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**City of Bowie  
Emergency Operations Plan  
September 2016**

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## *Letter of Agreement*

The City of Bowie Emergency Operations Plan (EOP) is a multi-discipline, all hazards plan that establishes a single, comprehensive framework for the management of major emergencies and disasters within the City. The EOP is implemented when it becomes necessary to mobilize the resources of departments and agencies to save lives and to protect property and infrastructure. The EOP assigns major roles and responsibilities to City departments and partner agencies. The EOP requires planning, training, and exercising prior to a real world event in order to respond effectively. Agreement to the EOP represents a major commitment by all Elected Officials, City Management, and Department leadership.

By signing this letter of agreement, Department leadership and supporting agencies are agreeing to:

1. Provide leadership for emergency support in which the Department is identified as a lead department to include support coordination in planning, training, exercising, and responding to an emergency.
2. Perform assigned roles and responsibilities identified in the EOP.
3. Implement the EOP concepts, processes, and structures when carrying out their assigned roles and functional responsibilities.
4. Conduct operations in accordance with the National Incident Management System (NIMS), Incident Command System (ICS), applicable Homeland Security Directives, and the National Response Framework (NRF).
5. Conduct planning and preparedness activities designed to prepare agency staff to accomplish assigned emergency response responsibilities.
6. Develop and maintain supporting plans, operational procedures, functional annexes (lead agencies), and checklists to accomplish assigned responsibilities.
7. Maintain financial records related to emergency operations in accordance with standard operating policies and procedures and in accordance with guidance from the Office of Homeland Security, and other applicable City procedures.
8. Establish, maintain, and exercise emergency notification procedures.
9. Develop and maintain an inventory of department resources applicable to accomplish assigned emergency functions.
10. Provide representatives to the Emergency Operations Center (EOC), command post, or other identified emergency locations when activated and requested.
11. Participate in approved drills, tests, and exercises.
12. Maintain a two-tier (or greater) line of succession for the department's senior position with authority to make decisions for committing organizational resources.
13. Safeguard vital records including computer and digital data at all times.

14. Establish "stand-by" contracts for services, equipment, and other resources with private industry.
15. In cooperation with the Emergency Manager, establish mutual aid agreements to maintain liaisons with surrounding municipal and county counterparts as appropriate.
16. Annually, review all emergency plans, policies, and procedures.
17. Familiarize and train personnel with their emergency responsibilities and procedures on a regular basis.

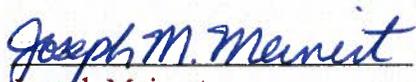
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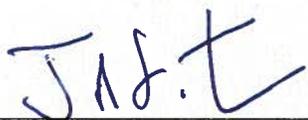
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City Manager

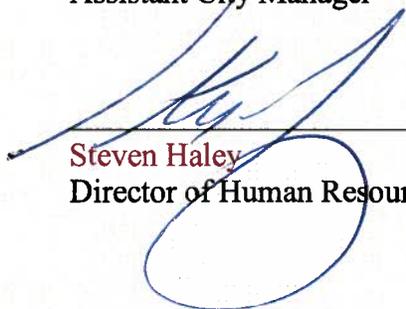
  
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Una Cooper  
Communications Manager

  
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Sally Hein  
Director, Community Services

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John Henry King  
Economic Development Director

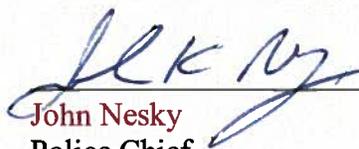
  
\_\_\_\_\_  
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John Fitzwater  
Assistant City Manager

  
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Steven Haley  
Director of Human Resources

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Jonathan Howard  
Fire Chief  
Bowie Fire Department

  
\_\_\_\_\_  
H. Byron Matthews  
Director of Finance

  
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John Nesky  
Police Chief

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Director of Information Technology

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Emergency Manager



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George Stephanos  
Director of Public Works

## *Executive Summary*

The City of Bowie Emergency Operations Plan (EOP) is a multi-discipline, all-hazards plan that establishes a single, comprehensive framework for the management of major emergencies and disasters within the City of Bowie. The EOP is implemented when it becomes necessary to mobilize the resources identified herein in order to save lives, and protect property and infrastructure. The EOP incorporates the National Incident Management System (NIMS) as the City of Bowie standard for incident management and reflects other changes resulting from the adoption of the National Response Framework in 2008. The EOP also has been developed to be in compliance with NIMS and the Emergency Management Accreditation Program (EMAP) standards.

The EOP assigns roles and responsibilities to City of Bowie departments, as well as supporting/cooperating agencies, hereby known as “agencies”, for use in responding to disasters and emergencies. ***The EOP is not intended as a standalone document***, but rather establishes the basis for more detailed planning by the individual departments and agencies. The EOP is intended to be used in conjunction with more detailed plans and operating procedures.

The successful implementation of the EOP is contingent upon a collaborative approach with a wide range of partner agencies and organizations that provide crucial support during emergency operations. The EOP recognizes the significant role these partner agencies and organizations perform during emergencies and disasters, their specific roles and responsibilities are also included in the EOP. Separate memorandums of understanding (MOU) will be established with these organizations as needed.

The EOP is organized into four (4) sections. Section One (1) is the Base Plan and includes the Federal, State of Maryland, Prince George’s County and City of Bowie authorities and other references that provide the basis for the EOP. This section establishes the Planning assumptions and defines the emergency management roles and responsibilities for the City Manager, Assistant City Manager, Emergency Manager, City departments and partner agencies and organizations. Section One (1) also contains background information on the City of Bowie and Prince George’s County including demographic data, a description of the City, and a summary of major transportation features.

The core of Section One (1) is the concept of operations subsection that describes how the City of Bowie will respond to and recover from a major incident. The City Manager has overall responsibility for response and recovery operations. Within the EOP, delegations of authority to on-scene commanders, the Director of Emergency Management, and department and agency directors are clearly defined. The Incident Command System (ICS) is established as the City of Bowie standard for conducting incident response. Based upon the scope and magnitude of the incident, the Emergency Operations Center (EOC) may be activated to serve as the direction, coordination, and support facility to response and recovery activities within the City of Bowie. The EOC will coordinate all requests for assistance and resources from outside the City of Bowie that are not covered by existing automatic mutual aid/mutual assistance agreements.

The City of Bowie EOC will also serve as the coordination point with the Prince George's County Office of Emergency Management and the Maryland Emergency Management Agency (MEMA) in order to access State and Federal assistance.

Section Two (2) will include support annexes (as they are developed) that address common functional processes such as damage assessment, animal management, shelter management and commodity distribution.

Section Three (3) will include incident specific annexes (as they are developed) that address potential major hazards in the City of Bowie and Prince George's County.

Section Four (4) contains the EOP appendices such as acronyms and definitions.

## ***Plan Maintenance and Distribution***

The City of Bowie Emergency Manager is responsible for developing, maintaining, and distributing the City of Bowie Emergency Operations Plan (EOP). The EOP will be reviewed periodically as required to incorporate new State, Federal, and regional guidelines or directives and/or to address significant operational issues. At minimum, the EOP is updated every four (4) years.

Changes will include additions of new or supplementary material or deletions of outdated information. No proposed change should contradict or override authorities or other plans contained in statute or regulation. All requests for changes will be submitted to the Emergency Manager for coordination, approval, and distribution.

Primary departments are responsible for maintaining and updating their assigned annexes. Annexes should be reviewed annually. Proposed changes or updates to the annexes will be coordinated with all other support department and agencies prior to submission to the Emergency Manager.

The City of Bowie Emergency Manager will provide copies of the EOP to all City departments and agencies, including Prince George's County Office of Emergency Management, MEMA, and other partner organizations as needed.

## ***Notice of Change***

Notice of Change will be prepared and distributed by the Emergency Manager. The notice of change will include the effective date, the change number, subject, purpose, and action required by the departments and agencies. The notice of change will include revised pages for replacement within the EOP.

Upon publication, the change will be considered as part of the EOP.

## **Section 1 – Base Plan**

### ***I. Introduction***

#### **A. Purpose**

The purpose of the Emergency Operation Plan is to define the actions to be taken by the City of Bowie government in coordination with County, State and Federal agencies, and other Non-Government Organizations (NGOs) in the event of a significant event or emergency.

#### **B. Scope and Applicability**

The EOP:

1. Is in alignment and in support of the Prince George’s County Emergency Operations Plan.
2. Provides concept of operations and organizational roles and responsibilities for events within the City of Bowie resulting in a local emergency.
3. Applies to City of Bowie departments and agencies and partner organizations that have identified roles and responsibilities within the EOP.
4. Establishes authority for direction and control of emergency operations.
5. Is Citywide in scope and includes coordination and support to Prince George’s County.
6. Is supplemented by function-specific operational plans and procedures.
7. Provides a brief description of the City of Bowie including geography, demographics, and infrastructure.
8. Defines and assigns emergency roles and responsibilities to organizations and key positions for managing emergency operations in the City.

#### **C. Authorities**

1. Federal:
  - a. The Federal Civil Defense Act of 1950, Public Law 81-920, as amended.
  - b. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended.
  - c. The Disaster Mitigations Act of 2000, Public Law 106-390.
  - d. The Intelligence Reform and Terrorism Protection Act of 2004, Public Law 108-458, Section 7302.
  - e. “Emergency Management and Assistance,” Code of Federal Regulations, Title 44.
  - f. Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003.
    - i. National Response Framework (NRF), January 2008.
    - ii. National Incident Management System (NIMS), March 2004. Amended December 2008.

2. State
  - a. Public Safety Article, §14-101, *et.seq* of the Annotated Code of Maryland.
  - b. Local State of Emergency, Md. Code Ann., Pub. Safety §14-111.
  - c. Maryland Good Samaritan Act, Maryland Law: Courts and Judicial Proceedings §5-309(a-c). 00077475.DOC 42.
  - d. Executive Order 01.01.2005.09, the State of Maryland Adoption of the National Incident Management System.
  - e. Md. Human Services Code Ann. § 7-705 Human Services  
TITLE 7. Individuals with Disabilities  
SUBTITLE 7. Blind, Visually Impaired, Deaf, Hard of Hearing, And  
Mobility Impaired Individuals
3. Local
  - a. Prince George's County Code Subtitle 6. Emergency Management.
  - b. County Executive Order 85-1976, amendment to Executive Order 18-1975.
  - c. Section 14, Title of Office of Emergency Preparedness, Dated July 20, 1976.
  - d. County Executive Order 14-2003, Section 14, Title of Office of Homeland Security, Dated July 1, 2003.
  - e. County Executive Order 3-2005, Designation of the National Incident Management System (NIMS) as the basis for all Incident Management in Prince Georges City, MD (February 25, 2005).

#### **D. City Planning Vision, Goals, and Objectives**

1. The City of Bowie strives to have a comprehensive emergency management program incorporating planning, preparedness, mitigation, response, and recovery that is essential for the City to achieve its emergency management vision.
2. The goal for the City of Bowie is to develop and implement a program that meets or exceeds all the standards and target capabilities established by the National Preparedness Goal and the National Capital Region (NCR) Strategic Plan.
3. The goal for the City of Bowie is to have an Emergency Operations Plan (EOP) that is in full compliance with all federal and state guidelines and standards so that City of Bowie operations are conducted within the national response system envisioned by the National Response Framework (NRF).

#### **E. References**

1. Metropolitan Washington Council of Governments (MWCOG) Regional Emergency Coordination Plan, September 11, 2010.
2. Unified Regional Emergency Plan for the Metropolitan Washington Area, December 2011.
3. The State of Maryland Emergency Operations Plan, August 2009.
4. The State of Maryland Snow Plan.
5. The National Capitol Region Strategic Plan, October 2010.
6. National Response Framework, January 2008.
7. National Incident Management System, February 2008. Amended December 2008.

## ***II. Facts and Figures About the City of Bowie***

The City of Bowie has grown from a small railroad stop to the largest municipality in Prince George's County, the fifth most populous city and the third largest city by area in the State of Maryland. The City of Bowie has a population in excess of 57,000 consisting of 20,000 households according to the 2014 Census. Located 12 miles east of Washington D.C. and 20 miles south of Baltimore, the City of Bowie is 1 of the 19 jurisdictions referred to as the National Capitol Region (NCR) as defined by the Metropolitan Washington Council of Governments (MWCOCG). The NCR is not an operational entity, but provides a regional basis for collaboration, coordination, training, and exercises among the independent jurisdictions.

- The City is divided into four (4) council districts.
- The City has a total area of 18.51 square miles, of which 18.43 square miles is land and 0.08 square miles is water.
- The City has a diverse population with approximately 14.2 % speaking a language other than English. 11.6% of the population is 65 years of age or older. 24.5% of the population is 18 years of age or under. The median income for a household in the City from 2009-2013 was \$107,012
- The City is home to the Census Bureau Computer Facility and the Institute for Defense Analysis Computer Center as well as neighboring Bowie State University.
- The City is home or within close proximity to a variety of recreation pursuits including, 7 golf courses, 24 miles of hiker/biker trails, 65 ball fields, Bowie Ice Arena, Prince George's County Stadium, home of the AA Bowie Baysox and Six Flags America theme park.
- The transportation infrastructure in and around the City of Bowie includes the Washington Metropolitan Area Transit Administration (WMATA) Metro Bus which serves Maryland, Virginia and the District of Columbia, MARC Train, which serves areas in Maryland and West Virginia and Amtrak, which services 46 states and the District of Columbia. Bowie is also in close proximity to Freeway Airport, a privately owned public use airport.

## ***III. Planning Assumptions***

- The City of Bowie is vulnerable to various natural and technological hazards. The scope and magnitude of these emergencies may vary from minor impact requiring a minimum response to major impact requiring a significant response from a multitude of City of Bowie and Prince George's County departments and agencies.

- In the event of a significant emergency, the immediate response priority will be life safety, incident stabilization, property and environmental conservation and critical infrastructure.
- Periodically, disasters and emergencies will occur within the City requiring the mobilization and reallocation of City resources.
- The occurrence of one or more hazards outlined in the Threat Hazard Identification and Risk Assessment could result in a catastrophic situation that overwhelms local and state resources and disrupts government functions.
- The City of Bowie government has the primary responsibility for emergency operations within its borders and will commit available resources to save lives, stabilize the incident and minimize property damage.
- The City of Bowie will be prepared to carry out emergency response and recovery operations, utilizing local resources, unless the magnitude of the incident exceeds the capability of City service delivery.
- Some emergencies or disasters will occur with enough warning that appropriate emergency notification will be achieved. Other situations will occur with little or no advance warning.
- Assistance can be requested from county, state, federal, non-governmental agencies and other jurisdictions through Prince George's County Office of Emergency Management. Outside assistance may be available through mutual aid agreements with nearby jurisdictions, the Metropolitan Washington Council of Government Mutual Aid Agreement, the Maryland Emergency Operations Center, the Maryland Emergency Management Assistance Compact (MEMAC), the Emergency Management Assistance Compact (EMAC), the National Disaster Medical System (NDMS), and the Federal Emergency Management Agency (FEMA). However, it is likely outside assistance will not be available for at least seventy-two (72) hours after the onset of the disaster or emergency.
- City of Bowie residents and businesses are expected to use their own resources and be self-sufficient for at least seventy-two (72) hours.
- The effects of a disaster or emergency may extend beyond City boundaries which means many other areas of the County and State may experience casualties, property loss, and disruption of normal life support systems.

- There may be competition among residents and communities for scarce resources and widespread power and communication outages may require the use of alternate methods of providing public information and delivering essential services. Communication may be problematic due to demands exceeding capacities.
- Upon request, the County, State and/or Federal government will provide outside assistance if local capabilities are overwhelmed or local resources are exhausted. Mutual Aid Agreements may also be activated.
- Emergency operations will be managed in accordance with the National Incident Management System (NIMS).
- Depending upon the scope and magnitude of the incident, concurrent implementation of Continuity of Operations Plan (COOP) and the Emergency Operations Plan (EOP) may be necessary.

#### ***IV. Emergency Operation Plan (EOP) Implementation, Emergency Operations Center (EOC) Activation, and Emergency Notifications***

##### **A. Implementation of the EOP and Activation of the EOC**

- The implementation of the EOP and activation of the EOC may occur simultaneously. The level of the EOP and EOC activation will be based upon the severity and scope of the incident. The Incident Command System integrated with the Emergency Operations Plan (EOP) and various annexes contained within the EOP may be selectively activated based upon initial or anticipated requirements.
- The EOP may be implemented and or the EOC activated by the City Manager, the Assistant City Manager, the Emergency Manager, or designee. Any Department Director can request that the EOC be opened in support of their responsibilities, when coordination with public and private organizations becomes necessary.
- The City EOC will serve as the support and coordination facility for the City during major emergencies.
- Any department head or partnering agency may request through the City Manager, Assistant City Manager or Emergency Manager, that the EOC be activated to support emergencies being managed by their department/agency or organization. This may include monitoring activations to support non-emergency or special events.

- The EOC will be staffed by qualified department, agency and organization representatives, as defined by local, state, and federal guidelines.
- All department and agency points-of-contacts will be notified of the EOC activation through the Emergency Manager. All activation announcements will be released through Alert Bowie. The primary list of representatives is maintained and updated in that notification system.
- Upon notification, identified EOC representatives shall report to the EOC at the appointed time and be prepared to carry out their roles and responsibilities. Each department and agency will provide appropriate representation to the EOC based upon the level of activation. Agency representation shall be prepared to staff the EOC until they are relieved by other personnel or the incident is terminated.
- The EOC may be activated at one of the three levels depending upon the nature and scope of the incident or potential incident. The EOC may also be activated for a significant-planned event in order to monitor events and provide for an effective response if necessary. The Emergency Manager will designate the level of activation and will ensure appropriate notifications are made.
  - **Level 3 – Monitoring/Situational Awareness:** Provides for increased monitoring capability and typically involves the Emergency Manager and representatives from the Incident Management Assistance Team (IMAT). Activities will focus on collecting, analyzing, and disseminating information and conducting appropriate contingency planning.
  - **Level 2 – Partial Activation:** Provides for select activation of primary department/agencies that may be or will be engaged in the emergency situation. At this level the EOC may operate twenty-four (24) hours a day.
  - **Level 1 – Full Activation:** Includes all primary and support department/agencies identified. At this level the EOC may operate twenty-four (24) hours a day.
- If a further expansion of the EOC staff is required by re-evaluation or a change in the extent of a specific emergency or disaster, appropriate stand-by personnel will be notified and directed to report to the EOC to assist in either the emergency response or recovery phases.
- All City departments are expected to have at least three (3) personnel identified to staff their EOC position. It is the responsibility of each department, agency, and organization to ensure the position is staffed as required for the duration of the emergency.

- Department representatives must have the authority to make decisions, coordinate resources, provide information and advice to the City Manager, their department heads, and EOC management and support.

### **B. Internal Emergency Notification to City Officials, Departments, Emergency Responders, and Partner Organizations**

- Whenever an alert or notification is made of an emergency or disaster deemed to be of major or expanding proportions, with possible catastrophic consequences, where serious injury, loss of life or significant property damage is anticipated, all City departments and partner organizations are expected to be prepared.
- The Prince George's County Office of Homeland Security/Office of Public Safety Communications (PSC or 9-1-1 Center) operates the County dispatch facility for police, fire, emergency medical services, sheriffs, and the majority of police municipalities. The PSCC uses a state-of-the-art, computer-aided dispatch (CAD) system to process telephone calls and dispatch of police, fire, emergency medical services, sheriffs, and the majority of police municipalities in a timely manner.
- The City of Bowie operates a 24/7 non-emergency call center, which serves as the primary point of contact, between the Prince George's County Public Safety Communications Center and the City of Bowie. The City of Bowie non-emergency call center will have primary responsibility for making emergency notifications to key officials, department heads, other user groups and partnering organizations as required.
- The City of Bowie Communications Manager will provide assistance to all departments and agencies in communicating with their employees during an emergency situation using all appropriate communication tools to ensure that information is conveyed to all employees.
- All departments will develop, test, and maintain internal notification procedures and contact rosters as part of their Continuity of Operations Plans (COOP).

### **C. External Notifications and Warnings**

- The Emergency Alert System (EAS) is a national system jointly administered by the Federal Communications Commission (FCC), the Federal Emergency Management Agency (FEMA), and the National Weather Service (NWS). It is designed to provide the President of the United States automatic access to the nation's broadcast and cable system to speak directly to the nation in times of national disaster.

- The City of Bowie maintains the capability to provide warnings and emergency information to the public through multiple communication modes. When an event is imminent or anticipated within seventy-two (72) hours, the City will make every attempt to notify City residents and visitors, of the nature of the emergency and what procedures or actions should be taken prior to and just after the event.
- Widespread power and communication outages may require use of alternate methods of providing public information and delivery of essential services. Communication may be problematic due to demands exceeding capabilities.
- When a major emergency occurs, the City will make every effort to notify the general public of the type of emergency or disaster that has developed and what actions are being taken to protect life and property. This information will include closed roads or transportation facilities, mass care, sheltering, actions being taken to mitigate the hazard, and whatever other emergency information is deemed essential for the protection of life and property.
- The City of Bowie Public Access Channels, Bowie Government Channel (Verizon 10 / Comcast 71) and the Bowie Community Media Corporation (Verizon 11 / Comcast 77) provides residents with critical information during severe weather or other emergencies. Current programming can be interrupted during emergencies to provide information and protective action directions to the public. The Channels provide the capability for “crawling messaging” for persons with hearing disabilities and audio instructions with descriptive messages for residents with visual disabilities.
- The Emergency Notification Network (EMnet): Emergency management information can be provided to the media through the internet or satellite for immediate transmission to the general public. EMnet is privately managed messaging network for the emergency management community. It is a satellite-based secure system that provides two-way internet capabilities in the event the primary system is not available. Participants use the network to convey urgent messages and support documentation (reports, photos, information, etc.) within the emergency management community, as well as to create and issue Emergency Alert System (EAS) messages to broadcasters.

- The “Alert Bowie” notification system provides the capability to distribute notifications and emergency alerts to subscribers via SMS text message, electronic mail, mobile application, and pagers. The system can also distribute recorded messages to landlines in the City of Bowie and registered mobile telephones. The notification area can be citywide or selected by neighborhood or a particular area on a GIS map.
- The City of Bowie web site provides vital information to residents particularly on preparing for disasters and emergencies.
- The City of Bowie has access to the Regional Incident Communications and Coordination System (RICCS) managed by the Metropolitan Washington Council of Governments (MWCOC) as a means of receiving and distributing information to Government officials about incidents with regional implications for the NCR.
- The City of Bowie possess portable variable messaging signs and may coordinate the use of variable message signs along major roadways with the Maryland Department of Transportation (MDOT) as another method for providing information and warnings to the public.
- Prince George’s County has the capability to provide emergency messages through the National Oceanic and Atmospheric Administration (NOAA) all-hazards radios. NOAA has the primary responsibility of issuing watches and warnings nationally and should be considered the “official” information on which to warn the public.
- The City of Bowie Communications Manager is the lead person for providing approved Public Service Announcements (PSAs) or press releases to City residents once the City Manager or designated City official has directed notification to the public. Depending upon the nature and scope of the incident other City departments will support the Communications Manager in developing the PSAs.

## ***V. Emergency Roles and Coordination Responsibilities***

In the event of a disaster or emergency, City of Bowie Government will continue to function and provide emergency and essential services. Emergency operations will mirror day-to-day government operations to the extent possible.

### **A. Bowie City Council**

- Collectively the City Council may establish policy and provide guidance to the City Manager.
- Approves and authorizes the selection of the applicant's agent, as described under Federal law, in accordance with the Stafford Act, as amended.
- Ratifies local Declarations of Emergency.
- Appropriates either in the annual budget appropriation or by interim resolution, such sum as they may by resolution declare to be necessary or expedient for public defense in time of actual or impending war, insurrection, riot or other emergencies such as floods, fires, disasters, or epidemics of disease, and for the defense of the City or the safeguarding of its people or property.
- Hosts community meetings to ensure needs are being addressed, and to provide information to residents.
- Individually, serve as an advocate for constituent's recovery efforts.

### **B. City Manager (CM)**

- Serves as, or appoints a chief spokesperson for the City during emergency events.
- Authorizes issuance of Declaration of Public Emergency, as approved by City Council.
- As necessary, directs activation of the City Continuity of Operations Plan (COOP).
- Notifies the City Council, when the Emergency Operations Center is activated and deactivated.
- Requests emergency sessions with the City Council if required.
- Confers with the Emergency Management Senior Policy Group and City Staff as appropriate on policy issues related to the response and recovery operations.
- Serves as a liaison and coordinates with other officials at the county, regional and state level.
- Authorizes emergency procurement and delegates contracting authority as appropriate to the Logistics Section in the EOC to facilitate all necessary procurements essential to the emergency. Advises City Council throughout the disaster or emergency.
- Serves as liaison with the City Council.
- Authorizes the issuance of public warnings over Alert Bowie, cable television, or other media networks.
- Proposes emergency legislation for consideration by City Council, if needed.
- Directs and reallocates City assets and resources during an emergency.

- Declares an end to the public emergency and advises the City Council of the restoration of services and resumption of routine activities, and what areas will require long-term recovery support and mitigation activities.

**C. Assistant City Manager (ACM)**

- Develops or causes the development of mutual aid or reciprocal assistance agreements with other public and private sector agencies within the state or localities within other states.
- Authorizes requests for resources from other jurisdictions and implements mutual aid agreements where appropriate.
- Performs the roles and responsibilities of the City Manager in his/her absence or as directed by the City Manager.
- Serves as liaison to public utility partners.

**D. Emergency Manager**

- Serves as the Emergency Manager for the City of Bowie and performs the functions identified in the City of Bowie Emergency Operations Plan.
- Directs the coordination of disaster response, emergency preparedness and planning in the City.
- Ensures the EOC maintains an alert readiness.
- Manages the EOC and directs the coordination of the activation, staffing and management of the EOC.
- Develops emergency management plans for immediate use of all facilities, equipment, staff, and other resources of the City for the purpose of minimizing or preventing damage to persons and property and for restoring to usefulness government services and public utilities necessary for public health, safety, and welfare.
- Activates, staffs, and manages the EOC.
- Designates Liaison to be responsible for people with disabilities and others with access and functional needs.
- Coordinates requests for County State and Federal assistance through MEMA via the Maryland Emergency Management Assistance Compact (MEMAC) or the Emergency Management Assistance Compact (EMAC).
- Provides liaison with State and Federal authorities and other political subdivisions as necessary to ensure effective disaster preparedness and response capabilities.
- Maintains contact and coordinates with the utilities, municipalities, FEMA, MEMA, and the Metropolitan Washington Council of Governments (MWCOG).
- Coordinates and reviews the collection of data on damages reported by City agencies, municipalities, and other supporting agencies, and, when requested by MEMA, prepares all required applications for disaster assistance.
- Coordinates damage assessments with state and local offices.
- Provides to MEMA periodic situational reports and preliminary summary report of major damage as soon as possible following the disaster.

## **E. City Departments**

Department Directors have a responsibility to manage their departments on a day-to-day basis in accordance with the authority granted to them by the City Manager. In the event of a significant emergency, they will be expected, to the extent possible, to carry out their day-to-day assigned duties as well as those outlined in the EOP.

The general emergency preparedness responsibilities of all City government departments and partners are outlined in the letter of agreement to this plan. The following is a partial list of duties and assigned responsibilities for emergency operations in the City of Bowie that may vary depending on the type and scope of incident. In addition, the emergency support roles of each are identified. Specific functions and responsibilities are provided in greater detail in each Functional / Incident Specific annex's in Part II of The EOP. Identified departments are expected to provide available staff and resources to support emergency operations, as requested.

- **Animal Control, Department of Community Services**
  - Provide animal control emergency services.
  - Assist with sheltering for service animals.
  
- **Communications Manager, Office of the City Manager**
  - Coordinate the dissemination of approved emergency information to the public, City employees, news media, elected officials, and other stakeholders/organizations through a variety of tools including but not limited to the City website, media relations, social media, Alert Bowie, etc.
  - Serves as the “single voice” of City government for the coordinated release of information during emergencies.
  - Manage the operation of the emergency information hotline when activated.
  - Monitor and respond to traditional media and social media outlets to identify trends and reduce dissemination of incorrect information.
  - Coordinate with the County JIC as requested.
  - Develop and coordinate the distribution of protective action guidance to the public.
  
- **Community Services Department**
  - Facilitate mass care shelter operations with other City services and partner organizations and agencies.
  - As directed, establish and operate a Family Assistance Center (FAC), Reception Center (RC) and coordinate services with other City departments and partner organizations and agencies.
  - Assist disaster victims in obtaining post-disaster assistance.
  - Manage distribution of ice, water, and other commodities, as requested with other City services and partner organizations and agencies.
  - Assist with the relocation of material donations, if necessary.
  - Lease facilities to support operations, as necessary.

- Identify City facilities that may be made available to meet operational requirements.
- **Finance Department**
  - Staff the Finance Section in the EOC as necessary to support emergency operations.
  - Provide assistance and/or financial advice to City departments and agencies for the tracking of expenses directly related to the disaster and provide guidance in the preparation and review of federal reimbursement forms, financial reports, and applications.
  - Assure all City departments maintain records of costs and commitment of personnel, equipment, maintenance and contracts during disaster.
- **Fire/EMS Department (BVFD and PGFD/EMS)**
  - Provide a Liaison to the EOC as necessary to support emergency operations.
  - Develop and maintain resources for emergency response to all situations including but not limited to hazardous material, water rescue, structural/trench collapse, confined space, rope rescue, and support campaign incidents.
  - Request and manage mutual aid fire and rescue operations.
  - Coordinate and establish on-scene Incident Command Post and incident command activities.
  - Initiate on-scene warning and alerting.
  - Assist in evacuation operations, as necessary.
  - Assist in providing EMS and fire safety inspections during sheltering operations as needed.
- **Housing Inspections & Code Compliance, Community Services Department**
  - Conduct or assist with damage assessment of privately-owned residences and commercial structures, except for collapsed structures, where Fire/EMS has the primary responsibility.
  - Provide property owners and contractors with assistance and information about the building code requirements during the recovery phase, as needed.
  - Provide “chasers” in support of the Snow Emergency Plan.
- **Human Resources Division, City Manager’s Office**
  - Provide guidance on personnel related matters.
- **Information Technology Department**
  - Provide technical assistance to the EOC as required for activating and maintaining communications and information systems capabilities to support emergency operations.
  - Assess City communication sites and facilities following an incident and report disruptions in the EOC.
  - Provide maintenance and repair of communications equipment and restoration of essential City communications facilities.

- Provide liaison to telecommunications service providers to determine status of services and to provide support as appropriate for repair and restoration.
- Assist with Geographical Information Systems (GIS) Technology services in supporting incident response, recovery, and mitigation activities.
- Provide GIS staff in the EOC to provide geographical information.
  
- **Parks & Grounds, Community Services Department**
  - Monitor City-owned dams during storm emergencies.
  - Forester services.
  - Assist with debris management.
  - Provide public works services as requested in support of emergency operations.
  - Provide available staff, resources, and facilities to support emergency operations.
  
- **Police Department, City of Bowie**
  - Provide law enforcement services such as traffic management, crowd control, evacuation coordination, investigations, site security, and scene management.
  - Assist in conducting search and rescue missions as needed.
  - Secure vital facilities and provide security and perimeter control as designated by the Incident Commander or the EOC.
  - Initiate on-scene warning and alerting in cooperation with the Fire/EMS Department.
  - Liaise with County, State and Federal law enforcement.
  
- **Planning and Economic Development**
  - Maintain Flood Plain Maps for the City of Bowie.
  - Disaster Recovery Planning.
  
- **Public Works**
  - Debris management.
  - Monitor City-owned pumping stations and flood prone areas during storm emergencies.
  - Provide water main repairs, service, and flood pumping equipment.
  - In partnership with WSSC, provide water supply and, in emergency, provide sufficient water, within capabilities, to sustain life and suppress fires.
  - Maintain and repair sanitary sewer and storm water systems.
  - Collect, analyze, and distribute information on the status of the City's transportation infrastructure.
  - Maintain and repair City of Bowie roads.
  - Liaise with County and State transportation departments.
  - Provide technical advice to damage assessment teams and supporting agencies.
  - Support evacuation by providing assistance in traffic control and providing barricades, signs, and other devices to assist in establishing a secure perimeter and managing vehicular and pedestrian traffic.

## **F. Prince George's County Support Organizations and Agencies**

- **Office Of Homeland Security/Emergency Management (OHS/OEM)**
  - Primary liaison with the Maryland Emergency Management Agency (MEMA) and the Maryland Joint Operation Center (MJOC).
  - Maintain and update the Prince George's County Master Resource Directory.
  - Assist with damage assessment activities as needed.
  - Manage the Emergency Management Assistance Compact (EMAC) mutual aid agreement and process for Prince George's County.
  - Maintain the County's Emergency Operations Plan (EOP).
  - Manage the EOC and ensure operational readiness twenty-four/seven (24/7).
  - Coordinate emergency management mutual aid agreements dealing with adjacent jurisdictions and non-governmental organizations.
  - Determine if a shelter(s) is to be opened and assist with selection of shelter site(s).
  
- **Department of Environmental Resources (DER)**
  - Provide hazardous materials technical advice and assistance to the Fire/EMS Department and provides support to hazardous material response by providing limited detection, monitoring, and sampling and analysis operations in accordance with DER Response Procedures for Hazardous Material Spills.
  - Assist with hazardous material incident clean-up operations including coordination of the City's efforts in decontaminating public and private properties and the environment.
  - Provide support in monitoring City-owned dams during storm emergencies.
  - Assist with damage assessment and mitigation on City drainage system during flood emergencies.
  - Provide animal control emergency services support as needed.
  
- **Health Department (HD)**
  - Issues health advisories in coordination with the City of Bowie Communications Manager and Emergency Manager.
  - Conduct disease surveillance and investigation, and provide technical assistance during suspected or actual outbreaks at specific locations or facilities.
  - Assist the City of Bowie Emergency Manager with establishing and operating sites for use in mass medical countermeasure dispensing.
  - Conduct damage assessment of food and other regulated establishments.
  - Order testing of diseased animals.
  - Recruit, train, and activate Prince George's County Medical Reserve Corps, as needed.
  - Provide coordination with the state on public health services of epidemiology, infection control, and mass dispensing of drugs and vaccinations to an outbreak or attack.

- Provide coordination with the state on the public health services of epidemiology, infection control, and mass dispersing of drugs and vaccinations specific to an outbreak or attack.
- **Department of Housing and Community Development**
  - Provides the City of Bowie information on housing resources for use as emergency and/or long-term temporary housing.
  - Provide temporary housing for displaced public housing and rental program residents as needed.
- **Department of Permitting, Inspections, and Enforcement (DPIE)**
  - Assists the City of Bowie Code Enforcement with damage assessment of privately-owned residents and commercial structures, except for collapse structures, where Fire/EMS has the primary responsibility.
  - Assist with and provide property owners and contractors with assistance and information about the building code requirements during the recovery phase, as needed.
- **Department of Public Works and Transportation (DPWT)**
  - Collect, analyze, and distribute information on the status of the County owned and maintained transportation infrastructure, located in the City of Bowie, and monitor the status of infrastructure repair and restoration.
  - Support evacuation by providing assistance in traffic control and providing barricades, signs, and other devices to assist in establishing a secure perimeter and managing vehicular and pedestrian traffic on County owned and maintained streets located in the City of Bowie.
  - Provide liaison with the Maryland Department of Transportation (MDOT), Maryland Transit Administration (MTA), Washington Metropolitan Area Transit Authority (WMATA), and the National Capitol Regional transportation organization as needed.
- **Department of Social Services (DSS)**
  - Coordinate mass care shelter operations, in the City of Bowie, with other County departments and partner organizations and agencies.
  - Coordinate mass care shelter operations with other City departments and partner organizations and agencies.
  - Assist in establishing and operating a Family Assistance Center (FAC).
  - Distribute emergency assistance to eligible disaster victims.
  - Assist disaster victims in obtaining post-disaster assistance.
- **Public Safety Communications (911)**
  - Provide emergency communications.
  - Manage primary and backup radio communication equipment for City of Bowie Police Department.
  - Manage Computer Aided Dispatch services for City of Bowie Police Department.

- Receive warning and notifications of actual or pending emergencies and make initial notification with the appropriate City of Bowie official, i.e. Police Chief, Emergency Manager, etc.
- **Police Department (PGPD)**
  - Provide law enforcement services such as traffic management, crowd control, evacuation coordination, investigations, site security, and scene management, in support of and as requested by the City of Bowie Police Department.
  - Initiate on-scene warning and alerting in cooperation with the Fire/EMS Department.
- **Prince George's County Public Schools (PGCPS)**
  - Provide available facilities to support emergency operations for reception and care of displaced persons, for medical dispensing sites, and town hall meetings following disasters.
  - Designate pre-selected High Schools for use as a shelter(s) in an emergency.
  - Develop emergency feeding programs utilizing cafeteria and food service personnel to support shelter operations, if needed.
  - Provide for emergency care of students and employees during normal school hours.
- **Prince George's County Auxiliary Communications**

This includes:

  - Radio Amateur Civil Emergency Services (RACES);
  - Amateur Radio Emergency Service (ARES);
  - Radio Emergency Associated Communications Team (REACT); and
  - Other affiliated volunteer communications organizations.
  - Provide supplementary communications and dispatch radio operators to the EOC as well as the sites locations and agencies, as requested.
  - Provide supplementary or back-up communications as directed by the City to cooperating organizations such as the American Red Cross and other City and non-City agencies, as requested.

## **G. Public Utilities**

- **Baltimore Gas and Electric (BG&E)**
  - Provides regular reports to the EOC on the status of electrical power service, by community.
  - Coordinate with the EOC to respond to life-threatening power services in critical facilities.
- **Washington Metropolitan Area Transit Authority (WMATA)**
  - Provide technical assistance to the EOC in determining the most viable transportation networks to, from, and within the disaster area as needed.
  - Provide information on the operating status of the metro rail and bus systems.

- Provide transportation support as needed for evacuations as system status allows.
- **Washington Suburban Sanitary Commission (WSSC)**
  - Conduct damage assessment of water supply, distribution and control facilities, sanitary sewer systems, and related facilities and provide assessment information to the Department of Environmental Resources.
  - Ensure the continued supply of potable water and provide for emergency water supply and assist with distribution.

## **H. State of Maryland**

- **Maryland Emergency Management Agency (MEMA)**
  - Lead agency for carrying out the duties in the Maryland Emergency Operations Plan.
  - Provide state liaison to the EOC as needed.
  - Coordinate requests for Federal disaster declarations including preliminary damage assessments, recovery, mitigation program management and disaster closeouts.
  - Coordinate requests for State resources and equipment.
  - Manage the public assistance, individual assistance, and hazard mitigation programs when authorized by Federal disaster declaration.
  - Provide state assistance as necessary to augment City of Bowie response, resources, and operational functions.
- **Maryland State Highway Administration (SHA)**
  - Provide liaison to the EOC as requested.
  - Assess damages and repair/restore the State highway infrastructure.
  - Emergency debris removal for State roads and highways.
  - Provide traffic management and control.
  - Provide status report on road conditions and clearance activities.
- **Maryland Department of Disabilities**
  - Provide subject matter expertise for people with disabilities and others with access and functional needs.
  - Technical assistance and support for assistive technology.
  - Provide support to the EOC as needed.
- **Maryland State Police (MSP)**
  - Provide liaison to the EOC as requested.
  - Provide emergency police services and support to the City of Bowie in accordance with the Maryland State Police Manual of Policies, Regulations, and Procedures and existing mutual aid agreements.

- **Maryland Department of Agriculture**
  - Provide support to the EOC as requested.
  - Technical assistance and support for animal or plant disease incidents.
  - Assist in food safety and security.
  
- **Maryland National Guard**
  - Provide logistical support as requested.
  - Provide transportation support as requested.
  - Assist in security operations.
  - Assist with traffic management and control.
  - Provide hazardous material detection and identification.
  - Support local law enforcement activities, as requested.
  - Provide additional communication equipment, as requested.
  - Provide medical assistance, as requested.
  
- **Maryland Department of Health and Mental Hygiene (DHMH)**
  - Conducts and coordinates statewide disease control activities.
  - Operates the State public health laboratory.
  - Manages the Office of the Chief Medical Examiner (OCME).
  - Lead agency for SNS planning and operations.
  - Plans and conducts statewide public health exercises.
  
- **Maryland Institute for Emergency Medical Services Systems (MIEMSS)**
  - Oversee and unify every aspect of emergency services including firefighters, dispatchers, medics, the State-run medical evacuation (medivac) helicopter program, and the State's nine trauma centers.
  - Dispatch State medivac.
  - Lead coordinating agency for the National Disaster Medical System (NDMS).
  - Coordinate State emergency medical services (EMS) transportation.
  - Provide incident guidance messages to all hospitals in the State.
  
- **Maryland Office of the Chief Medical Examiner**
  - Investigate the death of human beings as casualties associated with an emergency as authorized under Title Five (5) of the Health – General Article of the Annotated Code of Maryland, under the direction of the State Office of the Chief Medical Examiner.
  - Provide forensic investigators, pathologists, dentists, and x-ray technicians for purposes of identifications of decedents.
  - Establish and manage, as needed, a temporary morgue and mortuary affairs collection points.
  - Assume jurisdiction over human fatalities after coordinating with law enforcement and other authorities such as the Federal Bureau of Investigations or the National Transportation Safety Board.

## I. Regional

- **Metropolitan Washington Council of Governments (MWCOG)**
  - The Metropolitan Washington Council of Governments (MWCOG) is a non-profit organization representing local governments in the District of Columbia, Suburban Maryland, and Northern Virginia. The MWCOG members are elected officials from nineteen (19) local governments in the NCR plus area delegation members from the Maryland and Virginia legislatures, the United States Senate, and the United States House of Representatives.
    - The NCR is not an operational entity. However, the MWCOG champions emergency planning, training, and exercises among the NCR jurisdictions.
  - The COG includes a Public Safety and Policy Committee and National Capital Region Emergency Preparedness Council (NCREPC).
  - The NCREPC is an advisory body and reports to the MWCOG Board of Directors.
  - The NCREPC oversees and implements the Regional Emergency Coordination Plan (RECP) and coordinates the activities of the various Regional Emergency Support Function working groups.
  - The RECP was created in September 2002 to address regional coordination and collaboration during incidents or potential incidents with regional impacts or implications.
- **American Red Cross of the National Capital Area (ARCNCR)**
  - Participates in the decision process for opening shelters; and provides support for shelter operations and mass care facilities.
  - Provide for basic immediate needs of disaster victims (e.g., food, clothing, and shelter).
  - Coordinate with volunteer relief organization to ensure effective service delivery.

## J. Federal

- **Department of Homeland Security (DHS)**

The Homeland Security Act of 2002 established the Department of Homeland Security (DHS) to prevent terrorist attacks within the United States; reduce the vulnerability of the United States to terrorism, natural disaster, and other emergencies; and minimize the damage and assist in the recovery from terrorist attacks, natural disasters, and other emergencies. The act also designates DHS as “a focal point regarding natural and manmade crises and emergency planning.” DHS is responsible for the National Operations Center network that includes the Homeland Security Operations Center, or HSOC, and the overall national response to any event designated an “Incident of National Significance.”

- **Office of National Capital Region Coordination (ONCRC)**

The Office of National Capital Region Coordination was established by the Homeland Security Act of 2002 as a component of the Department of Homeland Security. The mission of this office is to oversee and coordinate federal programs for a relationship with state, local, and regional authorities in the National Capital Region.
- **Federal Emergency Management Agency (FEMA)**

The Federal Emergency Management Agency, a component of DHS, is the primary Federal agency for emergency preparedness, response, and recovery. FEMA is delegated responsibility for managing the DHS emergency response and recovery programs. The Office of Grants and Training provides a broad array of assistance to state, local, and tribal jurisdictions through funding, *coordinated training, exercises, equipment acquisition, and technical* assistance. FEMA is organized into ten (10) regions. Maryland is included in FEMA Region three (III), which is located in Philadelphia, Pennsylvania. The Virginia Department of Emergency Management serves as the point-of-contact with FEMA.
- **The Federal Bureau of Investigation (FBI)**

On behalf of the Attorney General, the FBI, in cooperation with other federal departments and agencies, coordinates other members of the law enforcement community to detect, prevent, preempt, and disrupt terrorist attacks against the United States. This includes actions to prevent, preempt, and disrupt specific terrorist threats or actual incidents based upon specific intelligence or law enforcement information.
- **The Regional Intelligence Center (RIC)**

The RIC is a collaborative effort between the FBI and the Fairfax County Police Department where additional federal, state, and local agencies work cohesively to provide strategic and tactical intelligence regarding terror threats to the region.
- **Department of Defense (D.O.D)**

The Department of Defense has significant resources that may be available to support a federal response to an incident of national significance. The Military District of Washington (MDW), headquartered at Fort McNair, Virginia, is responsible for conducting security and disaster relief operations in the National Capital Region, Fort Belvoir and Fort A.P. Hill in Virginia are under the command of the MDW. The commander of the MDW also serves as the Commander of the Joint Forces headquarters-National Capital Region (JFHQ-NCR). The JFHQ-NCR is responsible for protecting the District of Columbia and neighboring counties and cities of Virginia and Maryland. During incidents of national significance, the JFHQ-NCR transitions to Joint Task

Force National Capital Region (JTF-NCR) to coordinate appropriate levels of military support when authorized by proper authorities or as immediately required to save lives, prevent human suffering, or military support when authorized by proper authorities or as immediately required to save lives, prevent human suffering, or mitigate great property damage.

- **National Weather Service (NWS)**

The National Weather Service provides weather, hydrologic and climate forecasts and warnings for the United States, its territories and adjacent waters and ocean areas. This is accomplished through a collection of national and regional centers and more than one hundred and twenty-two (122) local weather forecast offices. The NWS issues a comprehensive package of forecast products to support a variety of users, including the general public. The NWS operates the National Oceanic and Atmospheric Administration (NOAA) Weather Radio All-Hazards that transmits weather warning and forecasts twenty-four (24) hours a day across most of the United States. This system is also used to broadcast civil and natural emergency information in addition to that relating to weather.

## ***VI. Phases of Emergency Management***

### **Introduction**

The City of Bowie Emergency Manager is responsible for maintaining a comprehensive emergency management program and providing emergency guidance and support to the other city departments on a twenty-four (24) hour, seven (7) days a week basis. The Emergency Manager monitors those hazards that threaten the City and assists with emergency situations affecting the City.

The City of Bowie emergency management program is organized to address the five (5) phases of emergency management:

1. **Prevention:** Any activity taken in advance that reduces the potential for an emergency.
2. **Preparedness:** Any activity taken in advance of an emergency to develop, support, and enhance operational capabilities, to facilitate an effective and efficient response, and recover from an emergency situation.
3. **Response:** Any action taken immediately before, during, or after an emergency situation to reduce casualties, save lives, minimize damage to property, and enhance the effectiveness and speed of recovery.
4. **Recovery:** Short-term recovery is any activity that will return vital life-support systems and critical infrastructure to minimum operating standards and, in the long-term, any activity designed to return life to normal or to an improved state.
5. **Mitigation:** Any activity taken to eliminate or reduce the degree of long-term risk to human life and property from natural, technological, and human-caused hazards.

## ***VII. Emergency Declarations***

### **A. Non-Declared Disasters**

The City Manager or designee, may direct City departments to respond to emergencies or disasters as outlined in this plan without a formal declaration of an emergency when the expectation that local resources will be used and that no reimbursement of costs will be requested. The City Manager, or designee, may re-direct and deploy City resources and assets as necessary to prevent, prepare for, adequately respond to, and quickly recover from an emergency incident.

For significant events in the City of Bowie or a neighboring jurisdiction, the EOC may be activated to monitor the situation, coordinate activities among the departments and to ensure that the City is positioned to rapidly respond in the event of an incident.

## **B. General Emergencies**

There are three (3) levels of emergency declarations that apply to a disaster or emergency within the State of Maryland depending on the scope and magnitude of the event – local, state, and federal.

1. **Local Declaration:** A local emergency declaration activates the Emergency Operations Plan and provides for the expeditious mobilization of City resources in responding to a major disaster.
2. **State Declaration:** A declaration of an emergency by the Governor of Maryland that includes Prince George’s County provides the City access to the resources and assistance of the departments and agencies of the State, including the National Guard, in the event local resources are insufficient to meet the needs.
3. **Federal Declaration:** The Governor of Maryland may request a federal emergency or major disaster declaration. In the event that Prince George’s County is declared a federal disaster area, the resources of federal departments and agencies are available to provide resources and assistance to augment those of the City and the State.

## **C. State Emergency Declaration**

- The Maryland Emergency Management Agency (MEMA) Act, Annotated Code of Maryland, Public Safety Article, 14-101, *et.seq.*, prescribes the authority and implications of a declaration of a state of emergency by the Governor.
- The Governor may declare a state of emergency to exist whenever, in his/her opinion; the safety and welfare of the people of the State require the exercise of emergency measures due to threatened or actual disaster.
- The Governor’s Declaration of a State of Emergency provides for the expeditious provision of assistance to local jurisdictions included in the declaration, including use of the Maryland National Guard.

## **D. Federal Emergency and Major Disaster Declarations**

- Under the provisions of the Robert T. Stafford Act, the Governor may request the President to declare a major disaster or emergency declaration for incidents that are (or threaten to be) beyond the scope of the state and local jurisdictions to effectively respond.
- A Presidential Major Disaster Declaration puts into motion long-term federal recovery programs, some of which are matched by state programs, and designed to help disaster victims, businesses, and public entities.
- An Emergency Declaration is more limited in scope and without the long-term federal recovery programs of a Major Disaster Declaration. Generally, federal assistance and funding are provided to meet a specific emergency need or to help prevent a major disaster from occurring.
- The major disaster or emergency declaration designates the political subdivisions within the State (normally counties and independent cities) that are eligible for assistance. There are three (3) major categories of disaster available under a Major Disaster Declaration:

### **1. Individual Assistance:** Aid to individuals and households.

- **Disaster Housing** provides up to eighteen (18) months temporary housing assistance for displaced persons whose residence were heavily damaged or destroyed. Funding also can be provided for housing repairs and replacement.
- **Disaster Grants** may be available to help meet other serious disaster needs and necessary expenses not covered by insurance and other aid programs. These may include replacement of personal property, transportation, medical, dental, and funeral expenses.
- **Low-Interest Disaster Loans** may be available after a disaster for homeowners and renters from the U.S. Small Business Administration (SBA) to cover uninsured property loss. Loans may be for repairs or replacement of homes, automobiles, clothing, or other damaged personal property. Loans are also available for businesses' property loss and economic injury.
- **Other Disaster Aid Programs** include crisis counseling, disaster-related unemployment assistance, legal aid and assistance with income tax, Social Security, and Veteran's benefit. Other State or local help may be beneficial.

2. **Public Assistance:** Aid to state or local governments to pay part of the costs of rebuilding a community's damaged infrastructure. Public Assistance may include debris removal, emergency protective measures and public services, repair of damaged public property, loans needed by communities for essential government functions, and grants for repair of damaged public and private nonprofit schools and educational facilities.
3. **Hazard Mitigation:** Funding for measures designed to reduce future losses to public and private property.

### **E. Other Declarations**

Several federal agencies have independent authorities to declare disasters or emergencies. These authorities may be exercised concurrently or become part of a major disaster or an emergency declared under The Robert T. Stafford Act. These other authorities include:

- The administrator of the U.S. Small Business Administration may make a disaster declaration based upon physical damage to buildings, machinery, equipment, homes, and other property as well as economic injury.
- The Secretary of Health and Human Services may declare, after consultation with public health officials, a public health emergency in the event of a significant outbreak of infectious disease or a bioterrorist attack.
- The U.S. Army Corps of Engineers may issue a disaster declaration in response to flooding or coastal storms.
- The Secretary of Agriculture may declare a disaster in certain situations in which a City sustains a production loss of thirty (30) percent or greater in a single major enterprise.
- The Secretary of Commerce may make a declaration of commercial fisheries' failures or fishery resources disaster.
- A federal On-Scene-Coordinator (OSC) designated by the Environmental Protection Agency, U.S. Coast Guard, or the Department of Energy, under the National Contingency Plan, has the authority to direct response efforts at the scene of a discharge of oil, hazardous substance, pollutants, or contaminants, depending upon the location, area of responsibility agreements, and source of the release.

**F. Declaration Process**

- Incident Occurs
- Local / State Post Damage Assessment
- Joint Federal / State Post Damage Assessment
- Governor Executive Recommendation
- FEMA Regional Office Recommendation
- FEMA Headquarters Recommendation
- DHS Recommendation
- Presidential Declaration

## **VIII. *Concept of Operations***

This section outlines the City of Bowie Concept of Operations for responding to emergency events. It provides background information on the National Incident Management System (NIMS) and Incident Command Systems (ICS), identifies authorities for emergency response, defines command and control structures, and lines of authority, describes the roles and organization of the EOC, and outlines how emergency operations will be conducted under the EOP.

The City of Bowie has the responsibility to respond to protect lives and property and to assist in recovering from an emergency. If the capabilities within the City will be exceeded, the City will request assistance from Prince George's County and other jurisdictions.

### **A. National Incident Management System (NIMS)**

With the signing of this document, The City of Bowie is adopting the federally-mandated National Incident Management System (NIMS) as the City standard for incident management. NIMS incorporates the Incident Command System (ICS) as the national standard for incident management. The EOP has incorporated these concepts with the base plan, emergency support functions, and annexes as appropriate.

NIMS defines standard means and establishes requirements for processes to describe, inventory, mobilize, track, and recover resources over the life cycle of the incident. These components are not covered in the EOP, but in specialized annexes and department Standard Operational Guidelines.

### **B. Incident Command System (ICS)**

The Incident Command System (ICS) is an emergency management system designed to enable effective and efficient management of incidents by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. The ICS is widely applicable to organize both short-term and long-term field operations for the full spectrum of emergencies.

The initial responsibility for implementing ICS initially rests with the local First Responder (e.g., Fire/EMS and Law Enforcement). Upon their arrival at the scene of an incident, Supervisor(s) will establish incident command and designate a command post location to manage the emergency. The Incident Commander (IC) is responsible for managing all on-scene tactical operations.

The IC is the individual responsible for all incident activities including the development of incident objectives, approving on-scene strategies and tactics, and the ordering and release of on-scene resources. The IC is delegated overall authority and responsibility for conducting incident operations. Responsibility for the establishment and expansion of the ICS organization ultimately rests with the IC who bases the organization on the requirements of the situation. As incident complexity increases, the organization expands from top down as functional responsibilities are delegated.

General Staff typically includes the following positions:

- **Operations:** The Operations Section (OS) is responsible for all tactical activities in direct support of the reduction of the immediate hazard, saving lives and property, establishing situational control, and restoration of normal operations.
- **Planning:** The Planning Section (PS) is responsible for gathering information and intelligence critical to the incident and providing this information to incident management personnel. This section is also responsible for developing and documenting the Incident Action Plan (IAP) that identifies overall incident objectives and strategies.
- **Logistics:** The Logistics Section (LS) is responsible for all support requirements needed to achieve an effective response to the incident. This includes ordering resources, in support of the field operations.
- **Finance/Administration:** The Finance/Administration Section (FAS) is established when incident management activities require finance and administrative support services. The Chief of this section is responsible for recording personnel time and attendance; all financial matters pertaining to the event; handling injury claims and compensation; and recording, tracking, and analyzing cost data for the overall incident.

The incident command organizational structure develops in a top-down, modular fashion that is based upon the size and complexity of the incident. As needed, separate functional elements can be established, each of which can be further subdivided. Responsibility for the establishment and expansion of the ICS organizations ultimately rests with the EOC Manager who bases the organization on the requirements of the situation.

### **C. Unified Command**

Unified Command will be used when there is more than one (1) agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish common objectives and strategies under a single Incident Action Plan (IAP).

In large-scale emergencies, First Responder Commanders may establish a Unified Command Post at or near the incident site. They will notify other agencies that need to be present at the Unified Command Post. They will jointly appoint command and general staff as necessary to carry out incident objectives.

#### **D. Area Command**

When a single event covers a large geographical area or there are multiple incidents, multiple local ICS organizations may be required. When multiple organizations are operational, it may be necessary to establish an Area Command organization. An Area Command is an organization established to oversee the management of the multiple incidents that are being handled by an ICS organization or to oversee the management of large or multiple incidents. Area Command has the responsibility to set overall strategy and priority, allocate critical resources according to the priorities and ensure that all incidents are properly managed.

#### **E. Multi-agency Coordination System (MACS)**

The Multi-agency Coordination System (MACS) defines the operating characteristics, interactive management components, and organizational structure of cooperating incident management entities engaged at the Federal, State, Regional, and local level through mutual-aid agreements and other assistance arrangements.

Generally, a Multi-agency Coordination Center (MACC) is a fixed site facility with responsibility for establishing priorities among the incidents and allocating resources accordingly. A MACC is established when incidents cross-disciplinary or jurisdictional boundaries or involve complex incident management scenarios.

#### **F. Department Operation Centers (DOCs)**

City departments and agencies may establish Department Operation Centers (DOCs) staffed by agency personnel to support emergency operations and assist agency personnel assigned to the EOC. DOC functions will include managing agency resources, managing administrative functions relevant to the incident, coordinating exchange of equipment, enhancing agency continuity of operations, and conducting expedient training.

#### **G. Authority of On-Scene Commanders**

Upon arrival at an emergency, the senior fire and/or police official on scene will establish incident command and designate a command post location to manage the emergency. Incidents that begin as a single agency response may evolve into an operation requiring a multi-agency response to meet actual or expected needs.

## **H. Continuity of Operations Plan (COOP)**

A major incident, event or emergency could include death or injury of key City officials, the partial or complete destruction of established facilities, and the destruction of vital public records essential to the continued operations of the government. It is essential that law and order be preserved and government services maintained.

Continuity of government and government business is particularly important with respect to emergency services, direction of emergency response operations, and management of recovery activities. Under the State of Maryland concept of mutual aid, local officials remain in control of their jurisdiction's emergency operations while additional resources may be provided from other County, State, or Federal sources. A key aspect of this control is the continued capability to communicate official requests, situation reports, and other emergency information throughout the event.

To ensure continuity of government business, the following elements need to be addressed:

- Line of succession (minimum three (3 “deep”) for essential agency positions.
- Pre-delegation (in writing) of emergency authorities to key officials.
- Provision for safeguarding of vital records and systems.
- Protection of facilities and personnel.
- Provision for relocation to alternate operating facilities.

## **I. Emergency Operations Center (EOC)**

The EOC will serve as the direction and coordination facility for the City of Bowie government, during major emergencies and disasters, for assignment of resources, establishing policies, and coordination and approval of all requests for assistance outside the City. The City Manager or designee has the authority to order a full activation of the EOC for a declared State of Emergency, or whenever deemed appropriate.

Many of the departments represented at the EOC will have a mechanism for coordinating their response, such as a department operations center or a field supervisor, which is the command point for conducting the department's emergency operations. In these circumstances, the individual at the EOC serves as a liaison. As missions and tasks are assigned by the EOC, they are conveyed to the DOC/Field Supervisor/IC's for implementation. DOCs/Field Supervisors/IC's will coordinate their activities with the EOC and will provide regular status updates on assigned missions through their department's representative.

The EOC serves as a multi-department/agency support and coordination facility with jurisdictional responsibility for the City of Bowie. The EOC coordinates requests for outside resources from neighboring jurisdictions, Prince George's County, the state and if necessary the federal government. When the EOC is activated, communication and coordination will be established between the IC(s) and the EOC. IC(s) will request resources and other support as required through the EOC unless there is an Area Command established. When an Area Command is in place, ICs will request support through that organization. The Area Command will coordinate as needed with the EOC to fulfill field requests.

The EOC will establish operational periods as basis for the Incident Action Planning process at the EOC. Typically, the operational periods are 0800 to 2000 and 2000 to 0800 during twenty-four (24) hour operations. The planning process is designed around identifying expected accomplishments over the next operational period. An Incident Action Plan (IAP) will be produced for each operational period to communicate overall EOC objectives.

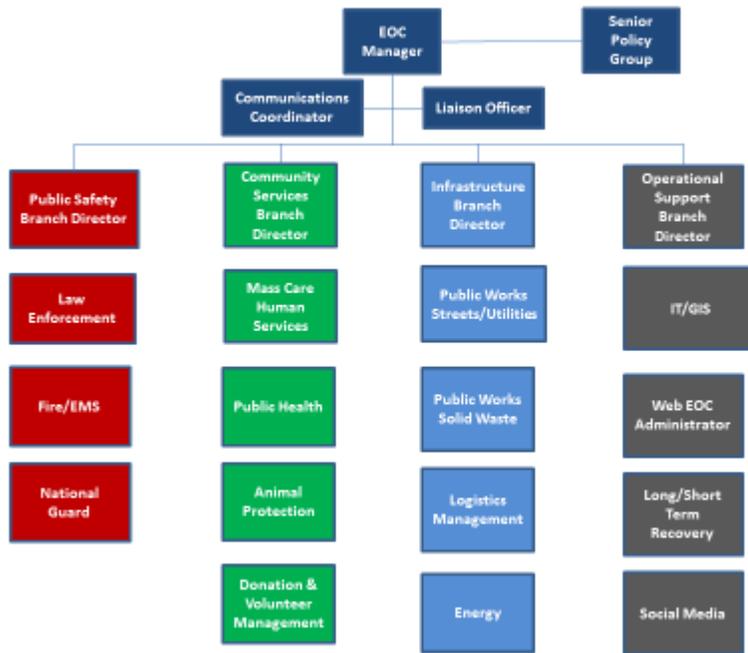
The Kenhill Center will serve as the Alternate Emergency Operations Center (AEOC) in the event it is needed.

The EOC will schedule and conduct an operational period (or shift change) briefing at the beginning of each operational period to ensure EOC staff are briefed on the operational elements of the IAP and are aware of the objectives that are expected to be accomplished.

The major functions of the EOC are as follows:

- Provide support to the on-scene IC(s) in such areas as communications, alert and warning, transportation, protective actions, and identifying additional resources.
- Provide overall coordination of emergency operations throughout the City.
- Provide coordination and liaison with County, State, and Federal government agencies as well as with private sector resources.
- Provide management of mutual aid resources and coordinate requests for resources from the County, State, the National Capital Region (NCR) jurisdictions, and the federal government as necessary to support emergency operations.
- Establish prioritization of resources for emergency response operations.
- Collect, evaluate, and disseminate damage assessment and other emergency related information.
- Collect, analyze and disseminate information and coordinate situational awareness amongst agencies.
- Coordinate the development and dissemination of emergency information to the residents of the City.

### City of Bowie Emergency Operations Center Organizational Structure



The **Senior Policy Group** includes the City Manager, the Assistant City Manager, the Police Chief and Deputy Chief, Emergency Manager, the Director of Public Works and the Director of Community Services. Other entities may be added as appropriate, depending on the incident or event. The primary responsibilities of this Group include:

- Establishing and promulgating emergency policy decisions.
- Providing strategic direction and priorities for field operations.
- Providing direction to departments performing emergency activities.
- Authorizing issuance of public evacuation recommendations.
- Resolve resource and policy issues.

The **EOC Manager** is responsible for the staffing and operations of the EOC and directs the activities of the EOC staff. The EOC Manager ensures that policies and priorities as established by the Senior Policy Group are implemented. He/she establishes the EOC objectives based upon coordination with the IC(s) and directs strategic and contingency planning efforts to address incident-related concerns and issues. The EOC Manager establishes the operational periods for the EOC and approves the EOC Action Plan (EAP). The EOC Manager is supported by the Communications Manager, and a liaison officer from the County Office of Emergency Management.

The **Public Safety Branch** provides support to field operations directed towards reducing the immediate hazard, saving lives and property, establishing situational control, and restoring normal conditions. This group also ensures that policy and resource decisions, as established by the Senior Policy Group, related to operations are implemented.

The **Community Services Branch** provides support to response operations by coordinating mass care, sheltering and public health efforts. This group also coordinates the volunteer and donations management operations.

The **Infrastructure Support Branch** is responsible for coordinating the status of and the provision of infrastructure services such as transportation and utilities. It is also responsible for the acquisition and movement of supplies, equipment, and personnel in support of the response operations in the field.

The **EOC Operations Support Branch** collects, analyzes, displays, and disseminates information related to the incident and the status of operations. This group also collects and maintains information on the status of all resources assigned by the EOC. The group is responsible for facilitating the incident action planning process for the EOC and produces the EOC Action Plan, situation reports and incident maps.

## **J. Joint Information System (JIS)**

The JIS refers to processes, procedures, and systems for communicating timely, accurate information to the public during crisis or emergency situations. Within The City, a Joint Information Center (JIC) may be established to provide public information during emergency operations. The City of Bowie Communications Manager will be responsible for establishing and staffing the JIC under the JIS.

## **K. Resource Ordering and Management**

The following are sources or potential sources for resources that may be available to the City in responding to disasters and emergencies:

- Personnel, staff, equipment, and facilities belonging to the City of Bowie.
- Resources available from Prince George's County and neighboring jurisdictions through local mutual aid agreements.
- Resources available from the private sector through acquisition/purchasing.
- Resources of the State of Maryland including the National Guard through the Maryland Emergency Management Assistance Compact (MEMAC).
- Mutual aid resources from other states through the Emergency Management Assistance Compact (EMAC).
- Mutual aid resources available through the National Capital Region Mutual Aid Agreements.
- Resources available from the Federal government as described in the National Response Framework (NRF).

If City resources are exhausted, the Emergency Manager will submit the request to the County OEM or request mutual aid assistance from other local jurisdictions within the NCR. *Note: This provision does not apply to existing mutual aid agreements.*

The City of Bowie Police Department, Prince George's County Police and Fire & EMS Departments have standing interdepartmental agreements and MOUs which are practiced daily. During initial operational periods, these agreements will be utilized to the extent resources are available and will be coordinated through the respective Emergency Communication Center (ECC). Beyond this, the Police and Fire & EMS Departments have additional mutual aid agreements with regional and State partners, which are accessible through the EOC. Nongovernmental agency resources, County, State and Federal resources are accessed through the EOC per established procedures.

All City government department requests for outside assistance must be made through the EOC when the EOC has been activated (this does not include day to day automatic aide utilized by the City of Bowie Police Department). This ensures that all City requests can be tracked and prioritized. The Operational Support Group at the EOC is responsible for tracking resource requests on behalf of the EOC.

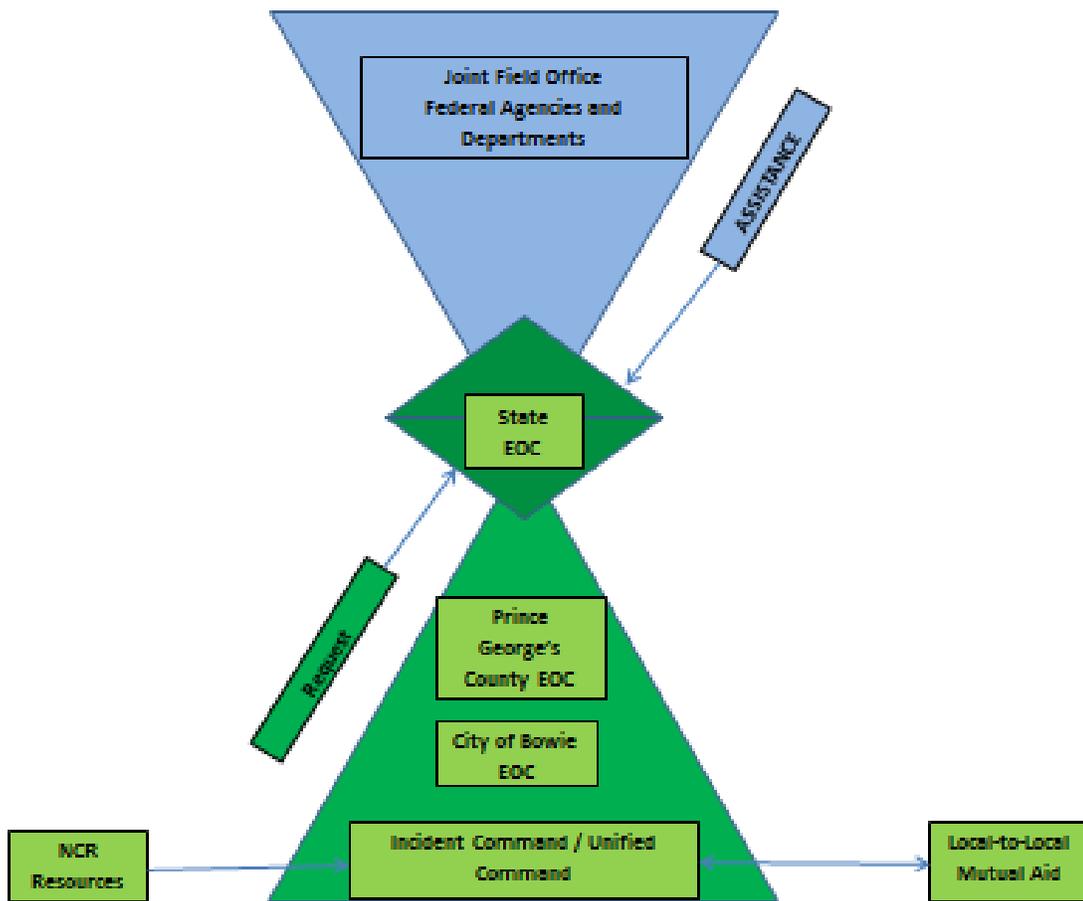
MEMA operates a statewide mutual aid program, the Maryland Emergency Management Assistance Compact (MEMAC) as supplement to day-to-day local mutual aid agreements. Requests for statewide mutual aid will be coordinated between the City of Bowie Emergency Manager and the Prince George's County Director of Emergency Management.

Mutual aid assistance from other states is available through the Emergency Management Assistance Compact (EMAC). A Governor's Proclamation of a State of Emergency must be in place to request EMAC assistance. The City of Bowie Emergency Manager supported by the Logistics Management Unit and Operations Support Group will process and manage requests through the Prince George's County Director of Emergency Management for EMAC assistance in accordance with procedures established by MEMA.

If county and state resources are exhausted, MEMA will request outside assistance from the federal government provided that a federal declaration of emergency or major disaster is in place.

Support by military units may be requested through the County Emergency Operations Center to the State Emergency Operations Center provided that a Governor's State of Emergency Declaration including Prince George's County is in place. Military forces, when made available, will support and assist local agencies, and may receive, from the City Manager or his/her designated representative, mission-type requests, to include objectives, priorities, and other information necessary to accomplish missions.

**\*The figure on the following page depicts the flow of resource requests and assistance during significant events when State and Federal resources are available through the appropriate emergency and disaster declarations.**



## **L. Evacuations**

The City of Bowie is susceptible to both natural and man-made events such as floods, hurricanes, hazardous materials incidents, and acts of terrorism that may necessitate an evacuation of nearby residents, businesses, and other facilities in order to save and protect lives. The City must be prepared to evacuate portions of the city and to receive evacuees from other jurisdictions as necessary.

The Emergency Operations Plan defines three (3) stages for evacuations:

1. **Selected:** An evacuation event limited to specific building or neighborhoods requiring a limited number of residents being evacuated and possibly sheltered in an Evacuation Shelter or an Emergency Shelter.
2. **Staged:** An evacuation event requiring multiple neighborhoods or communities being evacuated and possibly moved to various shelter sites within the City or County.
3. **Full-Scale:** An evacuation event requiring all persons within an entire geographical area being evacuated to multiple locations, possibly outside of the County.

The Incident Commander of an emergency which necessitates shelters to be opened and/or an evacuation will establish the zone around the impacted or potentially impacted area that will require evacuation in order to ensure public safety. The IC will be supported by the City, to the extent possible to establish temporary shelters or reception centers. They will also provide notification to the affected areas; provide traffic management and control and other support as necessary.

The evacuation and mass care annex to this plan outlines specific roles and responsibilities for planning and conducting evacuations.

## **M. Accessibility, Support and Services for the Whole Community including People with Disabilities and Others with Access and Functional Needs**

Residents or visitors with disabilities and others with access and functional needs including but not limited to:

- Children and adults with physical, mobility, sensory, intellectual, developmental, cognitive or mental disabilities;
- Older adults;
- People with chronic or temporary health conditions;
- Women in late stages of pregnancy;
- Individuals with limited English proficiency, low literacy or additional communications needs;
- Individuals with low income;
- Individuals without access to transportation;

- Individuals experiencing homelessness.
- Others may require additional assistance before, during, and after an emergency in functional areas, including but not limited to: maintaining independence, communications, transportation, personal care, and/or medical care.
- People who require personal care attendants or caregivers will not be separated from their support. Shelter occupants that require assistance with activities of daily living shall be accommodated and appropriate staff will be provided to assist.
- People who require the use of durable medical equipment that uses electricity may need dependable access to electricity to power their devices and device batteries.

Before, during, and after an emergency, the City of Bowie in coordination with Prince George's County and the State Department will provide accessible transportation and ADA compliant shelters.

Individuals with disabilities who are partnered with a service dog will not be separated.

The Department of Social Services of Prince George's County has developed shelter plans that are compliant with ADA regulations.

Once the determination is made by the Incident Commander and/or the Emergency Manager to open a shelter, the Department of Social Services will establish and operate the shelter(s) in coordination with the American Red Cross, in accordance with their established plan(s).

#### **N. Transition to Recovery**

Although there is no clear line between the response and recovery phases, the command and control, coordination, and resources to serve disaster victims transitions from immediate needs to a more deliberate process of program delivery. Recovery activities may include coordination with the County, State and Federal government for administering State and Federal assistance.

Generally, the termination of the local Declaration of Emergency and/or the closing of the EOC will signal the formal transition to the recovery phase. The Emergency Manager will initially serve as the lead for recovery. The City Manager will appoint a person to oversee recovery operations.

## ***IX. Recovery Operations***

### **A. General**

As the immediate threat to life, property, and the environment subsides, the rebuilding of the City will begin through various recovery activities. Recovery activities involve the restoration of services to the public and rebuilding the affected area(s). Recovery activities are divided into three phases; short-term, intermediate, and long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat facing the operational area. Recovery operations may begin concurrently with response operations or may represent a continuation of actions initiated during the response phase. It should be noted that the community as a whole may advance through the different recovery phases at one pace, while discrete recovery functions may advance at rates that differ from the community as a whole and from other recovery functions.

- **Short-term recovery** is generally any activity to return vital life-support systems and critical infrastructure to minimum operating standards. Short-term recovery operations will begin during response and will focus on rapid debris removal and cleanup, and coordinated restoration of essential services such as electricity, water, and sanitary systems. Generally, the EOC will continue operations to manage short term recovery.
- **Intermediate recovery** phase may begin within days of a catastrophic event, and may last weeks or months afterward, depending on the severity of the disaster. This phase involves returning individuals, families, critical infrastructure, and essential government or commercial services to a functional – if not pre-disaster – state. Such activities are often characterized by temporary actions that provide a bridge to permanent measures.
- **Long-term recovery** is generally defined as “any activity designed to return life to normal or to an improved state.” Long-term recovery involves rebuilding or relocating damaged or destroyed social, economic, natural, and built environments and moves toward self-sufficiency, sustainability, and resilience to future disasters.

It begins once the community is in a position to begin planning for permanent reconstruction and revitalization of the impacted area, and it may last for multiple years, even as other functions of the community return to normal. Some long-term recovery activities should begin almost immediately after an incident, because policy and planning associated with long-term decision-making should be used to inform certain response as well as short-term and intermediate-term actions.

The City of Bowie Emergency Manager will coordinate with the City of Bowie Department of Planning and Economic Development for recovery operations and developing a plan for long-term recovery. The City of Bowie Recovery annex will provide more detailed information on Recovery operations.

## **B. Disaster Assistance Programs**

The types of disaster assistance will vary depending upon the level of emergency and/or disaster declarations. Disaster assistance programs are designed to meet the needs of four (4) distinct groups: individuals and families, businesses, governments, and nonprofit organizations.

- Individuals may receive loans or grants for real and personal property, dental, funeral, medical, transportation, unemployment, sheltering, and rental assistance depending upon the extent of the damage. The State Recovery Task Force program assists the local government to ensure that needed assistance is provided to disaster victims.
- The U.S. Small Business Administration (SBA) provides loans to many types of businesses and can provide assistance with both physical and economic losses as the result of a disaster or emergency.
- The State Emergency Relief for Localities program is designed to assist local governments that suffer uninsured damages to public property.
- Under a Presidential Disaster Declaration, individuals, businesses, and local government may be eligible for a variety of disaster assistance programs to repair, reconstruct and mitigate the risk of future damage.
- Assistance for individuals and families is also provided by a wide variety of voluntary relief organizations including, among others, the American Red Cross and the Salvation Army.

## **C. FEMA Public Assistance Program**

- The FEMA Public Assistance Program requires a local Emergency Declaration, a State of Emergency Proclamation and a Federal Declaration of a Major Disaster that specifically authorizes public assistance for Prince George's County.
- This assistance can cover debris removal and/or emergency protective measures taken during the response phase as well as repair and restoration of damaged facilities. It includes certain mitigation actions.

- The Public Assistance program consists of two (2) types of work: Emergency and Permanent. Emergency work has two (2) categories and permanent work has five (5) as detailed in Tables 1 and 2 below:

**Table 1 Emergency Work**

<b>Category</b>	<b>Definition</b>
<b>A – Debris Removal</b>	<b>Provides for removal of debris and wreckage resulting from a major disaster or emergency. Eligible work includes debris removal from public roads and streets, including rights of way, other public property, and, in special cases, private property.</b>
<b>B – Emergency Protective Measures</b>	<b>Provides reimbursement for emergency protective measures to save lives, remove health and safety hazards, and protect property.</b>

**Table 2 Permanent Work**

<b>Category</b>	<b>Definition</b>
<b>C – Road Systems</b>	<b>Roads, bridges, traffic controls, streets and culverts.</b>
<b>D – Water Control Facilities</b>	<b>Dikes, levees, dams, drainage channels, and irrigation systems.</b>
<b>E – Public Buildings and Equipment</b>	<b>Public buildings, supplies or inventory, vehicle or other equipment, transportation systems, and higher education facilities.</b>
<b>F – Public Utilities Systems</b>	<b>Storm water drainage systems, sanitary, sewer, light and power facilities.</b>
<b>G - Other</b>	<b>Parks and recreational facilities.</b>

- The Public Assistance program is administered by MEMA. A grant is provided to the State and sub-grants are authorized to eligible applicants within the state.
- The State of Maryland EOP provides detailed information on the management of the public assistance program.

**D. FEMA Individual Assistance Program**

- The basic purpose of the Individual Assistance Program is to serve individuals and families affected by the disaster. This program requires that a Federal Major Disaster Declaration is in effect and the individual assistance program is authorized for the County.
- This program is jointly administered by MEMA and FEMA as outlined in the State of Maryland EOP.

- This program is designed as a supplement to other assistance that may be available such as private insurance or disaster assistance loans offered through the Small Business Administration (SBA).
- Individual Assistance may be available to individuals and households and can be a grant, temporary housing (such as travel trailers), low interest loans, services (such as crisis counseling), and eligibility for programs not normally available unless there is a Federal Disaster Declaration. Individuals register to receive federal disaster assistance by calling the FEMA toll-free registration number.
- The State of Maryland and Federal officials may establish one or more Disaster Recovery Centers (DRC) within a federally declared jurisdiction where one-on-one assistance can be provided to disaster victims. DRCs are typically located in public buildings and provide for face-to-face interaction between disaster victims and representatives from Federal, State, and local government with resources to provide direct assistance and appropriate referrals. The Emergency Manager will coordinate support from the County necessary to establish and operate a DRC.

#### **E. Unmet Needs**

- Unmet needs are any disaster-related losses experienced by the victim that cannot be provided for by the programs available from the local jurisdiction, State, or Federal agencies due to the victim's ineligibility for such services or the goods of services. During the recovery phase, a collaborative effort is established between the government and the private nonprofit community to address the issue of unmet needs.

#### **F. After-Action Review**

- After-Action Reviews are essential for identifying issues that impeded operations or innovative approaches that were introduced during the response and recovery that may be applicable to future incidents. In order for issues to be addressed they need to be identified and documented.
- All departments will participate in the after-action review process and submit issues and recommended solutions to the Emergency Manager for review and consolidation.
- The Emergency Manager will provide guidelines and templates for agencies to use to identify issues or successes.
- The Emergency Manager will prepare and issue a formal after-action report for any incidents conducted under the EOP.

## **G. Corrective Actions-Improvement Plan**

- The after-action review process will be used to identify issues for corrective action. Corrective actions will be assigned to specific departments and agencies for review and resolution. The Emergency Manager will manage the corrective action program by documenting issues and tracking the status of resolution.
- Open actions will be reviewed quarterly.

## **X. Hazard Mitigation**

### **A. General**

- The primary goal of mitigation is to reduce loss of life and property by lessening the impact of disasters. This is achieved through regulations, local ordinances, land use and building practices, and mitigation projects that reduce or eliminate long-term risk from hazards and their effects. Mitigation, by reducing the impacts of a disaster, will also lessen the demand for resources in the event of another disaster.
- In the event of a Federal Declaration of a major disaster for the State of Maryland, Prince George's County may be eligible to apply for Hazard Mitigation Assistance under the federal Hazard Mitigation Grant Program (HMGP).
- The HMGP provides grants to State and local governments to implement long-term hazard mitigation measures after a major disaster declaration.
- In addition, if Prince George's County is included in a Federal Major Disaster Declaration that includes public assistance, hazard mitigation funding may be available through the public assistance program under Section 406 of the Robert T. Stafford Act. Departments and agencies engaged in repair and restoration work should consider mitigation methods that will prevent or reduce damage in future incidents for potential funding as part of this program. This public assistance program is managed by MEMA.
- Eligible applicants include state agencies, local governments, and private nonprofit organizations which own or operate facilities providing essential government services.

## **B. Project Eligibility**

To be eligible for the HMGP, a project must:

1. Conform to the State Hazard Mitigation Plan.
2. Conform to environmental, historical, and economic justice issues.
3. Provide a long-term solution.
4. Demonstrate cost effectiveness.
5. Comply with program regulations.
6. Be consistent with overall mitigation strategies.

## **C. HMGP Process**

1. The Hazard Mitigation Grant Program when authorized under a Federal Disaster Declaration is managed by the State Hazard Mitigation Officer (SHMO).
2. The SHMO, in coordination with other State departments and agencies, develops a mitigation strategy as an update to the state hazard mitigation plan. The strategy identifies mitigation opportunities and establishes priorities for funding.
3. The grant application process may be announced through press releases and applicant briefings scheduled by the SHMO.

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## **Section 2 – Support Annexes (Future)**

**Animal Management**

**Commodity Distribution**

**Damage Assessment**

**Debris Management**

**Evacuation**

**Points of Distribution (POD)**

**Shelter Management**

**Volunteer/Donation Management/CERT**

**Training & Exercise**

## **Section 3 – Incident Annexes (Future)**

**Dam Emergency**

**Severe Weather**

## **Section 4 – Appendices**

**Acronyms**

**Definitions**

## ACRONYMS

AEOC	Alternate Emergency Operations Center
ARES	Amateur Radio Emergency Service
BG&E	Baltimore Gas and Electric
BVFD	Bowie Volunteer Fire Department
CAP	Corrective Action Program
CC	Code Compliance
CERT	Community Emergency Response Team
CISM	Critical Incident Stress Management
CMO	City Manager's Office
COB	City of Bowie
COBPD	City of Bowie Police Department
COOP	Continuity of Operations Plan
CS	Community Services
DEP	Department of Environmental Protection
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DOC	Department Operation Centers
DoD	Department of Defense
EAS	Emergency Alert System
EMAC	Emergency Management Assistance Compact
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ESF	Emergency Support Function
FBI	Federal Bureau of Investigation
FEMA	Federal Emergency Management Agency
FIN	Finance
GIS	Geographic Information Systems
HR	Human Resources
HSPD	Homeland Security Presidential Directorate
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IMT	Incident Management Team
IST	Incident Support Team
JFO	Joint Field Office
JFHQ-NCR	Joint Forces Headquarters-National Capital Region
JIC	Joint Information Center
JIS	Joint Information Systems
LEPC	Local Emergency Planning Committee
LOA	Letter of Agreement

MACC	Multi-agency Coordination Center
MDW	Military District of Washington
Medevac	Medical Evacuation
MEMA	Maryland Emergency Management Agency
MEMAC	Maryland Emergency Management Assistance Compact
MIEMSS	Maryland Institute for Emergency Medical Services Systems
MOU	Memorandum of Understanding
MSP	Maryland State Police
MWCOG	Metropolitan Washington Council of Governments
NAWAS	National Warning Alert System
NCR	National Capital Region
NCREPC	National Capital Region Emergency Preparedness Council
NDMS	National Disaster Medical System
NGO	Non-Governmental Organizations
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRF	National Response Framework
NWS	National Weather Service
OCME	Office of the Chief Medical Examiner
PDA	Preliminary Damage Assessment
P&G	Parks & Grounds
PIO	Public Information Officer
PGOEM	Prince George's County Office of Emergency Management
PGFD	Prince George's County Fire/EMS Department
PGPD	Prince George's County Police Department
POC	Point of Contact
P&R	Parks & Recreation
PSA	Public Service Announcements
PSCC	Public Safety Communications Center
PW	Public Works
RACES	Radio Amateur Civil Emergency Service
REACT	Radio Emergency Associated Communications Teams
RECP	Regional Emergency Coordination Plan
RESF	Regional Emergency Support Function
RICCS	Regional Incident Communication and Coordination System
SAR	Search and Rescue
SEOC	State Emergency Operations Center
SOG	Standard Operating Guidelines
THIRA	Threat Hazard Identification and Risk Analysis
VOAD	Voluntary Organizations Active in Disaster
WAWAS	Washington Area Warning Alert System
WMATA	Washington Metropolitan Area Transit Authority
WSSC	Washington Suburban Sanitary Commission

## DEFINITIONS

**Access and Functional Needs:** Circumstances that are met for providing physical, programmatic, and effective communication access to the whole community by accommodating individual requirements through universal accessibility and/or specific actions or modifications; includes assistance, accommodation or modification for mobility, communications, transportation, safety, health maintenance etc.; the need for assistance, accommodation or modification due to any situation (temporary or permanent) that limits an individual's ability to take action in an emergency.

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

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

**American Red Cross:** An organization charged by statutes and agreements with the responsibility of helping meet the human needs of disaster victims.

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

**Available Resources:** Resources assigned to an incident, checked in, and available for use.

**Awareness:** The continual process of collecting, analyzing, and disseminating intelligence, information, and knowledge to allow organizations and individuals to anticipate requirements and to react effectively.

**Biological Agents:** Living organisms or the materials derived from them that cause disease in or harm to humans, animals, or plants or cause deterioration of material. Biological agents may be used in liquid, aerosol, or dry powders forms.

**Casualty:** Any person who is declared dead, missing, ill, or injured.

**Chemical Agent:** A chemical substance that is intended to kill, seriously injure, or incapacitate people through physiological effects, generally separated by severity of effect: blood, blister, choking, and nerve.

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

**Coordination:** The process of systematically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

**Critical Infrastructure:** Systems and assets, whether physical or virtual, so vital to the United States that the incapacity or destruction of such systems and assets would have debilitating impact on security, national economic security, national public health or safety, or any combination of those matters.

**Cyber:** Pertaining to computers and their support systems, such as servers, routers, and switches, which support critical infrastructure.

**Declaration of Emergency:** Whenever, in the opinion of the governing official, the safety and welfare of the people of the jurisdiction require the exercise of extreme emergency measures due to a threatened or actual disaster, they may declare a state of emergency to exist.

**Deputy:** A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy could act as relief for a superior and therefore must be fully qualified in the position.

**Disaster Housing:** Provides up to eighteen (18) months temporary housing assistance, using local resources, for displaced persons whose residences were heavily damaged or destroyed. Funding also can be provided for housing repairs and replacement of damaged items to make homes habitable.

**Disaster Grants:** Available to help meet other serious disaster related needs and necessary expenses not covered by insurance and other aid programs. These may include replacement of personal property, and transportation, medical, dental and funeral expenses.

**Disaster Recovery Center (DRC):** A facility established in a centralized location within or near the disaster area at which disaster victims (individuals, families, or businesses) apply for disaster aid.

**Emergency/Disaster:** An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

**Emergency Alert System (EAS):** A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of needed protective actions in the event of a disaster or emergency situation.

**Emergency Management:** The preparation for and the carrying out of functions (other than functions for which military forces are primarily responsible) to prevent, minimize, and repair injury and damage resulting from natural or man-made disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

**Emergency Manager:** A person who manages the development and coordination of emergency management plans, is the liaison with State and Federal authorities and coordinates volunteer personnel, public and private agencies.

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

**Emergency Operations Plan (EOP):** A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

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

**Emergency Support Function (ESF):** A function which tasks agencies to provide or to coordinate certain resources in response to emergencies or disasters.

**Evacuation:** The movement of persons from a dangerous place due to the threat or occurrence of a disaster or emergency incident.

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

**First Responder:** Local and nongovernmental police, fire, and emergency personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101) (Pub Law 107-296), as well as emergency management, public health, clinical care, public works, and other skilled support personnel who provide immediate support services during prevention, response, and recovery operations. First responders may include personnel from Federal, State, local, tribal, or nongovernmental organizations.

**Geographic Information System (GIS):** A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e. data identified according to their locations.

**Hazard Mitigation:** Funding for measures designed to reduce future losses to public and private property.

**Hazardous Material:** Can be a substance or material that has been determined to be capable of posing an unreasonable risk to health, safety, and property. It may also mean a hazardous substances, pollutants, and contaminants.

**Hazardous Substance:** As defined by the National Contingency Plan (NCP), any substance designated pursuant to section 311(b)(2)(A) of the Clean Water Act; any element, compound, mixture, solution, or substance designated pursuant to section 102 of the Comprehensive Environmental Response, compensation, and Liability Act (CERCLA); any hazardous waste having the characteristics identified under or listed pursuant to section 3001 of the Solid Waste Disposal Act (but not including any waste the regulation of which under the Solid Waste Disposal Act (42 U.S.C. § 82 et seq.) has been suspended by act of Congress); any toxic pollutant listed under section 307(a) of the Clean Water Act; any hazardous air pollutant listed under section 112 of the Clean Air Act (42 U.S.C. § 7521 et seq.); and any imminently hazardous chemical substance or mixture with respect to which the EPA Administrator has taken action pursuant to section 7 of the Toxic Substances Control Act (15 U.S.C. § 2601 et seq.).

**Incident:** An occurrence or event, natural or human caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

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

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

**Incident Command System (ICS):** A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span-of-control, pre-designated facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

**Incident Commander (IC):** The individual responsible for the management of all incident operations.

**Individual Assistance:** Aid to individuals and households under a Major Disaster Declaration.

**Infrastructure:** The man-made physical systems, assets, projects, and structures, publicly and/or privately owned, that are used by or provide benefit to the public. Examples of infrastructure include utilities, bridges, levees, drinking water systems, electrical systems, communications systems, dams, sewage systems, and roads.

**Initial Damage Assessment Report:** A report that provides information regarding overall damage to public and private property, thereby providing a basis for an emergency declaration and/or disaster assistance.

**Initial Response:** Resources initially committed to an incident.

**Joint Field Office (JFO):** An administrative office established by FEMA and staffed by appropriate federal/state personnel following a disaster declaration by the President. The Disaster Field Office is the primary field location for the coordination of response and recovery operations.

**Joint Information Center (JIC):** Is a facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

**Joint Information System (JIS):** Refers to processes, procedures, and systems for communicating timely and accurate information to the public during crisis or emergency situations.

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

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

**Local Emergency:** The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent or alleviate loss of life, property damage, or hardship. A local emergency arising wholly or substantially out of a resource shortage may be declared only by the Governor, upon petition of a local governing body, when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

**Local Government:** A County, Municipality, Town, Township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization or, in Alaska, a Native Village or Alaska Regional Native Corporation; or a rural community, unincorporated town or village, or other public entity. (As defined in section 2(10) of the Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135, et seq. [2002].)

**Low-Interest Disaster Loans:** Loans available after a disaster for homeowners and renters from the U.S. Small Business Administration (SBA) to cover uninsured property losses. Loans may be for repair or replacement of homes, automobiles, clothing or other damaged personal property. Loans are also available to businesses for property loss and economic injury.

**Major Disaster Declaration:** Any natural or man-made disaster in any part of the United States which, in the determination of the President of the United States, is or thereafter determined to be of sufficient severity and magnitude to warrant disaster assistance above and beyond emergency services by the federal government to supplement the efforts and available resources of local and state governments, and relief organizations in alleviating the damage, loss, hardship, or suffering caused.

**Man-made Disaster:** Any industrial, nuclear, or transportation accident, explosion, conflagration, power failure, resource shortage, or other condition such as sabotage, oil spills, and other injurious environmental contaminations which threaten or cause damage to property, human suffering, hardship, or loss of life caused by an individual or individuals.

**Memorandum of Understanding (MOU):** An agreement between agencies (internal and external) located within the jurisdictions on cooperative efforts and services, which would be provided during a disaster. The agencies involved usually maintain command of their personnel while providing specific services to the community at large and in conjunction with the normal resources available in the community.

**Mitigation:** Mitigation is any activity taken to eliminate or reduce the degree of long-term risk to human life and property from natural, technological, and human-caused hazards.

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

**Mobilization Center:** A location at which response personnel and resources are received and positioned for deployment to a local staging area or directly to an incident site. A mobilization center can serve as both an incident facility and a tactical facility. It serves specific logistical (incident) functions, including receiving, documenting, and temporary warehousing of equipment when required; and issuing disaster equipment and supplies. It also acts as a support center for responding tactical teams (accommodating team personnel, including food and lodging).

**Mutual Aid Agreement (MAA):** A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and equipment in an emergency situation.

**National:** Of a nationwide character, including the federal, state, local, and tribal aspects of governance and policy.

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

**National Response Framework (NRF):** The National Response Framework establishes a process and structure for the systematic, coordinated, and effective delivery of federal assistance to address the consequences of any major disaster or emergency declared under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (42 U.S. Code [USC], et seq.) (Pub Law 93-288).

**National Response System:** Pursuant to the NRF, the mechanism for coordinating response actions by all levels of government (40 CFR § 300.21) for oil and hazardous substances spills and releases.

**National Weather Service (NWS):** The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

**Natural Disaster:** Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, drought, fire, or other natural catastrophe resulting in damage, hardship, suffering, or possible loss of life.

**Nongovernmental Organization (NGO):** A nonprofit entity that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.

**Preparedness:** Preparedness is any activity taken in advance of an emergency to develop, support and enhance operational capabilities and to facilitate an effective and efficient response and recovery to an emergency situation.

**Presidential Declaration:** A Presidential Declaration frees up various sources of assistance from the Federal government based on the nature of the request from the governor.

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

**Public Assistance:** Aid available to state or local governments to pay part of the costs of rebuilding a community's damaged infrastructure. Public Assistance may include debris removal, emergency protective measures and public services, repair of damaged public property, loans needed by communities for essential government functions and grants for public schools.

**Public Health:** Protection, safety, improvement, and interconnections of health and disease prevention among people, domestic animals and wildlife.

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

**Public Works:** Work, construction, physical facilities, and services provided by governments for the benefit and use of the public.

**Recovery:** Recovery in the short-term is any activity to return vital life-support systems and critical infrastructure to minimum operating standards; and in the long-term any activity designed to return life to normal or an improved state.

**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:** Response is any action taken immediately before, during, or after an emergency situation to reduce casualties, save lives, minimize damage to property, and enhance the effectiveness and speed of recovery.

**Search and Rescue:** The employment of available personnel, equipment and facilities in rendering aid to persons and property in distress, or potential distress, in the air, water or on the land.

**Situation Assessment:** The evaluation and interpretation of information gathered from a variety of sources (including weather information and forecasts, computerized models, GIS data mapping, remote sensing sources, ground surveys, etc.) that, when communicated to emergency managers and decision makers, can provide a basis for incident management decision making.

**Standard Operating Procedures (SOP):** Guidelines for operating procedures in an emergency; includes equipment, processes and methods.

**State of Emergency:** The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.

**Strategic:** Strategic elements of incident management are characterized by continuous, long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities, the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

**Supporting/Primary Agency:** While several City departments will be performing varied and critical tasks during a disaster, in most cases only one agency will be considered the “supporting” or “primary” agency. The primary response agency shall be responsible for detailed planning, testing, and evaluation of their respective emergency support function(s) plans/activities. The Department Director of the primary agency shall serve as the principal advisor to the City Executive during the response and recovery phase. In addition, the Department Director of the primary agency must assure that essential operations of his/her agency will continue, unless otherwise directed by the City Executive or his/her designee.

**Technological Hazards:** A hazard originating from technological or industrial conditions, including accidents, dangerous procedures, infrastructure failures or specific human activities. Examples of technological hazards include industrial pollution, nuclear radiation, toxic wastes,

dam failures and transportation accidents. Technological hazards may arise directly as a result of the impacts of a natural hazard event.

**Telecommunications:** The transmission, emission, or reception of voice and/or data through any medium by wire, radio, other electrical electromagnetic or optical means. Telecommunications includes all aspects of transmitting information.

**Terrorism:** Any activity that (1) involves an act that (a) is dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping.

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

**Unaffiliated Volunteer:** An individual who is not formally associated with a recognized voluntary disaster relief organization or assigned to an agency; also known as a spontaneous or emergent volunteer.

**Unified Command:** An application of the ICS used when there is more than one agency engaged in an incident in a jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the Unified Command to establish their designated Incident Commanders at a single Incident Command Post and to establish a common set of objectives and strategies and a single Incident Action Plan.

**Volunteer:** Any individual accepted or assigned to perform services by an agency that has authority to accept volunteer services when the individual performs services without promise, expectation, or receipt of compensation for services performed.

**Warning:** The alerting of public officials, emergency support services, and the general public to a threatened emergency or disaster situation.

**Weapon of Mass Destruction (WMD):** As defined in Title 18, U.S.C. § 2332a: (1) any explosive, incendiary, or poison gas, bomb, grenade, or rocket having a propellant charge of more than 4 ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.