section to arrange for local personnel, equipment, vehicles, data, and other resources necessary to support MAT assessments. Once staffed and equipped, MAT activities will be closely supported by the Damage Assessment Unit of the Recovery Section under the direction of the Recovery Section Chief. Mitigation assessment activity beyond the activation period will be supported by the DEM Mitigation staff, Planning, Zoning and Building officials, and the LMS Steering Committee.

The first step in the long-term recovery process following a declared emergency or disaster is to schedule an applicant's briefing, which is conducted by a representative of the State for all potential applicants for public assistance grants. At the applicant's briefing all parties are informed of the eligibility requirements, application procedures, administrative requirements, funding, and program eligibility criteria to receive federal and State assistance. PBC DEM will endeavor to notify as many potential applicants as possible including advertising the applicant briefing in local newspapers. Potential applicants include State and County departments, municipalities, Indian tribes, and certain private not-for-profit (PNPs) organizations. A list of most potential applicants is included in the appendix of the Local Mitigation Strategy (LMS). All applicants who believe they may be eligible will be asked to prepare a Request for Public Assistance (FEMA Form 90-49).

Following the applicant's briefing, the PBC Public Safety Department Administration Section assumes the primary responsibility for coordinating the County activities required by the Public Assistance Program, including oversight of Project Worksheets and grants management. The FEMA Liaison Officer at FEMA Coordinating Office is responsible for the implementation of the public assistance process and oversees all administrative procedures. All contract and work-in-progress monitoring of public assistance recovery projects is the responsibility of the PBC Public Safety Department Administration Section and FDO, with the exception of major flood recovery and mitigation projects, which are the responsibility of the Environmental Resources Management (ERM) Department.

The State of Florida and/or FEMA then issues a determination as to whether an applicant is, in fact, eligible to receive public assistance funding. A Kickoff Meeting is then scheduled and conducted by the Public Assistance Coordination (PAC) Crew Leader. The meeting is designed to provide a much more detailed review of the PA Program and the applicant's needs. The meeting is the first step in establishing a partnership among FEMA, the State, and the applicant and is designed to focus on the specific needs of that applicant. The meeting focuses on the eligibility and documentation requirements that are most pertinent to an applicant. The FEMA Kick Off meeting will be held at a determined location and will be attended by a representative from the State, FEMA, PBC DEM, and the applicant. Potential applicants are responsible for identifying possible infrastructure recovery projects and participating in the public assistance process. Each applicant deemed eligible prepares a Project Worksheet (PW) (FEMA form 90-91) for each damaged facility.

The PW consists of a scope of work necessary to return the facility to its pre-disaster condition and, an estimate of the cost to do so (see 44 CFR 206). Each PW submitted is then validated by a representative from FEMA and/or from the State.

Types of State or Federal Assistance

Request for Individual Assistance

Individual Assistance (IA) is assistance provided to private citizens who sustained damage from a declared disaster event and are uninsured or have insufficient insurance to cover their losses. The purpose of the IA program is not to make all the disaster survivors whole again, but to assist them in their pursuit of a basic safe living environment. The IA program provides aid to survivors in a timely manner; becomes available upon declaration of a major disaster; is

supplemental in nature; and meets disaster-related survivor needs. IA programs include, but may not be limited to the following:

- **Emergency Assistance:** This program is coordinated by the American Red Cross and Voluntary Agencies Active in Disasters and provides emergency food, clothing, shelter, and medical assistance. These funds are available to individuals and families with disaster related emergency needs.
- **Insurance Information:** This program is coordinated through the State Insurance Commissioner with coordination of information from the American Insurance Association, FEMA, and the National Flood Insurance Program. The State Insurance Commissioner representative provides assistance and /or counseling regarding ways to obtain copies of lost policies, file claims, or expedite settlements. This information is available to individuals and families with disaster related losses.
- **Individuals & Households Program: Housing Assistance** This program is administered and funded by FEMA and has six parts including:
 - **Lodging Reimbursement:** Provides funds to assist with short-term lodging incurred in the immediate aftermath of a disaster. These funds are available to homeowners and renters whose permanent homes are uninhabitable because of the disaster.
 - **Repair Assistance:** Provides grants for temporary housing or for emergency repairs. Grants are made to homeowners who can return to their homes by making minimal repairs. There is a cap of \$5000 per disaster, adjusted annually based upon Consumer Price Index (CPI). Homeowners with more substantial property damage may qualify for short-term rental assistance grants.
 - **Rental Assistance:** Provides funds for the household to rent another place to live for a limited time not exceeding 18 months. Eligibility is restricted to those with damage to a dwelling and the applicant needs to relocate. Short-term rental assistance is available, with extensions that may be granted on a case-to-case basis to a maximum of 18 months.
 - **Direct Assistance:** Provides directly to applicants purchased or leased temporary housing units (mobile homes) and there are instances where applicants receive repair/replacement and direct housing. In this program, the applicant needs to relocate and there is limited housing resources available, or they lost a housing option, and there is damage to the pre-disaster dwelling, or the pre-disaster primary dwelling of the owner is destroyed.
 - **Replacement Assistance:** Provides funds that may be awarded to owner-occupants toward replacement of their disaster-related destroyed primary residence. The statutory maximum is \$10,000 which is adjusted annually by the CPI.
 - **Permanent Housing Construction:** Although this program provides assistance in the form of financial or direct assistance for areas outside the Continental United States, it does not apply to Palm Beach County and is mentioned merely in the spirit of completeness of program enumeration.
- **IHP: Other Needs Assistance:** This program is administered and funded by FEMA. It provides grants to meet serious disaster-related needs and necessary expenses not covered by insurance or other Federal, State, or voluntary agency assistance. It is available to individuals and households with serious unmet needs (some items are SBA dependent.)

There is a cap of \$25,000, depending on family composition and needs. However, the program cap changes each fiscal year to accommodate the CPI.

- **Home/Personal Property Disaster Loans:** This program is administered by the Small Business Administration (SBA) and provides low-interest loans for restoring or replacing uninsured or underinsured disaster-damaged real and personal property. It is available to individuals located in counties included in a Presidential Disaster Declaration. The loans are limited to the amount of uninsured SBA-verified losses with a maximum loan amount of \$200,000 for real property and \$40,000 for personal property.
- **Business Disaster Loans:** This program is administered by the SBA and provides for loans for the repair or replacement of destroyed or damaged business facilities, inventory, machinery, or equipment not covered by insurance. It is available to businesses located in counties declared disaster areas by the president. In addition, assistance is provided for Economic Injury Disaster Loans that may be made available for working capital to assist small businesses during the disaster recovery period. These loans are available to small businesses in declared and contiguous counties. There is a \$1,500,000 statutory loan limit in this program.
- **Crisis Counseling:** Various State Mental Health Agencies participate in this program that provides immediate and regular services to meet the mental health needs of those affected by a major disaster. Services include screening, diagnostic and counseling techniques, outreach, educational services, and public information. This program is available to provide supplemental funding to State programs to meet the mental health needs of affected individuals located in the disaster areas. Regular services are provided for up to 9 months after the disaster declaration.
- **Tax Assistance:** The Internal Revenue Service (IRS) provides this program of expedited federal tax deductions for casualty losses to homes, personal property, or household goods. The program is available to individuals and families with disaster related losses totaling more than 10 percent of adjusted gross income. Under certain circumstances, a taxpayer may file an amended return during the year of the disaster or for previous years and obtain a tax refund in a matter of weeks.
- **Disaster Unemployment Assistance:** The program is funded by FEMA; and administered by State Employment Security Agency. Contact is made through the Local State Employment or Job Services Office. The program provides weekly benefits to individuals out of work as a direct result of the disaster. It is available to all individuals out of work as a direct result of the disaster. It includes the self-employed, farm owners, and others not covered under regular unemployment insurance. Program assistance is available from unemployment due to the disaster up to 26 weeks after the disaster declaration; however, proof of income is required.
- **Farm Service Agency:** This program is provided by the Rural Economic and Community Development Services and Consolidated Farm Service Agency, and contact may be made through the county extension office. The program provides emergency loans for physical or production losses in addition to grants for certain agricultural damages. It is available to farmers who were operating and managing a farm at the time of the disaster. Loans are limited to the amount necessary to compensate for actual losses to essential property and/or production capacity.
- **Legal Assistance:** This program is coordinated by FEMA and the Young Lawyers Division of the American Bar Association. The program provides for limited free legal

services for low-income disaster survivors, and is available to individuals and families with disaster related legal issues. The program addresses such issues as replacing legal documents, transferring titles, contracting problems, and certain landlord-related problems.

- **Social Security Benefits:** Administered by the Social Security Administration (SSA) this program provides assistance expediting delivery of checks delayed by the disaster and provides assistance in applying for Social Security disability and survivor benefits. It is available to individuals eligible for Social Security.
- **Veterans Benefits:** A program administered by the Department of Veteran Affairs (VA) providing assistance with information about benefits, pensions, insurance settlements, and VA mortgages. It is also available to help in applying for VA death benefits, pensions, and adjustments to VA-insured home mortgages.
- **Consumer Services:** This program is provided through the Florida Department of Consumer Affairs and provides counseling on such consumer problems as product shortages, price gouging, and disreputable business practices.
- **Aging Services:** The Florida Department of Elder Affairs is the lead agency for this program that provides services to the elderly such as meals, home care, and transportation. The program is limited to those individuals who are age 60 and older.
- **Other Individual Assistance: The Cora Brown Fund:** Although qualification for this fund is rare, the Cora Brown Fund is used when it is shown that a case warrants additional assistance that cannot be met in another way.

Community Relations Teams are an essential part of the outreach program for FEMA. These teams walk the grounds of damaged areas affected by the disaster or incident. The teams visit residences, churches, community organizations, and emergency managers in PBC to provide information about the IA program and possible eligibility for the program during the period of the incident. Other techniques FEMA and FDEM reach out to affected residents about the IA program is through FEMA/State DRCs; contacts with the news media; communication with congressional, state, and local officials and elected representatives; and contact with other disaster recovery organizations operating in the disaster area

Request for Public Assistance

Public Assistance (PA) provides supplemental Federal disaster grant assistance for debris removal and emergency protective measures as well as the repair, replacement, or restoration of disaster-damaged, publically owned facilities and the facilities of certain Private Non-Profit (PNP) organizations. The Federal share of this grant assistance is not less the 75% of the eligible cost for emergency and permanent restoration. The State determines how the non-Federal share (up to 25%) is split with the applicants (customarily split 12.5% from the state with 12.5% the responsibility of the impacted public facility owner.) The State of Florida manages this program as the grantee from FEMA (grantor) for all sub-grants awarded to local eligible jurisdictions and agencies within the State of Florida.

The Objective of Public Assistance (PA) is to provide disaster assistance to public entities including State, County and municipal governments, Indian Tribes, and certain Private Non-

Profits (PNPs) that provide an essential governmental type service. Applicants must complete Request for Public Assistance form (FEMA Form 90-49) through the State of Florida Public Assistance Web Portal (www.FloridaPA.org) within 30 days following the designation of the area in which the damage is located. In addition, a List of Projects is required describing the disaster damage, locations and estimated repair costs. There are thresholds for this public assistance that may be found in the Public Assistance portion of the Recovery section of the FDEM website:

<http://www.floridadisaster.org/Recovery/>

The PBC Public Safety Department Administration Section is the Public Assistance Coordinator (PAC) for the BCC. Each of the 38 municipal jurisdictions, the 32 taxing districts, and other eligible entities within Palm Beach County file as independent applicants. A PAC must be designated for each independent applicant and is responsible for filing the request for public assistance. The filing may be accomplished through the State of Florida Public Assistance Web Portal (www.FloridaPA.org), but historically has occurred at the Public Assistance Briefing, which is coordinated through the EOC. The PDRP Executive Committee, through the coordination of the State and Federal Financial Assistance Workgroup, will implement the full array of financial assistance programs including grants, loans, and private financial resources. The CWP maintains a list of points of contact used to communicate and coordinate with all potentially eligible applicants.

Through the PA program, FEMA provides supplemental Federal Disaster Grant Assistance in the following seven (7) categories:

- Category A: Debris Removal
- Category B: Emergency Protective Measures
- Category C: Roads and Bridges
- Category D: Water Control Facilities
- Category E: Buildings and Equipment
- Category F: Utilities
- Category G: Parks, Recreational Facilities, and other Facilities

Reference: PDRP, and 11-17-09-FINAL cw-f-061, Amended 11-17-09

Mitigation Funding

Mitigation Funds generally become available through two programs, the 404 Hazard Mitigation Grant Program and the 406 Mitigation Program, both of which are FEMA funded.

FEMA's 404 Program is a post-disaster Hazard Mitigation Grant Program (HMGP) that funds the implementation of mitigation measures that are developed in conformance with the State priorities identified in the "409" plan. The goal of the HMGP is to develop a long-term comprehensive mitigation program. This program is available upon State request and FEMA approval of the State Plan. FEMA staff completes required analyses and coordination. The HMGP funds mitigation projects after a disaster declaration and is the major source for FEMA's mitigation funding. The HMGP objectives include the identification and implementation of cost-effective mitigation measures that will reduce future losses, the coordination of mitigation needs with existing State and Federal efforts, and the utilization of previous mitigation planning efforts

to maximize the financial opportunities available under the HMGP. The HMGP provides funding for mitigation measures that substantially reduce the risk of future damages.

FEMA's 406 Program is the Public Assistance program that funds the repair of damaged facilities and infrastructure. Under this program, all repairs must conform to applicable codes and standards, and damaged facilities can be improved for mitigation purposes if these proposed measures are technically feasible, cost effective, and environmentally sound. FEMA retains the right to prescribe codes and standards where they are lacking. Each repair must generate a Project Worksheet (PW). This program seeks to ensure that mitigation opportunities are incorporated into infrastructure projects to the greatest extent possible.

Kick-Off Meeting

FEMA will coordinate with all designated Public Assistance Coordinators to schedule a Kick-Off Meeting. This meeting will be publicized to the eligible applicants through the CWP. The Kick-Off Meeting will detail the requirements of the Public Assistance reimbursement process and will provide a detailed review of eligibility and documentation requirements. It will also be used to establish a partnership among FEMA, the State, and eligible applicants. The CWP would notify all County, municipal, not-for-profit agencies, taxing districts, and other stakeholders that would qualify for FEMA Public Assistance to notify them of the Kick-Off Meeting and other mitigation options available to them. Each eligible applicant is responsible for the identification and invitation of all internal stakeholders who may potentially be eligible for Federal Public Assistance reimbursement funding. Eligible applicants may complete the Notice of Interest Form at the Kick-Off Meeting, as well as a Request for Public Assistance Form. The Request for Public Assistance form is used to report damages suffered by each potential eligible applicant and is used by the Federal Coordinating Officer (FCO) and Public Assistance Officer (PAO) to determine the number of damage survey and inspection teams to deploy. *Reference: FEMA Public Assistance Digest FEMA 321.*

Project Worksheet Development

OFMB has the responsibility for coordination with all departments under BCC compile project worksheets with FEMA, and conducts ongoing coordination to ensure full reimbursement.

County Departments and subordinate Divisions are responsible for the following steps:

- Completing the damage assessment in order to identify recovery needs;
- Preparing a list of damaged sites and emergency work performed;
- Preparing project worksheets to be used for restoring each site/facility to pre-disaster conditions;
- Providing required information to OFMB and FEMA project officials;
- Coordinating the necessary documentation for project worksheets with project officers;
- Coordinating field inspections of recovery work;
- Providing a point of contact to accompany the PAC and/or Project Officers for site damage surveys;
- Providing cost breakdowns and documentation for all completed work;
- Coordinating with the PBC Public Safety Department Administration Section on any appeal processes.

DEM's responsibilities in the Federal Disaster Assistance process:

- Coordinating technical assistance, notification, and training to County, municipal, partner agency, appropriate not-for-profit entities, and special taxing district personnel;
- Coordinating the applicant briefing with state and federal personnel;
- Notifying the Applicant Briefing to appropriate agencies;
- Supplying interested parties with technical assistance as necessary;
- Coordinating recovery reimbursement training when appropriate and assisting in the resolution problems that arise;
- Notifying the LMS Steering Committee of available mitigation funds and implementing LMS program requirements.

Reconstruction and Temporary Permitting Services

Palm Beach County Ordinance 2003-050 provides for the temporary suspension of building and development permits in the unincorporated area of the County after declaration of the County as a disaster area, or declaration of a Local State of Emergency. The temporary suspension includes suspension of development orders and permits, variance and zoning requests, and construction or re-construction permits. Emergency repairs and minor damage repairs are allowed and no building inspections shall be conducted. Municipal jurisdictions are responsible for the implementation of local independent jurisdictional reconstruction and temporary permitting services. *Reference: PZ&B Procedures and Chapter 7, Article XII, Sections 7-404 & 7-405 of the Palm Beach County Ordinances.*

Search and Recovery / Mortuary Response

Search and Rescue is the responsibility of the Search and Rescue Unit under the Emergency Services Branch. The Mortuary Response (DMORT) would be the responsibility of the Health and Medical Unit under the Human Services Branch. The request for DMORT will be initiated by the Palm Beach County Medical Examiner's Office (MEO) to the EOC, who will forward the request to the SEOC, which forwards the request to the regional office of FEMA. *Reference: Palm Beach County Mass Casualty/Mass Fatality Coordinating Guidelines.*

Body / Animal Corpse Removal

The Animal Services Unit, in collaboration with the Health and Medical Unit, is responsible for the removal of unidentified pet and animal carcasses. *Reference: Mass Casualty/Mass Fatality Plan.*

Restoration of Critical Functions and Services

The Public Works Unit is responsible for prioritization of critical infrastructure restoration and maintains a detailed list of site locations. A COOP has been developed for all County mission essential functions. Municipalities are encouraged to implement similar policies and procedures. Mitigation options, which strengthen vital infrastructure components, will be considered in the post-disaster environment. The *Local Mitigation Strategy* and *Recovery Plan* detail mitigation and recovery strategies, respectively.

Infrastructure Assessment (Infrastructure, Facilities, Personnel, other – Public Assistance)

The Public Works Unit of the Infrastructure Branch coordinates damage assessment data for all public infrastructure, equipment and debris removal. The municipal and unincorporated damage assessment data are reported to the Impact Branch staff at the EOC, and is shared with the Planning Section Chief.

PA funds are available to eligible applicants for debris clearance, removal, and disposal operations from Public Property. Eligible applicants include State and local governments, Indian tribes, and certain private non-profit organizations. In order to be eligible for FEMA funding, the debris removal work must:

- Be a direct result of a presidentially declared disaster;
- Occur in the designated disaster area; and
- Be the responsibility of the applicant at the time of the disaster.

In addition, debris removal work must be necessary to:

- Eliminate an immediate threat to lives, public health and safety;
- Eliminate immediate threats to public or private property; or
- Ensure the economic recovery of the affected community in order to the benefit of the community-at-large.

Debris removal from private property is generally not eligible for PA grant funding because it is the responsibility of the individual property owner. If property owners move the disaster-related debris to a public right-of-way, the local government may be reimbursed for curbside pickup and disposal for a limited period of time. If the debris on private business and residential property is so widespread that public health, safety, or the economic recovery of the community is threatened, FEMA may fund debris removal from private property, but it must be approved in advance by FEMA.

State and local governments may need to enter private property to demolish private structures made unsafe by disasters to eliminate immediate threats to life, public health, and safety. In some cases, the costs of performing demolition of private structures may be eligible for PA grant funding. The demolition of unsafe privately owned structures and subsequent removal of demolition debris may be eligible when the following conditions are met:

- The structures were damaged and made unsafe by the declared disaster, and are located in the area of the disaster declaration;
- The applicant certifies that the structures are determined to be unsafe and pose an immediate threat to public;
- The applicant has demonstrated that it has a legal responsibility to perform the demolition;
- A legally authorized official has ordered the demolition of unsafe structures and removal of demolition debris;
- The applicant has indemnified the Federal government and its employees, agents, and contractors from any claims arising from the demolition work; and
- The demolition work is completed within the completion deadlines outlines in 44CFR 206.204 for emergency work.

Demolition activities are eligible for permanent work assistance when the work is required in support of eligible repair, replacement, or reconstruction of a project. *Reference: Operations Section Coordinating Procedures, Palm Beach County Damage Assessment Guideline, Disaster Assistance Policy, DAP 9523.13 Debris Removal from Private Property & DAP 9523.4, Demolition of Private Structures.*

Hazard Mitigation

Hazard mitigation under sections 404 and 406 of the Stafford Act is any action taken to reduce or eliminate the long-term risk to human life and property from natural or man-made hazards. While the County is performing repair or restorative work, it should consider mitigation methods that will prevent similar damage in a future event, thereby reducing future damage costs.

Hazard Mitigation is pursued on a project-by-project basis. A positive benefit/cost ratio must exist to ensure that the additional work will be cost effective. Mitigation is accomplished by completing additional work that is beyond the scope of normal repairs and beyond code requirements in order to reduce the vulnerability to future disaster related damages.

Mitigation planning is provided through the Palm Beach County Local Mitigation Strategy (LMS) and carried out by the LMS Working Group that consists of representatives from all phases of the community including County departments, municipalities, public and private schools and universities, non-profit organizations, and members of the private sector. Day-to-day supervision of the LMS is accomplished through a steering committee appointed by the Working Group and is staffed by PBC DEM personnel.

The LMS contains a full hazard mitigation plan covering virtually any hazard that might occur in South Florida. It also includes numerous recommended mitigation projects and a summary of possible funding sources. Please refer to the *Local Mitigation Strategy (LMS)* for more detailed mitigation information.

Disaster Recovery Centers (DRC)

The Emergency Management Director will request the activation and support of the establishment of the DRCs on behalf of unincorporated Palm Beach County and all municipal jurisdictions therein. DRC Staff will be notified, as directed by the Recovery Manager, as to working arrangements by the CWP system. DRCs are established by FEMA, the FDEM, and Palm Beach County and coordinated by the Recovery Manager. These centers provide survivors guidance and assistance in the aftermath of a disaster. Based upon the magnitude, severity and location of the disaster, Palm Beach County will make every attempt to provide local resources and personnel in support of the operation of the DRCs. Resources may include, but are not limited to, office space of a minimum of 2,000 square feet, adequate parking, handicap accessibility, rest rooms, equipment (lighting and water), supplies, and personnel. A total of six (6) sites have been pre-identified. However, based upon the conditions alternate locations may need to be determined. Initial sites include:

- City of Belle Glade's Municipal Complex (EOA 1)
- Town of Jupiter's Community Center (EOA 2)
- City of West Palm Beach's Gaines Park (EOA 3)
- Village of Wellington's Community Center (EOA 4)
- City of Boynton Beach's Civic Center (EOA 5)
- City of Boca Raton's Sugar Sand Park (EOA 6)

Reference: PDRP and Palm Beach County Recovery Plan.

Mobile DRCs will be provided by FEMA on an applicant population schedule based on tele-registration and availability of FEMA Mobile DRC Units. Each site must identify the owner of the property and have a physical address, zip code, latitude/longitude in decimal degrees to allow

for accurate geo coding. Each site must also be reserved for fifteen (15) days with the option to extend for an additional thirty (30) days, if needed. Mobile DRCs are limited in access. Disaster applicants do not enter the mobile units. All business is conducted outside the unit under and adjacent awning.

State Soft-Sided DRCs are developed and designed for mobilization and operation following a declared state of emergency by Governor or Presidentially declared disaster or emergency. They are designed to be the first State DRCs mobilized and activated in or near the disaster area based on information received by the joint FEMA, State, County and Small Business Administration preliminary damage assessment(s). The location for the State Soft-Sided DRC should be a donated county or municipality site. The site dimensions should accommodate parking for DRC Staff, clients and enough space for all supporting equipment. Each site must have a proper name, physical address, zip code, and latitude/longitude in decimal degrees for geo coding. This site should be highly visible and easily identifiable to the general public. Each site must also be reserved for fifteen (15) days with the option to extend for an additional thirty (30) days, if needed. These sites must not be co-located with PODS, unaffiliated agencies, or other high traffic facilities.

Long Term Recovery Phase

Long-term recovery is defined as the point at which repairs are permanent rather than temporary. After the basic essentials are restored and victims have returned to their homes or other permanent housing, the neighborhood must rebuild the infrastructure and economy to at least a pre-event level. Activities include demolition of dangerously damaged structures, debris removal, repair or reconstruction of water and sewer systems, roads, bridges and other public facilities, as well as the repair or reconstruction of private property.

Recovery Organizations

Recovery Operations Center (ROC)

Palm Beach County will activate the ROC after a major disaster event that coordinates long-term recovery and redevelopment activities. The EOC will remain activated until the ROC is fully staffed and operational. The ROC represents the central point of coordination for all long-term recovery operations and implementation of the PDRP including coordination with the Disaster Field Office (DFO). *Reference: Post-Disaster Redevelopment Plan.*

Community Redevelopment Centers (CRC)

CRCs are activated to serve citizens with reduced mobility and limited access to governmental services. The CRCs provide functions in the field typically conducted at County offices. Thus, certain provisions should be available at the CRCs, including standard office supplies, communications technology, and computers (preferably laptops). County staff will be temporarily reassigned to the CRCs. Representatives from the Department of Community Services, PZ&B's Planning Division, and possibly Public Affairs will play a role. Other staff may be needed as conditions warrant. Staff may alternate on different days of the week to work around potential staffing shortages. Services provided at each CRC may differ depending on the

needs of that community. It is the responsibility of the Post- Disaster Advisory Council to activate, mobilize, and administer CRCs. *Reference: Post-Disaster Redevelopment Plan.*

Business Recovery Centers (BRC)

BRCs offer long-term recovery assistance to small businesses in the impacted area. BRCs may be activated and implemented in coordination with Palm Beach County's Business & Industry Unit, the Business Development Board, as well as the Public-Private Partnership. The FDEM's Emergency Support Function (ESF) 18 will coordinate the participation of State and Federal business support partners. The BRCs can provide the following services:

- Technical assistance with federal disaster assistance and/or commercial loan applications, bridge loans, and/or SBA loans;
- Information and applications for temporary office space;
- Basic office and communications equipment;
- Networking options with other businesses;
- Referrals to organizations and companies within the County that assists small businesses;
- Locations of operational wireless internet hotspots;
- Access to professional advice on financial and business recovery issues, and;
- Employee assistance programs such as daycare services, financial assistance, etc.

Reference: Post-Disaster Redevelopment Plan.

Disaster Recovery Coalition

The Palm Beach County Disaster Recovery Coalition, with assistance from the Division of Human Services, coordinates locating assistance for unmet needs of County residents. For those individuals who do not qualify for federal assistance through the Individual Assistance Program, are underinsured, or have other unmet needs; the County and various non-governmental disaster recovery agencies will attempt to provide assistance. Eligibility is determined on an individual basis through case management services.

The Human Services Division oversees and manages cases for individuals/families that are seeking home repair assistance not covered by insurance, FEMA, or other sources. Individuals seeking case management assistance may contact the Human Services Division directly, or may be referred by the Palm Beach County Disaster Recovery Coalition.

The Disaster Recovery Coalition will coordinate with the Palm Beach County League of Cities to ensure that the municipal unmet needs are addressed and prioritized. The Coalition promotes cooperation and coordination among local, State, Federal, voluntary agencies, and business and industry to address the preparedness and unmet recovery and mitigation needs within Palm Beach County. The Coalition consists of forty plus community leaders, nonprofit organizations, businesses, government, and interfaith groups that work together and combine resources in support of short-term and long-term recovery and redevelopment operations. *Reference: Palm Beach County Recovery Plan, the Disaster Recovery Coalition SOG and the PDRP.*

Recovery Training

The Disaster Recovery Coalition conducts a comprehensive training needs assessment to determine recovery training needs. Training is offered by the Disaster Recovery Coalition.

Training courses may be offered in such areas as stress management, disaster psychology, client intake, outreach safety training, emergency home repair, debris removal, donations warehouse management, processing centers, crisis counseling and other needed assistance. *Reference: Disaster Recovery Coalition SOG.*

Financial Assistance Programs

The Business and Industry Unit and the Business Development Board will provide outreach and financial assistance to the business community through the Small Business Administration (SBA) and other assistance agencies. *Reference: Planning Section Coordinating Procedures and the Business & Industry Unit SOG.*

Public-Private Partnerships

In addition to the Business and Industry Unit, Palm Beach County has initiated a Public-Private Partnership Program. This program is designed to be a broad, long-term focus on building a disaster resistant economy. It is an on-going program and is not incident focused. This Program encompasses a number of supporting projects such as:

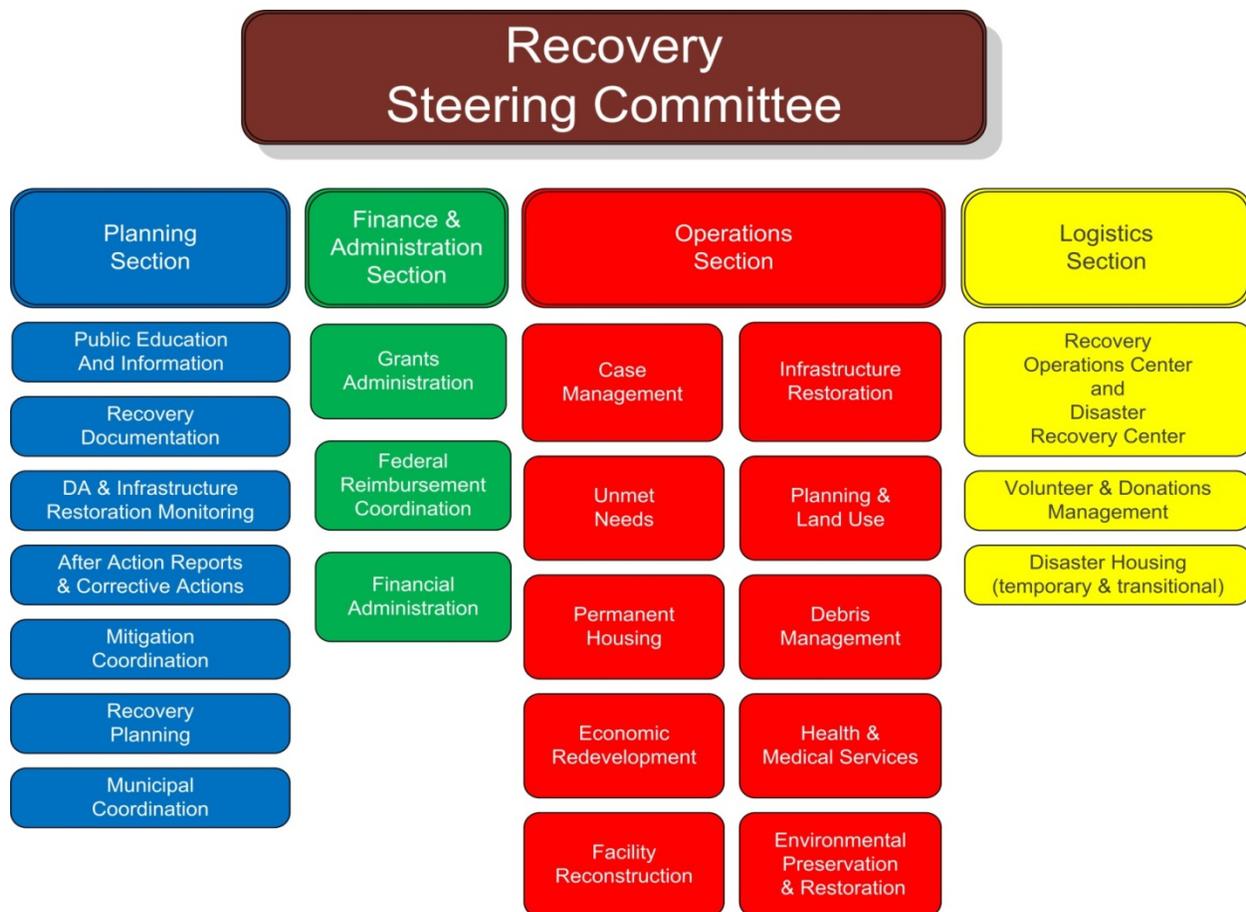
- Business Continuity Information Network (BCIN): A business-to-business, internet-based communication system,
- Florida First: Provides continuity of financial services,
- First Responders First: Provide support to first responders.

Transition from Response to Recovery

While there is no clear line of differentiation between the Response Phase and the Recovery Phase, there are general activities which begin to occur in recovery that signify a gradual de-escalation of the response phase. When life-saving response operations are concluding, community recovery and redevelopment decisions begin to dominate the focus of all organizations, agencies, and community stakeholders. Command, control, and resource coordination must transition to serve extended disaster survivor needs, to engage in redevelopment and reconstruction activities; and to coordinate with Federal and State governments to manage disaster assistance. A transition of leadership to the recovery organizational framework is necessary to facilitate interdisciplinary coordination of redevelopment issues, the expanded engagement of stakeholders, and public participation in the redevelopment decision-making environment. The Recovery Activation Phase marks the transition from response to recovery, and in Palm Beach County, it is generally triggered by the Applicants' Briefing.

The Palm Beach County Disaster *Recovery Plan (2011)* details an organizational framework which transitions the Palm Beach County Emergency Operations Center personnel into a recovery function-focused organizational framework assigned to the Recovery Operations Center. The primary position responsible for providing and coordinating recovery activities for the County is the Deputy County Administrator. The Recovery Operations Center Organizational Structure is depicted in the *Recover Operations Center Organizational Chart* in Figure 9 below.

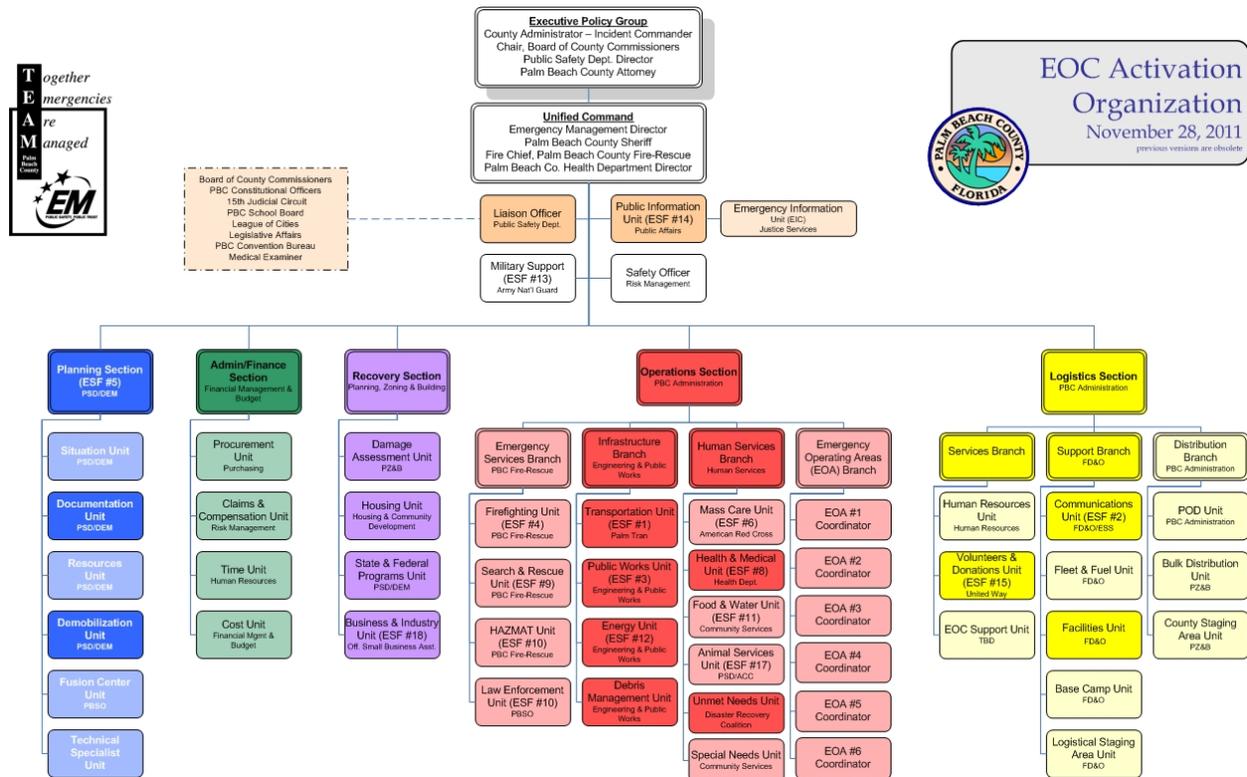
Figure 9: Recovery Operations Center Organizational Chart



The Recovery Steering Committee reports directly to the Palm Beach County Deputy County Administrator who activates this Committee and is the ultimate authority on recovery-operations decisions. The Deputy County Administrator is responsible for coordinating all recovery activities, providing liaison activities with the County Board of County Commissioners, municipal jurisdictions, and special districts within the county, the Disaster/Joint Field Office and State Recovery Staff. All Steering Committee members, personnel within the Recovery Operations Center, and personnel within the field supporting recovery operations, are under the authority of the Deputy County Administrator and will receive policy guidance through the Recovery Steering Committee until the *Post-Disaster Redevelopment Plan* is activated.

Gradually, the Palm Beach County Emergency Operations Center’s Emergency Services Branch, Human Services Branch, and Emergency Operating Areas deactivate immediate, life-saving response units, while simultaneously refocusing the activities of other units to support long-term, community recovery efforts. This transition is illustrated in Figure 10 below.

Figure 10: Transition for Response to Recovery



When the disaster is of sufficient scope and magnitude to require the activation of the Disaster Recovery Plan and ultimately the Post-Disaster Redevelopment Plan, the County leadership may choose to activate the Recovery Operations Center for the long-term coordination of stakeholders. Activation of this center allows the Emergency Operations Center to maintain operational readiness for future disasters. The Recovery Operations Center provides the ability for recovery organizations to engage in uninterrupted, integrated planning, and long-term coordination of resources and personnel, while maintaining centralized control of post-disaster redevelopment operations. The Recovery Operations Center will augment and decrease the personnel required to support recovery operations. A catastrophic-level disaster will require the coordination of all local, State, and Federal stakeholders, while a lesser disaster may require only specific recovery components to address community recovery needs.

The Recovery Operations Center is activated by the County Administrator and is managed by the Recovery Steering Committee. The Recovery Operations Center will be activated at a site determined available and appropriate by the Director of the Facilities Development and Operations Department. The details of the Recovery Operations Center are outlined in the *Palm Beach County Recovery Plan*.

Reference: *Palm Beach County Recovery Plan* and *Post-Disaster Redevelopment Plan*.

Logistics Section



Logistics Section

The Logistics Section function is primarily geared towards personnel and resources management in support of the incident objectives.

Mitigation Actions

The Logistics Section encourages all lead and support agencies to mitigate through FEMA Mitigation Grants to prevent future damage in the event of a disaster.

Preparedness Actions

The Logistics Section must focus on coordinating of resources and communications before during and after a disaster. Preparedness actions should include identifying resource needs based on threat and vulnerability assessments done for the County and developing alternative strategies to obtain those resources.

Agreements and Contracts: The Logistics Section ensures mutual aid agreements are established among all parties providing or requesting resources. The Logistics Section is tasked with developing and maintaining standing mutual aid agreements and/or contracts for services, supplies, and other resources needed during an incident.

Effective Management of Resources: The Logistics Section uses standardized protocols and guidelines for ordering, mobilization, dispatching and demobilizing resources in order to maintain resource accountability. This Section is responsible for implementing a process that uses standardized methodologies to identify, order, mobilize, and track the resources required to support incident management activities. This Section also ensures that resources are cataloged and organized by category, kind, and type including capacity, capability, skill, and other characteristics. In order to ensure necessary resources are acquired, the Logistics Section uses redundant systems.

Hazard Specific Resource Requirements

Palm Beach County has developed hazard specific plans for each of the fourteen (14) core hazards. Each of these plans has identified the resources which are required to address the hazard consequences. Preparedness activities (resource typing and inventory) are conducted on a continual basis to help ensure that resources are ready to be mobilized when called to an incident.

Prioritization

A gap analysis was conducted that determined resource needs as identified in the Logistics Section Coordinating Procedures and compared those needs to the current resource inventory. The results of this analysis determined and prioritized those resources and identified resources that are still needed to respond to an incident. Resource needs and shortfalls will be addressed through a variety of initiatives, which include the budget process, grants, the Purchasing Department Disaster Preparation and Recovery – Documentation of Disaster Related Expenses PPM CW-F-061, Mutual Aid Agreements, MOUs, contractual service agreements or business partnerships. Resource needs continue to be identified and are addressed on an annual basis.

Budget Process

The gap analysis methodology described in this Section will be used as the basis for justification during the budget process for requests to purchase equipment and supplies. During nonemergency periods, budget requests for resources to be purchased and maintained by the County will adhere to the County's established budget process. Resources that are required to be purchased during an EOC activation will adhere to the County's emergency procurement procedures. *Reference: Logistics Section Coordinating Procedures.*

Resource Inventory

The County and partner agencies, included under the CEMP, including both lead and support agencies, inventory and maintain current data on their available resources. This data will be updated annually and available through the EOC and partner agencies. The Logistics Section Coordinating Procedures detail the procedures that address the implementation, identification, location, acquisition, storage, maintenance, testing, timely distribution and accounting for services and materials to address the hazards identified by the coordinating guidelines. *Reference: Logistics Section Coordinating Procedures.*

Resource Typing

The County and partner agencies will comply with resource typing guidelines as prescribed in NIMS, which include classifying resources based on kind, component, metrics, and type. *Reference: Logistics Section Coordinating Procedures.*

Vendor Agreements

Palm Beach County maintains numerous vendor agreements for daily operations that can also be activated in times of disaster. The Purchasing Department is responsible for maintaining these vendor agreements. In addition, most jurisdictions also maintain their own vendor agreements. During an activation, Palm Beach County and each of the municipal jurisdictions may choose to either activate existing agreements, or enter into new agreements based upon the needs of the incident. *Reference: Logistics Section Coordinating Procedures.*

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Statewide Mutual Aid Agreements (SMAA)

Palm Beach County has 38 municipalities and 32 taxing districts within its geographic boundaries. All municipalities and most taxing districts with emergency response capabilities are currently signatories, or are in the process of becoming signatories. All agencies requesting mutual aid, or responding to requests through the SMAA, must coordinate response efforts through the EOC.

Response Actions

Resource Management

In order to effectively manage resources in the post-disaster environment, the following actions must occur:

1. Identify resource requirements
2. Order and acquire resources
3. Mobilize resources
4. Track and report resource status
5. Recover resources
6. Demobilize resources
7. Document
8. Complete reimbursement requests

Reference: Logistics Section Coordinating Procedures.



Resource Identification and Gap Analysis

An identification of required resources needed to respond to an incident will be conducted. A required resources list will be compiled with input from partnering agencies and will be compared to the list of existing resources in the resource inventory catalog. A gap analysis will then be conducted to identify required resources. This analysis will identify and categorize resource requirements based on typing guidelines to assist in determining the priority of need.

Reference: Logistics Section Coordinating Procedures.

Resource Location

Resource Request Procedure

The Logistics Section Coordinating Procedures detail the resource request procedures for municipal jurisdictions, the Operations Section, EOAs, and taxing districts. All requests must be validated, prioritized, assigned, tracked, and documented initial acquisition through resource demobilization. The Logistics Section Chief can consult with the warehouse, transportation, human resources, purchasing, SERT Liaison, private vendor and other representatives for resource identification and acquisition. *Reference: Logistics Section Coordinating Procedures.*

Mission Assignment

In a field setting such as an incident command post, mission assignments will be determined by the incident objectives set by the IC. In locations other than the incident command posts, mission assignments evolve from decisions made by the IC/UC/EPG. As the IC/UC/EPG formulates protective action decisions prior to an incident, or response decisions following an incident, resources are deployed as required. Missions and resources are tracked by the Planning

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Section Resources Unit. *Reference: Logistics Section and Planning Section Coordinating Procedures.*

Resource Acquisitions

Locally Available Resources

Since all local resources must be exhausted first, a system for timely emergency acquisition has been established. The Logistics Section Coordinating Procedures detail the methodology for acquiring local resources from a variety of sources, including but not limited to:

- **Municipal Resources:** The EOAs are responsible for the coordination of all resources from and for municipal jurisdictions.
- **County Resources:** The EOC will coordinate resources requested within the County and determine which resources are not locally available and need to be requested from alternate sources.
- **Private Sector Resources:** The utilization of private sector resources will be coordinated by the Logistics Section Chief with assistance from the Business and Industry Unit and the Public-Private Partnership.

State and Federal Resources

When the response to an incident has exceeded local capacity, resources may be requested from FDEM. Once State resources are exhausted, FDEM will request mutual aid and/or federal resources. In addition to equipment and supplies, specialized teams may be sent to support local responders. *Reference: Logistics Section Coordinating Procedures.*

Personnel Resources

Temporary staffing will be coordinated through the Human Resources Unit with the lead agency being the Palm Beach County Human Resources Department. Those staffing requests will first be filled by County employees who will be redirected from their everyday jobs and placed on temporary disaster assignment before contracting a vendor.

Volunteers

The United Way, as lead agency of the Volunteers and Donations Unit, coordinates disaster volunteer management, including the Volunteer Reception Centers (VRCs). Volunteer organizations, as well as unsolicited volunteers will be coordinated through the VRCs. This will ensure that proper background checks are conducted, a skills inventory is performed to ensure the most efficient and effective use of volunteers and safety briefings are held to reduce potential injuries and decrease liability. Through local programs and volunteer centers emergency response agencies recruit and train volunteers to help lessen the effects of disasters and enhance the community's capability to respond. *Reference: United Way's Volunteer Plan.*

Donations

Donated goods, materials, services and financial resources will be coordinated through the Volunteer and Donations Unit. This will ensure efficient and effective distribution of these items and services. *Reference: Logistics Section Coordinating Procedures.*

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Communications Unit

The preparation, assessment, and repair of all information technology systems is the responsibility of the Communications Unit. It is made up of Palm Beach County Electronic Services staff, Palm Beach County Information System Services (ISS) staff, and Public Safety Information Technology (IT) staff.

Resource Storage

Logistics Staging Areas

The State of Florida has a Logistics Staging Area located in Palm Beach County at the South Florida Fair Grounds, 9067 Southern Blvd., West Palm Beach, FL 33411.

The Palm Beach County Staging Area is located in Okeeheelee Park, 7500 Forest Hill Blvd., West Palm Beach, FL 33413. *Reference: Logistics Section Coordinating Procedures.*

Local Staging Warehouse

Palm Beach County's Warehouse is located at 2455 Vista Parkway in West Palm Beach and is operated by the Purchasing Department. *Reference: Logistics Section Coordinating Procedures.*



Pre-Designated Staging Areas

Palm Beach County has selected staging areas that may be modified or relocated as conditions warrant in order to address the incident objectives.

The Staging Areas are operated by the Palm Beach County Department of Parks and Recreation through the Logistics Section's Distribution Branch, and house incoming personnel and supplies. The Logistics Section has a sensitive listing of five (5) pre-designated staging areas that may include rotary and/or fixed wing aircraft services. A general list of twenty-three (23) heliports may be found in the Hazardous Materials Incident Hazard Specific Plan, Table I: List of FAA Registered heliports.

In addition to the five (5) pre-designated staging areas, each of the EOAs may also establish a staging area to coordinate the resources assigned to their area of operation. *Reference: Logistics Section Coordinating Procedures.*

Points of Distribution

DEM has pre-identified Points of Distribution (PODs) throughout the County. The PODs, operated by the Logistics Section, Distribution Branch, PODs Unit, are used to distribute resources (water, food and tarps) and emergency supplies. *Reference: Logistics Section Coordinating Procedures.*



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Points of Dispensing - Health Department

Palm Beach County DOH has pre-identified forty-two Points of Dispensing. The Operations Section Health and Medical Unit will activate Points of Dispensing for the dissemination of medical services such as the distribution of Cipro[®] (ciprofloxacin) and KI (potassium iodide). The Logistics Section will assist with the set-up and any logistical needs relating to the Points of Dispensing. *Reference: Logistics Section Coordinating Procedures and the Palm Beach County DOH guidelines.*

Distribution for Non-Profits

Human Service organizations may also be distributing various emergency supplies, food and water to communities in the post-disaster environment. Information regarding non-profit distribution points will be supplied by the Human Services Branch. The Logistics Section will assist with any distribution needs.

Recovery Actions

Resource Accounting

In compliance with the resources management procedures outlined in the Logistics Section Coordinating Procedures, resources will be tracked and assigned a mission number that notes the item, deployment location, time out and expected return, and other pertinent information. The Logistics Section Chief will complete the resource request form detailing the following information for resource management purposes:

- requesting entity;
- brief statement of need;
- originating entity;
- method of delivery and location of delivery;
- associated expendable resources;
- anticipated duration; and
- funding, etc.

Administration / Finance Section



This Section manages the organizational components in accordance with the policies and procedures established by Unified Command and Palm Beach County. It also ensures a comprehensive management of financial resources and allocation of funds for emergency management activities during times of emergencies and disasters.

Mitigation Actions

Administration/Finance Staff are available to provide technical assistance and grant management assistance to help manage mitigation funds.

Preparedness Actions

It is the responsibility of OFMB, as well as the Purchasing Department, to ensure that all departments understand their responsibilities related to tracking disaster related expenses. They will conduct all necessary training related to their Section. OFMB is responsible for the proper documentation of disaster related expenses, as well as ensuring that all financial procedures meet local, State, and Federal requirements.

This Section establishes guidelines and assigns responsibilities for emergency payroll and procurement of goods and services, pursuant to the authorities granted under Chapter 252, Florida Statutes, and pursuant to Palm Beach County Code of Ordinances, and the declaration of a Local State of Emergency. All methodologies utilized will be compliant with County, State and Federal requirements to ensure Federal reimbursement.

Response Actions

This Unit will ensure that all procurement activities are conducted in accordance with local, State, and Federal reimbursement requirements. During the response phase, the Administration/Finance Section will coordinate with the Logistics Section to begin implementation of the financial documentation and tracking processes. County related emergency response and recovery actions are paid with

funds from the current County budget. In the event that the County qualifies for a Presidentially Declared Disaster, including Public Assistance Program funding, the County will request post-disaster reimbursement for eligible expenses.

When a critical incident or disaster strikes, the County will declare a Local State of Emergency and will suspend its purchasing policies and procedures. Under the authority of Florida Statute 252.31-91 and Local Ordinance 92-37, as amended by Local Ordinance 98-23, emergency purchasing procedures come into effect. The Cost Unit Leader of the Administration/Finance Section will be responsible for the documentation of response and recovery costs in compliance with federal reimbursement requirements. The Time Unit Leader will be responsible for documentation of all human resource related costs including internal personnel, external agencies, and volunteer hours which may be used as a federal match. The documentation of expenses must include personnel overtime and associated usage of equipment and goods. Emergency personnel deployed out-of-county in support of operations conducted under the provisions of the Statewide Mutual Aid Agreement must independently document all expenses associated with their deployment.

Recovery Actions

Upon the deactivation of the EOC the Administration/Finance Section will transition all documentation to the Operations Section, Impact Branch for the continuation of recovery actions.

Public Information Unit



Public Information Unit

The Public Information Unit is a co-located group of representatives of agencies and organizations involved in an event that are designated to handle public information needs. The PIU structure is designed to work equally well for large or small situations and can expand or contract to meet the needs of an incident. The PIU is lead by the PIO who uses the media and other means to disseminate information.

Mitigation Actions

While the PIU does not formally activate, individual PIOs are involved or send out press releases regarding their agency or jurisdictions, mitigation and prevention activities. Palm Beach County Public Affairs operates a speaker's bureau and sends out press releases and other information on mitigation and prevention activities.

Preparedness Actions

In the preparedness phase of the disaster, the PIO is responsible for maintaining the operational capability of the PIU through planning, training, and exercises with all key stakeholders. The PIO, in association with Channel 20, is also responsible for ensuring equipment is operationally ready.

Public Awareness and Education

Palm Beach County, in collaboration with partner agencies, has developed an extensive public outreach and education program that targets special populations in addition to the general public. This is an extensive all hazards public outreach program.

Various public awareness and education activities are conducted throughout the year. Public and media interest levels related to specific hazards are heightened at critical times of the year. For example, hurricane and flood issues are heightened in the early hurricane season and as the hurricane season in south Florida reaches its peak in late September and October. Domestic Security interests increase on the anniversary of 9-11 or during times of heightened security awareness.

DEM and partner agencies intensify outreach activities when audiences are most receptive, such as immediately prior to and throughout hurricane season. However, they continue public outreach on all-hazards and mitigation activities throughout the year.

Palm Beach County Public Affairs and DEM activities include the following:

Public Safety Announcements

PBC Emergency Management encourages all partner agencies to develop Public Safety Announcement (PSA) programs that may be used to provide public education to county residents and visitors. As part of an overall educational strategy, PBC Emergency Management collaborates with local network affiliates and PBC Channel 20, to develop Public Safety Announcements (PSAs) to inform and educate the public about all-hazard preparedness concerns. For example, recent PSAs have included issues such as how to identify a safe room, generator safety, and water purification. When possible, PSAs are also linked to the County Internet Webpage for ongoing public review.

Media Briefing

An annual orientation for all media representatives at the EOC is conducted in the early days of hurricane season. This event focuses on all-hazards emergency information, shelter locations, SCU information, and programmatic issues. Strong ongoing partnerships maintained with local network stations, the local government access channel, and various radio stations encourages the airing of broadcast interviews and public service announcements, participation in call-in shows, taping footage for use during activations, and reviewing and distributing printed materials before, during, and after disaster events.



Printed News Media

Annually, the Palm Beach Post and Sun-Sentinel provide extensive hurricane preparedness newspaper inserts at the beginning of hurricane season. Palm Beach County Public Affairs and DEM encourage local publications such as municipal and Home Owners Association (HOA) newsletters to include regular disaster preparedness articles.

Hurricane Brochure

Palm Beach County DEM annually posts an electronic brochure (e-brochure) on the EOC website. The e-brochure is provided in PDF format for easy printing. The brochures contain emergency evacuation routes, maps, shelter locations, preparedness suggestions and important points of contact such as FEMA.

Annually the three (3) major network affiliates (e.g., ABC, CBS, and NBC) produce and distribute their own hurricane brochures for audiences through local businesses throughout their broadcast area. DEM coordinates closely with each of the network affiliates to ensure accurate and consistent information on shelter locations, maps, SCU, evacuation, surge vulnerable areas, and flood preparedness.

Public Presentations/Speaker Forums Brochure

Presentations are made to health care facilities, HOAs, community and charity groups, churches, civic groups, businesses, and other events by DEM staff and partner agencies on a regular basis. Emphasis is placed on targeting vulnerable populations whose level of preparedness is often time less than ideal. Outreach presentations vary based upon the audience, time allocation, areas of interest, and available audio-visual technology. Videos, pictures and pre-scripted PowerPoint presentations may be incorporated in presentations. Presentation topics are tailored to the audience, such as contingency planning workshops for the business community, but include preparedness information for all hazards. Appropriate literature also may be distributed

Public Outreach Literature and Display

Brochures and other materials are available that targets preparedness and mitigation activities as well as specific disasters such as hurricanes, tornadoes, terrorism response, and floods. Table 7 Palm Beach County Public Outreach Materials, located at the end of this section, is a summary of outreach literature available for public distribution. DEM has free-standing and tabletop displays that can be utilized at any public outreach event.

AT&T Telephone Book

The phone book annually includes an insert on all-hazards disaster preparedness with an emphasis on hurricane and flood awareness.

Video Production and Library

Videos are available for airing during presentation, as well as on local network affiliates and government Channel 20. DEM maintains an extensive public video library. DEM can partner with other public and private entities to develop educational videos and outreach materials.

Emergency Management Partner Day

DEM, the 38 municipalities and partner agencies annually holds an Emergency Management Partner Day (the November Emergency Management Team Meeting) at the EOC, with over 300 guests including elected officials. The purpose of this event is team building, but may include reacquainting partner agencies with the EOC, new procedures, new technologies, providing a refresher on roles and responsibilities, introducing new staff, addressing outstanding issues, acknowledging exceptional performance and contributions, announcing special recognitions.

Disaster Exposition and Public Forums

DEM collaborates with local municipalities and partner agencies to sponsor various expositions and public outreach forums. Geographic locations may vary annually, but include local and regional shopping malls, the South Florida Fairgrounds, municipal and local neighborhood events. Private vendors and local, State, and Federal organizations are invited to participate, distribute literature, display equipment, and offer related goods and services. Public information on all hazards will be distributed.

Internet Webpage

DEM maintains the following website: <http://www.pbcgov.com/dem>. Preparedness, response, recovery, and mitigation information is available residents, visitors and businesses. For example, residents may determine the surge zone vulnerability of their home or business on the Surge Area Mapping System (SAMS) database. The website is modified during emergency activations to include relevant and up-to-date information.

Special Flood Hazard Information and Flood Zone Information

DEM has developed a targeted outreach program to reach flood prone neighborhood and residents living in repetitive flood zones. These targeted outreach programs include, but are not limited to the following:

- AT&T telephone book insert – Emergency Preparedness: Flood Hazard Information. This includes the identification of flood hazard areas.
- Local, State, and Federal brochure distribution through County libraries and buildings as well as public outreach events and the County website. The brochures contain hurricane evacuation zone maps and routes,
- Direct contact with repetitive loss clients annually through mail and phone calls,
- Flood information booth at the annual Hurricane/Disaster Exposition,
- Flood zone information in the County’s e-brochure,
- Sponsoring the CRS working group and encouraging municipal participation in the CRS program as well as enhancing existing flood policies in participating communities,

Business and Industry Initiatives

Palm Beach County, in collaboration with business and industry partners, has organized a countywide business initiative. These programs extend beyond the Business and Industry Unit to promote Countywide business disaster preparedness, including but not limited to:

- Education and awareness forums;
- Planning workshops;
- Mentoring and plan sharing;
- Public-private partnership networks;
- Community-based discussion groups;
- Business sector – based discussion groups;
- Mitigation incentives initiatives;
- Business-to-business mutual aid initiatives;
- The BCIN System;

- Emergency information sharing networks;
- Business contingency planning library;
- Speaker's bureau.

Community Emergency Response Teams (CERT).

DEM in partnership with municipalities Countywide has expanded the CERT program to encompass over 50 active CERT Teams with over 3,000 trained volunteers in the County. The County and city programs continue to emphasize all hazards training and together seek out creative initiatives to maintain and finance the trained CERT volunteer.



Response Actions

The Palm Beach County PIO, a member of the command staff, is responsible for:

- Activation and coordination of the PIU on behalf of the EPG, municipal jurisdictions and partner agencies. The purpose of the PIU is to provide timely, useful, accurate, and coordinated information to all stakeholders and the public.
- The PIU compiles information from all stakeholders, develops and distributes press releases, schedules press briefings, coordinates information via the internet and email, coordinates interviews, and monitors public perception and the accuracy of media information.
- Responsible for coordination with the FEMA Community Relations Coordinator.
- Once the ROC is activated, this responsibility transfers to the PDRP Executive Committee whose priorities will be established daily in communication and coordination with the PIU.
- Emergency Information Center Unit: The PIO is responsible for coordination of the EIC Unit in order to ensure accurate and timely information is available to the public. The EIC Unit may be accessed by dialing 712-6400, or toll-free 1-877-655-0495/1-800-342-3557, or TDD for the hearing impaired 561-712-6343.
- Vulnerable Populations: The PIO targets special populations by maintaining an interpreter for the deaf for all audiovisual releases. Foreign Language Translators (Spanish and French/Creole) are available for translations of media releases as well for use by the EIC Unit. The unique demographic characteristics of Palm Beach County's population are detailed in the CEMP, Demographic Information.
- Mobile AM Radio Stations: Two mobile AM radio stations allow broadcast of emergency information before, during, and after a disaster event for reception on any AM radio receiver. This may include, but are not limited to, shelter and evacuation related information as outlined in the Regional Evacuation



Coordination Guidelines, disaster recovery information in the impacted area, broadcast of the FEMA telephone registration numbers, and emergency evacuation information in flood threatened areas.

Recovery Actions

The Palm Beach County Department of Public Affairs PIO will continue to coordinate public information in the post-disaster environment. As the EOC demobilizes and operations transfer to the ROC, public information will remain a vital component. Residents will need information on where they can find federal disaster assistance, obtain rebuilding permits, contact Recovery Information Centers, receive disaster legal assistance, and locate mitigation opportunities and other recovery related information.

- FEMA Community Outreach Team Coordination: In a federally declared disaster, the PIO coordinates community relations directly with the FEMA Community Outreach Team. Teams consisting of local, state, and federal partners will target impacted neighborhoods to deliver recovery information to victims.
- DRC: The DRCs may be fixed or mobile sites whose primary responsibility is the distribution of disaster information from all sources to affected communities.
- Recovery Times: *The Recovery Times* is an information brochure in newspaper format distributed through public buildings such as libraries, churches, community centers, municipal complexes, and the chambers of commerce. This informational brochure will also be distributed at disaster mobile feeding stations and comfort stations. Additional recovery information and flyers will be added as an insert in the Recovery Times as needed.
- BRCs: Palm Beach County will establish BRCs to coordinate information exchanges among economic stakeholders. For further information see the Operations Section, Recovery Action.
- State Office of Tourism, Trade and Economic Development, and the Palm Beach County Office of Economic Development, will coordinate and disseminate economic recovery information and assistance to the local business community through the Business and Industry Unit.

Table 7. Palm Beach County Public Outreach Materials

Brochure Title	Publishing Organization	Date
9-1-1 Coloring Books	PBC 9-1-1	1995
9-1-1 Your Public Safety Life Line	PBC 9-1-1	1995
American Red Cross Atlantic Hurricane Tracking Chart	American Red Cross-P4003A	2/2005
American Red Cross Disaster Resistance Neighborhood Checklist for Residence	American Red Cross	No date
Answer to Questions about the National Flood Insurance Program	FEMA F-IA-2	11/1997
Business Addressing Readiness and Recovery (BARR)	PBC Emergency Management	1999
Citizens Helping Fire & EMS	US Department of Homeland Security	No Date
Community Emergency Response Teams	PBC Emergency Management	2001
Coping with a Flood Before, During, and After (English/Spanish)	FEMA 206-English, 2105- Spanish	4/1997
Dike Safety Plan	PBC Emergency Management	No Date
Disabled Transportation Association	PBC Emergency Management	2/2007
Disaster Assistance	Department of Community Affairs FDEM	No date
Disaster Preparation for Seniors	ARC	10/1995
Diving Medical Emergencies	PBC Emergency Management	5/2007
Emergency Management at South Florida Water Management District	SFWMD	11/2001
Emergency Supply Kit Shopping List	PBC Emergency Management	2007
Everybody should have a plan	US Department of Homeland Security	No Date
FLASH – Homeland Security	Fl Alliance for Safe Homes	No Date
FLASH – Hurricanes	Fl Alliance for Safe Homes	No Date
FLASH – Lightning	Fl Alliance for Safe Homes	No Date
FLASH – Safety Tips for Manufactured Home Owners	Fl Alliance for Safe Homes	No Date
FLASH – Severe Winds	Fl Alliance for Safe Homes	No Date
FLASH – Wildfire	Fl Alliance for Safe Homes	No Date
Flash Cards	Fl Alliance for Safe Homes	No Date
Flood - Are You Protected from the	FEMA	2/2000

PUBLIC INFORMATION UNIT

Brochure Title	Publishing Organization	Date
Next Disaster?	F209-English	
Florida Citizens Corps	FDCA	No Date
Ham Radio	AARL	No Date
Handbook for Disaster Assistance	Fl Department of Community Affairs FDEM	No date
Helping Children Cope with Disaster	FEMA	8/2004
How you can prepare for the a Flu Pandemic	PBC Department of Health	2006
Hurricane Awareness Action Guidelines for School Children	FEMA-L213	June 1995
Hurricane Brochure	PBC Emergency Management in cooperation with local media	Annual update
Hurricane Preparedness for People with Breathing Problems	FP&L and American Lung Association	No Date
Is There a Piece Missing from your Homeowner’s Protection?	FEMA Federal Insurance Administration 900-372	4/1992
Manufactured Mobile Home Safety	PBC Emergency Management	4/2005
NOAA Weather Radio	National Oceanic and Atmospheric Administration -PM81094	1999
PBC Special Needs Program	PBC Emergency Management	1/2007
Preparing for Disaster	FEMA	8/2004
Protecting your Home from Flood Damage	FEMA	No date
Providing for our Homeland Security	PBC Emergency Management	4/2005
Ready – Emergency Supply List	US Department of Homeland Security	No Date
Rebuilding in the Aftermath of Hurricanes	PBC Disaster Recovery Coalition, Inc.	No Date
Safe Boating Weather Tips	National Oceanic and Atmospheric Administration (NOAA)	6/1998
Safety Tips for Hurricane	FEMA-L105	8/1993
Seasonal Flu, Pandemic Flu, and Bird Flu – What you need to know	PBC Department of Health	2006
State of Florida Comprehensive Emergency Management Plan	Department of Community Affairs FDEM	No date

PUBLIC INFORMATION UNIT

Brochure Title	Publishing Organization	Date
Recovery Overview		
State of Florida Flood Mitigation Assistance	FEMA	9/1998
Terrorism: Preparing for the Unexpected	America Red Cross – A 1366	10/2001
Thunderstorms and Lightning the Underrated Killers	American Red Cross/NOAA 5001	1/1994
Tips on Handling your Flood Insurance Claim	FEMA F210 English, F2105 Spanish	4/1997
Tornado	American Red Cross-4457	11/ 92
US Fire Administration – Wild Fire: Are You Prepared?	FEMA	8/2004
Watch Out Storms Ahead (Coloring Books)	FEMA/NOAA	3/1998
Who is at Risk for Flooding?	FEMA-F207 English FEMA-F2075 Spanish	1/2000
Wildfire Risk Assessment Guide for Homeowners	FL IFAS	7/2004
Your Home Insurance Doesn't Cover Floods (English/Spanish)	FEMA-F2075 in English/Spanish	6/1999

Appendix 1: Acronyms

AAR	After Action Report
AHCA	Agency Health Care Administration
ALF	Assisted Living Facility
AMR	American Medical Response
ARC	American Red Cross - Greater Palm Beach Area Chapter
BCC	Palm Beach County Board of County Commissioners
BRC	Business Recovery Center
CAP	Civil Air Patrol
CEMP	Comprehensive Emergency Management Plan
CERT	Community Emergency Response Team
CEOC	County Emergency Operations Center
CISD	Critical Incident Stress Debriefing
COG	Continuity of Government
COOP	Continuity of Operations Plan
CRC	Community Redevelopment Center
CRT	Community Relations Team
CRS	Community Rating System
CSA	County Staging Area
DTAP	Disabled Transportation Assistance Plan
DCA	Florida Department of Community Affairs
DEM	Palm Beach County Division of Emergency Management
DEP	Florida Department of Environmental Protection
DFO	Disaster Field Office
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Response Team
DOH	PBC Department of Health
DOT	Department of Transportation
DRC	Disaster Recovery Center / Disaster Recovery Coalition
DRP	Disaster Recovery Plan
EAS	Emergency Alert System
ECO	Emergency Coordinating Officer
EIC	Emergency Information Center
EM	Emergency Management
EMAC	Emergency Management Assistance Compact
EM-Net	Emergency Management Network
ERM	PBC Department of Environmental Resource Management
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
EM Team	Emergency Management Team Committee
EOA	Emergency Operations Area
EOC	Palm Beach County Emergency Operations Center
EOG	Executive Office of the Governor
EPG	Executive Policy Group
EPZ	Emergency Planning Zone

ACRONYMS

ESATCOM	Emergency Satellite Communications System
ESF	Emergency Support Function
F-SERT	Forward State Emergency Response Team
FAC	Florida Administrative Code
FCO	Federal Coordinating Officer
FDEM	Florida Division of Emergency Management
FDLE	Florida Department of Law Enforcement
FEMA	Federal Emergency Management Agency
FEPA	Florida Emergency Preparedness Association
FFCA	Florida Fire Chiefs Association
FHP	Florida Highway Patrol
FIND	Florida Interfaith Networking in Disaster
FLNG	Florida National Guard
FMAP	Flood Mitigation Assistance Program
FOG	Field Operations Guide
FPL	Florida Power & Light Company
FRP	Federal Response Plan
GIS	Geographic Information System
HAZMAT	Hazardous Materials
HMGP	Hazard Mitigation Grants Program
HNAT	Human Needs Assessment Training
HSEEP	Homeland Security Exercise Evaluation Program
HSP	Hazard Specific Plan
HSPD	Homeland Security Presidential Directive
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IDA	Initial Damage Assessment
IMT	Incident Management Team
IPZ	Ingestion Pathway Zone
JIS	Joint Information System
LMS	Local Mitigation Strategy
LSA	Logistical Staging Area
MACC	Multi Agency Coordination Center
NAWAS	National Warning System
NFIP	National Flood Insurance Program
NHC	National Hurricane Center
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NOI	Notice of Interest
NRC	Nuclear Regulatory Commission
NRP	National Response Plan
NTC	National Tele-registration Center
NWS	National Weather Service
PBC	Palm Beach County

ACRONYMS

PBIA	Palm Beach International Airport
PBCFR	Palm Beach County Fire Rescue
PBSO	Palm Beach County Sheriff's Office
PDA	Preliminary Damage Assessment
PDRP	Post-Disaster Redevelopment Plan
PIO	Public Information Officer
PIU	Public Information Unit
POD	Point of Distribution
PSAP	Public Safety Answering Point
PW	Project Worksheet
RACES	Radio Amateur Civil Emergency Services
RIAT	Rapid Impact Assessment Team
ROC	Recovery Operations Center
RRT	Rapid Response Team
SAR	Search and Rescue
SBA	Small Business Administration
SCO	State Coordinating Officer
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SITREP	Situation Report
SFWMD	South Florida Water Management District
SMAA	Statewide Mutual Aid Agreement
SO	Safety Officer
SOG	Standard Operating Guide
SOP	Standard Operating Procedure
SpNS	Special Needs Shelters
SpNU	Special Needs Unit
SWA	Solid Waste Authority
SWO	State Watch Office
TAG	The Adjutant General
TICP	Tactical Interoperable Communications Plan
UC	Unified Command
UNU	Unmet Needs Unit
VRC	Volunteer Reception Center
VOAD	Voluntary Organizations Active in Disasters
WCD	Water Control Districts

Appendix 2: Palm Beach County Economic Profile



Palm Beach County Profile

Visit eFlorida.com to learn more.

GEOGRAPHY

Primary Economic Development Contact

Nearest MSA: Miami-Ft. Lauderdale-Pompano
Time Zone: Eastern
Local Area Code(s): 561
Largest Cities:
 1 West Palm Beach
 2 Boca Raton
 3 Boynton Beach

Miles* To:

Tallahassee	360
Orlando	144
Tampa	169
Jacksonville	264
Miami	69
Atlanta	549
Chicago	1128
Dallas	1081
New York	1025

*Miles are calculated from county seat.



POPULATION

	Palm Beach	Florida
1980:	576,758	9,746,981
1990:	863,503	12,938,071
2010:	1,320,134	18,801,310
2020(p):	1,482,900	21,326,800
2040(p):	1,786,000	26,081,800

(p) Denotes Projected Population

PER CAPITA PERSONAL INCOME

	Palm Beach	Florida
2007	\$59,768	\$39,449
2008	\$60,909	\$40,133
2009	\$57,461	\$38,965

CLIMATE

Average Temperature	High	Low
January:	74	56
July:	90	75
Florida Mean Annual Precipitation 53	
Average Annual Rain Days 134	

MIGRATION

(2009)

In-Migration	48,385
Out-Migration	46,639
Net-Migration	1,746

*Estimates based on IRS Statistics of Income data

LABOR FORCE

(2010)

Labor Force	618,694
Labor Force % of County Population	46.9
Number in County Unemployed	72,439
Unemployment Rate	11.7%

Monthly labor force data are available from the [Florida Agency for Workforce Innovation](#).

EMPLOYMENT BY INDUSTRY

N/D = No Data

	Palm Beach	Florida
(2009)		
Average Annual Employment	495,845	7,182,815
Natural Resources & Mining	1.3%	1.3%
Construction	5.4%	5.5%
Manufacturing	3.3%	4.5%
Trade, Transportation and Utilities	19.8%	21.2%
Information	1.9%	2.0%
Financial Activities	6.9%	6.7%
Professional & Business Services	15.5%	14.6%
Education & Health Services	16.1%	21.5%
Leisure & Hospitality	13.7%	12.9%
Other Services	4.1%	3.2%
Public administration	5.6%	6.5%
Unclassified	0.0%	0.0%

Average Annual Wage

(2009)

All Industries	\$45,014
Construction	\$43,889
Education & Health Services	\$46,842
Financial Activities	\$68,010
Information	\$57,388
Leisure & Hospitality	\$22,202
Manufacturing	\$57,178
Natural Resources & Mining	\$29,379
Other Services	\$31,395
Professional & Business Services	\$58,417
Public administration	\$56,835
Trade, Transportation and Utilities	\$38,653
Unclassified	\$64,472

EXISTING EMPLOYMENT

Major Private Sector Employers

Tenet Healthcare Corporation	
Business Line: Healthcare	
Number of Employees.....	4,500
Hospital Corporation of America	
Business Line: Healthcare	
Number of Employees.....	3,411
Florida Power & Light	
Business Line: Electric Utilities	
Number of Employees.....	3,250
The Breakers	
Business Line: Hotels	
Number of Employees.....	2,300
Office Depot	
Business Line: Headquarters	
Number of Employees.....	2,180
U.S. Sugar Corporation	
Business Line: Sugar Manufacturing	
Number of Employees.....	1,800
Florida Crystals	
Business Line: Sugar Manufacturing	
Number of Employees.....	1,800
Boca Raton Resort & Club	
Business Line: Hotels	
Number of Employees.....	1,650
AT&T	
Business Line: Telecommunications	
Number of Employees.....	1,300
Pratt & Whitney Rocketdyne	
Business Line: Aerospace	
Number of Employees.....	850

COMMERCIAL/INDUSTRIAL SERVICES

Electric Companies:

- Florida Power & Light

Natural Gas Companies:

- Florida Public Utilities Company

Telephone Companies:

- AT&T

Water & Sewer Companies:

- County and Municipal Systems

Existing Industrial Zoned Land	Yes
Number of Acres	5,500
Largest Available Contiguous Parcel	500
Industrial Parks	Yes
Number of Acres	5,500
Largest Available Contiguous Parcel	500
Foreign Trade Zones	Yes
Zone Number(s)	135, 209

MEDIA

Local Radio Stations:

- WBGF-FM
- WBZT-AM
- WDBF-AM
- WEAT-FM
- WLVS-AM
- WOLL-FM
- WPBR-AM
- WXF6-FM

Local Television Stations:

- WAQ-TV
- WFLX-TV
- WPBF-TV
- WPEC-TV
- WPTV-TV
- WTVX-TV
- WXEL-TV

Locally Printed Newspapers:

- Palm Beach Post
- Sun Sentinel

EDUCATION

	Public Schools	Teachers	Enrollments
Totals:	220	12,736	174,659

Private Schools Available: Yes

POST SECONDARY EDUCATION SERVING THE COUNTY:

Colleges/Universities:

- Northwood University
- Florida Atlantic University
- Lynn University
- Palm Beach Atlantic University
- South University

Junior/Community Colleges:

- Palm Beach Community College

Technical Schools:

- Palm Beach County Schools
- Lincoln College of Technology
- Florida Culinary Institute

Other Schools:

- none

FINANCIAL INSTITUTIONS

Number of Banks: 62

Number of Savings and Loans: 14

Number of Credit Unions: 14

QUALITY OF LIFE

Cost of Living
Price Level Index, (2007)
Florida State Average = 100

	Sample
Total	110.12
Food	99.25
Housing	119.82
Medical Care	102.91
Personal Goods and Services	105.15
Transportation	102.85

Medical Services:

- Boca Raton Community Hospital
- Columbia Hospital
- Glades General Hospital
- Good Samaritan Medical Center
- JFK Medical Center
- Palm Beach Gardens Medical Center
- Palms West Hospital
- Wellington Regional Medical Center

Recreational Opportunities:

- Golf/Tennis/Boating/Fishing
- Kravis Center for the Performing Arts
- Lion Country Safari
- Palm Beach Zoo at Dreher Park
- Spring Training: Montreal Expos & St. Louis Cardinals

Historical Points Of Interest:

- Arthur R. Marshall Loxahatchee National Wildlife Refuge
- Henry Morrison Flagler Museum
- Jupiter Lighthouse
- Morikami Museum & Japanese Gardens

Cultural Events/Festivals:

- Artigras
- Equestrian Fair
- Palm Beach International Film Festival
- South Florida Fair
- Sunfest

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 Visit us on the World Wide Web: <http://www.eflorida.com>

TRANSPORTATION

Federal Interstates	I-95	Nearest Airport with Scheduled Commercial Airline Service:	Palm Beach International Airport
Federal Highways	US-1, US-441	# Runways	3
State Highways	SR-70, SR-80, Florida Turnpike	Longest Paved Runway(ft.)	10000
Railroads	CSX Transportation, FEC	General Aviation Airports	North County Airport; Belle Glade Airport; Lantana Airport; Boca Raton
		Local Deep Water Port	Port of Palm Beach
		Miles to Closest Port	5

STATE AND LOCAL TAXATION

COUNTY		STATE	
Countywide Ad Valorem Millage Rates:			
Government	4.7500	Corporate Income Tax	5.5%
Schools	8.1540	Personal Income Tax	0.0%
Special	2.5549	Retail Sales Tax	6.0%
Total	15.4589		
<hr/>			
Ad Valorem Tax Exemption:	Yes		
Retail Sales Tax (Local Option)	0.00		
Federal Enterprise Zone	No		
State Enterprise Zone	EZ-5001, EZ-5002		

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PALM BEACH COUNTY PROFILE

Appendix 3: Palm Beach County Profile



PALM BEACH COUNTY PROFILE

COUNTY SEAT: West Palm Beach
 INCORPORATED: 1909
 METRO. AREA: West Palm Beach-Boca Raton-Delray Beach MSA

LAND AREA: 1,977 SQ MILES 2010 (Census) POPULATION: 1,320,134 (Year round)
 APPROX. 45 MILES N-S 1,320,134 (Year round)
 APPROX. 53 MILES E-W

L881 0088: 5/5/11

MUNICIPALITIES	POPULATION (Permanent Residents)					2010 Estimated Additional Seasonal Population*	Land Area ² (in sq. miles)
	1980 Census	1990 Census	2000 Census	2010 Census	2015 Proj**		
ALHAMBRA	1,325	1,653	2,305	2,305		414	1.42
BELLE GLADE	18,325	18,177	14,936	17,467		568	6.68
BOCA RATON	40,447	61,492	74,754	84,332		10,340	29.54
BOYNTON BEACH	36,624	46,154	60,390	68,217		7,602	16.20
BRINY BROSSES	387	400	411	601		630	0.06
CLOUD LAKE	160	121	167	139		2	0.06
DELRAY BEACH	34,320	47,181	60,020	60,622		8,342	15.73
GLADE RIDGE	235	207	276	219		7	0.16
GOLF	110	234	230	252		58	0.81
GREENACRES	8,780	18,680	27,540	37,573		3,549	6.78
GLUTE STREAM	475	690	716	786		298	0.73
HAYTHER	1,249	1,056	1,454	1,673		0	0.63
HIGHLAND BEACH	2,020	3,209	3,275	3,529		2,488	0.51
HYPOLLAND	573	830	2,015	2,588		375	0.37
JANES BEACH	1,142	2,121	3,262	3,176		1,260	2.07
JUPITER	9,868	24,086	39,328	55,156		9,240	22.11
JUPITER ISLET COLONY	378	405	368	400		79	0.14
LAKE CLARK BICHES	3,174	3,264	3,451	3,376		45	1.00
LAKE INRIE	4,920	4,704	8,721	8,155		232	2.22
LAKE WORTH	27,048	28,564	36,120	34,910		2,008	5.87
LANTANA	8,048	8,392	9,404	10,423		1,100	2.23
LORDA WOODS GROVES ¹				3,160		54	12.41
MANALAPAN	320	312	321	406		270	0.44
MANGONIA PARK	1,419	1,450	1,280	1,888		2	0.75
NORTH PALM BEACH	11,344	11,343	12,064	12,015		1,092	3.70
OCEAN RIDGE	1,355	1,370	1,836	1,736		506	0.70
PALM BEACH	6,346	6,822	6,985	6,643		27	4.97
PALM BEACH	9,729	9,814	9,676	8,348		6,310	3.70
PALM BEACH GARDENS	14,407	22,265	35,058	48,452		5,751	56.25
PALM BEACH GROVES	1,232	1,040	1,260	1,142		614	0.29
PALM SPRINGS	8,166	9,763	11,690	18,928		1,086	3.28
PIVETER BEACH	26,489	27,639	29,884	32,488		5,389	8.45
ROYAL PALM BEACH	3,423	14,189	21,523	34,140		843	11.27
SOUTH BAY	3,886	3,558	3,850	4,876		0	2.05
SOUTH PALM BEACH	1,304	1,480	1,621	1,171		1,074	0.09
TIQUETA	3,685	4,499	5,273	6,629		928	1.80
WELLINGTON	63,305	20,670	38,216	56,508		4,107	45.26
WEST PALM BEACH	63,305	67,643	82,133	99,919		6,228	58.48
TOTAL INCORPORATED	364,245	477,625	609,744	732,290		85,502	323.02
TOTAL UNINCORPORATED	312,515	385,540	521,447	587,844		58,305	1,652.64
TOTAL COUNTY	676,760	863,165	1,131,191	1,320,134		143,807	1,976.66

¹The 2010 seasonal population is estimated as a product of the number of seasonal units and average persons per household for each municipality. Both seasonal units and persons are from Census 2010.
²The Town of Loxahatchee Groves was incorporated in October, 2008.
^{**}Projections based on the 2010 Census are not available at this time.
¹Land Area is calculated Map Area only, as of February, 2008.

2010 Census	POPULATION	% of Total	2010 BUILDING PERMIT ACTIVITY		Unincorporated	
			Units	\$ Value	Units	\$ Value
TOTAL	1,320,134	100.00%				
AGE GROUPS						
Under 5	75,812	5%				
5-14 years	142,744	11%				
15-19 years	79,570	6%				
20-44 years	386,375	29%				
45-64 years	348,418	26%				
65 years and over	286,155	22%				
18 years and over median age	1,261,250	80%				
	43.5					
SEX						
Male	638,888	49%				
Female	681,246	51%				
RACE						
White	978,121	74%				
Black	228,690	17%				
American Indian	4,043	0.3%				
Asian	51,100	4%				
Pacific Islander	770	0.06%				
Other	53,138	4%				
Two or more races	30,272	2%				
HISPANIC ORIGIN	250,820	19%				

TOTAL RESIDENTIAL UNITS	2010		2000 Census	1990 Census
	Incorporated Area	Unincorporated Area	Countywide	Countywide
Incorporated Area	376,895	306,040	306,040	264,509
Unincorporated Area	279,264	292,389	292,389	197,194
Countywide	656,159	598,429	598,429	461,703

ECONOMIC INDICATORS	2010		EDUCATIONAL ATTAINMENT (2009 ACS)	
	Value	%	Production over 25 yrs	%
Labor Force	678,694		4th grade	6.1%
Total Employment (Civilian)	546,268		5-12th grade, no diploma	6.9%
Average Unemployment	11.7%		High School graduates	26.9%
Per Capita Income (2009 ACS)	\$30,992		Some college, no degree	21.5%
Median Household Income (2009 ACS)	\$42,580		Associate degree	8.0%
Median Family Income (2009 ACS)	\$60,222		Bachelor's degree	19.6%
Poverty Rate (2009 ACS)	14.4%		Graduate or Professional	11.2%
Florida Price Index (FPI) ¹	103.53 (over 2000)			
Consumer Price Index (Miami-Ft Lauderdale)	221.1			

¹Florida's price level of the County index to the statewide average is 103, while the annual CPI increase for the year change of prices.

HOUSEHOLDS (2010 Census) Total 644,227 One Person Households 163,880 % Householder 65 or older 49% Family Households 342,799 % w/ own children 39% Female householder w/ own children 63,680 % 53% Persons Per Household 2.30	Compiled by: Palm Beach County Dept. of Planning, Zoning & Building Planning Division Intergovernmental Data Section 2000 North Jog Road West Palm Beach, FL 33411 (561) 733-5300
--	---

Data Sources: 2010 & 2000 & 1990 & 1980 U. S. Census of Housing and Population 2000 American Community Survey (ACS) Agency for Workforce Innovation; US Bureau of Labor Statistics Palm Beach County School Board Florida Statistical Abstracts University of Florida, Bureau of Econ. & Bus. Res. PBC Planning Division, PZ&B	2010 11 Public School Enrollment 172,664
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REFERENCE DOCUMENTS

Appendix 5: Reference Documents

Plan/SOP/SOG Title (Date)	Drought	Flood / Tsunami	Haz Mat Release	Hurricane / Tropical Storm	Pandemic Disease	Radiological Release	Terrorism & Sabotage	Tornado	Wildfire	Lightning / Severe Thunderstorm	Temp. Extremes	Agr Pest & Disease	Muck Fire	Soil/Beach Erosion	Selenic Hazards	Comms Failure	Trans System Wellfield Contam	Power Failure	Civil Disturbance	Immigration Crisis
CEMP Host Sheltering Annex						X														
Cold Weather Emergency Shelter										X										
Community Services Div. of Human Svcs Chapter 13 Disaster Preparedness & Recovery	X	X	X	X	X	X	X	X	X	X						X	X	X		X
Community Services Div. of Sr. Svcs Emergency Preparedness Plan				X																
CWP SOG - Animal Care and Control																				
CWP SOG - Cold Weather Monitoring										X										
CWP SOG - Corrective Action - EMAP 3-12.3 Evaluating Exercises, Test and Real Events																				
CWP SOG - Exercise Program Development																				
CWP SOG - Flooding Notification		X																		
CWP SOG - Hazardous Material Incident			X																	
CWP SOG - Localized Flooding Event Shelter Activation		X																		
CWP SOG - Mass Casualty Incidents																				
CWP SOG - Nuclear Power Plant Incident						X														
CWP SOG - Radiological Incidents						X														
CWP SOG - Severe Weather / Watches & Warnings										X										
CWP SOG PBC Aircraft Incidents																				
CWP SOP - African Bees																				
Department of Airports Hurricane Manual				X																
Domestic Security Strategy for PBC																				
EOC SOP																				
FDO Fleet Management Plan				X																
FDO Hurricane Preparedness Plan				X																
Fire Rescue CEMP	X	X	X	X		X	X	X												X
FL Fire Chief's Association: Statewide Emergency Response Plan																				
Inter - Agency Communications Disaster Recovery Plan (ESS, EOC, Fire-Rescue & PBSO)																				
ISS Disaster Recovery Plan 2007																X				
Mass Fatality Response		X	X	X		X	X	X	X							X				

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Appendix 6: Approval Documents BCC Agenda Item

See next two pages for Board approval document

PALM BEACH COUNTY
BOARD OF COUNTY COMMISSIONERS
AGENDA ITEM SUMMARY

Meeting Date: December 20, 2011 [X] Consent [] Regular
[] Ordinance [] Public Hearing

Department: Department of Public Safety
Submitted By: Department of Public Safety
Submitted For: Division of Emergency Management

APPROVED
BY BOARD OF COUNTY COMMISSIONERS
AT MEETING OF DEC 20 2011
Stacy Powell D.C.
MINUTES & RECORDS SECTION

I. EXECUTIVE BRIEF

Motion and Title: Staff recommends motion to: Adopt the 2011 Palm Beach County's Comprehensive Emergency Management Plan (CEMP) which has been approved by the State of Florida, Division of Emergency Management.

Summary: As required by Florida Statute Chapter 252, the Division of Emergency Management revised the County's Comprehensive Emergency Management Plan that was approved by the Board of County Commissioners on November 19, 2002 (R2002-2113). The CEMP outlines how the various departments and agencies, both public and private, will discharge their responsibilities for providing direction and control during any large-scale disaster affecting Palm Beach County. Major revisions to the CEMP include a County Disaster Recovery Plan, updated hazard specific plans related to hurricanes, radiological emergencies, floods, wild land fires, cold weather, terrorism, and a breach of the Herbert Hoover Dike along Lake Okeechobee. Countywide (GB).

Background and Policy Issues: The CEMP establishes the framework to ensure that Palm Beach County will be adequately prepared to deal with all hazards threatening the lives and property of Palm Beach County citizens. The CEMP outlines the responsibilities and coordination mechanisms of County agencies, municipalities and other agencies in a disaster. This plan also coordinates response and recovery activities with other governmental agencies, voluntary organizations active in disasters, and the business community. The CEMP unifies the efforts of these groups by using a comprehensive approach to reduce the effects of a disaster. This document parallels state and federal operational plans and describes how local, state, and national resources will be coordinated to supplement local response and recovery capability. The CEMP is a National Incident Management System (NIMS) compliant plan. This document was prepared over a one-year period and has been approved by all responsible agency directors and supporting municipal jurisdiction representatives. The CEMP is in compliance with the criteria established by the State of Florida Division of Emergency Management.

Attachments:

- 1) 2011 PBC Comprehensive Emergency Management Plan Revision Highlights
- 2) 2011 Updated Comprehensive Emergency Management Plan

Recommended by: *Vinit G. Bement* 11/23/11
Department Director Date
Approved By: *Vinit G. Bement* 11/23/11
Assistant County Administrator Date

II. FISCAL IMPACT ANALYSIS

A. Five Year Summary of Fiscal Impact

Fiscal Years	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>
Capital Expenditures	_____	_____	_____	_____	_____
Operating Costs	_____	_____	_____	_____	_____
External Revenues	_____	_____	_____	_____	_____
Program Income (County)	_____	_____	_____	_____	_____
In-Kind Match (County)	_____	_____	_____	_____	_____
Net Fiscal Impact	<u>* 0</u>	_____	_____	_____	_____
# ADDITIONAL FTE POSITIONS (Cumulative)	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

Is Item Included In Current Budget? Yes No

Budget Account Exp No: Fund _____ Department _____ Unit _____ Object _____
 Rev No: Fund _____ Department _____ Unit _____ Object _____

B. Recommended Sources of Funds/Summary of Fiscal Impact:

* There is no fiscal impact associated with the agenda item at this time.

Departmental Fiscal Review: Stephanie Lepore 11/23/11

III. REVIEW COMMENTS

A. OFMB Fiscal and/or Contract Dev. and Control Comments:

[Signature]
 OFMB
 5/21/11 11/23/11
 11/23/11

[Signature]
 Contract Administration
 12-9-11 B. Wheeler

B. Legal Sufficiency:

[Signature]
 12/12/11
 Assistant County Attorney

C. Other Department Review:

 Department Director

This summary is not to be used as a basis for payment.

Appendix 6: Glossary

GLOSSARY

Words, phrases, abbreviations, and acronyms relevant to emergency management should be defined. Many terms in emergency management have special meanings, so it is important to establish precise definitions. As such, the following definitions allow the users of this CEMP to share an understanding of the Plan:

Activation	When the Comprehensive Emergency Management Plan has been implemented whether in whole or in part. Also, applies to activating the Emergency Operations Center.
After-Action Report (AAR)	A method of identifying and tracking correction of important problems and carrying out best work practices in an operation or exercise after it has been completed. An AAR may be structured to contain statements of Lessons Learned and recommended changes in plans, training, and resources.
Applicant	A State agency, local government, Indian Tribe, Alaskan Native tribal government, or eligible Private Nonprofit Organization who submits a request for disaster assistance under the State’s disaster declaration.
Bioterrorism	The use or threatened use of biological agents to achieve political, religious, ideological or social goals.
Cache	A pre-determined complement of tools, equipment, and/or supplies stored in a designated location, available for incident use.
Catastrophic Disaster	An event that results in large numbers of deaths and injuries; causes extensive damage or destruction of facilities that provide and sustain human needs; produces an overwhelming demand on State and local response resources and mechanisms; causes a severe long-term effect on general economic activity; and severely affects State, local, and private sector capabilities to begin and sustain response activities.
CBRNE	Mnemonic. There are five classes of Weapons of Mass Destruction (WMD) defined by the Interagency Board (IAB) for Equipment Standardization and Interoperability: Chemical, Biological, Radiological, Nuclear, and high yield or enhanced Explosives.

CEMP	Comprehensive Emergency Management Plan. A CEMP contains policies, authorities, concept of operations, legal constraints, responsibilities, and emergency functions to be performed. Agency and departmental response plans, responder Standard Operating Procedures (SOPs), and specific incident action plans are developed from this strategic document.
Checklist	Written (or computerized) enumeration of actions to be taken by an individual or department, meant to aid memory rather than provide detailed instruction.
Community Rating System (CRS)	A FEMA initiative, established under the NFIP, to recognize and reward communities that have implemented floodplain management measures beyond the minimum required by NFIP regulations. Under the CRS, those communities that choose to participate voluntarily may reduce the flood insurance premium rates for property owners in the community by taking these additional actions.
Consequence Management	Measures to protect public health and safety, restore essential services and provide emergency relief to business and individuals affected by the consequences of a crisis, such as an act of terrorism.
COOP	Continuity of Operations Planning. The internal efforts of an agency or other entity, public or private, to assure continuance of its minimum essential functions across a wide range of potential emergencies, to include localized acts of nature, accidents, technological and/or attack-related emergencies.
Crisis Management	Measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a crisis or an act of terrorism.
Damage Assessment	The process used to appraise or determine the number of injuries and deaths, damage to public and private property, and the status of key facilities and services such as hospitals and other health care facilities, fire and police stations, communications networks, water and sanitation systems, utilities, and transportation networks resulting from a human-generated or natural disaster.
Debris	Scattered items and materials either broken, destroyed, or displaced by a natural or human-generated disaster. Examples include trees and other vegetative material, construction and demolition material, and personal property.
Debris Clearance	Clearing the major road arteries by pushing debris to the roadside to accommodate emergency traffic.

Debris Removal	Picking up debris and taking it to a temporary storage site or permanent landfill.
Declaration	The formal action by the President to make a State eligible for major disaster or emergency assistance under the Robert T. Stafford Relief and Emergency Assistance Act, Public Law 93-288, as amended.
Decontamination	A physical and/or chemical process to minimize the spread of contaminants. Such contaminants may be associated with persons, animals, equipment, land, structures or commodities.
Department of Homeland Security (DHS)	A Federal agency, of which FEMA is a part, that is charged with ensuring the safety of the United States and its population. DHS is a cabinet level agency of the U.S. Government. The Secretary of DHS is in the top tier of the several members of the President's cabinet, along with the Secretary of State, the Secretary of the Treasury, the Secretary of Defense, and the Attorney General.
Destroyed	A classification for an item or building that is a total loss or is damaged to the extent that it is not usable and not economically repairable. Used by FEMA in damage assessments.
Disaster	Any occurrence of widespread or severe damage, injury, or loss of life or property resulting from a natural, technological, or manmade incident, including but not limited to earthquake, explosion, fire, flood, high water, hostile actions, hurricanes, landslide, mudslide, storms, tidal wave, tornado, wind-driven water, or other disasters. An event in which a community or organization undergoes severe danger and incurs, or is threatened to incur, such losses to persons and/or property that the resources available are exceeded.
Disaster Field Office	The office established in or near the designated area of a Presidentially declared major disaster to support Federal and State response and recovery operations. The DFO houses the FCO and ERT, and where possible, the SCO and support staff.

Disaster Medical Assistance Team (DMAT)

A DMAT consists of professional and paraprofessional medical personnel, supported by logistical and administrative staff, to provide emergency medical care. DMATs are assigned, on request of state and local authorities, to supplement local medical capacity in major disasters and mass casualty incidents. DMAT duties include triage, austere medical care, and preparing patients for evacuation. DMATs operate under the U.S. Public Health Service (USPHS) which is a part of the Department of Health and Human Services (HHS). Specialized teams handle burns, pediatrics, crush injuries, surgery, mental health and incidents involving weapons of mass destruction. DMAT members are compensated as part-time federal employees. Relates to National Disaster Medical System (NDMS, q.v.) and Disaster Mortuary Team (DMORT, q.v.).

Disaster Recovery Center

Places established in the area of a Presidentially declared major disaster, as soon as practicable, to provide victims the opportunity to apply in person for assistance and/or obtain information relating to that assistance. DRCs are staffed by local, State, and Federal agency representatives, as well as staff from volunteer organizations (e.g., the ARC).

EMAC

Emergency Management Assistance Compact. A legally binding mutual aid agreement and partnership between states that allows them to assist one another during emergencies and disasters.

Emergency

An unexpected situation or event, which places life and/or property in danger and requires an immediate response to protect life and property. Examples of an emergency may include fires; explosions; chemical, biological, environmental, and radiation incidents; bomb threats; civil disturbances; medical emergencies; natural disasters; structural failures; and accidental or human-generated disasters. Any aircraft crash, hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophe which requires emergency assistance to save lives and protect public health and safety or to avert or lessen the threat of a major disaster.

Emergency Management The preparation for and carrying out of all emergency functions, other than military functions, to minimize injury and to repair damage resulting from disasters caused by fire, flood, storm, earthquake, or other natural causes, or by technological events, or by enemy attack, sabotage, or other hostile action, and to provide support for rescue operations for persons and property in distress and for humanitarian aid. Emergency management includes mitigation against, preparedness for, response to, and recovery from disasters or emergencies.

Emergency Management Performance Grants (EMPG) EMPG helps state and local emergency managers develop, maintain and improve emergency management capabilities and key components of a comprehensive national emergency management system for all hazards. Through this grants program, FEMA provides states a flexibility to allocate funds according to risk and to address the most urgent state and local needs in disaster mitigation, preparedness, response, and recovery. Working within standard federal government grant administration, EMPG provides support for state and local governments to achieve measurable results in key functional areas of emergency management.

Emergency Operations Center (EOC) A pre-defined physical location from which management officials exercise direction and control in an emergency or disaster. It is equipped and staffed to provide support in coordinating and guiding emergency/disaster operations. EOCs are activated on an as-needed basis. Can be internal or external to a facility, with a secondary site defined in case the primary site is rendered unusable.

Emergency Response Team – Advance Element For Federal disaster response and recovery activities under the Stafford Act, the portion of the ERT that is first deployed to the field to respond to a disaster incident. The ERT-A is the nucleus of the full ERT.

Emergency Response Team (ERT) An interagency team, consisting of the lead representative from each Federal department or agency assigned primary responsibility for an ESF and key members of the FCO’s staff, formed to assist the FCO in carrying out his/her coordination responsibilities. The ERT may be expanded by the FCO to include designated representatives of other Federal departments and agencies as needed. The ERT usually consists of regional-level staff.

Emergency Support Function (ESF)	A functional area of response activity established to facilitate the delivery of disaster assistance required during the immediate response phase of an incident in order to save lives, protect property and public health, and to maintain public safety. ESFs represent those types of disaster assistance which will most likely be needed because of the impact of a catastrophic or significant disaster and response capabilities, or because of the specialized or unique nature of the assistance required. ESF missions are designed to mirror State and federal response efforts.
Emergency Work	That work which must be done immediately to save lives and to protect improved property, public health and safety, or to avert or lessen the threat of a major disaster. Emergency work frequently includes clearance and removal of debris and temporary restoration of essential public facilities and services, (Category A-B).
Emergency, State of	A condition during which special precautions/actions will be necessary in order to adequately safeguard property and the health and lives of people within a community or organization.
Evacuation	Organized, phased, and supervised dispersal of people from dangerous or potentially dangerous areas.
Evacuees	All persons removed or moving from areas threatened or struck by a disaster.
Exercise	A simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of emergency plan (CEMP).
Facility	Any publicly or privately owned building, works, system, or equipment, built or manufactured, or an improved and maintained natural feature. Land used for agricultural purposes is not a facility.
Federal Coordinating Officer (FCO)	To coordinate federal efforts, the Federal Emergency Management Agency (FEMA, q.v.) recommends and the President appoints a Federal Coordinating Officer (FCO) for each state that is affected by a disaster. The FCO and the state response team set up a Disaster Field Office (DFO, q.v.) near the disaster scene.

Federal Emergency Management Agency (FEMA)	FEMA plays a multi-faceted central role in the national disaster program in terms of preparedness, response, recovery and mitigation by federal, state and local governments, commerce and industry, individuals and families, and non-governmental organizations. FEMA leads the effort to prepare the nation for all hazards and effectively manage federal response and recovery efforts following any national incident. FEMA also initiates proactive mitigation activities, trains first responders, and manages the Citizen Corps, the National Flood Insurance Program and the U.S. Fire Administration. FEMA is a part of the Directorate of Emergency Preparedness and Response (EPR, q.v.) which, in turn, is a major component of the Department of Homeland Security (DHS, q.v.).
Final Debris Disposal	Placing mixed debris and/or residue from volume reduction operations into an approved landfill.
Flood	A general and temporary condition of partial or complete inundation of normally dry land areas from overflow of inland or tidal waters, unusual or rapid accumulation or runoff of surface waters, or mudslides/mudflows caused by accumulation of water.
Flood Insurance Rate Map (FIRM)	The insurance and floodplain management map produced by FEMA that identifies, based on detailed or approximate analyses, the areas subject to flooding during a 1-percent-annual-chance flood event in a community. Flood insurance risk zones, which are used to compute actuarial flood insurance rates, also are shown. In areas studied by detailed analyses, the FIRM shows BFEs to reflect the elevations of the 1-percent-annual-chance flood. For many communities, when detailed analyses are performed, the FIRM also may show areas inundated by 0.2-percent-annual-chance flood and regulatory floodway areas.
Floodplain	A land area that is susceptible to being inundated by water from any source.
Floodplain Management	The operation of a program of corrective and preventative measures for reducing flood damage, including, but not limited to, emergency preparedness plans, flood control works, and floodplain management regulations.
Force Account	An applicant's own labor forces and equipment.

Geographic Information System (GIS)	GIS hardware and software provide the ability to analyze and present data in the form of maps and data reports. Specifically, GIS products support situation reporting, damage prediction, estimation and assessment, resource management, information exchange, situation analyses and operating center displays.
Global Positioning System (GPS)	GPS is a worldwide radio-navigation system formed from a constellation of 24 satellites and their ground stations. The satellites are reference points to calculate positions accurate to a matter of meters. By using advanced forms of GPS, measurements are better than a centimeter. In effect, each square meter on the planet has a unique address.
Governor's Authorized Representative (GAR)	The person empowered by the Governor to execute, on behalf of the State, all necessary documents for disaster assistance.
Grantee	The state or tribal agency that is eligible to receive federal dollars in a Presidential Disaster.
Hazard	A situation or condition that presents the potential for causing damage to life, property, and/or the environment an event or physical condition that has the potential to cause fatalities, injuries, property damage, infrastructure damage, agricultural loss, damage to the environment, interruption of business, or other types of harm or loss. May be biological, chemical, or physical agents capable of causing adverse health effects or property damage given a particular environment or location.
Hazard Mitigation	Any action taken to reduce or eliminate the long-term risk to human life and property from hazards. The term is sometimes used in a stricter sense to mean cost-effective measures to reduce the potential for damage to a facility or facilities from a disaster event.
Hazard Mitigation Grant Program (HMGP)	The program, authorized under Section 404 of the Stafford Act, under which FEMA provides grants to state and local governments to implement long-term hazard mitigation measures after a presidential disaster declaration. The purpose of the HMGP is to reduce the loss of life and property due to natural disasters and to enable implementation of mitigation measures during the immediate recovery from a presidentially declared disaster. Federal government may contribute up to 75 percent of the cost of hazard mitigation measures which the President has determined are cost-effective and which substantially reduce the risk of future damage, hardship, loss, or suffering in any area affected by major disaster.

Hazard Specific Plan (HSP)	Plans that serve as the basis for effective response to any specific threatening hazard and facilitating integration of mitigation into response and recovery activities. It also outlines the responsibilities unique to the specific hazard.
Hazard Vulnerability Analysis (HVA)	A structured approach to assist in evaluating potential adverse events or conditions that could disrupt an organization’s operation. Identify, evaluate, and prioritize events that could significantly affect the need for the facility’s services or its ability to provide those services. Each potential event is evaluated in each of three categories: probability (of occurrence), risk (severity/impact), and preparedness and assigned a numerical score that rank orders events needing organization focus and resources for emergency planning.
Hazardous Material (HAZMAT)	Material and products from institutional, commercial, recreational, industrial and agricultural sources that contain certain chemicals with one or more of the following characteristics, as defined by the Environmental Protection Agency: 1) toxic, 2) flammable, 3) corrosive; and/or 4) reactive, and requires special care in handling because of the hazards posed to public health, safety, and/or the environment.
Homeland Security	The prevention of terrorist acts, the reduction in the consequences of those events on people and property, and the response and recovery from those terrorist events.
Homeland Security Advisory System	HSAS is a five-level, color-coded alert warning system based on classified intelligence indicators for national use to announce the risk of terrorist attack. Local, state and federal authorities take preplanned actions, at some expense, for each threat alert condition with a major focus on critical infrastructure protection.
Hurricane	A tropical cyclone in which the maximum sustained surface wind (using the U.S. 1-minute average) is 64 kt (74 mph) or more. The term “hurricane” is used for Northern Hemisphere tropical cyclones east of the International Dateline to the Greenwich Meridian. The term “typhoon” is used for Pacific tropical cyclones north of the Equator west of the International Dateline.
Hurricane Advisory	Official information issued by tropical cyclone warning centers describing all tropical cyclone watches and warnings in effect along with details concerning tropical cyclone locations, intensity and movement, and precautions that should be taken. Advisories are also issued to describe: (a) tropical cyclones prior to issuance of watches and warnings and (b) subtropical cyclones.

Hurricane Warning	A warning that sustained winds of 64 kts (i.e., 74 mph) or higher associated with a hurricane are expected in a specified coastal area in 36 hours or less. A hurricane warning can remain in effect when dangerously high water or a combination of dangerously high water and exceptionally high waves continue, even though winds may be less than hurricane force.
Hurricane Watch	An announcement for specific coastal areas that hurricane conditions are possible within 48 hours.
Improved Property	A structure, facility, or item of equipment that was built, constructed, or manufactured. Land used for agricultural purposes is not improved property.
Incident	A definite and separate occurrence. Usually a minor event or condition that is a result of a human error, technical failure, or environmental condition. An incident or event typically interrupts normal activities. Note incidents may or may not lead to accidents, events, or disasters.
Incident Action Plan (IAP)	An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It should generally include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.
Incident Command System (ICS)	A standardized organizational structure used to command, control, and coordinate the use of resources and personnel that have responded to the scene of an emergency. The concepts and principles for ICS include common terminology, modular organization, integrated communication, unified command structure, consolidated action plan, manageable span of control, designated incident facilities, and comprehensive resource management.
Incident Commander (IC)	Under the Incident Command System (ICS, q.v.), the person assigned to have overall charge of the response to an incident.
Incident Objectives	Statements of guidance and direction necessary for selecting appropriate strategy(s) and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow strategic and tactical alternatives.

Individual Assistance (IA)	Financial or other aid provided to private citizens to help alleviate hardship and suffering, and intended to facilitate resumption of their normal way of life prior to disaster.
Initial Damage Assessment (IDA)	A rapid survey performed immediately post-impact, usually by first-responders, in order to determine the impact and magnitude of damage caused by the disaster and the resulting <i>initial</i> needs of the community. The IDA is typically a mere estimate – it’s purpose is to quickly identify needed resources and mobilize them, as well as to assess the magnitude of the disaster in order to <u>consider</u> pursuit of a declaration. A more comprehensive assessment, the Preliminary Damage Assessment, will follow.
Insurance	The spread or transfer the risk of accidental loss of a single entity over a larger group of participating insured members.
Interoperability	The ability of systems, units, or agencies to provide services to and accept services from other systems, units or agencies and to use the services so exchanged to enable them to work effectively together.
Job Aids	Store and make accessible information, processes or perspective so each position can complete specific tasks. They specify how to get the job done and act as memory joggers. Job Aids help people manage vast quantities of information. They often consist of steps, worksheets, lists, decision tables, maps and illustrations that help people accomplish their work.
Kickoff Meeting	The initial meeting between an applicant and the Public Assistance Coordinator. At this working session, the applicant turns in a list of damages and receives comprehensive information about the Public Assistance program and detailed guidance for their specific circumstances.
Large Project	Eligible project, either emergency or permanent work, with a damage dollar value of \$57,500 or greater.
Liaison/ Liaison Officer	An agent or representative. Typically an agency official sent to another agency to facilitate interagency communications and coordination. Liaison and Liaison Officer are sometimes used interchangeably. Under the National Incident Management System (NIMS) the term for the person on the Command Staff is Liaison Officer. For emergency exercises and in disasters, a number of liaisons from other agencies, commerce and industry, various non-governmental organizations, jurisdictions, and other parties should be assigned to (or seated or present) and in direct communication with EOCs to meet the need for linkages for effective strategy and use of resources in an incident.

Logistics	The procurement, maintenance, distribution, and transportation of material, facilities, services and personnel.
Major Damage	This term is used by the Federal Emergency Management Agency (FEMA) to categorize an item or a building that has been damaged to the extent that it is no longer usable and may be returned to service only with extensive repairs.
Major Disaster	As defined under the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5122), a major disaster is any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant disaster assistance under this Act to supplement the efforts and available resources of States, tribes, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.
Mass Care	The actions that are taken to protect evacuees and other disaster victims from the effects of the disaster. Activities include providing temporary shelter, food, medical care, clothing, and other essential life support needs to those people that have been displaced from their homes because of a disaster or threatened disaster.
Memorandum of Understanding (MOU)	A written understanding between two or more entities obligating assistance during a disaster.
Mutual Aid	As between two or more entities, public and/or private, the pre-arranged rendering of services in terms of human and materiel resources when essential resources of one party are not adequate to meet the needs of a disaster or other emergency.
Mutual Aid Agreement (MAA)	A written understanding between two or more entities obligating assistance during a disaster.

**National Disaster
Medical System
(NDMS)**

NDMS is a cooperative asset-sharing program among federal government agencies, state and local governments, and private businesses and civilian volunteers to ensure resources are available to provide medical services following a disaster that overwhelms local health care resources. NDMS is a federally coordinated system that augments the nation's emergency medical response capability. The overall purpose of NDMS is to establish a single, integrated national medical response capability for assisting state and local authorities in dealing with the medical and health effects of major peacetime disasters and providing support to the military and Veterans Health Administration medical systems in caring for casualties evacuated back to the U.S. from overseas armed conflicts. NDMS has responsibility to manage and coordinate the federal medical response to major emergencies and federally declared disasters including: natural disasters, technological disasters, major transportation accidents, and acts of terrorism including weapons of mass destruction events. Working in partnership with the Departments of Health and Human Services (HHS), Defense (DoD), and Veterans Affairs (VA), NDMS serves as the lead federal agency for medical response under the National Response Plan (NRP). NDMS is a section within the Department of Homeland Security (DHS), Federal Emergency Management Agency (FEMA), Response Division, Operations Branch.

**National Hurricane
Center (NHC)**

The office of the National Weather Service (NWS) in Miami that is responsible for tracking and forecasting tropical cyclones. <http://www.nhc.noaa.gov/>

**National Incident
Management System
(NIMS)**

As the operational arm of the National Response Plan (NRP), NIMS provides a consistent nationwide approach for governments at all levels, commerce and industry, and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents regardless of cause, size, or complexity. To provide for interoperability and compatibility among governmental and private sector capabilities, NIMS includes: a core set of concepts, principles, terminology, and technologies covering the incident command system (ICS); multi-agency coordination systems (MACS); unified command; training; identification and management of resources (including systems for classifying types of resources); personnel qualifications and certification; and the collection, tracking, and reporting of incident information and incident resources.

National Response Plan (NRP)	Upon adoption the NRP replaces the Initial National Response Plan (INRP), a successor to the Federal Response Plan (FRP). The NRP integrates a pre-existing family of federal prevention, preparedness, response, recovery and mitigation plans into a single all-discipline, all-hazards plan which lays out a national framework for domestic incident management and applies to Incidents of National Significance, q.v. In accord with the National Incident Management System (NIMS), the NRP provides the structure and mechanisms for national level policy and operational direction for federal support to state and local incident managers. The NRP is interactive with state and local governments, commerce and industry, and non-governmental organizations.
NFPA 1600	NFPA 1600 Standard on Disaster/Emergency Management and Business Continuity Programs. NFPA 1600 is approved as an American National Standard, and is promulgated by the National Fire Protection Association. The NFPA 1600 standard establishes a common set of criteria for disaster management, emergency management and business continuity programs in the public and private sectors. In addition, it identifies methodologies for exercising plans related to those programs and provides a listing of resource organizations within the fields of disaster recovery, emergency management and business continuity planning. It lays out the basic principles to assess, develop, implement, and maintain such programs. The adoption of this or any other NFPA standard is voluntary; however, NFPA standards are generally accepted as industry standards. All NFPA codes and standards are developed through a consensus process accredited by ANSI, a private, nonprofit organization that administers and coordinates the U.S. voluntary standardization and conformity assessment system. NFPA 1600 is periodically updated with new editions. Relates to Emergency Management Accreditation Program (EMAP), q.v., to National Preparedness Standard (NPS), q.v., to Capability Assessment for Readiness (CAR), q.v., and to Emergency Management Performance Grants (EMPG), q.v. www.nfpa.org .
Organization Chart	A diagram representative of the hierarchy of an organization's personnel; also known as a Table of Organization (“TO”).
Permanent Work	That work that must be performed through repairs or replacement to restore an eligible facility on the basis of its pre-disaster design, use, and current applicable standards. (Category C-G)
Personal Protective Equipment (PPE)	Equipment to protect a person working in a hazardous environment.

POD	Point of Dispensing, or Point of Distribution. Under a disaster response plan, POD identifies a location, facility or agency assigned to dispense/distribute disaster response resources such as water, ice, food supplies, prophylaxis, etc.
Post-Disaster Redevelopment Plan	A plan that is required for coastal communities under Section 9J-5.012(3)(b)(8) of the Florida Administrative Code, and encouraged for inland communities by Section 163.3177(7)(I), Florida Statutes. The purpose of the plan is to act as a single source reference for guiding decision-making and action during the difficult post-disaster recovery period, as well as detailing actions that can be taken before a disaster strikes to speed the recovery process. It focuses heavily on major disasters, addressing issues having long-term implications such as long-term recovery, reconstruction and economic redevelopment.
Preliminary Damage Assessment (PDA)	A 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. Information collected is used by the State as a basis for the Governor's request for a Presidential declaration, and by FEMA to document the recommendation made to the President in response to the Governor's request. PDAs are made by at least one State and one Federal representative. A local Tribal representative familiar with the extent and location of damage in the community often participates; other State and Federal agencies and voluntary relief organizations also may be asked to participate, as needed.
Private Nonprofit Organization (PNP)	Any non-governmental agency or entity that currently has either an effective ruling letter from the U.S. Internal Revenue Service granting tax exemption or satisfactory evidence from the state that the non-revenue producing organization or entity is a nonprofit one organized or operating under state law.
Project Formulation	A technique for determining small projects by consolidating like work items into one project to expedite approval and funding and to facilitate project management.
Project Officer (PO)	An emergency management employee with demonstrated experience and training in management of large and complex repair projects.
Project Worksheet (PW)	Form used to document the damage and develop the scope of work for repair of a damage site.

Public Assistance (PA)	Supplementary federal assistance provided under the Stafford Act to State and local governments or certain private, nonprofit organizations other than assistance for the direct benefit of individuals and families.
Public Assistance Coordinator (PAC)	An emergency management employee who is responsible for providing continuity of service to an applicant in the Public Assistance program.
Public Information Officer (PIO)	A Federal, State, local government, or Tribal official responsible for preparing and coordinating the dissemination of emergency public information.
Public Information Unit (PIU)	A central point of contact for all news media near the scene of a large-scale disaster. News media representatives are kept informed of activities and events by public information officials who represent all participating Federal, State, and local agencies that are collocated at the PIU.
RACES	Radio Amateur Civil Emergency Service. A volunteer organization of amateur radio operators licensed by the Federal Communications Commission (FCC). Established to provide auxiliary emergency communications on behalf of local, state or federal government, under authority granted in 47 CFR, Part 97, subpart E. RACES is sponsored by the Federal Emergency Management Agency (FEMA) and is administered by state emergency management agencies. For information about RACES see FEMA Civil Preparedness Guide CPG-1-15. Also see Salvation Army Team Emergency Radio Network (SATERN) and Amateur Radio Emergency Service (ARES).
Radiological Emergency Preparedness (REP)	REP is a program of the Federal Emergency Management Agency (FEMA) for public health and safety around nuclear power plants in the event of a nuclear power plant incident, and for public information and education about radiological emergency preparedness. The REP program covers only "off-site" activities, that is State and local government emergency preparedness that takes place outside the nuclear power plant boundaries. On-site activities are the duty of the Nuclear Regulatory Commission (NRC). The Office of National Preparedness (ONP, q.v.) is FEMA's administrative entity.

Recovery	The long-term activities beyond the initial crisis period and emergency response phase of disaster operations that focus on returning all systems in the community to a normal status or to reconstitute these systems to a new condition that is less vulnerable.
Request for Public Assistance (Request)	The official notification of intent to apply for public assistance monies following declaration of a disaster. It is a short form that asks for general identifying information about an applicant.
Resource Management	Those actions taken by a Tribe to: identify sources and obtain resources needed to support disaster response activities; coordinate the supply, allocation, distribution, and delivery of resources so that they arrive where and when most needed; and maintain accountability for the resources used.
Resources	Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.
Response	Emergency response activities are conducted during the time period that begins with the detection of the event and ends with the stabilization of the situation following impact. These efforts work to minimize the risks created in an emergency by protecting the people, the environment, and property, and also work to return the scene to normal pre-emergency conditions. Activities typically also include the reaction to an incident or emergency to assess the damage or impact and to ascertain the level of containment and control activity required. In addition to addressing matters of life safety, response also addresses the policies, procedures, and actions to be followed in the event of an emergency.
Saffir-Simpson Hurricane Damage Potential Scale	A scale that measures hurricane intensity, developed by Herbert Saffir and Robert Simpson. The Scale is a 1-5 rating based on the hurricane's present intensity. This is used to give an estimate of the potential property damage and flooding expected along the coast from a hurricane landfall. Wind speed is the determining factor in the scale, as storm surge values are highly dependent on the slope of the continental shelf and the shape of the coastline, in the landfall region. Note that all winds are using the U.S. 1-minute average.

Section	The organizational level having responsibility for a major functional area of incident management, (e.g., Operations, Planning, Logistics, and Finance/Administration). The section is organizationally situated between the branch and the Incident Command.
Section Coordinating Procedures	Details by Section, the lead, participating, and coordinating entities and their roles and responsibilities during the four phases of emergency management. These procedures outline specific tasks that are standard to all County departments/divisions, municipalities, and partner agencies despite the hazard. The Section Coordinating Procedures include job aids for each position within the Section and detail the specific tasks each position must complete during each operational period at the EOC.
Significant Event	An event that is important for Emergency Management and/or partnering agencies to have knowledge of that may have an impact on agency tactics and/or operations.
Small Project	Eligible project, either emergency or permanent work, with a damage dollar value of less than \$57,500.
Special Considerations	Factors that must be addressed before federal grant money can be obligated to repair or restore damaged facilities. These factors include, but are not limited to, general and flood insurance, historic preservation, environmental protection, and hazard mitigation.
Specialist	An emergency management employee with demonstrated technical expertise in a defined specialty.
Stafford Act	The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
Staging Area	A temporary site, often outside of but proximate to a disaster area, for the gathering, assembly and subsequent dispatch and movement of essential human and/or material resources to specific operational functions and arenas. In a particular disaster there may be many staging areas, each serving special needs. Preferred sites have well functioning transportation and communication facilities as well as nearby accommodations for site staffs. Sometimes known as Logistical Staging Area (LSA).
Standard Operating Guide (SOGs)	Guidelines that are agency-specific and utilized by that agency to accomplish the functions, missions, or activities outlined by corresponding Hazard Specific Plans (HSPs) or Coordinating Procedures.

Standard Operating Procedure (SOP)	Complete reference document that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.
State	When capitalized, refers to any State of the United States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, Guam, American Samoa, the Commonwealth of the Northern Mariana Islands, and any possession of the United States. See Section 2 (14), Homeland Security Act of 2002, Pub. L. 107-296, 116 Stat. 2135 (2002).
Statewide Mutual Aid Agreement	A document, that when executed, provides political subdivisions of the State of Florida who become a party to the agreement are authorized under Chapter 252, Florida Statutes, to request, offer or provide assistance to any other signatory to the agreement if authorized by the State Emergency Response Commission (SERC).
Storm Surge	The high and forceful dome of wind-driven rising tidal waters sweeping along the coastline accompanying a hurricane or other intense storm, and whose height is the difference between the observed level of the sea surface and the level that would have occurred in the absence of the cyclone. Storm surge is usually estimated by subtracting the normal or astronomic high tide from the observed storm tide, and in South Florida, can be as much as 25 feet.
Strategic National Stockpile (SNS)	SNS is a medical prophylaxis for a biological incident. It is a function of the Centers for Disease Control and Prevention (CDC). CDC manages strategically located "push packages" ready for immediate deployment to ensure availability of life-saving pharmaceuticals, antidotes and other medical supplies and equipment necessary to counter the effects of nerve agents, biological pathogens and chemical agents. Additional lots of pharmaceuticals and caches of medical material are maintained by manufacturers under contract. A CDC team of technical advisors, known as a Technical Advisory Response Unit (TARU), deploys at the same time as the first shipment.
Terrorism	The use of – or threatened use of – criminal violence against civilians or civilian infrastructure to achieve political ends through fear and intimidation, rather than direct confrontation. Emergency management is typically concerned with the consequences of terrorist acts directed against large numbers of people (as opposed to political assassination or hijacking, which may also be considered "terrorism").

Tornado	A local atmospheric storm, generally of short duration, formed by winds rotating at very high speeds, usually in a counter-clockwise direction. The vortex, up to several hundred yards wide, is visible to the observer as a whirlpool-like column of winds rotating about a hollow cavity or funnel. Winds may reach 300 miles per hour or higher.
Tribal	Any Indian tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States to Indians because of their status as Indians.
Tropical Cyclone	A warm-core non-frontal synoptic-scale cyclone, originating over tropical or subtropical waters, with organized deep convection and a closed surface wind circulation about a well-defined center. Once formed, a tropical cyclone is maintained by the extraction of heat energy from the ocean at high temperature and heat export at the low temperatures of the upper troposphere. In this they differ from extra-tropical cyclones, which derive their energy from horizontal temperature contrasts in the atmosphere (baroclinic effects).
Tropical Depression	A tropical cyclone in which the maximum sustained surface wind speed (using the U.S. 1-minute average) is 33 kt (38 mph) or less.
Tropical Storm	A tropical cyclone in which the maximum sustained surface wind speed (using the U.S. 1-minute average) ranges from 34 kt (39 mph) to 63 kt (73 mph).
Tropical Wave	A trough or cyclonic curvature maximum in the trade-wind easterlies. The wave may reach maximum amplitude in the lower middle troposphere. It tends to organize low level circulation and may travel thousands of miles with little change in shape, sometimes producing significant shower and thundershower activity along its path.
Unified Command	An application of the Incident Command System (ICS) used when there is more than one agency with incident jurisdiction. Agencies work together through their designated Incident Commanders (ICs) at a single Incident Command Post (ICP) to establish a common set of objectives and strategies, and a single Incident Action Plan.

Urban Area Security Initiative (UASI)	UASI is a grant program administered by the Office for Domestic Preparedness (ODP) in the Department of Homeland Security (DHS). UASI funding enhances the effectiveness of first responders to emergencies and public-safety officials in eight focal areas from terrorism prevention and decision-making to infrastructure and communication. A key factor is regional cooperation through forming partnerships at the local level.
Validation	The pre-funding verification that proposed or completed work projects meet statutory and regulatory compliance.
Veterinary Medical Assistance Team (VMAT)	A highly trained team consisting of Veterinarians, Veterinary Technicians, and other support staff. These teams function as part of the National Disaster Medical System of the United States Public Health Service. VMAT teams can be called upon to provide support to communities in the event of a Federally declared disaster, emergency, or foreign animal disease outbreak.
Voluntary Organizations Active in Disaster (VOAD)	VOADs are variable consortiums of non-governmental organizations which respond to disasters. The national VOAD and local VOADs as such are not operational entities.
Volunteer	For purposes of the NIMS, a volunteer is any individual accepted to perform services by the lead agency, which has authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed. See, e.g., 16 U.S.C. 742f(c) and 29 CFR 553.101.
Vulnerability	Susceptibility to a physical injury or attack. “Vulnerability” refers to the susceptibility to hazards.
Vulnerability Analysis	A determination of possible hazards that may cause harm. Should be a systematic approach used to analyze the effectiveness of the overall (current or proposed) emergency management, security, and safety systems at a particular facility.
Weapons of Mass Destruction (WMD)	Any device, material, or substance used in a manner, in a quantity and type, or under circumstances evidencing an intent to cause death or serious injury to persons or significant damage to property. Stated in Federal Emergency Management Agency (FEMA) Strategic Plan. There are five classes of WMD's defined in the Biological Weapons and Terrorism Act: biological, nuclear, incendiary, chemical and explosive (B-NICE, q.v.).

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