



# **Comprehensive Emergency Management Plan**

City of Olympia

*Updated 1.11.2023*

## Table of Contents

Director of Emergency Management Approval .....	6
Promulgation .....	7
Executive Summary .....	8
What is a Comprehensive Emergency Management Plan? .....	9
Emergency Management in the City of Olympia: A History .....	10
Introduction.....	11
<i>Mission</i> .....	11
<i>Purpose</i> .....	11
<i>Authorities</i> .....	11
<i>Incident Command System</i> .....	11
<i>Scope</i> .....	12
<i>Situation Overview</i> .....	12
<i>Planning Assumptions</i> .....	13
<i>Policies</i> .....	13
Concept of Operations.....	14
<i>Whole Community</i> .....	14
<i>Leadership Intent</i> .....	15
<i>Incident Management</i> .....	15
<i>EOC Activation</i> .....	16
Direction, Control, and Coordination.....	16
<i>Multi-Jurisdictional Coordination</i> .....	17
<i>The National Preparedness Goal</i> .....	17
<i>Five Mission Areas</i> .....	17
<i>Continuity of Government</i> .....	19
<i>Federal Proclamation of Disaster or Emergency</i> .....	21
Organization .....	22
<i>Normal Operations</i> .....	22
<i>Activations</i> .....	22

*Policy Decisions* ..... 24

*Emergency Support Functions*..... 24

**Roles and Responsibilities**..... 24

*Mayor and City Council* ..... 25

*City Manager* ..... 25

*Department Directors* ..... 25

*Emergency Management Committee* ..... 25

*Disaster Recovery Group*..... 25

*Emergency Management Coordinator*..... 26

*Thurston County*..... 26

*Intercity Transit*..... 27

*Washington State* ..... 27

*The United States of America*..... 27

*Mutual Aid* ..... 27

**Communications**..... 28

*Regional Interoperable Communications*..... 28

*Alert and Warning*..... 28

*Public Information*..... 28

*Limited English Proficiency (LEP)*..... 28

*Access and Functional Needs* ..... 29

*Communication Challenges and Recommendations*..... 30

**Administration** ..... 30

*Documentation Process* ..... 31

*Retention and Preservation*..... 31

**Finance** ..... 31

*General Regulations*..... 31

*Incurred Costs Tracking (Expenditure Approval)*..... 32

*Cost Recovery*..... 32

*Federal Assistance Programs* ..... 33

**Logistics** ..... 33

*Procurement* ..... 33

<i>Resource Gaps</i> .....	34
<i>Resource Requests</i> .....	34
<i>Resource Typing</i> .....	34
<b>Plan Maintenance</b> .....	<b>35</b>
<i>Review</i> .....	35
<i>Revision</i> .....	35
<i>Reports</i> .....	36
<i>Training</i> .....	36
<i>Exercises</i> .....	36
<i>Distribution</i> .....	36
<b>Acronyms and Definitions</b> .....	<b>36</b>
<b>City Manager’s Office</b> .....	<b>40</b>
<i>Summary</i> .....	40
<i>Core Capabilities</i> .....	40
<i>Emergency Support Functions</i> .....	41
<i>Public Information and Communications Systems</i> .....	41
<b>Community Planning and Development</b> .....	<b>47</b>
<i>Summary</i> .....	47
<i>Core Capabilities</i> .....	47
<i>Emergency Support Functions</i> .....	48
<i>Recovery Planning</i> .....	48
<b>Finance</b> .....	<b>54</b>
<i>Summary</i> .....	54
<i>Core Capabilities</i> .....	54
<i>Emergency Support Functions</i> .....	54
<b>Fire</b> .....	<b>54</b>
<i>Summary</i> .....	54
<i>Core Capabilities</i> .....	54
<i>Emergency Support Functions</i> .....	55
<i>Fire Fighting</i> .....	55
<i>Emergency Medical Services</i> .....	58

<i>Emergency Management</i> .....	61
<i>Hazardous Materials</i> .....	79
<b>Legal</b> .....	<b>82</b>
<b>Municipal Court</b> .....	<b>83</b>
<b>Parks, Art, and Recreation</b> .....	<b>83</b>
<i>Mass Care</i> .....	84
<i>Logistics</i> .....	90
<i>Volunteer and Donations Management</i> .....	95
<b>Police</b> .....	<b>98</b>
<i>Summary</i> .....	99
<i>Core Capabilities</i> .....	99
<i>Emergency Support Functions</i> .....	99
<i>Search and Rescue</i> .....	99
<i>Public Safety</i> .....	101
<i>Evacuation</i> .....	104
<b>Public Works</b> .....	<b>108</b>
<i>Summary</i> .....	108
<i>Core Capabilities</i> .....	108
<i>Emergency Support Functions</i> .....	109
<i>Transportation</i> .....	109
<i>Engineering</i> .....	116
<i>Energy</i> .....	119
<i>Debris Management</i> .....	122
<i>Water and Wastewater</i> .....	122
<b>Appendices</b> .....	<b>123</b>
<i>Ordinances and Resolutions</i> .....	123

## Director of Emergency Management Approval



City of Olympia | Capital of Washington State

P.O. Box 1967, Olympia, WA 98507-1967

olympiawa.gov

December 1, 2022

To the Citizens and Employees of the City of Olympia:

On behalf of the Olympia City Council, I am very pleased to present the updated City of Olympia Comprehensive Emergency Management Plan (CEMP). The 2022 CEMP is hereby promulgated and supersedes the previous 2016 Edition of the City of Olympia CEMP. This plan is in conformance with the Washington State Comprehensive Emergency Management Plan and the National Incident Management System. The City of Olympia Comprehensive Management Plan is an all-hazards plan which provides the necessary framework for mitigation, preparedness, response, and recovery.

The purpose of this plan is to provide a framework for the coordination and mobilization of internal/external resources. The plan:

- Identifies authorities and assigns responsibilities for planning, response, and recovery activities.
- Identifies the scope of potential hazards that form the basis for planning.
- Establishes the emergency management organizational structure that will coordinate the response.
- Identifies those departments and offices tasked with specific responsibilities for carrying out plans and operations defined within this plan.
- Identifies other jurisdictions and entities with whom planning, and emergency response activities are to be coordinated.
- Outlines the process of disseminating emergency information and instructions to the public.
- Provides a line of succession in the absence of senior officials in accordance with City of Olympia Municipal Code 2.24.00 for declaring an emergency.

It is our expectation that departments, offices, divisions, and programs tasked with the development and maintenance of Standard Operating Procedures and checklists in this plan work with the Emergency Management Coordinator to ensure they actively support the implementation of this plan.

This plan is a dynamic document. An annual assessment process, accompanied by exercise and review, will ensure that this plan is learned, used, and modified as necessary to benefit the City of Olympia.

Thank you for your continued support, it is only through the combined efforts of all departments and employees in partnership with the citizens and businesses of the Olympia Community that we can achieve our goal of making the City of Olympia as disaster resilient as possible.

Sincerely,



Todd Carson,  
Interim Fire Chief

---

**Mayor:** Cheryl Selby **Mayor Pro Tem:** Clark Gilman **City Manager:** Jay Burney  
**Councilmembers:** Jim Cooper, Y n Hu nh, Dani Madrone, Lisa Parshley, Dontae Payne

## Promulgation

Promulgation is the act of formally proclaiming, announcing, or declaring a new statutory or administrative law such as an ordinance or resolution after its enactment. In some jurisdictions, the law cannot take effect until promulgation has occurred.

After a new law is approved, it is announced to the public through the publication of the text of the law in a government periodical and/or on official websites. As it relates to federal laws of extraordinary public importance the President of the United States of America may make an announcement through a national broadcast. Local laws are typically announced in local newspapers and published in bulletins or compendia of municipal regulations.

**Ordinance No. TBD** is the official document of promulgation for the City of Olympia's Comprehensive Emergency Management Plan. **Ordinance No. TBD** can be found in Appendix 1: Ordinance and Resolutions.

## Executive Summary

City government is required by RCW and WAC to establish and maintain a program for disaster prevention, mitigation, preparedness, response, and recovery. The Fire Department: Emergency Management Division plans and coordinates response during major emergencies and/or disasters. Depending on the nature and scope of an incident, City personnel, services, and facilities may be reassigned to support emergency and disaster operations.

The Comprehensive Emergency Management Plan (CEMP) was developed to define the policies and procedures necessary for carrying out an emergency management program that ensures the preservation of lives, protection of property, and the execution of special measures. The duties of each City department, and various supporting agencies, are specified in the CEMP.

The CEMP also defines how the City of Olympia will coordinate with neighboring cities and towns, Thurston County, Washington State, and federal disaster relief and recovery resources.

The City doesn't use the Emergency Support Function (ESF) format when organizing roles and responsibilities. Most staff are not familiar with ESFs, so for clarity and ease of use, the City maintains a departmental organization and identifies which ESFs most closely align with the departments capabilities.

The Incident Command System is the coordination and resource management method used during emergency and disaster response and recovery operations.

The primary location for direction and control is the Emergency Operations Center located at the Fire Station 1, 100 Eastside Street N. E. Olympia, WA. Alternate Emergency Operations sites are identified in the plan.

This plan consists of a Basic Plan, which defines emergency management in the City of Olympia, City Department Annexes, that describe the roles and responsibilities of each department as they relate to emergency management, and several supporting documents.

Periodic review and revision as well as training and exercise are required to assure that the plan can be effectively implemented in a time of emergency.

## What is a Comprehensive Emergency Management Plan?

A Comprehensive Emergency Management Plan (CEMP) is a written basic plan with elements that address all natural and man-made emergencies and disasters that may occur in a federal, state, or local government. An effective and efficient CEMP approaches these emergencies and disasters from an all-hazards perspective, meaning rather than developing a separate plan for each threat or hazard, the focus is placed on addressing the potential impacts of any given threat or hazard. For example, a potential impact could be a power outage. The outage may be caused by any number of hazards including a storm, an earthquake, an accident, etc. All hazards planning argues, regardless of the cause, similar processes will be taken to restore power, therefore time and resources should not be wasted on trying to develop a plan for every possible scenario. Instead, the focus should be placed on developing a general command structure and identifying critical infrastructure within the City, that if compromised or destroyed, could have significant impacts on life safety, property, the economy, etc.

The City of Olympia's Comprehensive Emergency Management Plan specifies the purpose, organization, responsibilities, and role of City of Olympia in the prevention of, mitigation of, preparation for, response to, and recovery from emergencies and disasters as well as the facilities, agencies, and officials involved in each phase of emergency management.

## Emergency Management in the City of Olympia: A History

The City of Olympia began providing recognized Emergency Management Services in 1980. In 1982 an Emergency Management Plan was developed in collaboration with the City of Tumwater. Olympia Fire Chief Rambo and Tumwater Fire Chief Ridgeway authored the initial plan.

In 1995 the collaboration with the City of Tumwater concluded and consultant Bob Hamblin was brought on to develop a new Comprehensive Emergency Management Plan for the City of Olympia. In 2000, Bob Hamblin partnered with the City's Emergency Management Coordinator, Assistant Chief Wright, to conduct a comprehensive update to the 1995 Comprehensive Emergency Management Plan.

Following the comprehensive update, Deputy Chief Wright continued to maintain and update the Comprehensive Emergency Management Plan from 2000 to 2014. In early 2014 Deputy Chief Wright compiled all applicable revisions and submitted them to the State Emergency Operations Center for review. Feedback was provided suggesting major revisions and updates to format and content within the Plan.

In August of 2014, Deputy Chief Wright brought on consultant, Patrick Knouff, to undertake the major revisions and updates suggested by the State Emergency Operations Center. In 2022 Patrick Knouff, now the City's Emergency Management Coordinator, and Interim Deputy Chief Mike Buchanan completed the next update to the City's CEMP.

The Comprehensive Emergency Management Plan has been used consistently in part and in whole for incidents like the Y2K bug in December 1999/ January 2000 and in the aftermath of the terrorist attacks on September 11, 2001, major flooding in December 2007 and 2008, the Nisqually Earthquake in February 2001, and the severe winter storms of December 2006, January 2009, and January 2012, February 2019, February 2020, and February 2021, and the Covid-19 pandemic.

## Introduction

### **Mission**

It is the responsibility of the government of the City of Olympia, with the assistance and support of its citizens, to take appropriate action to mitigate the effects of disasters. The Comprehensive Emergency Management Plan defines the policies and procedures necessary for the preservation of lives, protection of property, and the execution of special measures needed to ensure effective and timely relief from a disaster.

### **Purpose**

This plan is designed to guide city government behavior before, during, and after a disaster. The plan describes a comprehensive program that defines who does what, when, where, and how in order to mitigate, prepare for, respond to, and recover from the effects of natural, technological, and human-caused hazards.

### **Authorities**

#### Local

Olympia Municipal Code 2.24 Department of Emergency Management  
Inter-local Cooperative Agreement for Emergency Management among Thurston County, Bucoda, Lacey, Olympia, Rainier, Tenino, Tumwater, Yelm and the Nisqually Indian Tribe

#### State

Chapter 38.52 Revised Code of Washington (RCW): Emergency Management  
Chapter 35.33 RCW: Budgets in Second and Third-Class, Towns, and First-Class Cities Under Three Hundred Thousand  
Chapter 43.43 RCW: Washington State Patrol  
Chapter 68.08 RCW: Human Remains  
Washington Administrative Code (WAC) Title 118: Military Department, Emergency Management

#### Federal

The Disaster Relief Act of 1974, Public Law 93-288 as amended  
The Superfund Amendments and Reauthorization Act of 1986, Public Law 99-499 as amended  
Emergency Planning and Community Right-to-know Act  
Code of Federal Regulations: Title 44. Emergency Management and Assistance  
United States Code: Title 42, Chapter 68. Disaster Relief  
Federal Civil Defense Act of 1950, Public Law 81-920 as amended  
Volunteer Protection Act of 1997, Public Law 105-19 as amended  
Homeland Security Act of 2002, Public Law 107-296 as amended  
Homeland Security Presidential Directive 5: Management of Domestic Incidents  
Homeland Security Presidential Directive 8: National Preparedness  
National Response Framework: 4<sup>th</sup> Edition

### **Incident Command System**

The City of Olympia Emergency Operations Center operates under the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS).

## Scope

The City of Olympia Comprehensive Emergency Management Plan encompasses all major incidents, emergencies, and disasters, which occur within city limits, and those situations, which may involve neighboring jurisdictions and require activation of special procedures for coordination of resources. The policies and procedures prescribed here, and the concept of operations established for disaster response and recovery, will apply to all hazards, regardless of the nature and scope. This plan uses structures and formats consistent with the Comprehensive Preparedness Guide 101, National Response Framework, the Thurston County CEMP and the Washington CEMP.

This plan applies to all City of Olympia government and cooperating agencies. It provides a foundation for: Establishing mutual understanding among government agencies, the business community, volunteers, and the public; Utilizing government and private sector resources efficiently and effectively; Coordinating with the emergency management plans and programs of the federal government, the State of Washington, emergency management jurisdictions within the county, and surrounding jurisdictions; Developing and maintaining disaster response capabilities; Identifying and applying hazard mitigation strategies; Educating the public, the business community, volunteers, and government; and Encouraging citizen self-sufficiency.

Physical copies of this plan have been provided to the City Council, City Manager, Fire Chief, Police Chief, and Public Works Director. Additionally, eight copies of this plan are stored in the City's primary EOC. The plan is also available on the City of Olympia's intranet and the City's Disaster and Emergency Preparedness website.

## Situation Overview

### Hazards Assessment

The City of Olympia is exposed to a variety of hazards with the potential to cause casualties, damage to private property and critical infrastructure. Olympia's hazards include but are not limited to earthquakes, severe weather, epidemic, urban fire, hazardous materials, flooding, volcanic eruption, civil disturbance, etc. Hazards can occur simultaneously or consecutively, such as a winter storm with flooding or an earthquake followed by an influenza epidemic. Impacts may occur from hazards occurring outside the city due to their effect on the supply of goods and services. This may include critical shortages of electricity, petroleum products, natural gas, and food. The Thurston Regional Hazard Mitigation Plan, published separately, provides detailed information on the Olympia's hazards and more.

### Capabilities Assessment Summary

The Core Capabilities Assessment provides the City of Olympia with a baseline understanding of its needs, its current capacities, and activities that need to be implemented in order to bridge those capability gaps. It is a catalyst for the implementation of capability solutions, and the allocation of resources designed to reach or sustain these capability targets. It serves as a baseline assessment upon which progress toward building those capabilities can be tracked annually. In short, the assessment will assist The City of Olympia in building capabilities and capacities in a more efficient and effective manner. The City of Olympia participates in the Homeland Security Region 3 Capabilities Assessment as part of the State Preparedness Report (SPR).

## Planning Assumptions

### Emergency Management

Comprehensive emergency management includes activities to mitigate, plan/prepare for, respond to, and recover from the effects of a disaster. Implementation of this comprehensive emergency management plan will reduce disaster-related losses.

Initial response will focus on taking actions that have the highest potential to save the greatest number of lives.

Employees from a variety of city departments and offices are trained to staff the EOC as needed. Some emergencies and disasters occur with sufficient advance notice, providing time to take prepare for and mitigate disaster impacts. Other emergencies will occur without notice. If an emergency or disaster occurs with little or no advance warning, then it will take time to staff and activate the EOC.

When local resources are exhausted or overwhelmed, the City of Olympia may activate mutual aid agreements or request support through the County ECC or State EOC. In responding to a disaster, the city is prepared to implement the provisions of RCW 38.52.110 regarding utilization of public and private resources.

Federal assistance may be available for disaster response and recovery operations under the provisions of the National Response Framework and Public Law 93- 288, when certain criteria are met.

### Provision of City Services

The city will maintain essential services for as long as possible. Conditions may be of such magnitude and severity that some or all city services may be lost. The city will be unable to fulfill all emergency requests under these conditions.

### Personal Responsibility

Emergency response assets and systems may be overwhelmed immediately following a disaster causing significant delays in service. Consequently, families and businesses should develop their own disaster plans and acquire emergency supplies that will allow them to remain self-sufficient for two weeks or more.

### Limitations

Emergencies can be foreseen or unexpected, and in either circumstance they often retain levels of unpredictability that make emergency response difficult, complicated, and in some cases impossible. Consequently, the CEMP does not guarantee a perfect response. Assets and personnel may become overwhelmed in an emergency, and the city can only attempt to respond based on the situation and resources available at the time.

## Policies

### Nondiscrimination

No services will be denied on the basis of race, color, national origin, religion, sex, sexual orientation, age, socio-economic position, or disability. No special treatment will be extended to any persons or group over and above what normally would be expected in the way of City services under emergency conditions.

#### Suspension of Day-to-Day Activities

Day-to-day functions that do not directly contribute to response and recovery operations may be partially or completely suspended during an emergency or disaster. In those instances, staff may be temporarily reassigned to full unmet needs.

#### Duty to Report

Even on the worst days, staff still have a duty to report to work. When an individual is unable to safely report to work, they are required to contact their supervisor for further instructions. When applicable, staff are excused from the duty to report until they verify the health and safety of their immediate family.

#### Personal Preparedness

As noted previously, there are limitations to the City's ability to respond to an emergency or disaster. Individuals, households, and neighborhoods should plan and prepare to be without any local, state, or federal assistance for two weeks following a major disaster. The emergency management coordinator supplements personal preparedness in the city through a robust public education program.

## Concept of Operations

### Whole Community

“Whole Community is a means by which residents, emergency management practitioners, organizational community leaders, and government officials can collectively understand and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. Whole Community includes individuals and families, including those identified as at-risk or vulnerable populations; businesses; faith-based and community organizations; nonprofit groups; schools and academia; media outlets; and all levels of government, including state, local, tribal, territorial, and federal partners.”

Involving the Whole Community is a means by which Olympia residents, businesses, non-profit organizations, emergency management practitioners, organizational and community leaders, and government officials at all levels can collectively identify and assess the needs of their respective communities and determine the best ways to organize and strengthen their assets, capacities, and interests. The Whole Community approach attempts to engage the full capacity of the public, private and non-profit sectors. This includes businesses, faith-based and disability organizations, and the public, including people with Access and Functional Needs (AFN), people covered under the Americans with Disabilities Act (ADA), people with Limited English Proficiency (LEP), and culturally diverse populations. This engagement is in conjunction with the participation of local, tribal, state, and federal governmental partners. The Whole Community approach is incorporated throughout this CEMP.

### Non-Discrimination

State and local governments carrying out emergency response and providing disaster assistance shall comply with all applicable non-discrimination provisions contained in RCW 49.60, Discrimination - Human Rights Commission, as well as in Public Law 110-325, Americans with Disabilities Act (ADA) of 1990 as amended with ADA Amendments Act of 2008.

Recipients of any federal funds must acknowledge and agree to comply with applicable provisions of federal civil rights laws and policies prohibiting discrimination, including, but not limited to: Title VI of the Civil Rights Act of 1964, which prohibits recipients from discriminating on the basis of race, color, or national origin. Recipients of federal financial assistance must also take reasonable steps to provide meaningful access for persons with Limited English Proficiency (LEP) to their programs and services.

Providing meaningful access for persons with LEP may entail providing language assistance services, including oral interpretation and written translation. Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (August 11, 2000), requires federal agencies issue guidance to grant recipients, assisting such organizations and entities in understanding their language access obligations. The Department of Homeland Security (DHS) published the required grant recipient guidance in April 2011, DHS Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 76 Fed. Reg. 21755-21768, (April 18, 2011). The guidance provides helpful information such as how a grant recipient can determine the extent of its obligation to provide language services, selecting language services, and elements of an effective plan on language assistance for LEP persons.

The term Access and Functional Needs (AFN) has replaced “special needs,” “vulnerable,” “high-risk,” and similar terms. People with access or functional needs are those who may have additional needs before, during or after an incident in functional areas including, but not limited to maintaining health, independence, communication, transportation, support, services, self-determination, and medical care. Individuals in need of additional response assistance may include people who have disabilities, who live in institutionalized settings, who are older adults, who are children, who are from diverse cultures, who have limited English proficiency or who are non-English speaking, or who are transportation disadvantaged (National Preparedness Goal, September 2015).

The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major disaster or emergency.

### **Leadership Intent**

Reporting to the City Manager, the Fire Chief is responsible for the organization, administration, and operation of the emergency management program. Under the supervision of the Fire Chief, the Emergency Management Coordinator is responsible for managing and coordinating the city's day-to-day emergency management activities. The disaster response functions of City personnel will generally parallel day-to-day roles and responsibilities when possible. At the direction of the City's Executive leadership, operational objectives may be modified as needed depending on the nature or scope of an incident.

### **Incident Management**

The City of Olympia Emergency Operations Center operates under the principles of the National Incident Management System (NIMS) and the Incident Command System (ICS).

#### Operational Objectives

1. Life Safety

2. Incident Stabilization
3. Property Protection
4. Environmental Conservation
5. Restoration of Essential Utilities
6. Restoration of Essential Program Functions
7. Coordination among appropriate Stake holders

#### Modular Organization

The Incident Command System (ICS) organizational structure develops in a modular fashion based on the incident's size and complexity. The responsibility for the establishment and expansion of the ICS modular organization rests with the EOC Manager. As the incident grows more complex, the ICS organization may expand as functional responsibilities are delegated.

#### Span of Control

The number of individuals or resources that one supervisor can manage effectively during an incident. The optimal span of control is one supervisor to five subordinates. However, effective incident management may require ratios significantly different from this. This ratio is a guideline--incident personnel should use their best judgement to determine the appropriate ratio for an incident.

#### Common Terminology

Allows diverse incident management and support organizations to work together across a wide variety of emergency functions and hazard scenarios. Common terminology covers organizational functions, resource descriptions, and incident facilities.

#### Desired End-State / Outcome

Following a significant incident, the desired outcome is a stabilized community that is well positioned to begin recovery. Recovery should incorporate, when possible, mitigation and preparedness activities.

### **EOC Activation**

When an incident occurs, activation may occur incrementally depending on the needs of the incident.

**Level 3 – Normal Operations:** Minor incidents that require interdepartmental coordination but can be addressed using existing City resources. Response doesn't extend beyond normal or preplanned hours of operation. Typically, 1 to 3 staff.

**Level 2 – Partial Activation:** Significant incidents that may require the use of mutual aid agreements and multi-jurisdictional response. Response may extend beyond normal hours of operation. Typically, 3 to 10 staff.

**Level 1 – Full Activation:** Major incidents with long-term impacts, representing a significant threat to life and property. Response extends beyond normal hours of operations and may require 24 staffing. Typically, 10 to 20 staff.

## Direction, Control, and Coordination

### **Multi-Jurisdictional Coordination**

The Thurston County Emergency Management Council facilitates multi-jurisdictional coordination between the County, cities, towns, tribes, etc. as well as coordination with special purpose districts, volunteer agencies, private businesses, etc. Thurston County Emergency Management leads coordination efforts with regional, state, and federal emergency management organizations. However, if necessary, the city can assume those responsibilities.

Response coordination includes in person meetings, teleconferencing, phone calls, or other forms of real-time communication. Possible outcomes may include:

- Joint statements or official declarations, including special warnings, instructions, statements, etc.
- Evacuation orders.
- Reentry policies.
- Curfew or the restriction of movement.
- Regulations or allocation of essential goods and services.
- Prioritization of response and recovery resources in the most effective and efficient manner.

Preparedness coordination includes meetings of the EMC on a recurring schedule, an annual joint preparedness exposition, semi-annual seminars for executives, the establishment of ad hoc subcommittees, and the creation of periodic work plans to accomplish joint objectives.

Mitigation coordination includes the development and implementation of the Hazard Mitigation Plan for the Thurston Region.

### **The National Preparedness Goal**

“A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

Preparedness enhances the capacity to respond to an incident by ensuring individuals and organizations are ready when an incident occurs. Preparedness activities may include training, planning, procuring resources, etc.

### **Five Mission Areas**

The five mission areas of Prevention, Protection, Mitigation, Response, and Recovery are broken down into 32 core capabilities. Some core capabilities fall within a single mission area, while others apply to multiple or all mission areas.

Prevention	Protection	Mitigation	Response	Recovery
<b>Planning</b>				
<b>Public Information and Warning</b>				
<b>Operational Coordination</b>				
<b>Intelligence and Information Sharing</b>		<b>Community Resilience</b>	<b>Infrastructure Systems</b>	
<b>Interdiction and Disruption</b>			<b>Critical Transportation</b>	<b>Economic Recovery</b>
<b>Screening, Search, and Detection</b>				
<b>Forensics and Attribution</b>	<b>Access Control and Identity Verification</b>	<b>Risk and Disaster Resilience Assessment</b>	<b>Fatality Management Services</b>	<b>Housing</b>
	<b>Cybersecurity</b>	<b>Threats and Hazards Identification</b>	<b>Fire Management and Suppression</b>	<b>Natural and Cultural Resources</b>
	<b>Physical Protective Measures</b>		<b>Logistics and Supply Chain Management</b>	
	<b>Risk Management for Protection Programs and Activities</b>		<b>Mass Care Services</b>	
	<b>Supply Chain Integrity and Security</b>		<b>Mass Search and Rescue Operations</b>	
			<b>On-scene Security, Protection, and Law Enforcement</b>	
			<b>Operational Communications</b>	
			<b>Public Health, Healthcare, and Emergency Medical Services</b>	
			<b>Situational Assessment</b>	

#### Prevention

- The capabilities necessary to “avoid, prevent, or stop a threatened or actual act of terrorism.” Refer to Department Annexes for greater detail how the Prevention Mission area is pursued in the City of Olympia.

#### Protection

- The capabilities necessary to “protect citizens, residents, visitors, and assets against the greatest threats and hazards in a manner that allows our interests, aspirations, and way of life to thrive.” Refer to Department Annexes for greater detail how the Protection Mission area is pursued in the City of Olympia.

#### Mitigation

- The capabilities necessary to “reduce the loss of life and property by lessening the impact of future disasters.” Refer to Department Annexes as well as the Thurston Region Hazard Mitigation Plan for greater detail how the Mitigation Mission area is pursued in the City of Olympia.

#### Response

- The capabilities necessary to “respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.”
- Response resources are activated and utilized incrementally as required by the nature and scope of the incident.
- Department emergency response plans and related actions are activated as needed.
- The Emergency Management Coordinator in consultation with the City Manager’s office and/or applicable department directors will evaluate and determine if the EOC needs to be activated and if so, at what level.
- Damage assessment information will be collected and organized in the EOC and forwarded to the County EOC as needed.

Refer to Department Sections for greater detail how the Response Mission area is pursued in the City of Olympia.

#### Recovery

- The capabilities necessary to “recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.” Refer to Department Annexes for greater detail how the Recovery Mission area is pursued in the City of Olympia. The Thurston Regional Disaster Recovery Framework is also currently being developed.

### **Continuity of Government**

Continuity of government is ensured through leadership succession, backup communications systems, alternate operational locations, and preservation of essential records. If a city official charged with specific functions or duties becomes unable to perform, regardless of the cause, lines of succession have been established by each department to ensure the continuity of emergency operations.

#### Emergency Management Coordinator

In the absence of the Emergency Management Coordinator appointed by the Fire Chief (Director of Emergency Management), the Deputy Chief of the Fire Department will assume those duties. In the absence of the Deputy

Chief, the Fire Chief will assume those duties. In the absence of the Fire Chief, the Chief of Police or the Director of Public Works will assume those duties.

#### City Department Heads

Each City department head will establish procedures for succession. The department heads will ensure that all designated successors are familiar with their emergency responsibilities.

#### Temporary Seat of Government

If the primary meeting place of the City Council is not inhabitable, the EOC is the official location of government. When conditions warrant, relocation to a temporary seat of government in an adjacent city may be necessary. Relocation of other City services may also be necessary when operations cannot be conducted at primary locations.

#### Emergency Operations Center

Overall direction, control, and coordination of City response to an emergency, under the provisions of this plan, will be carried out at the City EOC. The Emergency Management Coordinator is responsible for ensuring operational readiness of the EOC. The EOC will provide the capability to receive and disseminate warnings and emergency public information to the public, collect and analyze damages, maintain contact with supporting EOC's in the cities of Lacey and Tumwater, Thurston County, and the State of Washington, provide direction and control of local response and recovery resources, and continue self-sufficient operations for at least fourteen days.

#### *Activation*

The following questions assist with determining the need for activation and at what level:

- Does the event require coordination of City resources that expands beyond everyday emergencies?
- Is the situation likely to improve or deteriorate?
- Will current resources become overwhelmed requiring the use of mutual aid agreements and emergency contracts?
- Will the event create unusual anxiety within the community?

The following indicators may also be used to help identify when an incident is escalating in complexity, requiring a more sophisticated response or EOC activation:

- **Dynamic operating environment:** Weather, daylight, terrain and/or other incident conditions are changing in such a way that the work environment is becoming increasingly hazardous.
- **Inadequate resources:** The incident requires specialized resources or a larger number of resources that aren't readily available.
- **Multiple Operational Periods:** The incident appears that it will exceed 8 hours of active response requiring additional operational periods.
- **Incident Action Plan:** The incident is growing in complexity requiring a formal planning process to support multiple operational periods. Failure to generate an Incident Action Plan may result in a loss of situational awareness, poor resource utilization, and/or increased safety risks for responders.
- **Resource Tracking:** As large amounts of resources arrive at the incident there is a need for detailed accountability of those resources. This is particularly true for external resources whose operational costs are not incorporated into the jurisdictions normal budget.
- **Public Information:** The nature of the incident is attracting a significant media presence requiring a formal public information system to manage and provide information to the public.

- **Legal Implications:** A police or L&I investigation is expected, the incident may result in a lawsuit, or an injury or fatality has occurred.

During normal operating hours, the City Manager, Fire Chief, or the Emergency Manager Coordinator will determine if the EOC should be activated. Department directors can request an activation. After hours activations are initiated by the Olympia Fire Department Duty Officer.

#### *Primary Location*

Olympia Fire Department, Headquarters Station - 100 Eastside Street NE.

#### *Alternate Locations*

Public Works Maintenance Shop - 1401 Eastside Street S.

Olympia Fire Department Station 2 - 330 Kenyon Ave NW.

Olympia Fire Department Station 3 - 2525 22nd Ave SE.

Olympia Fire Department Station 4 - 3525 Stoll Rd SE.

City Hall - 601 4th Ave E.

A location designated by the Emergency Manager.

#### *Communications Capability*

The EOC is equipped with the communications equipment necessary to effectively mobilize and coordinate City resources, and to communicate with Thurston County EOC and the State EOC. In addition to common communication systems like internet/email and digital voice, the EOC is equipped with landlines and a variety of radio systems.

#### *Facility and Equipment*

The EOC has adequate space to accommodate key City officials, department heads, support staff and others who are responsible for ensuring that essential services and functions continue under emergency conditions. The EOC has an emergency generator and a fourteen-day supply of fuel in place to support operations.

#### *EOC Staffing*

A EOC staffing list consisting of Emergency Management Committee members and reserve staff is maintained by the Emergency Management Coordinator. Each department provides the necessary personnel to support emergency response and recovery in the city.

#### *Notification*

Thurston Community Alert is a robust alerting system used internal notification as well as public alert and warning. The Emergency Management Coordinator maintains EOC distributions lists in the systems and is primary administrator for internal and external notifications/alerts. Several other EOC staff have been trained to access the system and administer alerts.

#### *Protection of Essential Records*

All departments shall identify records essential for continuity and preservation of government and provide for their protection. Essential records are those records needed in emergency and for the reestablishment of normal operations after a disaster.

### **Federal Proclamation of Disaster or Emergency**

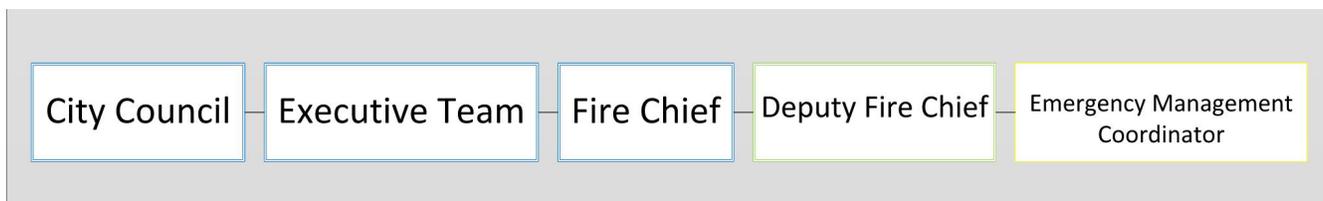
As local incidents progress and state capabilities will likely be exceeded, the Governor can request federal assistance, including assistance under the Disaster Relief Act of 1974, Public Law 93-288 as amended. The Disaster Relief Act authorizes the President to provide financial and other assistance to state and local governments, certain private nonprofit organizations, businesses, and disaster victims to support response, recovery, and mitigation efforts.

1. A major disaster proclamation could result from any natural or manmade event that the President determines warrants supplemental federal aid. A federal emergency proclamation is more limited in scope and does not include the long-term federal recovery programs of a major disaster proclamation.
2. When local conditions are such that a federal disaster proclamation may be appropriate, the Federal Emergency Management Agency (FEMA) will deploy a liaison to the State EOC to provide technical assistance including:
  - a. Assist in coordinating initial regional and field activities.
  - b. Assess the impact of the event, gauge immediate state needs, and make preliminary arrangements to set up operational field facilities.
  - c. Coordinate federal support until a Joint Field Office (JFO) is established.
  - d. Assist in establishing a Joint Information Center (JIC) to provide a central point for coordinating emergency public information activities.
3. The JFO is the central coordination point among local, tribal, state, and federal governments, as well as private sector and nongovernmental entities that are providing recovery assistance. Although the JFO uses an ICS structure, the JFO does not manage on-scene operations. Instead, the JFO focuses on providing support to on-scene efforts and conducting broader support to the disaster recovery that may extend beyond the incident site.

## Organization

### Normal Operations

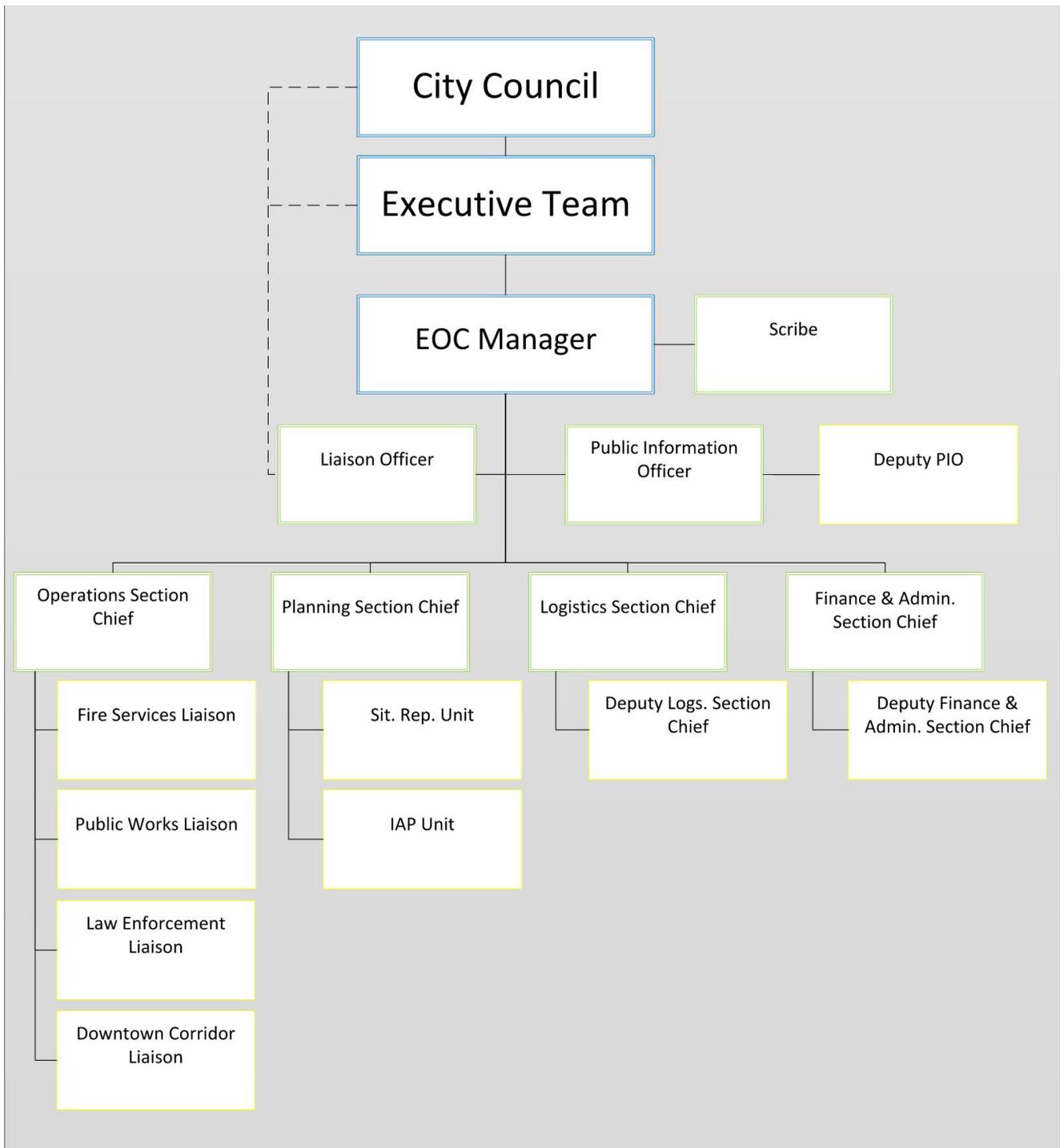
In accordance with Olympia Municipal Code 2.24 the Fire Chief has been designated by the City Manager as the director of emergency management. All program responsibilities have been delegated to the Emergency Management Coordinator. The Deputy Fire Chief supervises the Emergency Management Coordinator.



### Activations

The Emergency Management Committee, which has representation from all city departments, establishes primary and 1<sup>st</sup> and 2<sup>nd</sup> alternates for all EOC positions. All EOC positions align with the Incident Command System.

The EOC staffing document details each Emergency Management Committee members EOC assignment. During activations the Emergency Management Coordinator acts as the EOC Manager. The EOC Manager coordinates with the Liaison Officer to provide the Executive Team and City Council regular situation reports.



### Policy Decisions

Whether activated or under normal operations, policy decisions are referred to the Executive Team (City Manager, Assistant City Managers, and Department Directors.) Policy decisions that impact the budget, enter into agreements, make declarations, etc. are brought before city council for final consideration and approval.

### Emergency Support Functions

The City doesn't use the Emergency Support Function (ESF) format when organizing roles and responsibilities. Most staff are not familiar with ESFs, so for clarity and ease of use, the City maintains a departmental organization and identifies which ESFs, noted below, most closely align with the department's capabilities.

- |  |   |
|--|---|
| ESF-1: Transportation  | ESF-8: Public Health and Medical Services |
| ESF-2: Communications  | ESF-10: Oil and Hazardous Materials       |
| ESF-3: Public Works and Engineering                                    | ESF-11: Agriculture and Natural Resources |
| ESF-4: Fire Fighting   | ESF-12: Energy                            |
| ESF-5: Emergency Management  | ESF-13: Public Safety and Security        |
| ESF-6: Mass Care, Emergency Assistance, Housing,<br>and Human Services | ESF-14: Long Term Community Recovery      |
| ESF-7: Logistics Management and Resource<br>Support                    | ESF-15: External Affairs                  |

The following matrix identifies the departments with primary (P) and secondary (S) ESF responsibilities.

	City Manager	Community Planning and Development	Finance	Fire	Legal	Municipal Court	Parks, Art, and Recreation	Police	Public Works
ESF-1									P
ESF-2	P			S				S	S
ESF-3		S					S		P
ESF-4				P					
ESF-5	S	S	S	P	S	S	S	S	S
ESF-6		S					P		
ESF-7				S			P		
ESF-8				P					
ESF-9								P	
ESF-10				P					
ESF-11		P							
ESF-12				S					P
ESF-13								P	
ESF-14	S	P	S	S	S	S	S	S	S
ESF-15	P			S				S	S

## Roles and Responsibilities

All personnel, services, and facilities of the City of Olympia become part of the Incident Command System as needed in times of community crisis. As much as practical, the day-to-day organization of City departments will be maintained for disaster operations, unless otherwise detailed by this plan.

### **Mayor and City Council**

The Mayor and City Council are ultimately responsible for public safety and welfare within the City. They shape or modify laws, policies, and budgets to aid preparedness efforts and improve emergency management and response capabilities. They should possess a clear understanding of emergency management roles and responsibilities. When appropriate, the mayor may need to address the public.

### **City Manager**

The City Manager shares in the responsibilities of the mayor and city council and works with the liaison officer to keep the mayor and city council informed during response and recovery efforts.

### **Department Directors**

Department directors appoint staff to support the emergency management coordinator in the development and sustainment of the emergency management program. Appointed staff will participate in training, exercises, and activations and establish department policies and procedures that support coordination of city resources during activations.

### **Emergency Management Committee**

The emergency management committee provides guidance and support in the development and maintenance of an emergency management program and staffs the EOC during activations. The committee is comprised of department heads or their designees and other subject matter experts within the city. The committee also supports recovery efforts. As response shifts to recovery some staff may return to normal operations while other staff are reassigned to the committee.

### **Disaster Recovery Group**

Similar to the Emergency Management Committee, the Disaster Recovery group consists of the City Manager, supported by as many of the department heads, their designees, or other City personnel as the City Manager feels are necessary to ensure effective recovery. The Disaster Recovery Group will be convened as soon as designated members are released from emergency response duties to assume active coordination of disaster recovery. Recovery directed activities might overlap emergency response activities provided that the immediate needs of the community are being met. Recovery activities include:

- Organize and staff the recovery effort.
- Coordinate the recovery of vital records and the restoration of records keeping capabilities.
- Coordinate recovery resource procurement.
- Coordinate public information as it relates to the recovery effort.
- Coordinate emergency debris and waste removal.
- Coordinate restoration and salvage.
- Act as the point of contact with the Federal Emergency Management Agency to ensure maximum benefits

from disaster programs for individuals and public entities.

### **Emergency Management Coordinator**

The emergency management coordinator develops and maintains the City's Emergency Management Program under the guidance of the Deputy Fire Chief. The coordinator advises executive leadership on matters of disaster prevention, mitigation, preparedness, response, and recovery.

### **Thurston County**

The necessary agreements, plans, and procedures are established to create a mutual aid relationship between the City of Olympia and Thurston County. The following assistance can be expected from each participating organization:

#### Thurston County Medic One

Administrative support of Advanced Life Support services and supplies to city EMS response. The Emergency Medical Services Unit at the EOC will coordinate Thurston County Medic One within the city as needed.

#### Thurston County Department of Emergency Management

Thurston County Emergency Management is the primary point of contact for all county preparedness, response, and recovery, and has been established under the provisions of RCW 38.52. Thurston County Department of Emergency Management will:

1. Coordinate acquisition of county mutual aid resources in support of emergency response and recovery in the city.
2. Activate the county EOC as a central direction and control point for all county activities related to the incident.

#### Thurston County Assessor

Provides maps, file information, and damage assessment information to the Damage Assessment Unit upon request. This should be coordinated through Thurston County Emergency Management.

#### Thurston County Coroner

Responsible for all activities relating to the removal, transportation, identification, and disposition of human remains. The Thurston County Coroner coordinates with the Police Department for handling human remains in the city.

#### Disaster Assistance Council

The Disaster Assistance Council, formed at the request and with the support of TCEM, shall coordinate the provision of disaster related humanitarian assistance and services to all citizens of the county. Members of the Disaster Assistance Council may include:

- American Red Cross
- Thurston County Food Bank
- Washington Information Network 2-1-1
- United Way
- Salvation Army
- Faith-based organizations
- Businesses

- Civic organizations
- Animal Services
- Housing Authority

### **Intercity Transit**

Provide transportation resources in support of emergency response activities. Intercity Transit coordinates through the Thurston County Department of Emergency Management.

### **Washington State**

Washington State, through its CEMP and the State EOC, coordinates all emergency management activities of the State to protect lives and property and preserve the environment. In addition, the State takes appropriate actions to mitigate the effects of, prepare for, respond to, and recover from the impacts of emergencies or disasters. Washington State is responsible for promoting resilience by implementing legislation that facilitates mitigation in all relevant function components of the government.

State government departments are responsible for providing various services such as specialized skills, technical assistance and training, equipment, and resources in support of state and local government emergency operations. State Government will also work with other states, the Regional FEMA Office and other Federal Agencies for interstate mutual aid, federal resources, and public and private assistance upon the Presidential Declaration of a Disaster.

### **The United States of America**

The federal government shall provide assistance to save lives and to protect property, the economy, and the environment in a timely manner. They are responsible to implement national laws, regulations, guidelines, and standards as well as to ensure the free flow of commerce and the protection of privacy, civil rights, and civil liberties.

The Nation Response Framework facilitates the delivery of federal response assistance to states to help them respond to and recover from the consequences of significant emergencies and disasters. Some federal agencies are mission tasked with actions that can directly support the county response efforts prior to a federal declaration. Once a federal declaration is issued, all federal agency response efforts will be coordinated through FEMA and the Joint Field Office (JFO).

### **Mutual Aid**

If local government resources prove to be inadequate during a disaster operation; requests will be made for assistance from other local jurisdictions and higher levels of government according to existing or emergency-negotiated mutual aid agreements and compacts. Such assistance may take the form of equipment, supplies, personnel, or other capabilities. All mutual aid agreements and compacts will be entered into by duly authorized officials and will be formalized in writing whenever possible. Thurston County will coordinate with and support other political jurisdictions within and outside Thurston County in emergency and disaster prevention, mitigation, preparedness, response, and recovery efforts as resources allow.

## Communications

Leadership, at the incident level and in the EOC, facilitates communication through the development and use of a common communications plan, interoperable communications processes, and systems that include voice and data links. Integrated communications provide and maintain contact among and between incident resources, enable connectivity between various levels of government, achieve situational awareness, and facilitate information sharing. Planning, both in advance of and during an incident, addresses equipment, systems, and protocols necessary to achieve integrated voice and data communications.

The principles of communications and information management, which support incident managers in maintaining a constant flow of information during an incident, are:

- Interoperability
- Reliability, Scalability, and Portability
- Resilience and Redundancy
- Security

### Regional Interoperable Communications

The Tactical Interoperability Communication Plan (TICP) establishes the necessary elements for interoperable communications in Olympia. It is used throughout Homeland Security Region 3, which includes the counties of Thurston, Mason, Lewis, Pacific, and Grays Harbor. The TICP will provide interoperable communication resources including contact information and compatible frequencies within the region.

### Alert and Warning

When there is a demonstrated need, particularly if timeliness is critical to protect life and property, the city activates alert and warning systems. Messaging will depend on the nature of the hazard, the quality and quantity of information available, and resources available. For more information see the Department Annexes: City Manager's Office.

### Public Information

It is essential that accurate, timely and consistent information be disseminated to the public when the EOC is activated. The EOC's Public Information Officer is the primary point of contact for City messaging when the EOC is activated. For more information see the City Manager's Office section.

### Limited English Proficiency (LEP)

Although, the City of Olympia does not have any language groups that are considered significant population segments, the City contributed to the regional LEP planning effort. Assets are mobilized during emergencies or disasters to provide accurate, coordinated, and timely life safety information to impacted individuals with limited English proficiency. For more information refer to the Thurston County Comprehensive Emergency Management Plan for greater detail on LEP planning in the region. The LEP plan meets the legal requirements codified in Chapter 38.52 of the Revised Code of Washington. The two language groups with the greatest potential to be considered significant population segments in the future for the City of Olympia are Spanish and Vietnamese.

## Access and Functional Needs

### General

- Know your impacted community. Identify the pre-existing vulnerabilities, needs, and assets that exist within the impacted communities.
- Respond in collaboration. Identify and include in the response activation process representatives from the impacted populations who understand the issues of the geographic area and cultural needs.
- Ensure messages are audience appropriate. Make all messages clear, easily understandable, and culturally and linguistically appropriate.
- Reflect target demographic in visuals. Ensure that emergency responders who serve as PIOs/outreach team/speakers include individuals that are representative of the demographics of the impacted community.
- Coordinate with community influencers. Get active, ongoing feedback to confirm message content, language and style, engagement approaches, dissemination platforms, and distribution timing slated for PIO response outreach matches the unique characteristics of the targeted diverse populations' needs and preferences.
- Use targeted outreach platforms. Identify specific, vetted communication channels that will be most effective in reaching the impacted target populations.
- Use multiple outreach channels and methods. Use a wide range of trusted voices and channels, both formal and informal, to ensure messages are received, understood, and acted upon.
- Utilize local trusted and ethnic media outlets. Utilize trusted community voices and channels of communication, such as ethnic media, community-based, and faith-based organizations. Reach immigrants and populations with limited-English proficiency (LEP) using the media outlets that impacted populations normally listen to or will consult and will be supportive of the response outreach.
- Provide access for access and functional needs. Alert individuals with sensory or cognitive disabilities and others with access and functional needs (AFN) in the workplace, in public venues, and in their homes. Print materials should be accessible to persons with disabilities, and electronic materials should be 508 compliant.
- Evaluate the appropriateness of the outreach message and engagement approach. Using individuals that know the culture and language, evaluate the comprehension, retention, and anticipated behavior/desired response actions.

### Individual Needs

- Children: May be reluctant to follow instructions from strangers. Should never be separated from an adult caretaker. If alone, should be provided with a caretaker immediately and have their situation communicated to the Department of Child and Family Services.
- Visually Impaired: May be extremely reluctant to leave familiar surroundings when the request for evacuation comes from a stranger. A guide dog could become confused or disoriented in a disaster. People who are blind or partially sighted may have to depend on others to lead them, as well as their dog, to safety during a disaster.
- Hearing Impaired: May need to make special arrangements to receive alerts and warnings.
- Mobility Impaired: May need special assistance to get to a shelter.
- Single Working Parent: May need help to plan for disasters and emergencies to ensure child safety.

- Non-English or Limited-English Speaking Persons: May need assistance planning for and responding to emergencies.
- People without Vehicles: May need to make arrangements for transportation. Work with respective County transportation entities regarding AFN and ADA compliant transportation options.
- People with Special Dietary Needs: Should take special precautions to have an adequate emergency food supply.
- People with Medical Conditions: Should know the location and availability of more than one facility if dependent on a dialysis machine or other life-sustaining equipment or treatment.
- People with Intellectual Disabilities: May need help responding to emergencies and getting to a shelter.
- People with Dementia: Should be registered in the Alzheimer’s Association Safe Return Program.
- Households with Pets: Extra consideration for evacuation planning and resource needs. Additional communications specific to pet care for preparedness and response. Reunification and care of displaced pets.
- People with Service Animals: Accommodations for service animals at all locations. Precautions for food and care items for animals in addition to human needs.

### **Communication Challenges and Recommendations**

- Communications systems are evaluated at a minimum after any significant exercise or activation. The City of Olympia recognizes the importance of identifying challenges in order to reduce any potential risks to the city. Some of the communications based needs the have been identified include:
- Amateur Radio infrastructure is lacking in the EOC. Identify funding to purchase equipment and have it installed by a licensed vendor. Coordinate with local Ham Radio operators to have qualified staff in the EOC during activations.
- The city has the ability to notify the public during emergencies and disasters. However, most notifications require citizens to opt in to receive alerts. Consequently, a significant portion of the population will not receive certain types of alerts during an emergency or disaster. To address this need, the City participates in Countywide public education efforts.
- Emergency Management doesn’t currently have access to a satellite phone. Determine the satellite needs of emergency management and identify funding to make a purchase.
- Translated communications are available, but sometimes the cultural competency of a pure translation is limited. Include additional cultural competency in its existing language access programs.
- The differing levels of familiarity and comfort with technology lead to different types of engagement in the programs designed to support the EOC operations. Increased training and exercise will improve the comfort of responders on the existing technology.

## **Administration**

Any document generated by the EOC should be maintained as a part of the incident files including, but not limited to:

- Situation Reports
- Requests for Proclamations of Emergency

- Requests for Assistance
- Costs/Expenditures Reports
- Damage Assessment Reports
- After-Action Reports

### **Documentation Process**

All disaster/emergency records will be kept in compliance with current state and county legislation. Records will be kept in such a manner to separately identify incident-related expenditures and obligations from general programs and activities of local jurisdictions or organizations. Complete and accurate records are necessary to document requests for assistance, for reimbursement under approved applications pertaining to declared emergencies or major disasters, and for audit reports.

Final documents are submitted either electronically or in hard copy format to be collated into the complete incident records. The EOC may choose to activate the documentation unit leader position in the planning section to assist with the management of all EOC documents and records. This position becomes progressively more important as the size and complexity of the response increases. In the absence of an assigned position, the responsibility falls to the Planning Section Chief.

### **Retention and Preservation**

EOC staff are responsible for submitting all disaster/emergency related documents for retention. All disaster/emergency records will be kept in compliance with current state and county legislation.

The City of Olympia follows the Local Government Common Records Retention Schedule per the Washington State Secretary of State.

## **Finance**

### **General Regulations**

Local jurisdictions requesting assistance should assume the resources requested will need to be paid out of local funding. Local jurisdictions may incur disaster-related obligations and expenditures in accordance with the provisions of RCW 38.52.070(2).

FEMA requires that state and local governments receiving federal financial assistance under the Stafford Act comply with FEMA's rules prohibiting discrimination, as provided in 44 Code of Federal Regulation (CFR) § 206.11. As a result of this federal requirement, state and local governments seeking to receive federal disaster assistance will follow a program of nondiscrimination and incorporates FEMA's Whole Community approach.

All personnel carrying out federal major disaster or emergency assistance functions, including the distribution of supplies, the processing of applications, and other relief and assistance activities, shall perform their work in an equitable and impartial manner, without discrimination on the grounds of race, religion, sex, color, age, economic status, physical and sensory limitations, LEP, or national origin.

As a condition of participation in the distribution of assistance or supplies under the Stafford Act, government bodies and other organizations shall provide a written assurance of their intent to comply with regulations relating to nondiscrimination promulgated by the President or the administrator of the Federal Emergency Management Agency (FEMA), and shall comply with such other regulations applicable to activities within an area affected by a major disaster or emergency as the administration of FEMA deems necessary for the effective coordination of relief efforts.

The PETS Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act. The PETS Act is operational when a federal disaster declaration is made and can provide reimbursement for allowable, documented services used in the declared emergency. Eligible costs related to pet evacuations and sheltering is in FEMA's Public Assistance Program and Policy Guide (PAPPG).

### **Incurred Costs Tracking (Expenditure Approval)**

In a disaster/emergency, some procurement processes may need to be altered for life safety purposes, but to the best of the city's ability, all purchases will follow regular procurement rules for the city.

If agencies/departments are making internal purchases related to a disaster, and operational budgets will allow for covering the items, regular daily procedures will be followed. The EOC is authorized to make purchases based on the needs of the event. This fluctuates based on the type of event and the state of the response/recovery.

The EOC uses the ICS structure for tracking and approving costs including a finance section. All EOC purchases will be made using the ICS structure and approval process. Purchases will be approved by EOC Manager. Purchases over the established threshold may need to be approved by the City Manager prior to the funding made available.

The finance section in the EOC will ensure appropriate documentation is being collected and tracked in compliance with local, state, and federal regulations.

### **Cost Recovery**

Disaster-related expenditures may be reimbursed under a number of state and federal programs. Reimbursements may be authorized for approved costs for work performed in the protection or restoration of public facilities or functions. In addition, funding may be available for individuals or businesses to assist with the recovery process.

It is the policy of the City of Olympia to apply for any reasonable funding opportunity after a disaster/emergency to attempt to recoup some of the expenses incurred. Many of these programs shift in requirements, and there should be an expectation of volatility in the future of grant funding. Any funding sources attempted will need to be reviewed at the time of application for appropriateness of the source and to ensure requirements are being met by the city.

## **Federal Assistance Programs**

### Public Assistance (PA) Program

FEMA's Public Assistance (PA) grant program provides federal assistance to government organizations and certain private nonprofit (PNP) organizations following a presidential disaster declaration. PA provides grants to state, tribal, territorial, and local governments, and certain types of PNP organizations so that communities can quickly respond to and recover from major disasters or emergencies. Through the program, FEMA provides supplemental federal disaster grant assistance for debris removal, life-saving emergency protective measures, and the repair, replacement, or restoration of disaster-damaged publicly owned facilities and the facilities of certain PNP organizations. The PA program also encourages protection of these damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process. The federal share of assistance is up to 75 percent of the eligible cost.

### Individual Assistance (IA) Program

FEMA provides assistance to individuals and households through the Individual Assistance Program, which includes all of the following:

- Mass Care and Emergency Assistance (MC/EA)
- Crisis Counseling Assistance and Training Program (CCP)
- Disaster Unemployment Assistance (DUA)
- Disaster Legal Services (DLS)
- Disaster Case Management (DCM)
- Individuals and Households Program (IHP)

IHP is comprised of two categories of assistance: Housing Assistance (HA) and Other Needs Assistance (ONA).

### Small Business Administration (SBA)

SBA provides low- or no-interest disaster loans to help businesses and homeowners recover from declared disasters. The SBA declaration process has a lower threshold than FEMA and will only assist those who do not meet FEMA requirements.

## **Logistics**

During a disaster/emergency, the city will utilize all available jurisdictional and mutual aid resources. Once those resources are exhausted, the city will promulgate a Proclamation of Emergency, and the City EOC will work with the County ECC to request additional resources.

The EOC has qualified staff members assigned to manage logistics and procure resources. If the County ECC cannot fill a particular resource, requests for assistance (RFAs) should then be routed to the State EOC's (SEOC) Logistics Section for additional support.

## **Procurement**

The Washington Intrastate Mutual Aid System (WAMAS), established in RCW 38.56, provides for in-state policy assistance among member jurisdictions, to include every county, city, and town of the state. Federally

recognized tribal nations located within the boundaries of the state may become a member upon receipt, by the Washington State Military Department, of a tribal government resolution declaring its intention to be a member of WAMAS. Members of WAMAS are not precluded from entering into or participating in other mutual aid agreements that are authorized by law. WAMAS does not replace current mutual aid agreements; it is a mutual aid tool to use when other agreements do not exist.

Out-of-state mutual aid resources are requested through the Emergency Management Assistance Compact (EMAC), established in Public Law 104-321, or the Pacific Northwest Emergency Management Arrangement (PNEMA), established in Public Law 105-381, both coordinated through Washington Emergency Management Division.

Resources should deploy only when appropriate authorities request and dispatch them through established resource management systems. Resources that authorities do not request should refrain from spontaneous deployment to avoid overburdening the recipient and compounding accountability challenges.

Resource requests are tracked throughout their entire life cycle, from the time submitted until filled (if consumable), or until the resource is demobilized and returned (if non-consumable). Supply chain elements, such as state and local staging areas, reception and integration centers, movement coordination centers, and movement control points activate as appropriate to the situation. State and local staging areas serve as temporary storage areas for the movement of resources to affected areas. Reception and integration centers provide reception, integration, onward movement, and accountability for out-of-state resources.

### **Resource Gaps**

Comprehensive and integrated planning can help the city identify capabilities and deficiencies. By knowing the extent of the city's capability, planner efforts can pre-identify shortfalls and develop pre-scripted resource requests.

### **Resource Requests**

NIMS resource management guidance enables many organizational elements to collaborate and coordinate to systematically manage resources—personnel, teams, facilities, equipment, and supplies. Most jurisdictions or organizations do not own and maintain all the resources necessary to address all potential threats and hazards. Therefore, effective resource management includes leveraging each jurisdiction's resources, engaging private sector resources, involving volunteer organizations, and encouraging further development of mutual aid agreements. When the EOC identifies resource needs that cannot not be met by City resources or mutual aid, a 213RR will be completed and sent to the Thurston County ECC.

#### Specialized Resources

A similar process will be used for specialized resources.

### **Resource Typing**

Resource typing is defining and categorizing incident resources by capability. Resource typing definitions establish a common language for discussing resources by defining minimum capabilities for personnel, teams, facilities, equipment, and supplies. Resource typing enables communities to plan for, request, and have

confidence that the resources they receive have the capabilities they requested. City of Olympia will type and credential resources in accordance with NIMS guidance.

## Plan Maintenance

### Review

#### Cyclic

This plan shall be reviewed on a five-year cycle commencing one year from its effective date. The cycle may be adjusted to comply with future guidance from the State EOC. The Emergency Management Coordinator will coordinate the review of the basic plan and applicable Department Annexes and work with the state to ensure all applicable changes in law are incorporated into the revision process.

#### Post Activation

After Action Reviews are ideal for identifying strengths and gaps in the Emergency Management program. Activation challenges are at forefront of each staff members mind and can be thoroughly documented. The better the documentation the more effective and impactful programmatic changes will be. Following activations for incidents and exercises, an after-action review will be conducted by the Emergency Management Coordinator. The basic plan and applicable Department Annexes will be included in the review process when appropriate as well as other supporting documents. Lessons learned will be recommended for incorporation. The emergency management coordinator is responsible for implemented recommended changes.

### Revision

Generally, revisions to this plan will be submitted to the City Manager for approval. However, revisions which clarify existing portions of the plan, that reflect changes in state or federal requirements, or that adjust responsibilities to better reflect organizational capabilities or structure may be made if the revisions cannot be construed as establishing or changing city policy, and the City Manager is advised of any changes prior to their implementation.

#### Record of Changes and Corrections

Change No.	Date of Change	Location/ Page(s) Changed	Initials
01			
02			
03			
04			
05			
06			
07			
08			
09			
10			

## Reports

The Emergency Management Coordinator will report to the Fire Chief within six months following the end of each review cycle. The report will include a review of how the plan has performed, a summary of revisions, and any recommendations for change requiring approval.

## Training

The Emergency Management Coordinator will develop and implement a training program for city staff that ensures compliance with this plan.

## Exercises

This plan or portions of this plan will be exercised annually to provide controlled practical experience to those individuals who have disaster response and recovery responsibilities. At a minimum, the exercise schedule and type will comply with state and federal requirements.

## Distribution

The City of Olympia Comprehensive Emergency Management Plan is available on the City's website and stored on the City's Network. Physical copies will be kept in the Emergency Operations Center, Public Works Coordination Center, and at City Hall.

# Acronyms and Definitions

1. Activated/Activation: The status of a "system" resource mobilized in response, or in anticipation of a response, to an incident requiring direction and control at a capacity larger than field incident command.
2. All-Hazards: Describing an incident, natural or manmade, that warrants action to protect life, property, environment, and public health or safety, and to minimize disruptions of government, social, or economic activities.
3. 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.
4. CAP: Civil Air Patrol.
5. CBRNE: Chemical, Biological, Radiological, Nuclear and Explosives.
6. CEMNET: Community Emergency Management Network.
7. CEMP: Comprehensive Emergency Management Plan.
8. Command: The function in the Incident Command System responsible for overall direction and control of the incident.
9. Critical Infrastructure: Assets, systems, and networks, whether physical or virtual, so vital that the incapacitation or destruction of such assets, systems, or networks would have a debilitating impact on security, economic security, public health or safety, or any combination of those matters.
10. Cyber: Pertaining to computers and their support systems, such as servers, routers, and switches that support critical infrastructure.
11. CP&D: Community Planning and Development.
12. Declaration of Emergency, local: An indication that extreme measures may be necessary to preserve life

and property; a resolution made by the City Council; activates certain emergency powers.

13. Declaration of Disaster, local: An indication to the Governor of the State of Washington that local resources have or may soon be exhausted, and that special assistance is required to meet the needs of the emergency; a resolution made by the City Council; necessary prior to direct assistance from the state.
14. Demobilization: The orderly, safe, and efficient return of an incident resource to its original location and status.
15. Disaster Welfare Information: A system for disaster victim registration coordinated by the American Red Cross.
16. EAS: Emergency Alert System.
17. Emergency Management: Organized analysis, planning, decision-making, and assignment of available resources to mitigate, prepare for, respond to, and recover from the effects of any hazard.
18. Emergency Medical Services: A national network of services coordinated to provide aid and medical assistance from primary response to definitive care; involves personnel trained in rescue, stabilization, transportation, and advanced treatment of traumatic or medical emergencies.
19. Emergency Support Function: A grouping of government and certain private sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. The ESFs serve as the primary operational-level mechanism to provide assistance to State, local, and tribal governments or to Federal departments and agencies conducting missions of primary Federal responsibility.
20. Emergency Worker Compensation: Liability coverage for certain volunteer emergency workers under the provisions of the Revised Code of Washington, Chapter 38.52.
21. EMS: Emergency Medical Services.
22. EOC: Emergency Operations Center.
23. Emergency Operations Center: The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribe), or some combination thereof.
24. ESF: Emergency Support Function.
25. Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.
26. Event: A significant event or designated special event requiring security, such as inaugurations, State of the Union addresses, the Olympics, and international summit conferences.
27. FEMA: Federal Emergency Management Agency.
28. Finance/ Administration Section: Section in the Incident Command System responsible for coordination of fiscal control measures, cost tracking, and procurement management.
29. Ham: Amateur Radio, a licensed citizen radio system.
30. Hazard: Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.

31. Hazard Mitigation: Any action taken to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities.
32. Hazardous Material: A substance or material, including a hazardous substance, pollutants, and contaminants which have been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and which has been so designated
33. HAZMAT: Hazardous Materials.
34. ICP: Incident Command Post.
35. ICS: Incident Command System.
36. Incident: An occurrence or event, natural or human-caused, which 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.
37. Incident Action Plan: 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.
38. Incident Command Post: The field location at which the primary tactical-level, on-scene incident command functions are performed.
39. Incident Command System: Nationally recognized emergency management method for the coordination of multiple resources in a complex incident. Adaptable to single jurisdiction/single agency; single jurisdiction/multiple agency; multiple jurisdiction/multiple agencies. Consists of 5 primary components: Command, Operations, Planning, Logistics, and Finance/Administration.
40. JIC: Joint Information Center.
41. Joint Information Center: A facility established to coordinate all incident related public information activities on-scene. It is the central point of contact for all news media at the scene of the incident. Public information officials from participating federal, State, local, and tribal agencies and nongovernmental entities also may co-locate at the JIC.
42. Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority for incident mitigation. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).
43. LEPC: Local Emergency Planning Committee.
44. Local Emergency Planning Committee: A committee that represents local governments, emergency response officials, environmental and citizen groups, industry and other interested parties in each of the 40 emergency planning districts in Washington state that was established by the State Emergency Response Commission to coordinate hazardous material issues and carry out the mandate of the Emergency Planning and Community Right-to-Know Act of 1986.
45. Logistics Section: Section in Incident Command System responsible for the acquisition and tracking of personnel, supplies, equipment, transportation resources, facilities, etc.

46. LOTT: Lacey, Olympia, Tumwater and Thurston County.
47. Mitigation: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often identified by lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.
48. Mobilization: The process and procedures used by Federal, State, local, and tribal organizations for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.
49. Mutual Aid Agreement: Written agreement between agencies and/or jurisdictions that they will assist one another on request, by furnishing personnel, equipment, and/or expertise in a specified manner.
50. National Incident Management System: A system that provides a consistent, nationwide approach for Federal, State, local, and tribal governments; the private sector; and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility between Federal, State, local, and tribal capabilities, NIMS includes a core set of concepts, principles, and terminology. They are identified as the ICS; multi-agency 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.
51. NAWAS: National Warning System.
52. NGO: Non-governmental Organization.
53. NIMS: National Incident Management System.
54. Non-governmental Organization: An entity with an association that is based on interests of its members, individuals, or institutions and that is not created by a government but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross.
55. OFD: Olympia Fire Department.
56. OPD: Olympia Police Department.
57. Operations Section: Section of the Incident Command System responsible for coordination of emergency resources involved in the direct response to the incident including fire, emergency medical services, police, public works, mass care, etc.
58. PIO: Public Information Officer.
59. Planning Section: Section of the Incident Command System responsible for operational planning, information management, documentation, etc.
60. Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources.

61. Prevention: The activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Prevention measures may be implemented prior to, during, or after an incident. Prevention measures are often identified by lessons learned from prior incidents. Prevention involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Prevention can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.
62. Proclamation of Disaster, Presidential: Activates certain federal assistance under the provisions of Public Law 93-288 the Robert T. Stafford Disaster Relief Act; made by the President; requested by the Governor.
63. Recovery: The development, coordination, and execution of service and site restoration plans; the reconstitution of government operations and services; individual, private sector, nongovernmental, and public-assistance programs to provide housing and to promote restoration; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.
64. Response: 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.
65. RCW: Revised Code of Washington.
66. RTF: Recovery Task Force.
67. Sit-Rep: Situation Report.
68. SAR: Search and Rescue.
69. SORT: Special Operations and Rescue Team.
70. TCOMM: Thurston County 9-1-1.
71. Urban SAR: Search for and recovery of persons trapped in collapsed structures, confined spaces, and debris.
72. WSP: Washington State Patrol.

## City Manager's Office

### Summary

The City Manager's Office consists of the Office of Community Vitality and the Office Strategic Initiatives. The Office of Community Vitality includes executive, public defense, climate program, economic development, arts culture and heritage, and housing and homelessness services. The office of strategic initiatives includes executive, city clerk services, communication services, human resources, information services, performance and innovation, and risk management.

### Core Capabilities

The following core capabilities align with the responsibilities of the City Manager's office:

#### All Phases

- Planning
- Public Information and Warning

#### Protection

- Cybersecurity
- Risk Management for protection programs and activities

#### Mitigation

- Community resilience
- Long-Term Vulnerability Reduction

#### Recovery

- Economic Recovery
- Health and Social Services
- Housing
- Natural and Cultural Resources

### Emergency Support Functions

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of City Manager's Office:

- ESF-2: Communications
- ESF-5: Emergency Management (Supporting)
- ESF-14: Long Term Community Recovery (Supporting)
- ESF-15: External Affairs

### Public Information and Communications Systems

#### Introduction

##### *Purpose*

To ensure effective dissemination of emergency information and instructions to the public before, during, and after an emergency or disaster. Assign Emergency Public Information and Warning responsibilities to allow for the rapid dissemination of essential information to the population in times of emergency; and to establish a communications system for effective flow of information during an emergency.

##### *Scope*

The communication and warning assets of all City organizations including radio, voice, and data links, telephone and cellular systems, amateur radio, and the Emergency Alert System (EAS) and National Warning System (NAWAS). Process, coordinate, and disseminate information for City of Olympia, City officials, employees, the media, and the public.

##### *Policies*

The city relies on the warning capabilities of federal and state government, and the news media for dissemination of warning information. Where there is a special need that is not being met by standard warning dissemination methods, the city may supplement those systems.

Thurston County Division of Emergency Management is responsible for maintenance of the primary warning reception point for this region, a component of the National Warning System located at TCOMM.

All relevant agencies will work in close cooperation with Thurston County Division of Emergency Management to ensure that warning and emergency public information impacting the city and county are consistent and coordinated.

It is essential that accurate, timely and consistent information be disseminated to the public when the EOC is activated. City Departments and Offices will coordinate the development and dissemination of all disaster related public information through the EOC Public Information Officer.

#### Situation

##### *Emergency/Disaster Conditions and Hazards*

Communications, Information Systems, and Warnings are an essential element in responding to an emergency. Coordination of emergency action, determining the scope of the emergency, links to persons in need, dissemination of emergency information, warning the public of immediate peril, quelling rumors and misinformation, and managing community resources, requires the maximum use of all existing and supplemental communications resources.

##### *Planning Assumptions*

1. The dissemination of emergency public information and warning depends on survival and operability of communications equipment and systems, the time of day, the speed of the onset of the threat, conditions within the hazard area, and interpretation of the information by a diverse population, with language and cultural differences, as well as many other unforeseen hindrances.
2. Normal means of communications in the affected areas may be either destroyed or largely incapacitated; therefore, only limited and incomplete information is anticipated from the disaster area until communications can be restored.
3. Sufficient support personnel will be available to coordinate public information and interface with the media and other agencies.
4. Demands for information from media outside the city will be significantly increased in a disaster.
5. Sufficient communications will be established to support public information efforts.
6. Following a disaster, the Emergency Alert System (EAS) will be available to the City of Olympia.
7. When appropriate the State Emergency Operations Center will establish a Joint Information Center (JIC) to coordinate federal, state, and local information.

#### Concept of Operations

The need for rapid dissemination of essential information during an emergency necessitates the activation of a central public information system. The Public Information Officer within the EOC will coordinate this system. The nature of the emergency and the level of EOC activation will define the extent to which this system is engaged. When appropriate the PIO will coordinate their actions with the Thurston County Joint information Center.

##### *Public Information Objectives*

1. To warn the public of hazardous situations and impacts.
2. To instruct the public on protective measures that can be taken.

3. To coordinate the City's release of public information to the media.
4. To control rumors and reassure the public.
5. To provide ongoing information about emergency operations and emergency services.
6. To instruct the public on disaster assistance and recovery services and procedures.

#### *Communications Systems Objectives*

1. Identify all existing communications assets and capabilities.
2. Plan for the best use of those resources under emergency conditions.
3. Provide for augmenting existing communications with outside resources as needed.

#### *Special Populations including LEP*

- There are several non-English speaking communities in the City of Olympia. In the event that public information needs to be translated, interpreters will be coordinated through the EOC. Special instructions and provisions may be made for hospitals, nursing homes, schools, or other groups.
- A capability, beyond the existing warning system, for individual dissemination of warnings to the hearing impaired, sight impaired and non-English speaking groups is under development. In addition, Thurston County Emergency Management maintains a page on their website that provides useful preparedness links for non-English speaking groups and individuals with disabilities. The City of Olympia Fire Department also maintains a useful links page on the City website.

#### *National Warning System*

The National Warning System established and maintained by the Federal Emergency Management Agency, is the primary means of receiving and disseminating warning to state and local officials within Washington State. The Washington State Division of Emergency Management operates the Washington State warning point 24 hours a day. The Thurston County NAWAS receiving point is TCOMM. Information received via NAWAS that impacts the city is forwarded to the Fire Department on a 24-hour basis. The Fire Department will then notify the Emergency Management Coordinator or a designee when appropriate.

#### *Emergency Alert System*

According to the Emergency Alert System (EAS) procedures for the Thurston-Mason Counties Operational Area, radio station KGY is the primary Common Program Control Station (CPCS-1) under the EAS. Designated officials will activate the EAS through station KGY. All other local participating stations will monitor and repeat official information according to their procedures. Details for the activation of the Emergency Alert System for the Thurston/Mason Counties area are published separately.

#### *Communications Coordination*

Day-to-day operational communications systems are seldom sufficient to meet the increased communications needs created by a major community emergency. Communications coordination is necessary to provide for the best use of all public, private, and volunteer communications systems, and to ensure that all those systems are linked appropriately to the city EOC. To the extent possible, all departments will operate their communications according to their routine protocols. Linkages to the EOC will be supplemental to standing communications protocols.

#### *Communications Coordinator*

The Emergency Management Coordinator will be responsible for establishing and maintaining an emergency communications capability in support of City operations. A Communications Coordinator may be designated for this purpose. Communications Coordinator duties may include:

- Maintaining equipment inventories.

- Maintaining current radio frequencies in use in the Olympia area.
- Scheduling tests and exercises to ensure communications readiness.
- Identifying support communications resources and establish agreements and procedures for their use in time of need.
- Assuming operational control of supporting communications systems, in cooperation with TCOMM and Thurston County Emergency Management, this includes allocation of communications resources.
- Coordinating the restoration of communications capabilities in the city following a disaster.

#### *Capabilities*

Communications equipment will be established at the EOC for the purpose of maintaining links with the necessary elements of the emergency response organization. The EOC has direct radio communication to all fire, police, emergency medical services, and public works.

#### *Regional Communications*

Overall coordination of public safety communications services is the responsibility of TCOMM. TCOMM is the 24-hour direction and control point for routine communications.

#### *Support Communications*

Provisions will be made for the use of auxiliary communications systems, including Amateur Radio, Citizens Band, and Business Band radio systems. Amateur Radio resources will be coordinated with Thurston County Emergency Management.

#### *Telecommunications*

Emergency 9-1-1 access will remain the responsibility of TCOMM during an emergency. The establishment of a telecommunications capability at the EOC will augment public access. The Department of Administrative Services will coordinate the telecommunications needs of Emergency Management in a disaster, including cellular telephone use.

#### *Shelter Communications*

The American Red Cross (ARC) will determine the methods for communication between mass care shelters and the EOC. Communications resources will be provided to the American Red Cross through Thurston County Emergency Management.

Communication with the State EOC will be via the following systems:

- Telephone.
- Internet/email.
- Radio Amateur Civil Emergency Services (RACES) statewide network.
- Emergency Radio System Comprehensive Emergency Management Network (CEMNET) via Thurston County Emergency Management.
- National Warning System Hotline (NAWAS) via Thurston County Emergency Management and/or TCOMM.
- Runner to the state EOC.

#### *Organization:*

- The Public Information Officer will be established in the EOC to coordinate all public information activities.
- The Fire Department will function as the 24-hour warning point for receipt of warning information impacting the city.
- A Communications Team may be established at the Olympia EOC to coordinate communications for city operations.

## Procedures

### *Dissemination*

- Methods for dissemination of local emergency information and instruction will be determined by the Public Information Officer depending on available means as appropriate to the emergency including radio, newspapers, television, electronic communications, mobile public address systems, and door-to-door.
- Information will also be disseminated to City Council, elected officials, emergency personnel in the field, and other city employees so they know what information and guidance is being released to the public. Dissemination of public information regarding city activities and services relating to an emergency should be reviewed and coordinated with the Public Information Officer.
- Notices may include information for:
  - Evacuation, sheltering, and shelter-in-place
  - General survivor assistance (i.e., medical care, shelter locations, etc.)
  - Food and water
  - Public health protection.
- A Joint Information Center (JIC) may be established to coordinate emergency public information where multiple jurisdictions are involved in the emergency response. This facility would be in direct contact with the EOC, may include information officers from other jurisdictions, and may be in conjunction with state/federal information efforts. The location of the JIC will be determined on a case-by-case basis.
- The City Communications Manager will maintain up-to-date distribution lists.

### *Warning*

The Warning System provides for immediate dissemination of warnings and alerts to key officials and the general public. It consists of a combination of external sirens, key personnel notification, Emergency Alerting System (EAS) activation, and any other practical means of alerting the public to the presence of an immediate hazard to life and property.

### *Primary Warning Point*

TCOMM is the primary receiving and reaction point for warning information. All warning information received, which impacts the city will be forwarded to the Emergency Management Coordinator or designee at the earliest possible opportunity.

### *Automatic Activation*

The warning system may be activated by TCOMM, without prior authorization from the Emergency Management Coordinator, if the TCOMM Duty Supervisor determines the timely and immediate dissemination of warnings is warranted by the nature of the threat. Policies and procedures will be in place to define the parameters for automatic activation of the warning system.

### *Prevention and Mitigation:*

- Provide information about hazards that may influence siting of facilities and deployment of resources.
- Develop and implement Public Education campaigns.

### *Preparedness*

- Draft procedures, train on and practice those procedures as discrete drills and tabletop exercises or as part of integrated emergency exercises. Individual support agencies provide preparedness activities that vary with each agency.
- Acquire or identify for future acquisition necessary resources and equipment.

### *Response*

- Media briefings are provided as often as needed, usually twice a day. Social media posts and website updates occur with available staffing on an ongoing basis.
- Maintain concurrent 12-hour operational periods for staffing patterns and cyclic activities for information sharing.
- In coordination with City Council, policy decisions will facilitate the reestablishment of communication systems for essential government services.
- Share information with Command, General Staff, and the Situation Unit.
- Information needed may be obtained from documents produced by the Planning Section/Situation Unit and from the Logistics section. Details may also be captured from the other Units within the Operations Section.

### *Recovery*

- The recovery process for communications is dispersed amongst the different agency needs and requirements. Recovery information will be disseminated through standard city communication methods and the emergency tools identified.
- Collect damage information in support of the preliminary damage assessment.
- Staff a resident call line for taking reports of damages to private property.

### *Responsibilities*

#### *Public Information Officer (PIO)*

- Establish and coordinate an emergency information capability. The PIO will be the primary point of contact for the news media. In times of emergency, the PIO will establish an Emergency Public Information capability and support the public information needs of the incident in cooperation with the Emergency Management Coordinator.
- Prepare and distribute public information releases to the public regarding disaster preparedness, response and recovery. Assume coordination of news media covering the disaster impact in the city.
- Establish a Joint Information Center (JIC) as needed to coordinate emergency public information when multiple agencies are involved in the disaster response. Establish close coordination with state, federal and private sector public information systems.
- Establish a rumor control and countermeasures capability.
- Provide for coordination with neighborhood groups.
- Obtain approval for all releases from the EOC Manager.
- Monitor news media coverage of the incident.
- Coordinate the release of public information with Thurston County Department of Emergency Management where appropriate.
- Support the Mayor, Council, City manager and department directors in their public information and public confidence roles.

#### *Fire Department: Emergency Management Division*

- Develop EOC procedures for coordination of city communications resources in an emergency.
- Develop procedures for the 24-hour receipt and dissemination of warning and emergency public information.

- Develop and maintain notification lists and procedures for alerting key city personnel.
- Develop and maintain procedures for activation of warning systems.
- Coordinate warning plans with Thurston County Emergency Management.
- Coordinate all warning dissemination with Thurston County Emergency Management.
- Determine which warnings are significant to the City of Olympia.
- Attempt to provide warning and emergency information to School Districts

*TCOMM*

- Develop and maintain procedures for providing disaster information with the city EOC and Thurston County Emergency Management when appropriate.
- Assist with the dissemination of information and warnings as requested.

*Police Department*

- Assist with the dissemination of warnings.

*Fire Department:*

- Receive warning information from diverse sources and forward that information to the Emergency Management Coordinator.
- Assist with the dissemination of information and warnings.

*Department of Public Works:*

- Provide support communications through department communications resources.

*Recreation & Cultural Services:*

- Provide support communications through department communications resources.

Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

References

Thurston County CEMP: ESF-15 External Affairs for Joint information System/Joint Information Center and LEP.

## Community Planning and Development

### Summary

Community planning and Development consist of Budget and Administrative services, Customer Service and Downtown Operations, Development Permit Services, Planning and Engineering, and Strategic projects.

### Core Capabilities

The following core capabilities align with the responsibilities of the Community Planning and Development:

All Phases

Planning

Operational Coordination

## Mitigation

Community resilience

Long-Term Vulnerability Reduction

## Recovery

Economic Recovery

Health and Social Services

Housing

Natural and Cultural Resources

## Emergency Support Functions

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of Community Planning and Development:

ESF-3: Public Works and Engineering (Supporting)

ESF-5: Emergency Management (Supporting)

ESF-6: Mass Care, Emergency Assistance, Housing, and Human Services (Supporting)

ESF-11: Agricultural and Natural Resources

ESF-14: Long Term Community Recovery

## Recovery Planning

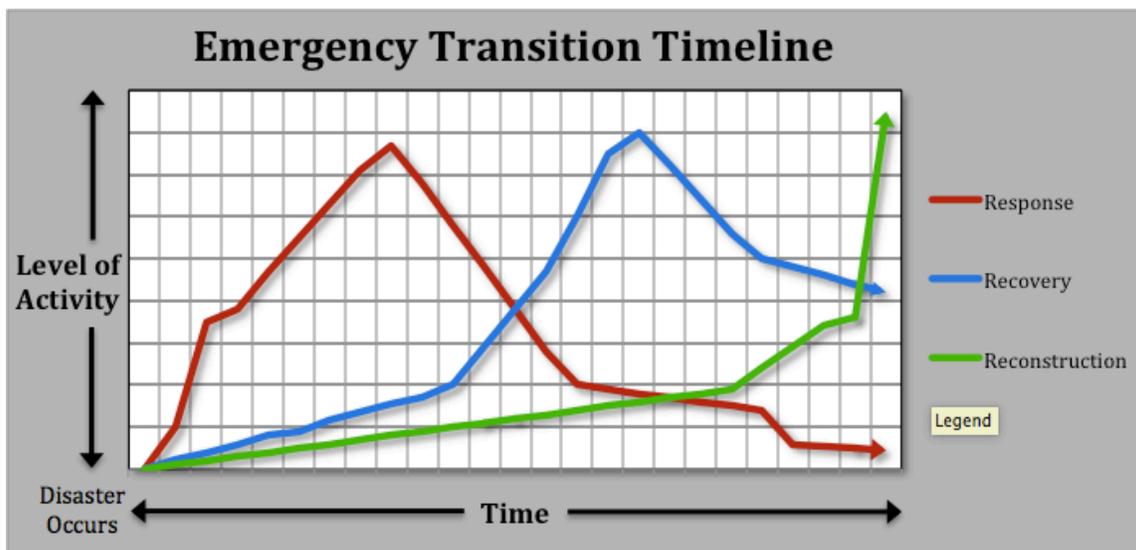
### Introduction

#### *Purpose:*

The purpose of this annex is to provide guidance when executing recovery measures after an incident has occurred. This document is for reference only it does not modify or supersede the Comprehensive Emergency Management Plan. For more information on Recovery Planning see Emergency Support Function 14: Long Term Community Recovery.

#### *Emergency Transition Timeline:*

Recovery activity occurs in every stage of the incident but begins to accelerate and increase as response activity decreases.



### Fiscal Health

After Life safety and Life Sustaining measures are under control, a key concern during Disaster Recovery is the fiscal health of the community. A disaster can produce a short-term recession in the community as permanent property loss caused by the incident decreases tax revenues. Without the return of business and tax revenues, Recovery will be slow at best, and possibly impossible.

### Recovery Choices

Generally, Recovery can be executed in the following ways or combination of the three:

1. Repair/rebuild with no significant changes to infrastructure or city/ community design in order to restore needed services as quickly as possible.
2. Repair/rebuild with upgrades to infrastructure and city/community design to mitigate the effects of similar incidents in the future. This may create cost recovery issues for public as in most cases FEMA only pays to return to pre-existing conditions. It may be possible to force private property owners to rebuild according to updated building codes and regulations.
3. Don't rebuild and relocate the facility or abandon it.

### Initiating Recovery

Identify and establish the timing and process for transitioning from Emergency Response activities into Recovery Activities. As seen in the Emergency Transition Timeline, Short-term Recovery efforts should be implemented concurrent with response activities. Balancing Response activity that makes it possible for citizens to survive the event and early Recovery activity that keeps the community inhabitable can be a difficult process. Until it is clear that response activity is coming to an end both phases should be monitored closely in case deployment changes are needed.

### Recovery Plan

The Recovery Plan should identify city staff that will be involved and differentiate between Short-term, Mid-term, and Long-term Recovery. The Recovery Plan staff should include the following positions and the Recovery Task Force (RTF):

#### Recovery Manager

The Recovery Manager acts as a coordinator during the recovery process. The Recovery Manager helps push the process forward and may be an appropriate choice for the Recovery Champion as well. The Recovery Manager should not be confused with the Recovery Task Force Leader.

#### Recovery Champion

The Recovery Champion stays with the incident through every phase of the process, from the beginning to end. It is important to remember that:

- Recovery will come in phases and subsets.
- Recovery projects should be broken up into workable groups.
- Groups can be made by type of project, location, or funding source i.e., FEMA, FHWA, etc.
- Multiple phases may be involved in recovery.
- The Recovery Champion looks at the big picture and keeps the process moving as one phase ends and another continues until the final goal is reached. Outside agencies and city departments will come and go throughout the process.
- The Recovery Champion needs to be engaged in all phases and able to piece together the history of the Recovery, speak to the citizens and City Council, and liaison with the other agencies and entities involved in recovery.

#### Recovery Task Force:

The RTF is advisory in nature and may be staffed by a number of positions from various departments as needs change. The RTF is designed to be flexible, able to expand and contract as needed. The RTF reviews the following:

- Damage Reports.
- Regulations including zoning, building code, Public Works Standards, Fire, etc.
- Plans including Land-Water, Sewer, Transportation, Economic Development, etc.
- Policies including Comprehensive Plan Policies but not Council Policies.
- Re-build Priorities i.e., Historical v. Re-Development.

In addition, the RTF will:

- Request the City Council provide reaffirmation of the priorities of the Recovery Goals.
- Recommend Economic Recovery programs.
- Initiate recommendations for relocation and acquisition of damaged properties as necessary
- Analyse Structural versus non-structural mitigation measures.
- Identify the Role of Community Groups and Stakeholders.

The following positions may be filled depending on the nature and scope of the event.

- Recovery Task Force Chair.
- Public Works representative.
- Public Information Officer.
- Human Resources representative.
- Attorney/Legal representative.

- Finance and Administration representative.
- EOC Manager.
- Chamber of Commerce representative.
- Housing and Urban Development representative.
- Port of Olympia representative.
- Community Planning and Development representative.
- Olympia Downtown Association representative.
- Olympia School District representative.
- Recognized Neighborhood Association representatives.
- Capital Mall representative.
- Auto Mall representative.

#### Recovery Task Force Team Leader

Recovery Task Force Team Leader leads the RTF. The position will likely be filled by a Public Works or Community Planning and Development (CP&D) staff member.

#### Short-term Recovery

Short-term Recovery typically focuses on securing the city so that unsafe areas are not in use. The Primary goals of short-term recovery are:

- Safety.
- Create clear boundaries between safe areas and restricted areas.
- Determine the extent of damage to the City.
- Identify and notify citizens of the undamaged or least damaged areas of City where they can find resources.
- Support assisting agencies, non-profits, etc., that are providing relief services to the citizens.

#### *Short-term Recovery Staff includes:*

- EOC staff.
- Individuals and teams from Urban Forestry, Roads, Utilities, Storm Water Management, LOTT Clean Water Alliance, Solid Waste, and other staff with specialized technical expertise as needed.

#### *Key concepts*

- Assure safety of citizens.
- Monitor sheltering activities and use.
- Support traffic flow in undamaged areas.
- Assure utilities continue to function in undamaged areas

#### *Significant collaboration should occur with:*

- Responding agencies/Departments.
- Local industries and commercial sectors that require open roads and functioning utilities to conduct daily operations. These entities typically have business continuity plans in place and understand the recovery process. Their operations will benefit the citizens in ways the City government can't.
- Schools, once reopened, allow children a place to go during the day and their parents the opportunity to work. Schools should be reopened as soon as possible.

### Mid-term Recovery

Mid-term Recovery typically focuses on restoring critical functions throughout the impacted region. The primary goals of Mid-term recovery are:

- Return to pre-incident pattern of activity as much as possible.
- Restore traffic flow and utilities throughout the city.
- Publish information that supports the community's efforts to recover as individuals, families, businesses, etc.
- Streamline the permit process, structural inspections, and the approval process on reconstruction and repair of damaged buildings and homes.

#### *Mid-term Recovery Staff includes:*

- Short-term Recovery staff.
- Businesses.
- Key demographics.
- The Building and Development Community.
- West Olympia Business Association, Olympia Downtown Association, Downtown Liaison, etc.
- Other Stakeholders.

#### *Key Concepts:*

- Quickly develop a written plan to guide mid-term recovery efforts and identify specific individuals and responsibilities.
- Identify a housing liaison to help citizens relocate from shelters to more permanent housing.
- Ensure major grocery and hardware stores can open to provide citizens with necessary resources and generate tax revenues.
- Identify a liaison to local small business/specialty stores to provide needed assistance and advocacy throughout the reopening process.
- Identify a liaison to advocate on behalf of citizens as it relates to FEMA.
- Identify a liaison that understands plan review and building inspecting and can support structural repair efforts within the community.
- Maintain focus on Mid-term Recovery needs, if allowed, the Long-term Recovery process can easily overshadow Mid-term Recovery.
- Begin to develop the formal Long-term Recovery Plan and work group.

#### *Key Collaborations:*

- FEMA.
- Business Community.
- The Building and Development Community.
- Citizens.
- Thurston County Emergency Management.

If a Recovery Work Group is in place, transition into Long-term Recovery using a Recovery Task Force (RTF).

### Long-term Recovery

Long-term Recovery typically focuses on redesign and restoration of the community. It asks what the “new” community or area should look like and how should it function. The primary goals of Long-term Recovery are:

- Rebuild critical infrastructure to equal or superior pre-event conditions.
- Correct or improve historic traffic flow and utility issues in areas where rebuilding is occurring.
- Require when able and encourage when not more advanced building practices during the permitting and inspection processes.

#### *Staff:*

- Mid-term Recovery staff.
- Special Interests Groups.
- Registered Neighborhood and Homeowner Associations.

#### *Key Concepts:*

- Adopt a Long-term Recovery plan with CP&D as the lead and City Council as the Policy group.
- Assign staff to search for funding opportunities. FEMA’s process for releasing money for long-term recovery is different than its process for reimbursement for response activity, and many other federal players are involved.
- Be prepared to take advantage of short suspense grant opportunities that may have minimal notice periods and short timeframes for applying.
- Continue to search for additional funding opportunities.

#### *Key Collaborations:*

- FEMA.
- Business Community.
- Citizens.
- Thurston County Emergency Management.

#### *Long-Term Recovery Steps:*

- Ensure completion of response, restore essential services, and maintain unaffected services.
- Transition EOC response from short-term recovery to long-term recovery.
- Restore Community Symbols and Services improving livability.
- Re-establish economic and social viability of the community to restore citizen confidence.
- Promote mitigation in areas impacted by the event as well as mitigation in unaffected areas.
- Use the event to facilitate interest in mitigation, both structural and non-structural.

#### *Re-development:*

- Develop a specific plan for the future use and design of areas that will not be restored.
- Transition into long-term recovery model using the Recovery Task Force.

#### *Educate the Community:*

- Develop an account of what happened for members of the public.
- Explain how response was carried out.
- Share ways in which livability is being restored within the community.
- Promote mitigation as a way to prepare for and limit future damage.

- Implement a shared vision for recovery.

## Finance

### Summary

The Finance Department consists of Fiscal Services which includes Accounting and Financial Reporting, Billing and collections, and Payables and Business Fleet Administration.

### Core Capabilities

The following core capabilities align with the responsibilities of the Finance Department:

All Phases

Planning

Response

Logistics and Supply Chain Management

Recovery

Economic Recovery

### Emergency Support Functions

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of Finance Department:

ESF-5: Emergency Management (Supporting)

ESF-14: Long Term Community Recovery (Supporting)

## Fire

### Summary

The Fire Department consists of Fire Administration, Fire and Emergency medical Service Operations, Fire Prevention, and Emergency management.

### Core Capabilities

The following core capabilities align with the responsibilities of the Fire Department:

All Phases

Planning

Public Information and Warning

Operational Coordination

Prevention

Forensics and Attribution

## Protection

Risk Management for protection programs and activities

## Mitigation

Community resilience

Long-Term Vulnerability Reduction

Risk and Disaster Resilience Assessment

Threats and Hazards Identification

## Response

Environmental Response/Health and Safety

Fatality Management Services

Fire Management and Suppression

Mass Search and Rescue Operations

Operational Communications

Public Health, Healthcare, and Emergency Medical Services

Situational Assessment

## Recovery

Health and Social Services

## Emergency Support Functions

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of the Fire Department:

ESF-2: Communications (Supporting)

ESF-4: Fire Fighting

ESF-5: Emergency Management

ESF-7: Logistics Management and Resource Support (Supporting)

ESF-8: Public Health and Medical Services

ESF-10: Oil and Hazardous Materials

ESF-12: Energy (Supporting)

ESF-14: Long Term Community Recovery (Supporting)

ESF-15: External Affairs (Supporting)

## Fire Fighting

### Introduction

#### *Purpose*

Identify procedures for coordination of fire suppression and support resources associated with the incident and for providing a point of contact for all requested external fire department assistance.

#### *Scope*

The Olympia Fire Department, utilizing when necessary mutual aid resources that are available, is responsible for all fire prevention, suppression, and control activities in the City of Olympia.

### Policies

During emergency situations, the Fire Department will mobilize all the available apparatus and personnel required to cope with the nature and scope of the situation. Mutual Aid Agreements with adjacent jurisdictions are activated when needed. When mutual aid resources are exhausted, the provisions for state fire mobilization may apply.

The provisions of the Washington State Fire Resource Mobilization Plan is the appropriate access point through which to acquire fire resources outside existing mutual aid agreements.

Mutual aid with adjacent firefighting resources will be enhanced by the use of the Incident Command System (ICS).

### Situation

#### *Emergency/Disaster Conditions and Hazards*

Major structure fires are a potential in an urban environment. Additionally, a disaster event, such as an earthquake, may precipitate multiple fires in several different locations throughout the city. Fire resources may become overwhelmed by the demand for services, and damaged bridges and streets may hamper access.

#### *Planning Assumptions:*

1. The Fire departments and districts throughout Thurston County typically provide Emergency Medical Services (EMS). Methods used to mobilize fire resources will often be the same as for mobilization of EMS resources.
2. Demand for services in excess of capabilities may make it necessary for the prioritization of response. Some needs may go unmet due to a lack of resources. Prioritization of response will be made through the EOC and based on the best information available at the time.

### Concept of Operations

#### *General:*

1. Initial Fire Department response will be in accordance with routine dispatching procedures.
2. The Olympia EOC will assume coordination of response of fire resources within the city when activated. Thurston 9-1-1 Communications will be notified when the EOC assumes coordination of city resources.
3. The EOC Fire Services Unit will coordinate acquisition of additional fire and EMS resources through activation of existing mutual aid agreements, or the provisions of the Washington State Fire Resource Mobilization Plan.

#### *Organization*

A Fire Services Unit will be established in the EOC for coordination of all fire related activities.

#### *Procedures*

The Olympia Fire Department defines in detail procedures for the deployment of fire service resources.

#### *Prevention and Mitigation*

- Promote fire safety and prevention programs.

#### *Preparedness*

- Provide fire preparedness activities including plans, procedures, training, drills, exercises, etc.

#### *Response*

- Task personnel, as necessary, to accomplish support responsibilities.

- Assume full responsibility for suppression of fires.
- Provide and coordinate firefighting.
- Coordinate requests for firefighting assistance in structural or industrial fire protection operations.

#### *Recovery*

- Contribute to the incident after-action report.
- Track and submit costs.
- Make recommendations to landowners for recovery activities.

#### Responsibilities

##### *Fire Department*

- Coordinate all incident related fire services, including all mutual aid supplies, personnel and equipment requested.
- Prioritize fire service response that is consistent with the Incident Action Plan.
- Coordinate light and heavy rescue and extrication.
- Assist with the dissemination of warnings and emergency public information as requested by the Public Information Officer.
- Provide response to hazardous materials incidents, and coordinate with the proper outside authorities for assistance as necessary. Provide qualified personnel to assume the role of on-scene command for hazardous materials incidents.
- Provide lighting for night incidents.

##### *Office of the State Fire Marshal*

- Administer and implement the State Fire Service Mobilization Plan.

##### *Washington State Patrol*

- Assist in the administration and implementation of the State Fire Service Mobilization Plan.

##### *Thurston County Fire departments and districts*

- Provide assistance to the Olympia Fire Department under existing mutual aid agreements and/or fire mobilization protocols.

##### *Regional Fire Defense Board*

- As denoted in RCW 43.43.963, assist in providing external firefighting and EMS resources when local and mutual aid capabilities are exhausted in accordance with the Washington State Fire Resource Mobilization Plan.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Refer to the Fire Department's emergency response processes.

## Emergency Medical Services

### Introduction

#### *Purpose*

1. Provide for the organization and mobilization of emergency medical, and mortuary services during an emergency.
2. Coordinate efforts to provide safe handling of food, water and donated goods following a major emergency or disaster.

#### *Scope*

Encompasses the delivery of emergency medical services, coordination with hospital disaster plans, public health, identification and disposition of human remains, and community mental health.

### Situation

#### *Emergency/Disaster Conditions and Hazards:*

Mass casualty could potentially overwhelm existing services; medical and health care facilities could be structurally damaged or destroyed; a disaster could pose public health threats to food, and water; secondary spills caused by the disaster could result in toxic environmental hazards; and the effects of a major disaster will require mental health crisis counseling for disaster victims and emergency personnel.

#### *Planning Assumptions:*

- Thurston County mutual aid Emergency Medical Services (EMS) responders providing assistance to the City of Olympia will operate under the standard Thurston County EMS procedures and protocols.
- Local Mass Casualty plans will detail operational concepts and responsibilities, including coordination of triage and transportation of injured persons and the coordination of available Basic Life Support and Advanced Life Support capabilities in the event of multiple casualties.
- Hospitals will develop and maintain internal disaster plans and protocols.
- If not handled properly, food, water and donated goods can become vehicles for illness and disease transmission. Thurston County Public Health will provide technical assistance to determine safety of food, water and donated goods distributed to the public.

### Concept of Operations

#### *General*

1. Activation of Hospital Disaster Plans: Emergency Medical Services Unit will notify the destination hospital of the number, type, and severity of injuries. The hospital disaster plan will be activated according to need. That plan will identify methods for expanding hospital capabilities reducing patient populations as needed, evacuating hospital facilities, and generally ensuring effective hospital care.
2. Patient Distribution: The primary destination hospital will coordinate inter-hospital operations as required to ensure effective casualty distribution. Emergency Medical Services Unit will provide a liaison between the hospital and field EMS resources where necessary to ensure proper patient distribution.
3. Mass Casualty Incident Plan: The provisions of the Thurston County area Mass Casualty Incident Plan, published separately, will be observed in response to medical emergencies relating to the incident. That plan includes an inventory of medical facilities, personnel, medical transportation capabilities, communications, and supply sources, as well as protocols for triage and transportation of large numbers of injured persons.
4. Public Health: The Thurston County Department of Public Health will be the lead agency responsible for

organization and mobilization of public health services during an emergency. That agency will be responsible for monitoring water supplies, sanitation, food, and potential causes of communicable diseases. The Health Department will provide for inoculations and other measures as needed. The Health Department will also provide information on preventative measures to be taken to reduce contamination of food, water, crops, and livestock, as well as information and recommendations for the safe storage and distribution of emergency food.

5. **Causalities and the Disposition of Human Remains:** The Thurston County Coroner is responsible for the recovery, identification, and disposition of all casualties. Details on the handling of human remains, including transportation, storage, mortuary facilities, and the expansion of mortuary facilities are included in the Thurston County Emergency Management Plan. The Police Department shall assist the Thurston County Coroner with any casualties in the city.
6. **Special Care Facilities:** The St. Peter Hospital disaster plan includes provisions for coordinating the use of private immediate care clinics, physicians' offices, mental health care facilities, nursing homes, elderly care facilities, and other similar facilities needed to support hospital care efforts.

#### *Organization*

When the EOC is activated, an EMS Unit may be established and staffed to assume overall coordination of Advanced Life Support and Basic Life Support activities in the city associated with the disaster.

#### *Procedures:*

Procedures for the delivery of emergency medical services are published separately. The Thurston County Mass Casualty Incident Plan identifies the procedures for dealing with multiple casualties. The Thurston County Department of Public Health coordinates health and sanitation services, including:

1. Identification of health hazards.
2. Identification and control of communicable disease.
3. Vector control.
4. Inspection of food and water supplies for contamination.
5. Ensure compliance with emergency sanitation standards for disposal of garbage, sewage, and debris.
6. Assessment of environmental contamination and public health risk from hazardous materials spills.
7. Mental health services, including stress management services for emergency responders.
8. Keep emergency management personnel informed regarding health conditions, warnings, and advisement.

The Thurston County Coroner has jurisdiction over all human remains per RCW 68.08.010. The Coroner's Office will coordinate support to local mortuary services as needed. Local funeral directors may assist in the processing of human remains at the discretion of the coroner.

#### *Prevention and Mitigation*

- Attempt to prevent hazards from developing into disasters, or to reduce the effects of disasters when they occur. Actions include communicable disease surveillance, investigation, and community containment; environmental health protective actions such as vector control, environmental sampling, and food product embargoes; and development of medical stockpiles.

#### *Preparedness*

- Develop operational and tactical plans, train/exercise, and conduct vulnerability assessments as well as ongoing health protection activities such as vaccinations, provider education, and food and water safety

assurance.

#### *Response*

- Response actions are event specific and aligned with the responsibilities outlined.

#### *Recovery*

- Make necessary adjustments to resume normal operations.
- Complete necessary facility decontamination.
- Re-stock essential equipment and supplies.
- Ensure operability of Information Technology systems.
- Conduct follow up communications and debriefings.
- Schedule and conduct follow up and monitoring of staff exposure.
- Complete cost analysis and file for reimbursement.
- Address psychological aftermath of the event by promoting psychological recovery and resilience in the workforce.
- Health, medical, and mortuary services will be restored during the recovery period as soon as practical and within the limitations and capabilities allowed of affected agencies following the emergency.

#### Responsibilities

##### *Fire Department*

- Staff the EMS Unit at the EOC.
- Coordinate all incident related pre-hospital EMS activities.
- Assist the EOC with the coordination and mobilization of all medical, health, and mortuary services during an emergency.
- Prioritize EMS response consistent with the Incident Action Plan.
- Conduct pre-hospital needs assessment based on number, type, and severity of injuries.
- Provide for on-scene triage and treatment of injured persons.
- Coordinate the transportation of injured persons to the appropriate hospitals, staging areas, or medical evacuation sites.
- Coordinate all requests for additional EMS personnel and equipment. Coordinate requests for supplies with the hospitals.
- Assist in coordinating private ambulance resources.
- Assist in coordination of mass casualty response.
- Provide casualty and damage information to the EOC.
- Coordinate with Thurston County Medic One for acquisition of additional supplies.

##### *Olympia area hospitals*

- Maintain procedures for reducing patient population for incidents that may require evacuation of the facility.
- Maintain internal procedures for dealing with major in-house emergencies, including fire, evacuation, etc.
- Maintain a disaster plan and procedures for receipt, triage, processing, and treatment of multiple casualties.

#### *Thurston County Department of Public Health*

- Provide and coordinate the provision of health and sanitation services.
- Where multiple jurisdictions are involved, coordinate health and sanitation services from the Thurston County EOC.

#### *Thurston County Coroner*

- Assume responsibility for identification and disposition of human remains and notification of next-of-kin.
- Determine the manner and cause of death and provide information to Thurston County Public Health and Social Services Vital Records Office for issuance of the death certificate.
- Identify suitable facilities for expedient/emergency morgues.
- Provide a representative to the EOC, if requested.
- Obtain additional supplies, as needed, including body bags, tags, and special manpower. Make requests for additional supplies through the EOC.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Refer to the Fire Department's emergency response processes.

Refer to the Thurston County area Mass Casualty Incident Plan.

Refer to Thurston County's ESF-8: Public Health and Medical Services.

## **Emergency Management**

### Introduction

#### *Purpose*

To provide guidance on establishing direction and control within the Incident Command System for response to disaster incidents. To provide detailed information on core management and administrative roles and responsibilities within the Policy/Executive Group, Command Staff, Operations Section, Planning Section, Logistics Section, and Finance and Administration Section that support the City of Olympia Emergency Operations Center (EOC).

#### *Scope*

Applies to information collection, analysis, planning, operations, requests for Federal assistance, resource management, deployment and staffing, mutual aid, facilities management, financial management, and other support required to prepare for, respond to, and recover from an emergency or disaster within the City of Olympia. These processes are coordinated through the Olympia EOC.

#### *Organization*

The Olympia EOC will use standard ICS positions and functions when open. Any position may be delegated, modified, or eliminated by the EOC Manager as needed to best handle the situation with the available resources. Tasks for each position are included. Typically, the Olympia EOC will staff the follow ICS positions: EOC Manager, Liaison Officer, Public Information Officer, Operations Section Chief, Planning Section Chief, Logistic Section Chief, and Finance and Administration Section Chief.

## Policies

1. Emergency management means the preparation for and the carrying out of all emergency functions, other than functions for which the military forces are primarily responsible, to mitigate, prepare for, respond to and recover from emergencies and disasters, and to aid victims suffering from injury or damage, resulting from disasters caused by all hazards, whether natural, technological or human caused, and to provide support for search and rescue operations for persons and property in distress. Revised Code of Washington 38.52.010.
2. The Olympia EOC will receive and disseminate current and accurate information to other city agencies, adjacent jurisdictions, and the Thurston County and State EOCs during times of activation. The analysis of this information and planning for anticipated resources is critical in the support of emergency or disaster response and recovery activities.
3. Emergency Management is designed to bring order to the chaos of an incident through the gathering, organizing, and distributing of information. This process supports each responding department and streamlines actions during and after an incident allowing the City of Olympia to return to normal operations faster and more efficiently.
4. Documentation: All departments and support services will support the Incident Command System by producing documentation and reports as requested or on a scheduled basis when appropriate. The Situation Unit in the Planning Section will coordinate collection of documentation and reports, using the spot report format.
  - a. Requirements for Incident Records:
    - i. Situation Report (SITREP): A compilation of data from the Operations Section and activated Units.
    - ii. Damage Assessment: Compilation of preliminary data from the Damage Assessment Unit.
    - iii. Incident Related Expenditures: Separate Records, which identify incident related expenditures and obligations maintained by each department.
    - iv. Declarations: Emergency and Disaster declarations and all supporting resolutions and documentation.
    - v. Unit Logs: The logs of all activated Sections and Units depicting their activities by date and time. Unit logs are consolidated in the Master Log.
    - vi. Maps: Maps and graphics used to display or depict incident related activities.
    - vii. Other Documents: Other incident related documentation necessary for accurate response and recovery records.
  - b. Where information is lacking, the Planning Section may deploy field observers to collect specific disaster intelligence, photograph damage for analysis, or assign field personnel to report on unique events.
5. Incident Action Plan: An Incident Action Plan is a necessary and organized process that addresses all functions of incident response and should be updated regularly to address ineffective, inefficient, or unsafe response actions. The IAP establishes objectives and defines strategy. Under Unified Command, the designated command officials jointly determine objectives, strategy, and priorities. An IAP is developed for each operational period, which is typically 12 or 24 hours. The following basic steps make up the IAP process:
  - a. The Operations and Planning Section Chiefs brief on situation and resource status.

- b. The Liaison Officer discusses safety issues.
- c. The EOC Manager sets and confirms incident objectives that make up a broad strategy to mitigate or neutralize an incident.
- d. If the incident requires, the Operations Section Chief develops geographic control lines and division boundaries.
- e. The Operations Section Chief specifies tasks for each Operations Section Unit that supports incident objectives.
- f. The Operations and Planning Section Chiefs specify resources needs for the selected strategy and tactics.
- g. The Operations, Planning, and Logistics Section Chiefs specify facilities and reporting locations.
- h. The Logistics Section Chief develops resource orders.
- i. The Planning and Logistics Section Chiefs consider communications, medical, and transportation plans.
- j. The Finance and Administration Section Chief provides a financial update.
- k. The Liaison Officer discusses interagency liaison issues.
- l. The Public Information Officer discusses information issues.
- m. The EOC Manager finalizes, approves, and implements the IAP.
- n. All Incident Command System personnel assess the effectiveness of the plan by gathering and analyzing information. The next IAP meeting will make any necessary modifications and updates to strategy and tactics.

#### Situation

##### *Emergency/Disaster Conditions and Hazards*

The City of Olympia is exposed to a number of hazards with the potential to cause casualties, damage to, and disruption of the community. Specifically, the city is vulnerable to civil disturbances, critical shortages, drought, earthquakes, epidemics, flooding, hazardous material incidents, heat waves, landslides, storms, terrorism, volcanic activity, and wild/forest fires. This list of hazards is not comprehensive but contains hazards that are most likely to impact directly or indirectly the City. Hazards can occur simultaneously or consecutively, such as a winter storm with flooding or an earthquake followed by an influenza epidemic. The City can also suffer from hazards occurring elsewhere due to their effect on the supply of goods and services. This may include critical shortages of electricity, petroleum products, natural gas, and food.

##### *Planning Assumptions*

Accurate, timely, and precise information is essential for responding to community needs following a major emergency. Emergency conditions, however, may result in rumors, inaccurate reports, conflicting and limited information upon which to base emergency response. Collection of information may be hampered by damage to communication systems, overloading of existing networks, damage to transportation routes, and other factors. Multiple public and private structures may be damaged and will require rapid inspection to ensure public safety before re-habitation.

1. Information is the basis for determining the appropriate emergency response. Plans and procedures must be developed to provide for the accurate and timely collection, codification, display, and dissemination of information regarding the nature and scope of the emergency.
2. Every individual responding to the incident and staffing a position within the EOC should make every attempt to gain situational awareness by answering the following questions:

- a. What is the problem?
  - b. How big is the problem?
  - c. Is the problem getting better or worse?
  - d. What is the plan?
3. It is essential that the City of Olympia EOC and the Thurston County EOC share information and coordinate its dissemination.

#### Concept of Operations

##### *General*

The Olympia Fire Department: Emergency Management Division will use standard ICS positions and functions when activating the EOC. Any position may be delegated, modified, or eliminated by the EOC Manager as needed to best handle the situation with the available resources.

##### *Organization and Procedures*

Typically, the EOC Manager will staff the Policy/Executive Group, Command Staff, Operations Section, Planning Section, Logistics Section, and Finance and Administration Section.

##### *Policy/Executive Group*

The Policy/Executive Group is responsible for overall direction and control of the emergency management organization and provides the legislative and policy support necessary for efficient and effective operations. The Mayor, City Council, and City Manager make up the Policy/Executive group and are advised by the City Attorney.

#### 1. City Council:

- a. Declares a State of Emergency when necessary for the full activation of the provisions of this plan. (RCW 35.33 & 38.52)
- b. Issues a Proclamation of Disaster when necessary to initiate state and/or federal assistance. (RCW 38.52 & 43.06)
- c. Appropriates funds to support the emergency management organization, and to meet emergency needs when they occur. Authorizes the expenditure of funds necessary to combat the disaster. (RCW 35.33 & 38.52)
- d. Fills the vacancies of elected officials, if any, in order to maintain governmental continuity in times of crisis. (RCW 42.14)
- e. Enacts special legislation, under the emergency rules where appropriate, to support effective disaster response and recovery. (RCW 35.33)
- f. Provides policy direction to the emergency management organization. (RCW 38.52)
- g. Enacts legislation, which commands the services and equipment of private citizens as necessary in response to the disaster after a proclamation by the governor. (RCW 38.52)
- h. Conducts public hearings and takes other actions to assist in informing the public and identifying public needs following a major emergency. (RCW 38.52)
- i. Provides continuing oversight and legislative support during the recovery phase and directs citizen's requests for assistance to appropriate governmental channels. (PL93-288)
- j. Instills public confidence, and relays public information, as provided by the Public Information Officer.

#### 2. Mayor:

- a. Enters into intergovernmental agreements with other jurisdictions for mutual aid or recovery assistance.
  - b. Instills public confidence, and relays public information, as provided by the Public Information Officer.
3. City Manager:
- a. Provides overall direction and control of disaster activities under the provisions of this plan.
  - b. Chairs or appoints a working chair for the Emergency Management Committee.
  - c. Provides a liaison between the emergency management agency and the City Council and ensures that they are adequately briefed on the nature and scope of the incident.
  - d. Requests a Declaration of Emergency when needed to activate the full provisions of this plan.
  - e. Provides a liaison to State and Federal agencies at the executive level when necessary to facilitate the receipt of disaster relief.
  - f. Instills public confidence, and relays public information, as provided by the Public Information Officer.
4. City Attorney:
- a. Provides emergency legal advice to the Mayor and City Council, City Manager and the Emergency Management Committee.
  - b. Reviews emergency agreements, contracts and disaster-related documents.
  - c. Drafts a Declaration of Emergency when necessary.
  - d. Assists in drafting a Declaration of Disaster when necessary.
  - e. Drafts other emergency ordinances as needed.

*Command Staff:*

The Command staff is responsible for detailed direction and control of all City and support resources. The EOC Manager, Deputy EOC Manager, Liaison Officer, and Public Information Officer make up the Command Staff and may be activated as the incident requires.

1. EOC Manager: The EOC Manager executes the provisions of the CEMP in times of emergency and assists in the recovery process.
  - a. Tasks: The EOC Manager is charged with all of the duties associated with the EOC until otherwise delegated.
    - i. Open the EOC, obtain the EOC Manager's vest, begin acquiring situational awareness to determine initial staffing needs, and initiate contact procedures to assemble a core staff.
    - ii. Answer the following questions to gain situational awareness:
      1. What is the problem?
      2. How big is the problem?
      3. Is the problem getting better or worse?
      4. What are the downstream effects on the city?
      5. What effects is this disaster or our action having outside the city?
      6. What is the plan?
    - iii. Appoint staff to positions as they arrive and in the following order for the initial activation needs:
      1. Logistics Section Chief: to assume staffing responsibilities.

2. Planning Section Chief: to assume situational awareness responsibilities.
  3. Public Information Officer: to address inquiries from the media and assume public information responsibilities.
    - a. The State, the County, neighboring cities, the City Manager, the Assistant City Manager, department directors, and the public should all be notified when the EOC is open and addressing an incident.
  4. Finance and Administration Section Chief: to assume notification responsibilities.
  5. Operations Section Chief: to coordinate interdisciplinary response to the incident.
  6. Liaison Officer: to provide information to elected officials and facilitate interjurisdictional coordination.
- iv. If necessary, function under Unified Command according to the standards and practices of the Incident Command System.
  - v. Determine incident objectives, strategies, and priorities.
  - vi. Determine the schedule that will be used during the first few hours of the activation until the Planning Section Chief is prepared to take over this function.
  - vii. Create an organization chart for publication.
  - viii. Provide an overview of the situation, followed by regular updates.
  - ix. Coordinate the activities of Planning, Logistics, Administration, and Operations sections.
  - x. Oversee the development of an Incident Action Plan.
  - xi. Support staff as they establish their respective Sections and begin accomplishing assigned tasks.
    1. Remind Section Chiefs to use section books.
    2. Remind staff to retrieve the appropriate vest for the section they are assigned to.
    3. Remind staff to “STAY in the BOX” and reinforce the organization chart.
  - xii. Establish contact with the City of Lacey, City of Tumwater, Thurston County, and Washington State EOCs.
    1. If necessary, establish a liaison with Thurston County Emergency Management.
  - xiii. Prepare a briefing for the City Manager and elected officials that includes:
    1. Scope of the event.
    2. Actions being taken.
    3. Future expectations and concerns.
    4. Policy support needs.
2. Deputy EOC Commander: Provides shift coverage for the EOC Manager and may be designated to prepare for an expedient transition from the response phase to the recovery phase.
  3. Liaison Officer: The Liaison Officer is responsible for facilitating the integration of City Hall, elected officials, the City Manager, and local and state agency resources into the Incident Command organization and is the primary contact for those resources. The City of Olympia also designates Safety Officer responsibilities to the Liaison Officer. If the Liaison Officer is unavailable all responsibilities are deferred to the Finance and Administration Section. The Employee Welfare Unit within the Finance and Administration Section will assume all Safety Officer responsibilities. Safety Officer tasks are included in the Liaison Officer and Employee Welfare Unit task lists. Tasks:

- a. Obtain a briefing from the EOC Manager.
  - b. Initiate contact with the City Manager and/or City Council, and appropriate local and state support agencies/representatives, and provide an initial briefing of the incident.
  - c. Identify primary contacts including the communications link and location.
  - d. Work with the PIO to keep City Hall informed so the City Manager and City Council do not come to EOC for information.
  - e. Monitor incident operations to identify current or potential inter-organizational conflicts.
  - f. Attend planning meetings as required.
  - g. Provide input on the coordination with City Hall and outside agency resources.
  - h. Oversee the well-being and safety of personnel in the EOC.
  - i. Advise on any City Hall or assisting agency special needs or requirements.
  - j. Determine if any special reports or documents are required.
  - k. Ensure that all outside agency personnel and/or equipment is properly recorded.
  - l. Ensure that all required outside agency forms, reports, and documents are completed.
  - m. Identify representatives from each responding agency, their location, and the appropriate communications and coordination link.
  - n. Respond to requests from incident personnel for inter-organizational contacts and possibly serve as the primary liaison with the Thurston County EOC.
  - o. Act as a "trouble shooter" for the purpose of maintaining effective, appropriate inter-organizational cooperation.
  - p. Monitor spontaneous response of resources not requested and integrate those resources into the emergency management system as appropriate or otherwise as required.
  - q. Act as the primary contact point for military assistance to local government.
  - r. Identify corrective actions and ensure implementation. Coordinate corrective action with Command.
  - s. Ensure adequate sanitation and safety in food preparation.
  - t. Initiate, maintain, and ensure completeness of documentation needed to support claims for injury and property damage.
    - i. Injury information should be kept on contracted personnel formally assigned to the incident, as well as paid employees and mutual aid personnel.
- 4. Public Information Officer (PIO):** The City Communications Manager will function as the Public Information Officer. The PIO is charged with distributing appropriate information to the outside world using the media, employee outlook system, city web site, and any other outlets as they see fit to use. Tasks:
- a. Obtain a briefing from the EOC Manager.
  - b. Obtain the PIO vest from the EOC storage locker.
  - c. Ensure that the PIO Office is open, and that the PIO sign is posted on the doorframe.
  - d. Identify additional staff to support the emergency Public Information function.
  - e. Assign responsibilities such as media contacts, citizen contacts, Cityline updates, website updates, and employee contacts to PIO support staff.
  - f. Determine if other Public Information activities are taking place in the city, make contact, coordinate messaging, and determine whom the lead PIO will be.

- g. Contact the Thurston County EOC and determine what level of cooperation is needed for messaging.
  - h. Contact local media and inform them of the statement and release schedule.
  - i. Present media releases to the EOC Manager for approval prior to release. Not all known information is suitable for public release.
  - j. Establish and coordinate emergency public information prior to, during, and after an emergency.
  - k. Prepare and distribute public information releases regarding disaster preparedness, response, and recovery.
  - l. Review and coordinate releases of information from local, county, and state offices and departments through the EOC.
  - m. Respond to media and public inquires.
  - n. Provide information to city elected officials and to employees, as necessary.
  - o. Monitor news media coverage of the incident.
  - p. Establish a rumor control capability.
5. Operations Section: The Operations Section assumes coordination of all response activities detailed in the Incident Action Plan. The EOC Manager will activate the Operations Section and Section Units as required by the incident. The Operations Section is charged with responding to the needs of the community with city resources from Fire, Police, Parks, and Public Works, etc. The Operations Section Chief is designated to oversee the coordination of the activities in each unit. The work of the Operations Section in the EOC is a coordination of different disciplines, not the actual response or dispatching activity. The Law Enforcement Unit, Fire Services Unit, Emergency Medical Services Unit, Public Works Unit, and Mass Care Unit make up the Operations Section and may be activated, as the incident requires.
- a. Operations Section Chief: Oversees coordination of the Operations Section. Tasks:
    - i. Obtain a briefing from the EOC Manager.
    - ii. Obtain the Operations vest from the EOC storage locker.
    - iii. Ensure that the Operations Section Office is open, and that the Operations sign is posted on the doorframe.
    - iv. Staff the section, assign work stations, and supervise.
    - v. Ensure that the mission number and FEMA number are being used.
    - vi. Consider appointing a scribe for the section to maintain constant situational awareness.
    - vii. Post the following information in the Operations Section area:
      - 1. EOC Org Chart including positions names.
      - 2. Incoming and outgoing phone numbers.
      - 3. Road closures.
    - viii. Establish contact with the departments that are/or will be involved in field operations. After contact is established:
      - 1. Inform the responding department that the EOC is open and ready to support them and that the Operations Section Chief is the primary contact for field operations.
      - 2. Communicate that the Operations Section Chief phone number will be the direct link to the EOC for support and two-way information sharing.

3. Ensure that the response departments involved in field response are using the State mission number and FEMA number on all relevant documents. The EOC should have this information posted.
  4. Coordinate the interaction of multiple response departments using the Incident Command System.
  5. Ensure that proper documentation is occurring.
- ix. Ensure the Operations Section staff is sharing information within the Section concerning the actions of the different departments involved in field operations.
  - x. Determine the logistics needs of the field responders and report to the Logistics Section for resource procurement including food, supplies, additional workers, etc.
    1. Ensure the Logistics Section is filling logistic requests from the field with the highest priority.
  - xi. Gather and interpret information to provide the Planning Section with expert perspective on the unique characteristics and needs of the incident for incorporation into the planning process.
  - xii. Assembles and disassembles strike teams assigned to the Operations Section.
- b. Law Enforcement Unit:
- i. Prioritizes law enforcement response consistent with the Incident Action Plan.
  - ii. Coordinates traffic and crowd control.
  - iii. Coordinates perimeter security, including coordination of scene ingress and egress where appropriate.
  - iv. Coordinates evacuation and activates a separate Evacuation sub-Unit when needed.
  - v. Maintains law and order by sustaining normal law enforcement operations wherever possible.
  - vi. Coordinates Search and Rescue.
  - vii. Provides for incident related criminal investigation.
  - viii. Provides personnel to assist the Thurston County Coroner with the disposition of human remains.
  - ix. Provides personnel to assist with the dissemination of warning and emergency public information.
  - x. Coordinates all incident related aircraft activity and activates an Air Operations sub-Unit if circumstances warrant.
  - xi. Coordinates all harbor related activities using department marine patrol resources.
  - xii. Provides security to the EOC.
- c. Fire Services Unit:
- i. Coordinates all incident related fire services, including all mutual aid supplies, personnel, and equipment requested.
  - ii. Prioritizes fire service response that is consistent with the Incident Action Plan.
  - iii. Coordinates light and heavy rescue and extrication.
  - iv. Assists with the dissemination of warnings and emergency public information as requested by the Public Information Officer.

- v. Provides response to hazardous materials incidents, coordinates with the proper outside authorities for assistance as necessary and provides qualified personnel to assume the role of on-scene command for hazardous materials incidents.
- vi. Provides lighting for night incidents.
- d. Emergency Medical Services Unit:
  - i. Prioritizes Emergency Medical Services response consistent with the Incident Action Plan.
  - ii. Conducts pre-hospital needs assessment based on number, type, and severity of injuries.
  - iii. Provides for on-scene triage and treatment of injured persons.
  - iv. Coordinates the transportation of injured persons to the appropriate hospitals, staging areas, or medical evacuation sites.
  - v. Coordinates all requests for additional EMS personnel and equipment.
  - vi. Coordinates requests for supplies with the hospitals.
  - vii. Assists in coordinating private ambulance resources.
  - viii. Assists in coordination of mass casualty response.
  - ix. Provides casualty and damage information to the EOC.
  - x. Coordinates with Thurston County Medic One for acquisition of additional supplies.
- e. Public Works Unit:
  - i. Prioritizes Public Works response that is consistent with the Incident Action Plan.
  - ii. Provides assistance to the Fire Department in light rescue by providing heavy equipment and other support as needed.
  - iii. Provides for clearance of debris.
  - iv. Coordinates performance of emergency protective measures relating to City property and facilities.
  - v. Coordinates the inspection of City bridges and other public works facilities.
  - vi. Coordinates collection of information regarding the condition of public works facilities and forwards that information to the Planning Section.
  - vii. Coordinates temporary and permanent repairs to City facilities and structures, including water service, streets and roads, bridges, etc.
  - viii. Performs or contracts major recovery work to restore damaged public facilities.
  - ix. Provides traffic control signs and barricades for road closures and detours and assists the Police Department in the development of alternate traffic routes around hazard sites.
  - x. Coordinates City flood fighting activities.
  - xi. Coordinates all additional private sector engineering assistance as needed.
  - xii. Coordinates emergency equipment rental or replacement with the Logistics Section.
  - xiii. Coordinates the disposal of residential and commercial solid wastes and debris.
- f. Mass Care Unit:
  - i. Determines public care needs and activates the appropriate elements of the mass care system and community shelter plan.
  - ii. Coordinates with the American Red Cross (ARC) the transfer of mass care and shelter needs to the ARC as soon as their capabilities are fully activated.

- iii. Coordinates, locates, staffs, and equips relocation centers and emergency shelters as needed.
  - iv. Coordinates activities supporting private disaster assistance and social service organizations in carrying out the mass care needs of the community.
  - v. Coordinates long-term individual and family disaster recovery programs in collaboration with the American Red Cross and various governmental agencies.
  - vi. Coordinates with the Disaster Recovery Group when activated.
  - vii. The Department of Parks, Arts, and Recreation staffs the Mass Care Unit.
6. Planning Section: The Planning Section collects, processes, analyzes, and disseminates information in the EOC. The EOC Manager will activate the Planning Section and Section Units as required by the incident. A Planning Section Chief will be designated to oversee coordination of the Section. The Situation Unit, Documentation Unit, and Damage Assessment Unit make up the Planning Section and may be activated, as the incident requires.
- a. Planning Section Chief: The Planning Section Chief is charged with collecting and documenting information, developing situation and status reports, anticipating future needs and prioritizing incidents. None of this can be accomplished until a general understanding or situational awareness of the incident is obtained. Planning has multiple functions. It is imperative that documentation of past, present, and future actions be completed. The tracking and recording of all requests for service and/or messages into the EOC is the first priority of the Planning Section. All messages will need to be logged on the EOC message log. Tasks:
    - i. Obtain a briefing from the EOC Manager.
    - ii. Obtain the Planning Section vest from the EOC storage locker.
    - iii. Staff and supervise the Planning Section.
    - iv. Develop and file Sit Reps in the incident activation file and send copies to the county EOC. The first Sit-rep should be sent when the EOC is activated. Sit-reps should be filled out every 6-8 hours or as conditions change and for each identified operational period.
    - v. Develop incident logs and forecasting.
    - vi. Establish an information gathering and organization system to meet the needs of the Incident.
    - vii. Coordinate the development of Incident Action Plans by Operational Period.
    - viii. Anticipate incident needs and prepare the EOC to stay ahead of the event.
    - ix. Produce, update, and send copies of incident maps to TCOMM, Operations Units, and Dispatch.
    - x. Produce and update status boards.
    - xi. Log all messages coming into the EOC.
    - xii. Provide reports to other sections and the county EOC.
    - xiii. Produce the final report on the EOC activation.
  - b. Situation Unit:
    - i. Provides the mechanism for the collection and analysis of information necessary for understanding the nature and scope of the emergency.
    - ii. Predicts the probable course of events and prepares alternative strategies that direct operations.

- iii. Coordinates the collection and organization of incident status and situation intelligence.
  - iv. Collects spot reports from the field as needed.
  - v. Assembles situation and spot reports and prepares required reports to be forwarded to the County.
  - vi. Assists the Planning Section Chief in the preparation of the Incident Action Plan.
  - vii. Makes use of field forces for the collection of essential information.
  - viii. Uses photography, including still photos and videotape, for planning, briefing, and historical recording purposes.
- c. Documentation Unit:
- i. Coordinates the maintenance of complete incident files as a part of the information management system.
  - ii. Provides status display and internal communications in the EOC.
  - iii. Establishes and maintains an incident chronology and master log.
  - iv. Establishes and organizes incident files.
  - v. Prepares incident documentation for the Planning Section Chief when requested.
  - vi. Provides for the collection of historical documentation, including audio and videotapes, photographs, and other historical records.
  - vii. Provides for the filing and long-term storage of incident records in cooperation with the Administrative Services.
  - viii. Assists with clerical and duplication services in the EOC.
- d. Damage Assessment Unit:
- i. Collects information necessary to form a clear understanding of the nature and extent of damage to public and private property, and the estimated cost of repair or replacement. A local Declaration of Disaster may be based on the findings of the initial assessment.
  - ii. Provides for an initial evaluation of damage through a Rapid Visual Assessment of public and private structures and facilities.
  - iii. Carries out initial ATC-20 inspection of damaged structures. Public Works will assist Community Planning and Development with this process.
  - iv. Prioritizes the inspection of critical facilities.
  - v. Coordinates detailed damage assessments, in cooperation with the appropriate local, state, and federal agencies and the American Red Cross.
    - 1. Private Property Damage may include damage to:
      - a. Homes.
      - b. Mobile homes.
      - c. Farm homes.
      - d. Multiple family homes.
      - e. Businesses.
      - f. Agricultural losses including loss of crops, livestock, and farm facilities.
    - 2. Public Property Damage is damage to property owned by local governments, non-profit organizations and tribes and may include damage to:
      - a. Non-federal road systems including the need for debris clearance.

- b. Water and sewer systems.
  - c. Flood control systems.
  - d. Public buildings and equipment.
  - e. Public facilities under construction.
  - f. Private non-profit facilities for education, emergency, utility, medical, custodial care, etc.
  - g. Parks, public recreation facilities, etc.
3. Damage Assessment Phases:
- a. Initial Local Assessment: Raw data collected by local Damage Assessment Teams to determine the location and extent of damage. Initial assessment includes rough estimates of dollar loss.
  - b. Joint Assessment: If initial assessment discloses that repair and recovery are possibly beyond local and state capability, joint local, state and federal assessments are conducted to obtain more definitive information.
4. Damage Assessment Methods: Damage Assessment Methods will be activated as soon as practical. Initial assessments should be obtained within the first 12 to 24 hours of the disaster. Methods for assessment may include:
- a. Spot Reports: Information from emergency personnel on scene. Spot reports, by Operational Area, may be requested.
  - b. Spontaneous reports: Information received from the public.
  - c. Aerial Inspection: Use of aircraft for gross damage assessment, may include aerial photographs or videotape.
  - d. Windshield Assessment: Rapid drive through to obtain initial information on the number of structures impacted.
  - e. Detailed Survey: More detailed assessment of the damage areas identified in the Windshield Assessment. Some of this information may also be assembled through a telephone call-in system, or personal interviews at a drop-in center.
7. Logistics Section: The Logistics Section acquires the resources necessary for an effective response effort. The EOC Manager will activate the Logistics Section and Section Units as required by the incident. A Logistics Section Chief will be designated to oversee coordination of the Section and Section Units. The Food Unit, Supply Unit, Facilities Unit, and Human Resources Unit make up the Logistics Section and may be activated, as the incident requires.
- a. Logistics Section Chief: The Logistics Section Chief is charged with supporting the human and material needs of the city during any event that requires more resources than an individual department can provide. Human needs include but are not limited to Food, water, and rest arrangements for City employees deployed in the field or working in the EOC as well as replacement workers for all functions. Material needs can include but are not limited to response teams, tools, equipment, and supplies. Tasks:
    - i. Obtain a briefing from the EOC Manager.
    - ii. Obtain the Logistics Section vest from the EOC storage locker.
    - iii. Staff and supervise the section as dictated by the needs of the incident.

1. Recruit clerical support for the EOC. Two clerical persons will be needed immediately. Assign one to the EOC Manager.
  - iv. Ensure that the entrance to the EOC is secured. The Police Department can assign a cadet for this job.
  - v. Set up additional EOC and front office phones as needed. Instructions are in the EOC security drawers.
  - vi. Order food for the first expected meal break.
  - vii. Establish and coordinate an incident support capability to ensure effective emergency resource acquisition and allocation. Phone books, catalogs, brochures, etc. may be useful for locating items. Coordinate any purchasing through the Finance and Administration Section.
  - viii. Contribute to the Logistics portion of the Incident Action Plan.
  - ix. Begin the process of securing food, water, rest arrangements, and shelter for city Employees assigned to respond to the event.
  - x. Develop processes for rotating EOC staff through 12-hour shifts.
- b. Food Unit:
- i. Coordinates the acquisition and distribution of food supplies and provides for the purchase of essential food items from local merchants.
  - ii. Coordinates acquisition and distribution of potable water.
  - iii. Supports the Mass Care Unit by providing food supplies needed for feeding stations and public shelter facilities.
  - iv. Establishes food distribution centers.
  - v. Establishes contact with local retail and wholesale food outlets to obtain voluntary controls on distribution of essential food stocks.
  - vi. Coordinates with the Public Information Officer in the development of instructions to the public regarding location of distribution centers.
- c. Supply Unit:
- i. Coordinates the acquisition of equipment and supplies requested by the incident staff.
  - ii. Provides for the reception, storage, accountability, and distribution of ordered supplies and material.
  - iii. Maintains an inventory of supplies.
  - iv. Coordinates purchasing with the Finance and Administration Section and assures that all orders are supported by Purchase Orders issued by the Finance and Administration Section.
  - v. Provides for the coordination of service or repair of non-expendable supplies and equipment.
  - vi. Coordinates transportation resources.
  - vii. Coordinates with Thurston County Emergency Management for use of Intercity Transit and school busses in support of transportation needs.
  - viii. Coordinates allocation of fuel resources.
- d. Facilities Unit:

- i. Coordinates the establishment of incident facilities as required, including public shelter facilities, material staging and warehousing, emergency relocation centers, disaster victim processing facilities, etc.
      - ii. Provides for the continuing maintenance and operation of incident facilities until demobilized by Incident Command.
    - e. Human Resources Unit:
      - i. Coordinates the acquisition, registration, assignment, and management of spontaneous volunteers.
      - ii. Establishes a volunteer management center and augments staff with qualified volunteers.
      - iii. Establishes a receiving and processing capability for donated goods in cooperation with the Supply Unit.
      - iv. Coordinates with Thurston County Emergency Management in the joint establishment of a donated goods facility as needed.
      - v. Establishes a pool of skilled personnel provided by business, labor organizations, or other sources.
      - vi. Coordinates with the Human Resources Section for the placement of City personnel not otherwise assigned in the emergency plan.
      - vii. Coordinates with the Human Resources Section for the temporary emergency hire of personnel to meet emergency needs.
- 8. Finance and Administration Section: The Finance and Administration Section provides for the development and monitoring of responsible fiscal policies and procedures during times of emergency. This section also coordinates disaster cost recovery where possible and ensures compliance with state and federal requirements for disaster relief for our citizens. The EOC Manager will activate a Finance and Administration Section as required by the incident. A Finance and Administration Section Chief will be designated to oversee coordination of the activities of this Section.
  - a. Administrative Procedures: Normal administrative procedures and practices of city government will be followed to the maximum extent possible. The City Manager may amend, reduce, or suspend certain administrative and fiscal procedures to provide for efficient emergency response and recovery. This may include temporary reassignment of personnel, extension or modification of working hours, or other measures necessary to provide full response of city resources to the emergency.
  - b. Coordination of Expenditures:
    - i. Emergency Expenditures: Provisions for emergency/disaster expenditures are not normally included in the budgeting process. Disasters may occur, requiring substantial and necessary unanticipated expenditures. Such obligations and expenditures will be made under the provisions of the appropriate state statutes. Disaster expenditures will be incurred with currently appropriated city funds to the extent possible. The City Council and the City Manager will be responsible for identifying other sources of funds to meet disaster related expenses if city budgets are exceeded.
    - ii. Purchasing & Coordination with the Logistics Section: The actual acquisition of supplies, equipment and material in support of the emergency response will be carded out by the appropriate Unit of the Logistics Section.

1. Purchasing will be streamlined by the adoption of automatic authorization for purchase or rental of certain items by the Logistics Section in time of emergency. That policy may include purchase price thresholds, pre-issued purchase order numbers, or other procedures that provide for expedient purchasing while maintaining essential fiscal control.
- iii. Financial Records: The city will establish procedures for keeping records necessary to separately identify incident related expenditures and obligations. Such records are necessary in order to substantiate the extent of commitment of local government resources, to document requests for outside assistance, and for possible reimbursement of other financial assistance under a Presidential Proclamation of Disaster. Detailed records will be kept from the onset of the emergency which include:
  1. Work performed by force account (city employees), including appropriate extracts from payrolls; equipment used on the job and associated costs; invoices, warrants, and checks issued and paid for materials and supplies used on the job.
  2. Work performed by contract, including copies of requests for bid, if any; the contract, which is let; invoices submitted by the contractor; warrants authorizing check issuance; and checks issued in payment.
  3. Any other incident related expenditures associated with response to the incident.
- iv. Mutual Aid Resources: Mutual aid agreements between political jurisdictions, as well as with private sector groups, will be developed whenever possible. Such agreements will define liability, and detail funding and cost arrangements. Where mutual aid agreements do not exist, or other agreements or understandings do not apply, it must be assumed that the City of Olympia accepts full responsibility for the cost of requested resources.
- c. Essential Records: The Director of Administrative Services will coordinate identification of essential records and establish procedures under the guidance of the state law for preservation of vital records in the event of a major emergency. In addition, each department shall detail the records deemed essential for continuing government functions under emergency conditions. That list should include the location and method of retrieval of those records identified. Provisions shall also be made for access to records required for emergency operations, including utility system maps, location of emergency supplies and equipment emergency plans and procedures, personnel rosters, etc. Provisions should be made for the recovery of certain vital records in the event of damage to automated records systems.
- d. City Business Resumption Plan: Certain city business processes, if not performed, may directly result in lost revenue, significant increased operational costs, costly legal challenges, or safety and health issues not directly related to the disaster incident. A City Business Resumption Plan should be prepared to assist in sustaining or restoring critical functions and business as usual. These factors may be used to identify vital city services, and develop strategies for recovery:
  - i. How will the service interruption impact city customers?
  - ii. How long can the process or service be interrupted before the consequences severely impact business?
  - iii. Do other departments or agencies provide materials, services, or information that would seriously affect the service if not provided on schedule?
  - iv. What resources including personnel are needed to sustain the process or service? Will

- they be immediately available during or immediately after the emergency? Does the service require specialized personnel? Can temporary workers be hired to perform the service effectively?
- v. What system documentation is available? Can services be provided manually for a short period of time?
  - vi. What kind of support is required, including electrical power, water, computer support, transportation, public access facilities, etc.?
- e. **Emergency Worker Compensation: Liability Coverage for Emergency Workers:** Certain liability coverage is available under RCW 38.52 for emergency workers involved in the protection of life and property during an emergency under the provisions of this plan. Coverage will be activated by the assignment of a mission number by the State Emergency Operations Center, and the proper registration of emergency workers through the volunteer management system. Volunteer emergency workers will be utilized only as specified by state law, WAC 118-04. Workers will be registered as required, to include name, date of birth, address, the purpose for which they were utilized, and the appropriate dates and times.
- f. **Finance and Administration Section Chief:** The Finance and Administration Section Chief is charged with a variety of functions. These include, contacting City officials and elected members through the Liaison Officer if available, coordinating technical support for the EOC, and managing the documentation of costs during and after an event. Tasks:
- i. Obtain a briefing from the EOC Manager.
  - ii. Obtain the Finance and Administration vest from the EOC storage locker.
  - iii. Staff and supervise the required elements of the Section and assume the duties of the Section as appropriate should full activation not be required.
  - iv. Establish a fiscal control capability.
  - v. Provide input in planning on all financial and cost analysis matters.
  - vi. Ensure that the mission number, designated by the EOC Manager, FEMA number, and the event project number are posted and being used.
  - vii. Ensure on-going contact and information dissemination to the City Manager and City Council occurs. Remember to stress what information is public and what is not yet being released.
  - viii. Contact Legal to be available for declarations of emergency or disaster. Drafts are kept in the section book.
  - ix. Ensure all Sections are using ICS 214, Unit Logs.
  - x. Consider raising credit card limits for EOC cardholders.
  - xi. Support the EOC manager in process type decisions such as when to declare a disaster or emergency or when to seat the policy group.
  - xii. Be ready to consult with the City Attorney as needed on legal matters.
- g. **Procurement Unit: Administrative Services** will staff this Unit. The Logistics Section is responsible for acquiring required resources. However, the Procurement Unit provides financial monitoring for those transactions and facilitates the general process. The Procurement Unit:
- i. Provides for allocation of city financial resources in support of the needs of the incident.
  - ii. Establishes and administers a Purchase Order system to control expenditures in

- coordination with the Logistics Section.
- iii. Maintains records of financial obligations relating to the incident.
- iv. Coordinate all contractual matters regarding vendor contracts and rental agreements and ensures that all obligation documents are properly prepared and executed.
- h. Cost Tracking Unit: Staffed by Administrative Services. The Cost Unit:
  - i. Provides for the real time tracking of all expenditures, obligations, and costs incurred relative to the incident.
  - ii. Establishes a method of collecting the data needed to track costs. All departments will cooperate by maintaining those records necessary to accomplish cost analysis responsibilities.
- i. Telecommunications Unit: Staffed by Administrative Services augmented where necessary by other departments. The Telecommunications Unit:
  - i. Provides personnel to the EOC to assist with telecommunications.
  - ii. Provides for duplication services in the EOC.
- j. Information Services Unit: Staffed by Administrative Services augmented where necessary by other departments. The Information Services Unit:
  - i. Provides clerical support to the EOC, to include log keepers, data input services including EIS and other computer aided data collection efforts, and other clerical services as required.
  - ii. Provides for duplication services in the EOC.
- k. Employee Welfare Unit: Staffed by Human Resources and works in conjunction with Parks, Arts, and Recreation. The Employee Welfare Unit:
  - i. Provides for the monitoring of employee home and family needs to determine if they were impacted by the emergency.
  - ii. Provides a child care system for employee families as needed.
  - iii. Coordinates employee disaster relief as needed.
  - iv. Coordinates Post Traumatic Stress debriefings for employees and their families.
  - v. Coordinates workplace disaster safety surveys and modifications.
  - vi. Coordinates all Workman Compensation claims and other issues relating to the incident, including injuries and illnesses.
  - vii. Identifies potentially unsafe acts.
  - viii. Identifies corrective actions and ensure implementation. Coordinates corrective action with Command.
  - ix. Ensures adequate sanitation and safety in food preparation.
  - x. Initiates, maintains, and ensures completeness of documentation needed to support claims for injury and property damage.
    - 1. Injury information should be kept on contracted personnel formally assigned to the incident, as well as paid employees and mutual aid personnel.

*Prevention and Mitigation*

- Promote safety and prevention programs.

#### *Preparedness*

- Develop and maintain the City CEMP.
- Coordinate and maintain a method of identifying available resources.
- Provide preparedness activities including plans, procedures, training, drills, exercises, etc.

#### *Response*

- Coordinate the City's emergency response with federal, tribal, public and private organizations.
- Communicate and coordinate with local jurisdiction and tribal government EOCs to monitor the situation, gather essential elements of information and identify jurisdictional and tribal needs and requirements.
- Staff the EOC as dictated by the emergency or disaster and the resource needs.
- Develop EOC Action Plans, as required.

#### *Recovery*

- Deploy appropriate resources as needed in support of recovery operations.
- Coordinate with state agency, local jurisdiction and tribal government officials on short-term and long-term recovery planning and operations.
- Develop EOC Action Plans and SITREPs as appropriate.
- Distribute recovery information, plans and reports to EOC staff.
- Recommend the activation of the Recovery Task Force (RTF).
- Conduct after-action critique of the overall response and recovery efforts and recommend operational, procedural, or statutory changes to improve future efforts.

#### Responsibilities

##### *Fire Department: Emergency Management Division*

- Establish Incident Command Systems sections as instructed by the EOC Manager.
- Establish appropriate Units as required by the nature and scope of the emergency.

##### *All City Departments:*

- Develop procedures that detail the departments expected role in emergency response.

##### *Thurston County Emergency Management:*

- Provides support to the City of Olympia in all aspects of emergency response and recovery.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

## **Hazardous Materials**

### Introduction

#### *Purpose*

To define local responsibilities for hazardous material incident response and management.

#### *Scope*

Preparation for and response to incidents in the City involving hazardous substances, including radioactive materials.

## Policies

1. Federal law, specifically the Emergency Planning and Community Right-to-know Act, defines how communities will prepare for and respond to incidents involving the release of certain hazardous substances. This plan is consistent with the requirements of the law.
2. The Local Emergency Planning Committee (LEPC) has established a hazardous materials emergency response plan in accordance with federal and state law. That plan is included herein by reference.
3. The Washington State Patrol has been designated as the Incident Command Agency for hazardous materials incidents that impact state and interstate highways.

## Situation

### *Emergency/Disaster Conditions and Hazards*

The manufacture, transportation, storage, and use of a wide range of hazardous materials in our community pose a threat to life and the environment in the event of an uncontrolled release. Accidents involving rail, waterway and highway transportation of chemicals may occur. An initial disaster, like an earthquake, may result in numerous secondary events such as ruptured or overturned storage tanks, ruptured lines or explosions caused by spilled material.

### *Planning Assumptions*

1. The Fire Department will most likely be the initial responding agency. Fire Department plans and procedures should be developed to define how hazardous materials incidents will be managed and how emergency resources will be mobilized as well as the methods for notifying WSP when appropriate.
2. In major events where multiple hazardous materials incidents exist, the Fire Department may have to proceed as the hazardous materials response agency without the assistance or direction of the Washington State Patrol.

## Concept of Operations

### *General*

1. A hazardous materials incident will be reported to emergency authorities by the spiller, bystanders, or others becoming aware of a dangerous situation. Most reports will be made to Thurston 9-1-1 (TCOMM).
2. TCOMM has internal procedures for notification of the appropriate emergency response agencies. The Fire Department is the initial response agency for hazardous materials in the city.
3. Initial protective actions will be taken by the Fire Department as required by the nature and scope of the incident. In larger incidents, the EOC may be activated in support of on-scene command.
4. WSP will be notified and will assume Incident Command at the scene according to standing orders.
5. Incident command will determine the appropriate method for handling the incident, including protective measures, personnel safety, cleanup, etc.

### *Organization*

The designated incident command agency will determine the appropriate response organization for handling a hazardous materials (HAZMAT) incident.

### *Procedures*

1. The internal procedures for each response agency will identify how they will respond to a HAZMAT incident.
2. Site-specific incidents will be coordinated on-scene. The city EOC may be activated for multiple simultaneous incidents.

3. The provisions of the Thurston County Hazardous Materials Emergency Response Plan developed and maintained by the Local Emergency Planning Committee, will identify the overall direction, control, and coordination elements of hazardous materials incident response and recovery.

#### *Prevention and Mitigation*

- Conduct inspections of facilities where hazardous materials are generated, used, stored, disposed of, or destroyed.
- Manage city-owned aquatic lands and associated habitat to reduce or eliminate the effects of hazardous materials.
- Manage biological, cultural, and natural and structural resources to reduce or eliminate the effects of hazardous materials.

#### *Preparedness*

- Develop guidance and emergency procedures for operations.
- Develop and conduct hazardous materials exercises.
- Develop and conduct hazardous materials training for all emergency responders.
- Participate in other local, state, and federal hazardous materials exercises.

#### *Response*

- Provide 24-hour response to hazardous material, oil spill, or other release incidents.
- Make emergency notifications.
- Determine the source and course of the incident.
- Identify the responsible party for a hazardous material, oil spill, or release incident.
- Assume responsibility for incident management and cleanup if the responsible party is unavailable, unresponsive, or unidentified.
- Ensure that source control, containment, cleanup, and disposal are accomplished.
- Assist in monitoring and ensuring the safety of first responders and other personnel.
- Initiate enforcement actions, as appropriate.
- Coordinate spill response with other state and federal agencies, and local jurisdictions.
- Establish a JIC with involved agencies and the responsible party to provide current and accurate information to the community.
- Make on-site inspections of hazardous materials, oil spill, or other releases.

#### *Recovery*

- Review response procedures following an incident.
- Coordinate the preparation of an after-action report where appropriate for oil and hazardous materials incidents.
- Recommend and oversee long-term remedial actions.
- Follow-up on enforcement actions.

#### *Responsibilities*

##### *Washington State Patrol*

- Acts as designated Incident Command Agency for hazardous materials.
- Assumes overall direction and control responsibility according to state law.

- Determines the best method of handling the incident, requests outside resources as needed.
- Coordinates with other state agencies, including the Department of Ecology, regarding response and recovery.

#### *Fire Department*

- Acts as initial response agency for hazardous materials.
- Identifies the hazard if possible and determines the appropriate initial response methods to mitigate the immediate threat to life and property.
- Confirms notification of the designated incident command agency.
- Confirms notification of the appropriate state agencies.
- Coordinates actions with the LEPC.

#### *Mutual aid fire departments and districts*

- Provides mutual aid support to the Fire Department or the incident command agency as requested.

#### *Police Department*

- Traffic and perimeter control at the scene.
- Assists with identification of the hazardous material.
- Coordinates actions with the LEPC.

#### *Washington State Department of Ecology*

- Acts as lead agency for spill cleanup.
- Provides technical information on containment, cleanup, and disposal.
- Assists with laboratory analysis and evidence collection for enforcement action.
- Serves as the state on-scene coordinator under the National Contingency Plan for spills impacting the waterways.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Refer to the Fire Department's emergency response processes.

## Legal

### Summary

The Legal Department consists of general counsel and prosecution.

### Core Capabilities

The following core capabilities align with the responsibilities of the Legal Department:

All Phases

Planning

### **Emergency Support Functions**

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of the Legal Department:

ESF-5: Emergency Management (Supporting)

ESF-14: Long Term Community Recovery (Supporting)

## **Municipal Court**

### **Summary**

The Municipal Court consists of court services, probation services, and community court.

### **Core Capabilities**

The following core capabilities align with the responsibilities of the Municipal Court:

Response

On-scene security, protection, and law enforcement.

### **Emergency Support Functions**

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of the municipal court:

ESF-5: Emergency Management (Supporting)

ESF-14: Long Term Community Recovery (Supporting)

## **Parks, Art, and Recreation**

### **Summary**

The Parks, Art, and Recreation Department consists of Community Enrichment and Parks. Community Enrichment includes Arts, facility operations, and recreation. Parks includes parks maintenance, and planning and design.

### **Core Capabilities**

The following core capabilities align with the responsibilities of Parks, Arts, and Recreation:

All Phases

Operation Coordination

Mitigation

Community resilience

Response

Logistics and Supply Chain Management

Mass Care Services

Recovery

Housing

Natural and Cultural Resources

### **Emergency Support Functions**

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of Parks, Arts, and Recreation :

ESF-3: Public Works and Engineering (Supporting)

ESF-5: Emergency Management (Supporting)

ESF-6: Mass Care, Emergency Assistance, Housing, and Human Services

ESF-7: Logistics Management and Resource Support

ESF-14: Long Term Community Recovery (Supporting)

### **Mass Care**

Introduction

*Purpose*

Coordinate mass care and sheltering efforts for the population following a major emergency or disaster. Coordinate comfort centers during severe weather events or following a disaster or emergency.

*Scope*

- Address sheltering needs for persons unable to provide for themselves, and define coordination of shelters, feeding stations, and other special services to persons in need following an emergency.
- The management, safe handling, and distribution of food stocks, water, and donated goods for the needs in the city of Olympia during a major emergency or disaster to be coordinated with Thurston County.

Policies

- The needs of the impacted population will be met whenever possible with combined public and private resources, including city personnel and facilities where appropriate, private disaster relief agencies, churches, civic and fraternal organizations, non-profit charitable organizations, and any other appropriate service or facility.
- Mass care services will be provided without regard for race, color, religion, national origin, age, sex, financial status, marital status, sexual orientation, or the presence of any sensory, mental, or physical disability.

Situation

*Emergency/Disaster Conditions and Hazards*

- Disaster conditions may be of such severity as to prevent the habitability of homes, damage essential services such as water and power, disrupt the distribution of food, and significantly stress local emergency aid.
- Food and water sources as well as other essential supplies may be exhausted or compromised, requiring special procedures for acquiring additional resources.

### *Planning Assumptions*

- Mass care will normally be carried out during and immediately after an emergency or disaster until individual services can be provided.
- Not all persons evacuated from their homes will need shelter and support. Sheltering with family members, the use of recreational vehicles, and other expedient and self-sufficient means may reduce the overall load on public shelter capabilities.
- Under emergency/disaster conditions the American Red Cross and the Salvation Army are the primary agencies that have the ability to coordinate feeding.
- The Fire Department: Emergency Management Division will work with all community, humanitarian, and social service organizations on the coordination of this activity.
- The distribution of food, water, and donated goods needs to be a community wide effort to include City of Olympia and Thurston County government.
- Distribution of food, water, and donated goods will tax government, humanitarian, and social service agencies.
- City of Olympia and Thurston County have limited experience in coordinating the distribution of food, water, and donated goods in a catastrophic event.
- Water supplies may be severely impacted both during flooding, severe winter storms, due to frozen then ruptured pipes, and earthquakes because of total disruption, cracks, pipeline failures, etc.
- Most water purveyors are not prepared to deal with severely impacted water systems after a major emergency/disaster.

### Concept of Operations

#### *General*

- Mass care provides for the immediate survival needs of disaster victims through group services and facilities coordinated by the Department of Parks, Arts, and Recreation.
- The American Red Cross (ARC) is the primary resource for opening and operating public shelters. Where possible, the ARC will assist in the acquisition and coordination of additional private sector relief resources.
- When the incident impacts more than one jurisdiction, coordination with the American Red Cross will be through the Thurston County ECC.
- The Fire Department: Emergency Management Division will coordinate with local agencies, churches, institutions, commercial facilities, volunteer organizations, and appropriate purveyors for the management of food, water, and donated goods.

#### *Organization*

- Incident Command may establish a Mass Care Unit for coordination of emergency sheltering and feeding.
- An American Red Cross representative may be requested to assist the Mass Care Unit in coordination of private sector care resources.

#### *Procedures*

1. Mass Care Centers: In order to provide for the rapid care of dislocated persons, mass care centers will be identified by the Mass Care Unit as quickly as possible. The purpose of these centers is to provide immediate relief for emergency personnel by meeting the needs of displaced disaster victims. Disaster victims will be assisted in one of the following ways:
  - a. No Shelter Needed/Will Seek Shelter Elsewhere: Disaster victim check-in will be encouraged at

- mass care centers. Collected information including names, address, destination, and other details will be forwarded to the Disaster Welfare Information Center.
  - b. Shelter Needed/No Alternative Resource: Processed and sheltered or routed to a special needs shelter facility.
  - c. Feeding Only: Provisions will be made for feeding stations in or near the impact area that allow for drop-ins.
2. Post Incident Disaster Assistance Centers: The Emergency Management Coordinator will assist in the location, staffing and supervision of Disaster Assistance Centers as needed following a disaster. All individual assistance programs, public and private, will be accessible at the local level through the Disaster Assistance Centers.
  3. Comfort Centers: Comfort centers may be made available during severe weather events or following a disaster or emergency.
    - a. The American Red Cross is the preferred provider of supervision.
    - b. Police support may be necessary to maintain a secure, safe, and peaceful facility.
    - c. Drinking water and cups will be made available at the facility.
    - d. Food needs will have to be provided and managed by another agency and must meet health department regulations.
  4. Disaster Assistance to Individuals: Certain assistance may be available on a limited basis through local volunteer and disaster service organizations, e.g., American Red Cross, Salvation Army, Thurston County Health Department, without a local, state, or federal declaration/proclamation of disaster. Services may include:
    - a. Distribution of food supplies.
    - b. Distribution of clothing, bedding and personal comfort items.
    - c. Establishment of temporary feeding stations.
    - d. Public shelter or temporary housing.
    - e. Limited nursing services for seniors and persons with disabilities.
  5. Coordination with the American Red Cross (ARC): The Thurston/Mason Counties Chapter of the American Red Cross will establish central direction and control of ARC resources. Depending upon the level of involvement by ARC in disaster response and recovery in the city of Olympia, a direct liaison for ARC may be established at the EOC to ensure close coordination and cooperation.
  6. Coordinate and support existing homeless sheltering resources in downtown Olympia by helping ensure the shelters are open.
  7. State and Federal Disaster Relief and Individual Assistance Programs: In the event of an emergency or disaster proclamation by the President of the United States, certain federal disaster assistance programs will be available to the impacted population. The State Emergency Operations Center and the Federal Emergency Management Agency coordinate disaster assistance to individuals, upon proclamation of a disaster. In addition, certain aid is available from private disaster assistance and social service agencies.
  8. Community Mental Health Services: The Emergency Management Coordinator will coordinate with Thurston County Emergency Management in the carrying out of post incident community mental health services and religious affairs. A region wide inventory of qualified mental health professionals should be established for this purpose. Services may include information and referral, spiritual guidance services, and critical incident stress debriefing.

9. Disaster Welfare Information (DWI) System: American Red Cross has plans to establish and maintain a system of disaster victim registration in order to provide for a central clearinghouse of information on persons impacted by disaster. A single official register will be kept which lists the information available on known injuries, the status of relocated persons, and other information essential for response to welfare inquiries. The DWI system will not include a confirmed casualty list. Information available through the DWI System will include:
  - a. Information about persons injured as provided by local hospitals.
  - b. Information on casualties evacuated to hospitals outside of the disaster area as provided.
  - c. Status of individuals living in the disaster area obtained through shelter registration or a community-wide DWI registration process.
10. Casualty List: A single casualty list of known confirmed dead will be maintained by the Thurston County Coroner and will be accessible through Thurston County Emergency Management when activated. The category "missing" will not be used. Fatality lists will not be transmitted by radio to prevent accidental monitoring by unauthorized persons. The Thurston County Coroner will determine the appropriate means of dissemination of information on deceased persons.
11. Release of Information: American Red Cross procedures for the release of information on disaster victims will be observed. Confidentiality of information provisions will be observed. Only information cleared for release will be included in the DWI system.
12. Provisions for Special Populations: A Special Populations Coordinator position may be established within the Mass Care Unit to ensure that the needs of the elderly, children, persons with disabilities, and non-English speaking persons are met to the extent possible. The Special Populations Coordinator should:
  - a. Identify the special population needs.
  - b. Coordinate with existing social service and disaster assistance/relief organizations to make sure needs are being addressed.
  - c. Coordinate with local utilities to identify special needs of people who depend on utilities for life support.
  - d. Establish a capability at the Disaster Assistance Center to provide support in understanding information and government regulations, completing forms, and obtaining the necessary relief.
13. Evacuation and Sheltering of Pets: The City of Olympia will coordinate the evacuation and sheltering of pets through the Thurston County EOC.
14. Food:
  - a. The cooperation of the commercial food sector is essential to execute emergency plans for allocation of food resources to meet emergency demands.
  - b. The EOC will attempt to coordinate city food resources.
  - c. Emergency food stocks will be purchased or procured under the provisions of RCW 38.52.070.
  - d. Coordination of food stocks may be made in cooperation with the Thurston County Food Bank.
15. Water:
  - a. Thurston County receives its water from a multitude of systems. Olympia's primary drinking water source is McAllister Wellfield.
  - b. The EOC will coordinate city water resources.
  - c. Following an earthquake, water may be evaluated for contamination.

#### *Prevention and Mitigation*

- Refer to City hazard mitigation plans. The Emergency Management Coordinator or a designee with assistance from the Director of the Department of Community Planning and Development or a designee are responsible for hazard mitigation planning and coordination.
- Protect potable water supplies including the use of fencing and surveillance of reservoirs and wellheads as well as treatment and testing of water supplies before entering pipeline delivery systems.

#### *Preparedness*

- Share information and lessons learned, develop processes and plans, coordinate response activities, and conduct annual exercises with regional partners.
- Refer to individual water utilities, food producers and distributors, health and agricultural organizations, etc. for plans.

#### *Response*

- Track the status of all mass care activities in the city.
- Submit, monitor, and coordinate resource requests for mass feeding and sheltering.
- Coordinate the activities of those local agencies charged in local plans for the provision of food, water, and donated goods.
- Inform assigned agencies of the need to coordinate food, water, and donated goods.

#### *Recovery*

- Support the transition to recovery activities, as required.
- Follow appropriate policies and procedures in completing required documentation to justify emergency services, purchases, or expenditures.
- Revise procedures based on lessons learned from the emergency or disaster.
- Demobilize resources when appropriate.

#### Responsibilities

##### *Department of Parks, Arts, and Recreation*

- Responsible for providing for direct services to the individuals impacted by a disaster, including feeding, temporary shelter, disaster victim registration, and disaster relief to individuals and businesses. Staffs the Mass Care Unit, in cooperation with the American Red Cross, to ensure the immediate comfort and care of the victims of disaster. The Mass Care Unit will:
  - Determine public care needs and activate the appropriate elements of the mass care system and community shelter plan.
  - Coordinate with the American Red Cross the transfer of mass care and shelter needs to the ARC as soon as their capabilities are fully activated.
  - Coordinate, locate, staff, and equip relocation centers and emergency shelters as needed.
  - Coordinate activities supporting private disaster assistance and social service organizations in carrying out the mass care needs of the community.
  - Coordinate long term individual and family disaster recovery programs in collaboration with the American Red Cross and various governmental agencies.
  - Coordinate with downtown Olympia homeless support community.
  - Coordinate with the Disaster Recovery Group when activated.

#### *American Red Cross*

- Provides disaster victims with food, clothing, shelter, first aid, and supplementary medical/nursing care as well as other urgent needs.
- Opens shelters and feeding stations upon request.
- Maintains agreements with facility owners and operators for their emergency use as shelters.
- Coordinates their activities through the Thurston County ECC when activated for a multi-jurisdictional incident.

#### *Salvation Army*

- Provides personnel, facilities, and services to assist the Department of Parks, Arts, and Recreation in meeting emergency care needs.

#### *Fire Department: Emergency Management Division*

- Coordinates the activities of those local agencies charged in local plans for the provision of food, water, and donated goods.
- Informs assigned agencies of the need to coordinate food, water, and donated goods.
- Coordinates and maintains a liaison with private providers of mass care resources and services.
- Coordinates with all appropriate departments/agencies to ensure operational readiness.
- Maintains an operational EOC and emergency operating procedures.
- Coordinates with State Emergency Management in the development of local programs that will manage the logistics of food, water, and donated goods.

#### *Food Bank*

- Coordinates distribution of unsolicited goods.
- Coordinates with the Volunteer Center for additional staffing needs.
- Provides emergency food to individuals and organizations.
- Maintains a resource listing of city and countywide food bank facilities and their equipment, supplies, and facilities and their availability.

#### *Salvation Army*

- Provides mobile canteen services.
- Provides emergency feeding services.
- Collects and distributes food, clothing, and other supplies.
- Maintains a resource listing of equipment, supplies, and facilities and their availability.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Hazard Mitigation Plan.

Refer to the department of Parks, Arts, and Recreation's emergency response processes.

## Logistics

### Introduction

#### *Purpose*

Provide for the effective use, prioritization, and conservation of available resources. Define how supply, equipment, services, and facilities will be provided in support of the incident; and how food and water resources will be coordinated. Define the methods for utilizing military support and civil authorities, when appropriate to augment local efforts.

#### *Scope*

Coordination of provision of resources to City organizations including location, procurement, warehousing, distribution, and accountability of material, services, and personnel.

### Policies

#### *Disaster Response and Recovery Resources*

The personnel, services, equipment, supplies, and facilities of the city are the primary resources available for emergency response and recovery. All departments will make full use of their available internal resources. Supplies and equipment will be provided from current city resources or, if necessary, from commercial sources, emergency supplies will not be stockpiled.

#### *Logistics Support*

Additional support, intended to augment existing capabilities, can be obtained through the Logistics Section when activated. Upon formal declaration of emergency by the City Council, the City Manager may authorize the procurement of additional supplies and equipment needed to meet the critical needs of the community.

#### *Control of Local Private Resources*

A free-market system will be used whenever possible in the acquisition of essential material. The administration of certain economic stabilization measures may be required to ensure equitable distribution of emergency resources. This may include rationing of food, petroleum, and other essential items, or the stabilization of prices, rents, and other necessary actions. All economic stabilization measures will be enacted by Ordinance. Prioritization of the distribution of essential resources will progress as follows:

1. Unlimited Access: Routine point of sale distribution through existing local wholesale and retail outlets.
2. Voluntary Limitations: Enacted by local merchants on a voluntary basis as requested by Emergency Management. Requests for voluntary limitations will be made by official action of the City Council.
3. Mandatory Limitations: Imposed on local merchants by Ordinance; includes priorities of allocation, production directives, conservation measures, rationing, anti--hoarding, and construction regulations.
4. Seizure of Essential Goods: Accomplished under the emergency powers activated by a Governor's proclamation of a state of emergency.

#### *Coordination with Thurston County/Lacey/Tumwater*

Because of the multi-jurisdictional impact of controls on private resources, coordination with the Thurston County Board of County Commissioners and the City Councils of the cities of Tumwater and Lacey is essential. Every effort will be made to ensure that controls imposed by all jurisdictions in the region are consistent. Regional coordination of emergency resource conservation measures will be the responsibility of Thurston County Emergency Management.

## Situation

### *Emergency/Disaster Conditions and Hazards*

Emergency conditions may be of such severity as to exhaust the resources under the control of City departments, and require special procedures for acquiring additional material, services, and personnel. Weather conditions, damage to transportation routes, damaged equipment, or other factors may inhibit the use of local equipment and supplies.

### *Planning Assumptions*

1. Resources beyond the capacity of City departments will be coordinated through the EOC.
2. Requests for resource support will be handled on a case-by-case basis and allocation will depend on availability, means of delivery, and fiscal status.
3. Procedures will be in place to pay for certain essential supplies and equipment. Procurement, where financial obligations are required, will be coordinated with the Finance Section.

## Concept of Operations

### *General:*

1. Logistics and Emergency Resource Allocation: Policies and procedures will be adopted which provide for the effective utilization and conservation of vital local resources.
2. The Logistics Section Chief, when activated by the EOC Manager/Incident Commander, shall have the responsibility for coordination of resource acquisition and allocation.
3. The City Council may invoke controls on resources and establish resource allocation priorities during a state of emergency.
4. Resource allocation policies envision the continued operation of a free-market economy and existing distribution systems to the extent possible. Voluntary controls are the preferred method of resource management.
5. Where necessary, under a declaration of emergency, the City Council may consider adoption of an emergency ordinance invoking mandatory controls on local resources on a temporary basis.
6. During the preparedness phase, the Emergency Management Coordinator will identify local industries and other public and private resources that may be needed in a disaster.
7. Volunteer Organizations: The Human Resources Section will make use, of schools, churches, and existing volunteer organizations as a volunteer base, and coordinate with Thurston County Emergency Management, for use of volunteer groups under their direction. Volunteer organizations may include:
  - a. Amateur radio HAM organizations: communications support.
  - b. Salvation Army: supports the American Red Cross in disaster victim care and assistance.
  - c. Olympia Police Explorers: assistance with search and rescue or other non-threatening duties as appropriate.
  - d. American Red Cross volunteers: accessed through the ARC headquarters, volunteer section.
8. Military Support to Civil Government: Requests for military assistance will be made through the State Emergency Operations Center. Military assistance supplements local resources.
9. Types of Military Assistance Available: When made available by the Governor or other authority, military assets will be attached to the appropriate, requesting functional unit. The Liaison Officer will act as the primary contact to ensure the appropriate use of military resources. The capability of military resources includes, but are not necessarily limited to:

- a. Assistance with mass feeding.
  - b. Civil disturbance operations/area security patrol.
  - c. Roadblocks and traffic control.
  - d. Limited military engineering.
  - e. Mobile and fixed communications support.
  - f. Delivery of critical supplies and equipment.
  - g. Emergency evacuation/transportation by land, sea, and air.
  - h. Limited emergency electrical power.
  - i. Limited emergency medical aid.
  - j. Limited potable water.
  - k. Aerial reconnaissance/damage assessment.
  - l. Search and rescue.
10. Assistance Available from the Civil Air Patrol (CAP): CAP resources will be coordinated through Thurston County Emergency Management. CAP assistance includes, but is not limited to:
- a. Courier and messenger services.
  - b. Aerial surveillance.
  - c. Light transportation flights for emergency personnel and supplies.
  - d. Aerial photographic and reconnaissance flights.
  - e. Communications support.
  - f. Search and rescue.

#### *Organization*

1. The EOC Manager may activate a Logistics Section as required by the incident. A Logistics Section Chief will be designated to oversee coordination of the activities of the Section.
2. Organization of the Logistics Section: The Functional Units may be established as need. The following units are regularly established during an incident:
  - a. Supply Unit.
  - b. Facilities Unit.
  - c. Food Unit.
  - d. Human Resources Unit.
3. Emergency Assistance from Local Religious Groups: The Department of Parks, Arts, and Recreation or the Human Resources section will be the appropriate contact point for services and assistance offered by local religious organizations.

#### *Procedures*

1. Logistics Section Chief:
  - a. Staff and supervise the organizational elements of the Section as dictated by the needs of the incident.
  - b. Establish and coordinate an incident support capability to ensure effective emergency resource acquisition and allocation.
  - c. Contribute to the Logistics portion of the Incident Action Plan.
2. Supply Unit:

- a. Coordinate the acquisition of equipment and supplies requested by the incident staff.
  - b. Provide for the reception, storage, accountability, and distribution of ordered supplies and material.
  - c. Maintain an inventory of supplies.
  - d. Coordinate purchasing with the Finance and Administration Section. Assure that all orders are supported by Purchase Orders issued by the Finance and Administration Section.
  - e. Provide for coordination of service or repair of non-expendable supplies and equipment.
  - f. Coordinate transportation resources. Coordinate with Thurston County Emergency Management as needed for use of Intercity Transit and school busses in support of regional transportation needs.
  - g. Coordinate allocation of fuel resources.
3. Facilities Unit:
- a. Coordinate the establishment of incident facilities as required, including expedient public shelter facilities, material staging and warehousing, emergency relocation centers, disaster victim processing facilities, etc.
  - b. Provide for the continuing maintenance and operation of incident facilities until demobilized by Incident Command.
4. Food Unit:
- a. Coordinate the acquisition and distribution of food supplies. Provide for the purchase of essential food items from local merchants.
  - b. Coordinate acquisition and distribution of potable water.
  - c. Coordinate with the Mass Care Unit by providing food supplies needed for feeding stations and public shelter facilities.
  - d. Establish food stocks distribution centers.
5. Emergency Feeding Stations: The American Red Cross (ARC) is tasked with establishing emergency feeding capabilities. ARC maintains active contracts with local stores and restaurants in order to provide emergency food.
6. Human Resources Unit:
- a. Coordinate the acquisition, registration, assignment, and management of spontaneous volunteers.
  - b. Establish a volunteer management center. Augment staff with qualified volunteers.
  - c. In cooperation with the Supply Unit, establish a receiving and processing capability for donated goods. Coordinate with Thurston County Emergency Management in the joint establishment of a donated goods facility as needed.
  - d. Establish a pool of skilled personnel provided by business, labor organizations, or other sources.
  - e. Coordinate with the Human Resources Section for the placement of City personnel not otherwise assigned in the emergency plan.
  - f. Coordinate with the Human Resources Section for the temporary emergency hire of personnel to meet emergency needs.
7. Volunteer Registration Requirements: Compensation for injury, death or loss of certain personal equipment may be available to volunteer emergency workers under RCW 38.52. In order to qualify for benefits, the following information is needed during the registration process:

- a. Name.
  - b. Address.
  - c. Social Security number.
  - d. Qualifications or training.
  - e. Actual duties assigned/emergency worker classification.
  - f. Applicable dates and times.
8. Regional Resource Marshaling Center: A regional facility for the reception, warehousing, accounting, and distribution of essential supplies and equipment will be established in cooperation with Thurston County Emergency Management.
  9. Staging Areas: The central in-city distribution point for incoming supplies and equipment will be the Port of Olympia. An alternate distribution center may be established elsewhere if Port facilities are inaccessible. Staging of equipment and supplies may be established in each Operational Zone when appropriate.

#### *Prevention and Mitigation*

- All primary and support agencies will ensure that personnel and equipment are protected from the effects of disasters by complying with the Basic Plan, and that appropriate emergency procedures and operating plans address and comply with City response and recovery guidelines.

#### *Preparedness*

- Establish and review departmental roles and responsibilities for providing resource support during the response and recovery phases of an emergency or disaster.
- Maintain an inventory of City owned and leased facilities.
- Identify resources for the response and recovery phases of an emergency or disaster.
- Develop a needs assessment of internal and external resources to identify including:
  - Essential personnel and staffing for internal and external support requirements.
  - Emergency supplies needed for personnel.
  - Essential records, equipment, and office supply needs.
  - Essential office space requirements.
  - Research and determine, from the appropriate authorities, potential liability issues and appropriate insurance levels for state agencies.
  - Logistics transportation requirements for an emergency or disaster.

#### *Response*

- Provide information on how and where to obtain goods and services to emergency management staff.
- Coordinate and fill resource requests.

#### *Recovery*

- Support the transition to recovery activities, as required.
- Follow appropriate policies and procedures in completing required documentation to justify emergency services, purchases, or expenditures.
- Ensure correct cost coding for any facilities, goods or services obtained from private sector providers.

#### Responsibilities

Parks, Arts, and Recreation and Public Works

- Analyze incident resource requirements and establish of resource priorities.
- Identify available resources and develop agreements for acquisition and use.
- Establish an inventory control and material delivery capability.
- Manage donated goods.
- Establish a volunteer registration and coordination capability.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Public Works All Hazards Plan.

Refer to the department of Parks, Arts, and Recreation's emergency response processes.

### **Volunteer and Donations Management**

#### Introduction

##### *Purpose*

To provide an overview of Volunteer and Donations Management and be a mechanism for navigating regional coordination of spontaneous volunteers and unsolicited donations. Additionally, this is a tool for the city to use for advance planning to have policies and procedures in place to handle spontaneous volunteers and unsolicited donations.

##### *Scope*

A framework and guidance on the roles of Federal, State, County, and local governments in the management of large amounts of spontaneous volunteers and unsolicited donations in the aftermath of a catastrophic disaster.

#### Preparedness

1. There are many varying levels of preparedness among the different public and private organizations located within and around the City of Olympia. Some ways to prepare for spontaneous volunteers and unsolicited donations include:
  - a. Create a strong local network for effectively using spontaneous volunteers and unsolicited donations.
  - b. Appoint a lead agency to coordinate with local volunteer groups.
  - c. Develop a Spontaneous Volunteer Management Plan.
  - d. Develop a Donations Management Plan.
  - e. Develop a public education plan specifically targeted at potential volunteers and donors.
  - f. Engage the business community in planning efforts.
  - g. Include spontaneous volunteers and the management of unsolicited donations in Training & Exercises.
2. It is important for the lead agency to establish regular communication with other volunteer agencies to be better prepared. The goal is to affiliate volunteers prior to any event. The city should focus on creating or updating its plans for volunteer and donations management.

### Coordination Committee

Establish a Volunteer and Donations Coordination Committee whose primary purpose is to discuss and coordinate spontaneous volunteer and unsolicited donations management activities across the city. Topics for discussion may include:

- Current location of Volunteer Reception Centers.
- The status of processing.
- Capacity to share spontaneous volunteers and unsolicited donations across the region.
- Future projections or trends.
- Assignment of donations coordinators and volunteer coordinators and their roles.

### Spontaneous Volunteers

1. Once a disaster occurs, there may be a large influx of spontaneous volunteers. They can be of great help in a dire situation. A spontaneous volunteer is a person who is not affiliated with a locally recognized volunteer organization but offers their help during disaster response and recovery. It is necessary for spontaneous volunteers to go through a registration process so that the skills of the volunteer are matched to a specific request from the community. Being able to effectively organize these volunteers, through the EOC or the use of a Volunteer Reception Center (VRC) will be very helpful. The City of Olympia Emergency Management Division will coordinate with Thurston County Emergency Management the establishment of a VRC. The following should be used as a guide when deploying VRCs.
  - a. Small, limited, localized disaster.
    - i. Spontaneous Volunteers will mainly be from surrounding, neighboring areas.
    - ii. No need for a VRC.
  - b. Medium to large disaster.
    - i. Significant media attention.
    - ii. Establish a VRC outside the impact area.
  - c. Very large or catastrophic disaster.
    - i. Volunteer activity will overwhelm the local capacity.
    - ii. Consolidate VRCs to operate more efficiently.
2. Preregistering Volunteers:
  - a. Encourage volunteers to register with local volunteer organizations prior to a disaster. Then, during disasters they can respond to that agency and be covered under their liability coverage.
3. If a VRC is not going to be set up, then the Volunteer Coordinator in the city will handle the processing and referring of spontaneous volunteers. This coordination will occur at the Emergency Operation Centers.
4. The United Way of Thurston County will assist and support community organizations by recruiting and mobilizing additional community volunteers when requested.
5. Demobilization and Recovery: Volunteers and donations are crucial for the response and recovery of a disaster. Once affiliated, volunteers can continue to work with volunteer agencies and organizations under the auspices of that agency.
6. Liability: FEMA has learned from Citizen Corps Councils, volunteer program managers, and volunteers that liability is a significant concern and a potential barrier to volunteer involvement in emergency services. Spontaneous volunteers will be registered in the Volunteer Reception Center (VRC) as Temporary Emergency Workers, and they will need to sign a volunteer liability release form. Temporary workers are

not Emergency Workers under Washington State Law.

7. Volunteer Reception Center (VRC):

- a. A Volunteer Reception Center (VRC) is a location where spontaneous volunteers can be assessed, receive training, and be placed with an agency, organization, or support function needing personnel. Once the volunteer has been assigned to a receiving agency or organization, the volunteer then becomes the responsibility of that agency or organization until he or she is released from assignment. A VRC can be implemented if the need for and supply of volunteers is significant.
- b. VRC Activities include:
  - i. Formal registration.
  - ii. Interview & Assignment.
  - iii. Safety & Cultural Trainings.
  - iv. Public Information.
  - v. Phone Bank.
  - vi. Demobilization.
- c. Forms include:
  - i. VRC Arrival Sign In.
  - ii. Volunteer Instructions Checklist.
  - iii. Sample Disaster Volunteer Registration Form.
  - iv. Sample Volunteer Liability Release Form.
  - v. Emergency Worker Registration Card.
  - vi. Safety Training.
  - vii. Sample VRC Floor Plan.

#### Donations Management

1. If not properly managed, donations can become the disaster within the disaster. Even donation activity for a small level disaster can be overwhelming. The importance of organizing and maintaining donations is crucial in any disaster response and recovery process.
2. During a disaster, the public, including major corporations, give generously to those in need. Often this outpouring of goodwill can overwhelm local government and social agencies.
3. In a regional disaster, the management of donated goods will not only overwhelm government and social agencies, but the goodwill could be so generous, many donated goods may never be used and will require disposal.
4. Donated Goods:
  - a. City of Olympia government will coordinate all nationally donated goods with the State EOC.
  - b. The EOC will assure all donated goods are safely distributed based on need to the neighborhoods of Olympia.
  - c. Donated goods are categorized into the following sections:
    - i. Solicited Goods: The impacted community has identified a specific need and requests specific items from either the general public and/or the community. Usually, the request is for cash donations to be made to the American Red Cross, Salvation Army, or other agency providing major relief efforts to the affected community.

- ii. Unsolicited Goods: The public sees or hears of the disaster through the media and is motivated to send a donation and/or donated good to the impacted area whether it is needed or not. The Thurston County Food Bank will coordinate sorting, storing and distribution of unsolicited goods.
- 5. The level of donations that may accompany each level of disaster.
  - a. Small to medium disaster.
    - i. Few and sporadic donations.
  - b. Medium to large disaster.
    - i. Donations activity is significant.
  - c. Very large or catastrophic disaster, with a State and Federal proclamation of disaster.
    - i. Donations Management Branch or Unit will be established.
- 6. Public Messaging:
  - a. Managing the expectations of the public is critical during a catastrophic disaster. Getting the right messages out early will help limit the unsolicited and often unusable donations.
  - b. A consistent message on where and how to volunteer and what to donate during the disaster needs to be delivered. This can be established through the Joint Information Center (JIC).
  - c. Valuable Public Messages may include:
    - i. “Don’t call 9-1-1 unless it is an emergency. Call 2-1-1, which will get you to the information you seek without jamming up a critical lifeline for emergencies.”
  - d. Donated Goods: FEMA Disaster Assistance Policy provides the criteria by which applicants will be credited for volunteer labor, donated equipment, and donated materials used in the performance of eligible emergency work.

#### Demobilization

- 1. Volunteer and Donations Management is unique in that it is prominent in both response and recovery operations.
- 2. Demobilization:
  - a. Collect and compile all the documentation of volunteer hours during response activities so they can be utilized towards the Public Assistance federal match requirement.
  - b. Direct volunteers towards longer-term affiliation and community involvement, building larger and stronger networks of affiliated volunteers.

#### Recovery

##### *Volunteer Management:*

After the response phase, a volunteer can continue to support recovery operations through their affiliation with a volunteer organization or with a long-term recovery organization.

##### *Donations Management:*

Donations will continue to come in during recovery, but the needs of the impacted community may be different. It is important in the planning process to reevaluate the needs of the community and continue to communicate those needs with the public through ongoing public information.

## Police

## Summary

The Police Department consists Administrative Services and Operations. Administrative Services includes Corrections, Information Technology, Outreach Services, Policy and Finance, and support services. Operations includes Community Policing, Detectives, Patrol, and Professional Standards.

## Core Capabilities

The following core capabilities align with the responsibilities of the Police Department:

### All Phases

- Planning
- Public Information and Warning
- Operational Coordination

### Prevention and Protection

- Intelligence and information Sharing
- Interdiction and Disruption
- Screening, Search, and Detection
- Forensics and Attribution
- Risk Management for protection programs and activities

### Response

- Mass Search and Rescue Operations
- On-scene Security, Protection, and Law Enforcement
- Operational Communications
- Situational Assessment

## Emergency Support Functions

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of Police Department:

- ESF-2: Communications (Supporting)
- ESF-5: Emergency Management (Supporting)
- ESF-9: Search and Rescue
- ESF-13: Public Safety and Security
- ESF-14: Long Term Community Recovery (Supporting)
- ESF-15: External Affairs (Supporting)

## Search and Rescue

### Introduction

#### *Purpose*

Procedures to be used for coordination of search and rescue.

### *Scope*

Urban search and rescue operations including ground, air, and water.

### *Policies*

#### *Search and Rescue*

RCW 38.52 assigns the responsibility for search and rescue to law enforcement. The Police Department is responsible for coordinating search and rescue in the city. Qualified personnel from the Olympia Fire Department and the Thurston County Special Operations and Rescue Team are assigned technical rescue responsibilities.

#### *Search and Rescue (SAR) resources*

Thurston County SAR resources, and city law enforcement personnel, will conduct searches for missing persons. Where there is a demand for SAR activities, a Search and Rescue Coordinator will be designated by the Police Department. Large-scale SAR operations will be coordinated from the EOC. Additional SAR resources will be obtained through Thurston County Emergency Management.

### *Situation*

#### *Emergency/Disaster Conditions and Hazards*

An emergency or disaster can cause buildings to collapse, threaten lives, and require prompt rescue. The search for missing persons under hazardous conditions, including confined space operations, will require specially trained personnel and specialized equipment.

#### *Planning Assumptions*

- Search and Rescue (SAR) means the act of searching for, rescuing or recovering by means of ground, marine, or air activity any person who becomes lost, injured, or is killed while outdoors or as a result of a natural or manmade disaster.
- Where persons are trapped, stranded, or missing as the result of a disaster, spontaneous attempts at rescue by bystanders and others can be anticipated.
- Citizen assistance with SAR operations may be appropriate under some circumstances.

### *Concept of Operations*

#### *General*

1. The Police Department will assume coordination of all search and rescue operations in the city.
2. Fire Department resources are trained in urban search and rescue operations, including confined space.
3. The Department of Public Works will provide heavy equipment as needed, to augment the urban search and rescue capability.
4. Additional assistance is available from the Thurston County Sheriff's Department. Coordination with this resource should be through Thurston County Emergency Management.

#### *Organization*

A Search and Rescue Coordinator may be established at the EOC, depending on the nature and severity of the incident.

#### *Procedures*

1. The Police Department will determine the need for search and rescue operations, in concert with the Fire Department where appropriate.
2. Standardized policies and procedures including recognized urban search and rescue methods for identification of structures that need to be search, or have been searched, will be used.

3. Urban search and rescue task forces made up of qualified city personnel, augmented by citizen volunteers where appropriate or outside SAR resources as needed, will be organized and deployed by the SAR Coordinator.

*Prevention and Mitigation*

- Support preventive search and rescue, aviation safety, and survival programs with available resources, when requested.
- Develop and present preventive SAR programs through public awareness and school education programs.

*Preparedness*

- Plan to support SAR operations with available resources, when requested.

*Response*

- Provide resources including personnel and equipment for SAR operations, when available.

*Recovery*

- Assist in returning all SAR organizations and personnel to a state of preparedness.

Responsibilities

*Police Department*

- Staff the SAR Coordinator position at the EOC, as needed.
- Coordinate search and rescue operations and request additional SAR resources and support equipment as necessary.

*Fire Department*

- Provide urban rescue trained personnel to carry out special SAR operations.

*Department of Public Works*

- Support rescue operations with heavy equipment where necessary.

*Thurston County Sheriff's Department*

- Provide additional SAR support to the city when requested, based on availability of trained SAR resources.

*Thurston County Emergency Management*

- Coordinate acquisition of external SAR resources upon request.

Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

References

Refer to the Police Department's emergency response processes.

**Public Safety**

Introduction

*Purpose*

Provide for the effective coordination of all law enforcement activities associated with the disaster incident, and to ensure that such activities are coordinated to the extent possible with the other responders.

### *Scope*

Coordination of all incidents related law enforcement activities. When necessary, utilizing mutual aid resources available to assist.

### *Policies*

- Under emergency conditions, law enforcement is the responsibility of the Police Chief. Law enforcement resources supplied by other jurisdictions will remain under the command of their parent agency but will operate under the direction and control of the Olympia Police Department.
- Military personnel, requested to augment or support the Olympia Police Department, will remain under command of their parent agency but will operate only at the direction of the Olympia Police Department.

### *Situation*

#### *Emergency/Disaster Conditions and Hazards*

Disaster conditions will severely strain limited law enforcement resources with multiple demands on services. The ability to respond can be hampered by personnel and equipment shortages, damage to police facilities, interruption of transportation routes, communications overload, etc.

#### *Planning Assumptions*

- Situations requiring law enforcement support from mutual aid agencies may also be impacting those agencies at the same time. Assistance from adjacent jurisdictions may not be available, and the mobilization and deployment of outside aid will be time consuming.
- Agencies responding from a distance may not have the same knowledge of the community as local law enforcement and may require assignments consistent with these limitations.

### *Concept of Operations*

#### *General*

1. The Police Department will initially respond to emergency needs with on duty personnel. Provisions for call back of off duty personnel are defined in the internal procedures of the Police Department.
2. Where additional assistance is required, the Police Chief or designee will request specific types of outside aid utilizing existing mutual aid agreements with adjacent jurisdictions.
3. Other law enforcement assistance, not covered by local agreements or understandings, will be requested through the State EOC.

#### *Organization*

A Law Enforcement Unit will be established in the EOC to coordinate all the identified actions.

#### *Procedures*

Air Operations: Coordination of air resources requested by the city is the responsibility of the Law Enforcement Unit at the EOC. Where multiple aircraft are involved, an Air Operations sub-Unit may be established to provide for safe and efficient use of air resources. The Air Operations Sub-Unit will:

- Establish and maintain operational control over all aircraft resources used by the city in connection with the incident.
- Establish communications protocols for safe and efficient coordination of aircraft. Coordinate with Thurston County, Washington State Patrol, hospitals, and any other outside agencies using aircraft in the city, to the extent possible.
- Identify, mark, secure, and manage landing zones where needed.

- Request the acquisition of air resources through the Logistics Section.
- Provide for coordination of news media helicopters, when necessary, with the Public Information Officer.

#### *Prevention and Mitigation*

- Develop operational and tactical public safety and security plans, conduct technical security and/or vulnerability assessments, and deploy local public safety and security resources in response to specific threats and potential incidents.

#### *Preparedness*

- Develop and maintain emergency management plans and participate in emergency response public education or outreach, training, and exercises.
- Maintain an inventory of equipment needed to deliver primary services and specialty services to service areas.

#### *Response*

- The Olympia Police Department will coordinate response actions including general law enforcement assistance, access control, site security, traffic and crowd control, force protection, etc.

#### *Recovery*

- Allocate resources for staffing traffic control for re-entry into previously evacuated areas if resources are available.
- Prepare after action reports.
- Investigate fires where fatalities, large property losses, or suspicious circumstances exist.

#### Responsibilities

##### *Police Department*

- Prioritize law enforcement response consistent with the Incident Action Plan.
- Coordinate traffic and crowd control.
- Coordinate perimeter security, including coordination of scene ingress/egress where appropriate.
- Coordinate evacuation. Activate a separate Evacuation sub-Unit when needed.
- Maintain law and order by sustaining normal law enforcement operations wherever possible.
- Coordinate Search and Rescue.
- Provide for incident related criminal investigation.
- Provide personnel to assist the Thurston County Coroner with the disposition of human remains.
- Provide personnel to assist with the dissemination of warning and emergency public information.
- Coordinate all incident related aircraft activity. Activate an Air Operations sub-Unit if circumstances warrant.
- Coordinate all harbor related activities using available resources.
- Provide security to the EOC.

##### *Thurston County Sheriff's Department*

- Provide law enforcement support in accordance with mutual aid agreements.
- Provide available Thurston County search and rescue units if requested.
- Provide warning and communication support if requested.

#### *Mutual aid law enforcement agencies*

- Provide law enforcement support in accordance with mutual aid agreements.

#### *Washington State Patrol:*

- Provide law enforcement support to the Police Department if requested.
- Assume incident command for hazardous materials incidents.
- Coordinate and maintain a liaison with the appropriate state departments and agencies as identified in the Washington State Comprehensive Emergency Management Plan.

#### Resource requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Refer to the Police Department's emergency response processes.

## **Evacuation**

### Introduction

#### *Purpose*

To assist the City of Olympia, and other governmental agencies, businesses and first responders in planning, preparing for and conducting evacuations impacting the city.

#### *Scope*

Evacuations may result from naturally occurring incidents such as earthquakes, landslides, health related incidents, flooding, volcanic activity, fires or from industrial accidents, dam failure, terrorism, or illegal activities like drug labs and waste dumping. Protection of populations by sheltering in place as well as the traditional movement of people is considered. Any evacuation that extends beyond the city limits should be coordinated with other local, state, and federal plans.

### Planning Assumptions

- Disasters and evacuations occur with little or no warning.
- Current warning systems may not reach the entire target population.
- First responder teams may not be available to conduct door-to-door evacuation notifications.
- Evacuation is normally a multiple jurisdiction activity.
- ICS will be used to manage evacuation activities and phases at all levels.
- Evacuations may be spontaneous, without government control.
- Some residents will not evacuate regardless of the hazards.
- Planning for evacuations must include Americans with disabilities/Access and function needs, pets, service animals, and livestock.

### Concept of Operations

#### *General*

1. Local response
  - a. The type of incident, the geographic scope of the incident, and the resources available will

determine local response.

- b. Any agency listed may initiate an evacuation in the interest of public safety. Final approval of an evacuation should come from EOC Manager.
  - c. If the incident is small and local in nature, Olympia Fire, Police, or Public Works may recommend a limited evacuation and request resources directly through TCOMM.
  - d. Mutual aid may also be affected for larger emergencies or disasters. When multiple agencies and/or multiple jurisdictions are involved, emergency management organizations and emergency operations/coordination centers (EOC/ECCs) may be activated. If this is the case, resources may be coordinated and accounted for by the city, county, or state at the appropriate EOC/ECC.
  - e. In the event of a healthcare facility evacuation the Health and Medical Area Command, will provide medical resource support and coordinate information as needed with the other healthcare organizations, patient families, emergency response agencies, and the public.
2. State Response: Where city and county resources are exhausted, the State of Washington may aid local authorities with large-scale evacuations. This may involve the Washington State Patrol, National Guard, Washington State Health officials, and members of other State agencies, as determined by the Washington State EOC and requesting local authorities.
  3. Federal Response: With the exception of the United States Coast Guard, federal agencies are generally not directly involved in evacuations. Federal Agencies may be utilized in the recovery phase of an incident that involves evacuations. In limited circumstances, local military commanders may assist local authorities in evacuation efforts without a presidential disaster proclamation.
  4. Americans with Disabilities/Access and Functional Needs.
    - a. Under the Americans with Disabilities Act (ADA Amendments Act of 2008 (P.L. 110-325)), transportation providers must permit passengers with disabilities to be accompanied by their service animals.
    - b. The City of Olympia will support local agencies in the evacuation of individuals with access and functional needs, the hard of hearing, the deaf, the blind, and unaccompanied children.
  5. LEP and PETS
    - a. Planning for evacuations must include Limited English Proficiency (LEP) populations, access and functional needs populations, pets, service animals, and livestock.

#### *Organization*

The Olympia Police Department and Olympia Fire Department are joint lead agencies for evacuation oversight. They may elect to set up a Field Incident Command Post or use the EOC or the main police station. All city departments will support an evacuation by assisting in the planning process as needed. The EOC will assist by coordinating city resources for the evacuation.

#### *Procedures*

Mutual aid resources from tribes, the private sector, and Non-Governmental Organizations (NGOs) will be utilized as needed. When resources from outside the City are requested, or transportation of evacuees and long-term sheltering are needed, mutual aid requests will be activated, as well as a formal proclamation and request for assistance from the Washington State EOC.

#### *Response Actions*

Evacuations are cumbersome and time-consuming endeavors. They are resource and personnel intensive and may disrupt local commerce, transportation, governmental, and school activities. The EOC Manager considering evacuation must choose between taking no action, evacuation, or shelter in place.

1. Shelter-in-Place:
  - a. Most commonly used during hazardous materials incidents or terrorist chemical attacks, where there may not be enough time or resources to move a population for a short duration incident.
2. Evacuations:
  - a. An EOC Manager makes the decision for evacuation of a population or shelter in place based on the disaster. The EOC Manager requests activation of EOC to support the evacuation and notifies appropriate elected officials.
  - b. The EOC Manager initiates the warning of affected populations by appropriate methods available.
  - c. At the same time that the warning phase is conducted, the incident command team or EOC is coordinating:
    - i. The selection of a safe area to move impacted populations.
    - ii. Defining evacuation routes to the safe area and assembly and triage points to enter and leave the evacuation routes.
    - iii. Notifying jurisdictions and organizations that will receive or “pass through” evacuees.
    - iv. Notifying support jurisdictions and organizations that will be responsible for movement support, sheltering, EMS, Fire, ARC, PH, Hospitals, Utilities, etc.
  - d. The Public Works Department supports road closures and evacuation routes.
  - e. The American Red Cross and other non-governmental organizations may provide shelters as needed.
  - f. Salvation Army and American Red Cross support local responders, shelters, evacuees, etc.
  - g. OPD supports area security, road closures, and shelters.
  - h. Sheltered populations are accounted for and are reunited with loved ones if possible.
  - i. Evacuated areas may need to be cleared by appropriate officials before residents are allowed to return.
  - j. Evacuated populations must be notified of an “all clear” to return with planned phasing to reduce traffic congestion and accidents.
  - k. Evacuated populations may require transportation to return.
  - l. All agencies are responsible for their own facility evacuation procedures.

#### Responsibilities

The agencies and entities described in this section may be called upon to send a representative to the Field Incident Command Post (ICP) or the Olympia EOC. The Field ICP and EOC are focal points for coordination of response efforts and resources during evacuations. The lead agency calling for evacuation usually makes recommendation for return to the area.

#### *Olympia Police Department*

- Ensure that OPD coordinates with the EOC duty officer to activate the EOC for support of the evacuation.
- Act as the Field Incident Commander when appropriate and at suspected or determined crime scenes.
- Provide, direct or command search and rescuer resources when appropriate.
- Assist with or call for an evacuation.
- Assist with warning and emergency information.
- Investigate crime scenes and collect evidence.

- Provide a representative to the EOC as requested and if available.
- Maintain evacuation plans for Police facilities.
- Provide crowd and traffic control, site security, and emergency rescue/recovery.

#### *Olympia Emergency Management*

- Activate the EOC when notified by OPD of the area evacuation.
- Provide EOC planning, logistics, and Finance and Administration support to the OPD ICS structure for evacuation.
- Coordinate support for all phases of evacuation.
- Warn residents of dangers requiring evacuations.
- Coordinate location of safe area(s) for evacuees to relocate.
- Coordinate safe evacuation routes, including assembly and release points from the area of evacuation to the release point at the safe area.
- Support local coordination of short- and long-term shelter and feeding of evacuees.
- Support coordination of accounting for evacuees with families and friends.
- Support local coordination of resource support for field commanders.
- Support the appropriate return of evacuees to their homes and businesses.
- Coordinate with State EOC for evacuation resources as needed.

#### *Olympia Public Works*

- Provide transportation if resources are available, for evacuees to designated public shelters when requested.
- Provide transportation if resources are available to shelter occupants returning to the evacuated area once that area is deemed safe.
- Coordinate and notify the EOC of the resources used, destination, and number of people transported.
- Coordinate the identification of safe evacuation routes with the EOC.
- Maintain evacuation plans for Public Works facilities.
- Provide a representative to the EOC as requested.

#### *Community Planning and Development*

- Coordinate the inspection of buildings for structural integrity.
- Inspect or coordinate the inspection of city governmental structures for safe occupancy.
- Tag unsafe buildings as appropriate and call for their evacuation.
- Recommend evacuation where structural safety is an issue.
- Coordinate security of affected areas with the EOC.
- Maintain evacuation plans for Community Planning and Development facilities.

#### *Parks, Arts, and Recreation*

- Assist in providing for the mass care and food and water needs of people displaced from their homes and living in Olympia shelters.
- Make available City Park facilities, equipment, and personnel for general population emergency shelters in coordination with the American Red Cross and EOC.
- Provide personnel and equipment to support emergency operations of other City Departments.

- Aid in dissemination of public information.
- Maintain evacuation plans for Parks, Arts, and Recreation facilities.

*The Olympia Fire Department*

- Initiate evacuations or shelter-in-place, when necessary, in coordination with OPD and the EOC.
- Coordinate evacuation activities with the EOC.
- Provide staffing for a unified command structure to coordinate evacuation.
- Provide support with Public Information Officers where appropriate.
- Coordinate with EMS personnel.
- Request transportation as need for evacuees.
- Request the opening of a shelter for displaced persons.

*TCOMM*

- Assist response agencies and EOCs in warning for evacuations.
- Provide normal dispatch services for responder organizations.

*State Emergency Operations Center*

- Provide a functional EOC to provide State resources for the local evacuation.
- Provide Joint Information Center support when requested.

*Olympia School District*

- Provide transportation resources for evacuation if available.
- Provide facilities for shelters if available.

*The American Red Cross*

- Provide temporary housing and feeding facilities for displaced persons.
- Provide information & financial assistance for immediate needs of evacuees.
- Provide feeding stations for first responders.
- Provide a representative to the EOC as requested.

Resource Requirements

Resources required for evacuation may require transportation vehicles and drivers, a safe area or shelter to take evacuees, food and other accommodations, critical incident stress management and other human services, major or minor medical assistance, interpreters, pet, livestock, and medically fragile population shelters.

## Public Works

### Summary

The Public Works department consists of General Services, Engineering, Transportation, Water Resources, and Waste Resources.

### Core Capabilities

The following core capabilities align with the responsibilities of the Public Works Department:

#### All Phases

- Planning
- Public Information and Warning
- Operational Coordination

#### Mitigation

- Community resilience
- Long-Term Vulnerability Reduction
- Risk and Disaster Resilience Assessment
- Threats and Hazards Identification

#### Response

- Infrastructure Systems
- Critical Transportation
- Environmental Response/Health and Safety
- Logistics and Supply Chain Management
- Situational Assessment

#### Recovery

- Economic Recovery
- Natural and Cultural Resources

### Emergency Support Functions

The city doesn't use the Emergency Support Function (ESF) format. However, the following ESFs align with the responsibilities of Public Works Department:

- ESF-1: Transportation
- ESF-2: Communications (Supporting)
- ESF-3: Public Works and Engineering
- ESF-5: Emergency Management (Supporting)
- ESF-12: Energy
- ESF-14: Long Term Community Recovery (Supporting)
- ESF-15: External Affairs (Supporting)

### Transportation

#### Introduction

##### *Purpose*

To describe the methods for coordination of transportation resources during a disaster.

##### *Scope*

Transportation and evacuation emergency activities including the evacuation of people from their homes, schools, and places of business. Also includes all types of transportation resources.

## Policies

- Intercity Transit, and access to busses, will be coordinated directly through the agency or Thurston County Emergency Management.
- In accordance with RCW 38.52.110, in responding to a disaster, the City Council is directed to utilize the services, equipment, supplies, and facilities of existing departments and offices, and all other municipal corporations organized under the laws of the State of Washington. The officers and personnel of all such departments, offices, and agencies are directed to cooperate upon request, notwithstanding any other provisions of law.

## Situation

### *Emergency/Disaster Conditions and Hazards*

Disruption of transportation routes, damage to transportation resources, the need for movement of large numbers of persons, distribution of essential goods, and the evacuation of endangered segments of the population require procedures for coordination of transportation efforts.

### *Planning Assumptions*

1. All City owned vehicles, not otherwise involved in emergency response, are available for use. The Transportation Coordinator in the Public Works Unit of the EOC will manage use of available vehicles.
2. Because Intercity Transit is a “shared” multi-jurisdiction transportation resource, this plan recognizes Thurston County Emergency Management as the appropriate coordinator of Intercity Transit activities in support of ESF-01.

## Concept of Operations

### *General*

1. A qualified designee from the Department of Public Works may serve as Transportation Coordinator if requested.
2. When transportation resources are obtained, every attempt will be made to obtain drivers that are familiar with those vehicles.

### *Organization*

A Transportation sub-Unit within the Public Works Unit will be established in large-scale events when necessary to ensure the effective use of all available transportation resources during an emergency.

### *Procedures*

1. Evacuation/Shelter-in-Place:
  - a. Recommendation for evacuation and/or shelter-in-place, and the determination of suitable evacuation boundaries will be implemented by the City Council, the Chief of Police, or the Fire Chief when necessary.
  - b. The Public Information Officer and public media will coordinate on the dissemination of information and instructions for evacuation and/or shelter-in-place.
  - c. Evacuations that have multi-jurisdictional impact will be coordinated with the Thurston County EOC to ensure consistent instructions to the public.
  - d. Evacuation/shelter-in-place warning and instructions may be accomplished by door-to-door methods utilizing local emergency agencies.
  - e. Population protection methods may include “shelter-in-place” depending upon circumstances.
  - f. Conditions in the evacuation area may prevent effective warning and movement of all persons.

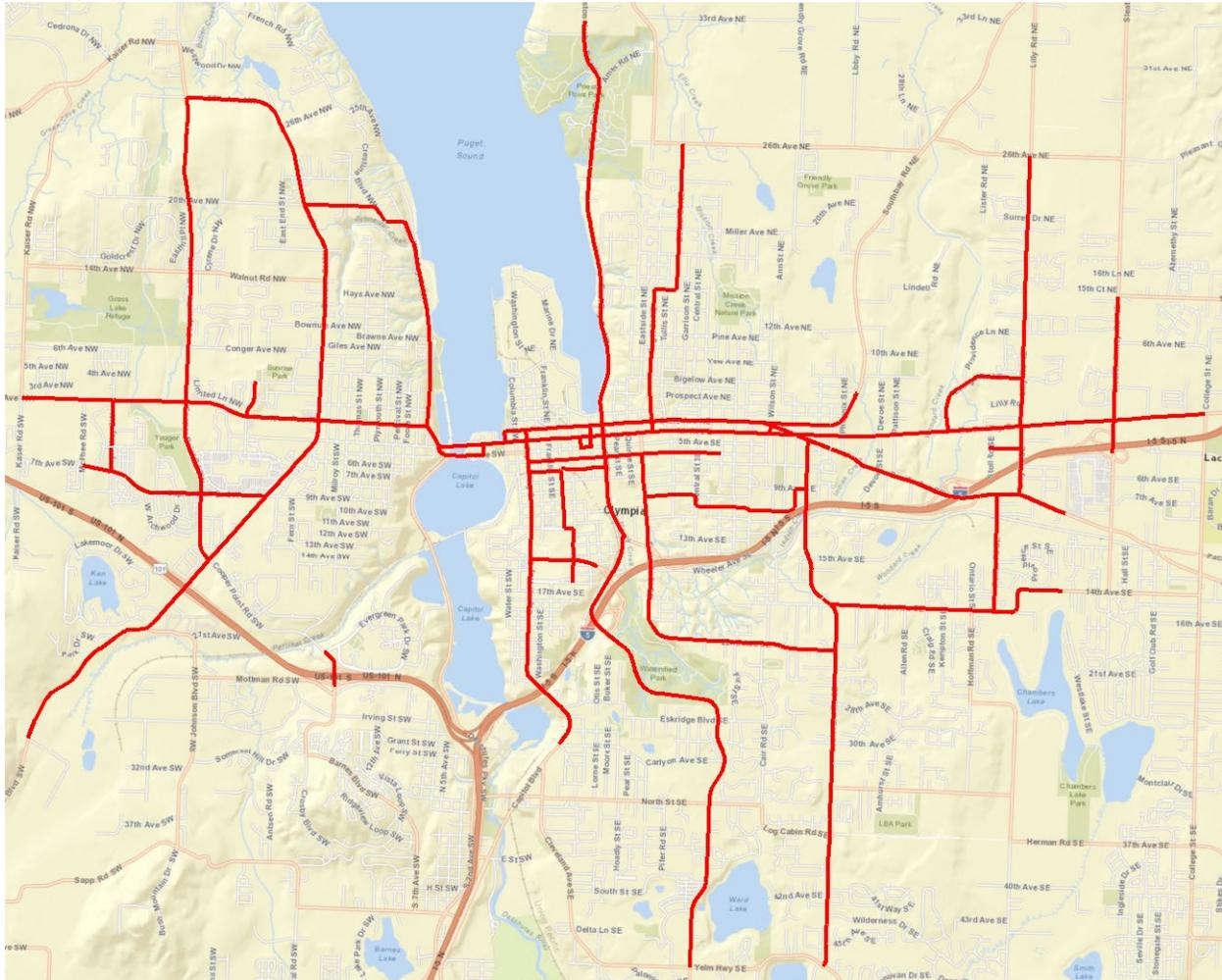
Evacuation activities may be prioritized by the EOC in the interest of the greater good.

- g. Agency Responsibilities for Evacuation/Shelter-in-Place:
  - i. Fire Department: Emergency Management Division:
    - 1. Recommend evacuation/shelter-in-place where appropriate.
    - 2. Monitor evacuation activities.
    - 3. Coordinate with the Public Information Officer regarding evacuation routes, conditions and other essential information.
    - 4. Establish an Evacuation sub-Unit if necessary.
  - ii. Police Department:
    - 1. Crowd and traffic control operations.
    - 2. Identify and establish evacuation routes.
    - 3. Assist in the removal of stalled vehicles and equipment from evacuation routes.
    - 4. Assist the EOC in identifying critical evacuation problems.
    - 5. Assist in dissemination of evacuation/shelter-in-place instructions to the population.
  - iii. Department of Public Works:
    - 1. Assist in traffic control operations by providing signs and barricades.
    - 2. Provide assistance with keeping evacuation routes clear of stalled vehicles and equipment.
    - 3. Provide for debris clearance or other maintenance services necessary to keep evacuation routes open. For more information on debris clearance refer to ESF-03: Public Works and Engineering.
  - iv. Fire Department:
    - 1. Determine the need for evacuation or shelter-in-place and suitable evacuation boundaries if appropriate to the circumstances.
    - 2. Assist in the dissemination of evacuation/shelter-in-place instructions to the public.

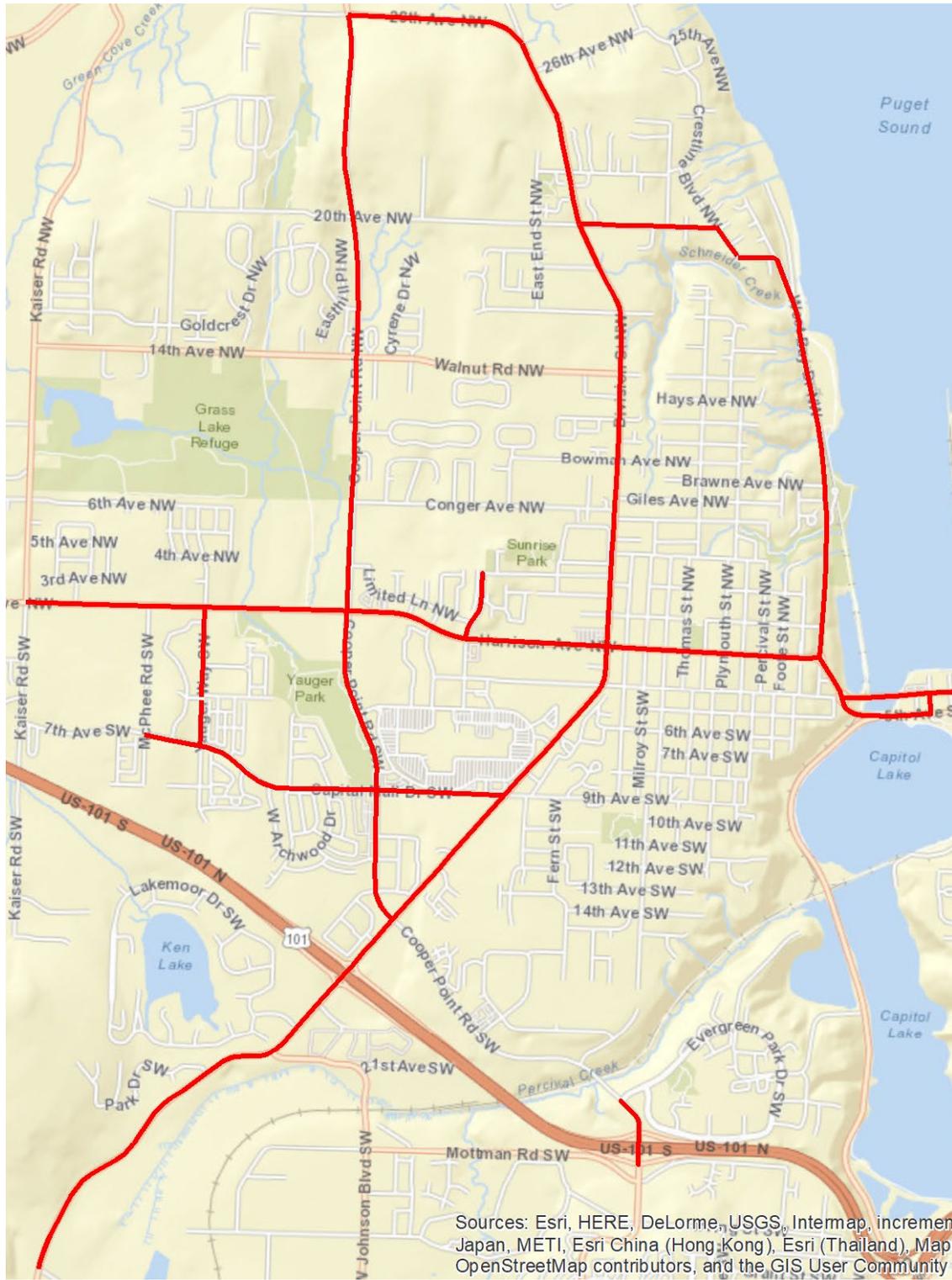
*Priority Lifelines Routes*

Routes that must be kept open and accessible at all times but especially during emergencies. The first map is of the entire city while the second and third map are zoomed into the west and east sides of the City. Each route is essential to first responder travel patterns and facilitates critical lifesaving functions.

City of Olympia: Full



City of Olympia: West





*Prevention and Mitigation*

- Ensure deployed personnel are briefed on the known hazards and incident assignments.
- Provide information about hazards that may influence siting of facilities and deployment of resources.

*Preparedness*

- Develop and maintain department All Hazards Plans, procedures, and checklists in support of the City CEMP.
- Coordinate and maintain a method of identifying available transportation resources.

*Response*

- Staff the City EOC for coordinating transportation related activities.
- Coordinate the mobilization of personnel and equipment.

*Recovery*

- Coordinate the reconstruction and repairs of the City transportation system, including the designation of alternate modal routes in coordination with public and private agencies.
- Conduct damage assessment of the City's transportation system and facilities.

Responsibilities

*Department of Public Works*

- Coordinate all transportation resources in support of the incident.
- Coordinate with Thurston County Emergency Management in the case of an incident with multi-jurisdictional impact.
- Make maximum use of public and private transportation resource providers.
- Staff the Transportation sub-Unit within the Public Works Unit in the Operations Section as needed.
- Assign transportation resources.
- Arrange for emergency fuel and service.
- Keep records of incident related transportation expenses.
- Request additional transportation from the Thurston County EOC if local emergency transportation capabilities are exceeded.

*Washington State Department of Transportation:*

- Provide support when state highways are impacted by the incident.

*Intercity Transit:*

- Upon request send a representative to the city EOC to assist the Transportation Coordinator.
- Provide available public transportation resources in support of emergency operations.

*Thurston County School Districts*

- Coordinate with the Transportation sub-Unit for the provision of District transportation assets.

*Thurston County Emergency Management*

- Coordinate transportation with other local emergency management programs through the Emergency Management Council.

### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

### References

Public Works All Hazards Plan  
Evacuation

## Engineering

### Introduction

#### *Purpose*

To ensure that emergency response efforts within public works are coordinated with franchise utilities and public power resources.

#### *Scope*

The coordination of all public works activities with the activities of private utility companies during an emergency. Including the prioritization and restoration of essential services and the acquiring of outside engineering resources as needed to support local operations.

### Policies

- The Public Works Unit will be the lead agency for coordination of the effective utilization of resources in the restoration of essential utilities. Prioritization of restoration will be determined cooperatively amongst the responding agencies.
- The City of Olympia will provide public works services, including emergency debris clearance and demolition, to lands and facilities under City jurisdiction. Public Works services of any kind may be offered on a case-by-case basis to private property owners.

### Situation

#### *Emergency/Disaster Conditions and Hazards*

A major emergency or disaster may cause extensive damage to property and infrastructure. Structures may be destroyed or weakened, homes and public buildings may need to be demolished to ensure safety, flooding and/or debris may make streets and highways impassable, public utilities may be damaged or fully inoperable, and bridges may need timely inspection, repair, and/or limitations and closures imposed.

#### *Planning Assumptions*

1. Debris clearance and emergency road repairs will be given top priority to support immediate lifesaving emergency response activities. Access to disaster areas may be dependent upon re-opening of routes.
  - a. A Debris Management Plan has been developed by the Public Works Department.
  - b. Debris will be disposed of at previously identified sites whenever possible. Legal clearances may be needed for disposal of materials from debris clearance and demolition activities. Consult with Community Planning and Development and the Legal Department as needed.
2. The City will use pre-work inspection guidance in the Applied Technology Council, ATC-20-1 field manual for post-earthquake safety evaluation of buildings. Personnel with the necessary engineering skills will be called upon to respond. This may require pulling in resources from outside of Public Works including private contractors.

3. Aftershocks may require re-evaluation of previously assessed structures and damages.

#### Concept of Operations

##### *General*

1. The first priority of all public works and engineering efforts will be to assist public safety personnel in saving lives.
2. The Department of Public Works, utilizing available mutual aid resources to assist, is responsible for coordinating all incident related public works and engineering activities.
3. Public and private utilities operating in the City will coordinate the prioritization of restoration of essential services with the Public Works Unit at the City EOC. A Liaison Officer may be appointed to support this coordination when necessary.

##### *Organization*

A Public Works Unit may be established in the EOC to coordinate these activities.

##### *Procedures*

1. External Resources: Each utility maintains mutual aid agreements and other arrangements necessary to access external resources, including out-of-state services.
2. Coordination: Each utility will perform its own evaluation of systems operational constraints and prioritize the work that is necessary to restore service to critical areas. Coordination with Thurston County Emergency Management is essential. Coordination of work plans will be done through the EOC. Each utility will manage its resources from its own control center. A liaison may be assigned to the City EOC as needed.
3. In the absence of utility providers Public Works will:
  - a. Determine the extent of electrical outages and disruptions.
  - b. Determine the extent of natural gas disruptions.
  - c. Coordinate out of area private and public energy assistance.

##### *Prevention and Mitigation*

- Provide staff preparedness training that focuses on the office, home, and family for emergencies or disasters.
- Identify and mitigate the effects of hazards in the workplace to minimize damage, injury, and disruption following an event.
- Ensure that field personnel have proper protection and equipment available in advance of an event.

##### *Preparedness*

- Train agency staff in emergency procedures.
- Train licensed professional staff for Post-Earthquake Safety Analysis of Buildings (ATC-20 training).
- Use Municipal Research and Service Center (MRSC) Rosters for a database of architects, engineers, contractors, and equipment suppliers that can provide support during emergencies or disasters.
- Develop, maintain, and distribute a phone notification list and communications process for rapid contact of key division, department, and support agency personnel.
- Conduct periodic training and exercises and participate in City drills and exercises.

##### *Response*

- Conducting initial internal facility damage assessments and estimates and report damage estimates to the

City EOC.

- Coordinate or conduct facility repair, debris removal, and other measures necessary to re-occupy facilities.
- Task personnel, as necessary, to accomplish support responsibilities.

*Recovery*

- Continue with response and recovery activities until completed.

Responsibilities

*Department of Public Works*

- Prioritize a Public Works response that is consistent with the Incident Action Plan developed by the Command staff during the incident.
- Assist the Fire Department in light rescue by providing heavy equipment and other support as needed.
- Coordinate performance of emergency protective measures relating to City property and facilities.
- Provide for the inspection of City bridges and other public works facilities.
- Collect information regarding the condition of public works facilities. Forward that information to the Planning Section.
- Coordinate temporary and permanent repairs to City facilities and structures, including water service, streets and roads, bridges, etc.
- Perform, on contract, major recovery work to restore damaged public facilities.
- Provide traffic control signs and barricades for road closures and detours.
- Assist the Police Department in the development of alternate traffic routes around the hazard site.
- Coordinate City flood fighting activities.
- Provide all additional private sector engineering assistance needed via the City's on call consultant roster
- Coordinate emergency equipment rental or replacement with the Logistics Section.
- Coordinate the clearance and disposal of residential and commercial solid waste and debris.

*Department of Parks, Arts, and Recreation*

- Provide personnel, facilities, and equipment to the Department of Public Works according to existing internal plans and procedures.

*Community Planning and Development*

- Provide Engineering and Building inspection personnel and services as needed.

*Puget Sound Energy*

- Assess the impact of the emergency on public energy facilities.
- Report the status of energy distribution systems to the EOC.
- Coordinate with the EOC in the prioritization of restoration of damaged or disrupted energy facilities.

*Telecommunications Providers*

- Assess the impact of the emergency on telecommunication facilities.
- Report the status of telecommunications facilities and services to the EOC.
- Coordinate with the EOC in the prioritization of restoration of telecommunications services.

*Other Non-City Utilities Providers*

- Coordinate with the EOC in the prioritization and restoration of effected non-city utility services as needed.

### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. At a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

### References

- Public Works All Hazards Plan.
- Debris Management Emergency Response Plan.

## Energy

### Introduction

#### *Purpose*

To provide for the effective utilization of available electric power, natural gas, and petroleum products to meet essential energy needs in the City of Olympia during an emergency or disaster, and to provide for the restoration of energy utilities affected by the emergency or disaster.

#### *Scope*

Energy systems and utilities services damaged or interrupted by a disaster event. Includes assisting energy suppliers and utilities in the acquisition of equipment, specialized labor, and transportation to repair or restore energy systems as well as obtaining fuel for transportation, communications, emergency operations, and other critical facilities.

### Policies

The City of Olympia priorities are to protect lives, public property including critical energy and utility systems, and the environment.

### Situation

#### *Emergency/Disaster Conditions and Hazards*

The transportation and use of a wide range of energy resources in the community poses a threat to life and the environment if those systems are damaged or inoperable. Disruptions to energy sources may occur. An initial disaster, like an earthquake, may result in numerous secondary events such as damaged power lines and relay stations or ruptured natural gas lines.

#### *Planning Assumptions*

- A disaster can sever or constrain supply to key energy and utility lifelines, including firefighting, transportation, communication, and others, needed for public health and safety.
- There may be widespread and/or prolonged electric power failure. Without electric power, communications may be affected, and traffic signals may not operate, which could lead to transportation gridlock.
- There may be extensive pipeline failure in gas utilities. These may take days, weeks, months, and even years to repair.
- There may be panic hoarding of fuel in areas with severed pipelines, or from neighboring jurisdictions where shortages have occurred.
- Natural gas lines may break and may erupt in fire.
- City departments may need to go on private property to evaluate and repair utilities that jeopardize public

and private property or threaten public health or the environment.

## Concept of Operations

### *General*

1. The occurrence of a major disaster could destroy or disrupt all or a portion of the City's energy and utility systems.
  - a. The electrical power industry within Washington is organized into a network of public and private generation and distribution facilities that form the Northwest Power Pool. Through such networks, the electrical power industry has developed a capability to provide power under even the most extreme circumstances. All utilities, whether publicly or privately owned, will be expected to manage and operate their utility, providing emergency service repairs, and restoration based on their requirements and capabilities.
  - b. Major natural gas companies through common pipelines originating in other states distribute natural gas within Washington.
  - c. The Washington State Department of Transportation can access local petroleum suppliers and major oil companies to facilitate the delivery of adequate amounts of emergency petroleum fuel supplies and may be requested through local emergency management channels.
2. Each Utility has its own mutual aid agreements and contractor lists to facilitate repairs in a timely fashion.
3. Support resources may be requested for road clearance and debris removal or other government services.

### *Organization*

The designated incident command agency will determine the appropriate response organization for handling an energy incident.

### *Procedures*

1. To the maximum extent possible during a disaster, utility and energy systems will continue to provide services through their normal means.
2. Energy and utility resources will be used to meet immediate local needs. If shortages exist, requests to meet needs will be submitted through normal emergency management channels. Actions may be taken to curtail use of energy or other utilities until normal levels of service can be restored or supplemented. These resources, when curtailed, will be used to meet immediate and essential emergency needs.
3. Energy and utility information will be furnished to emergency government officials at all levels to inform the public on proper use of services.
4. As needed or requested, energy and utility representatives will compile post-emergency damage assessment reports and transmit them to Emergency Management.
5. The Governor may direct any state or local governmental agency to implement programs relating to the consumption of energy, as deemed necessary to preserve and protect public health, safety, and general welfare, and to minimize to the fullest extent possible the injurious economic, social and environmental consequences of such energy supply alert. RCW 43.21G.040.

### *Prevention and Mitigation*

- Train staff on the Incident Command System and basic EOC operations.

### *Preparedness*

- Prepare and update contingency plans and supporting documents.
- Maintain credentials and contact with all responding government agencies, energy companies, and energy

associations.

- Maintain general data, information and knowledge regarding energy systems and system infrastructure locations, criticality, capabilities, operations, vulnerabilities, and ownership.
- Conduct or participate in energy emergency exercises.

#### *Response*

- Liaison with applicable entities in the energy sector.
- Contact energy companies for situation reports to address:
  - Infrastructure damage.
  - Assessment of system and customer impacts.
  - Infrastructure repair requirements and restoration estimates.
  - Energy demand and supply estimates.
  - Need or potential need for state coordination or assistance.
  - Estimates of price or other market impacts.

#### *Recovery*

- Continue all response efforts as necessary during any recovery period, including:
  - Maintain damage assessments and restoration profiles.
  - Provide restoration assistance to energy companies.
  - Coordinate with appropriate federal, state, and local agencies

#### Responsibilities

##### *Puget Sound Energy*

- Identify and coordinate restoration priorities for electricity and natural gas.
- Liaison with EOC when requested.
- Provide timely and accurate information to end-users.
- Perform life safety and property preservation operations when indicated.
- Determine location, extent, and restoration of electricity supply and outages or disruptions.
- Determine status of shortages or supply disruptions for natural gas.
- Comply with energy allocations and curtailment programs as determined by the governor.
- Coordinate out-of-area private and public energy assistance.

##### *Fire Department: Emergency Management Division*

- Maintain a liaison with local utilities and the ability to communicate on a 24-hour basis.
- Coordinate assistance to support local utility and energy providers, as requested.

##### *Public Works: Fleet Services*

- Manage City fuel supplies and provide petroleum products for City Vehicles and generators.

##### *Other Utility Providers*

- Continue to operate in the tradition of self-help and inter-service mutual aid before calling for area, regional, or state assistance.
- Comply with the prevailing priority systems relating to curtailment of customer demands or loads, restoration of services, and provision of emergency services for other utilities and systems.

- In conjunction with the EOC operations, determine priorities among users if adequate utility supply is not available to meet all essential needs.
- Provide information necessary for compiling damage and operational capability reports.

#### *Public Works*

- In the absence of utility providers, the Department of Public Works will:
  - Determine the extent of electrical outages and disruptions.
  - Determine the extent of natural gas disruptions.
  - Coordinate out of area private and public energy assistance.

#### Resource Requirements

Develop and make available, when necessary, the requisite personnel and equipment to fulfill roles and responsibilities identified. As a minimum, all agencies should expect to sustain emergency operations for 72 hours and should have other resources programmed for use up to 14 days.

#### References

Public Works All Hazards Plan

#### **Debris Management**

Refer to the Public Works All Hazards Plan for concepts and procedures related to Debris Management.

#### **Water and Wastewater**

Refer to the Public Works All Hazards Plan for concepts and procedures related to Water and Wastewater Management.

## Appendices

### Ordinances and Resolutions

This Appendix provides a single location for all city ordinances and resolutions that are relevant to the Comprehensive Emergency Management Plan. A copy of each applicable ordinance or resolution has been included as well as a couple blank example resolutions.

Insert ordinance promulgating this CEMP here 2022

Ordinance No. 7002

**AN ORDINANCE OF THE CITY OF OLYMPIA, WASHINGTON, ADOPTING THE 2016 COMPREHENSIVE EMERGENCY MANAGEMENT PLAN FOR THE CITY OF OLYMPIA AND AMENDING SECTION 2.24.070 OF THE OLYMPIA MUNICIPAL CODE.**

WHEREAS, Olympia Municipal Code (OMC) Chapter 2.24 establishes the Department of Emergency Management; and

WHEREAS, OMC 2.24.070 adopts by reference the City of Olympia Comprehensive Emergency Management Plan (the CEMP), dated May 1, 2003; and

WHEREAS, the CEMP has been updated to be consistent with State and Federal emergency management plans; and

WHEREAS, this Ordinance is supported by the staff report and attachments associated with the ordinance, along with documents on file with the City of Olympia;

WHEREAS, Article 11, Section 11 of the Washington State Constitution authorizes and permits the City to adopt this Ordinance;

**NOW, THEREFORE, THE OLYMPIA CITY COUNCIL ORDAINS AS FOLLOWS:**

**Section 1. Adoption of Comprehensive Emergency Plan.** The 2016 City of Olympia Comprehensive Emergency Plan, one (1) copy of which shall be kept on file in the office of the City Clerk, is hereby adopted by reference as though fully set forth herein.

**2.24.070 Adoption of emergency management plan**

There is adopted for the City of Olympia a Comprehensive Emergency Management Plan dated ~~May 1, 2003~~ January 2016, including appendices and its Annex A--Counter Terrorism, one (1) copy of which is on file in the office of the ~~Director of Administrative Services~~ City Clerk and available for public inspection insofar as permitted by law. This plan is adopted by reference as though fully set forth herein. The emergency support function (ESF) of said plan, pertaining to operational matters, may be amended from time to time by the City Manager to reflect changed conditions or different standards applicable to Olympia.

**Section 2. Severability.** The provisions of this Ordinance are declared separate and severable. If any provision of this Ordinance or its application to any person or circumstances is held invalid, the remainder of this Ordinance or application of the provision to other persons or circumstances, shall be unaffected.

**Section 3. Ratification.** Any act consistent with the authority and prior to the effective date of this Ordinance is hereby ratified and affirmed.

**Section 4. Effective Date.** This Ordinance shall take effect five (5) days after publication, as provided by law.

MAYOR



**ATTEST:**

  
CITY CLERK

**APPROVED AS TO FORM:**

  
CITY ATTORNEY

**PASSED:** 3/15/2016

**APPROVED:** 3/15/2016

**PUBLISHED:** 3/18/2016

COUNCIL	<input checked="" type="checkbox"/>
STUDY SESSION	<input type="checkbox"/>
COMMITTEE	<input type="checkbox"/>
DATE	6-3-03
AGENDA ITEM NO	4B

Ordinance No. 6268

AN ORDINANCE relating to administration of the City's Comprehensive Emergency Management Plan; adding said plan; and amending Olympia Municipal Code Section 2.24.070.

THE OLYMPIA CITY COUNCIL ORDAINS AS FOLLOWS:

Section 1. That Section 2.24.070 of the Olympia Municipal Code and ordinances pertaining thereto are hereby amended to read as follows:

2.24.070 Adoption of emergency management plan. There is adopted for the City of Olympia ((an)) a Comprehensive Emergency Management Plan dated ((October 31, 1995)) May 1, 2003, including ((its annexes)) appendices and its Annex A--Counter Terrorism, ((three)) one ((copies)) copy of which ((are)) is on file in the office of the Director of Administrative Services and available for public inspection insofar as permitted by law. This plan is adopted by reference as though fully set forth herein. The ((annexes)) emergency support function (ESF) of said plan, pertaining to operational matters, may be amended from time to time by the City Manager to reflect changed conditions or different standards applicable to Olympia.

Section 2. If any provision of this ordinance or its application to any person or circumstances is held invalid, the remainder of this ordinance, or application of the provision to other persons or circumstances, shall be unaffected.

*Stan Beles*  
MAYOR

ATTEST:

*Jane Radford Kikemo*  
CITY CLERK

APPROVED AS TO FORM:

*John J. Welch*  
Asst. CITY ATTORNEY

Passed: June 3, 2003  
Approved: June 3, 2003  
Published: June 6, 2003

SUMMARY OF ORDINANCE 6268

On June 3, 2003, the Olympia City Council passed and approved 6268 - AN ORDINANCE relating to administration of the City's Comprehensive Emergency Management Plan; adding said plan; and amending Olympia Municipal Code Section 2.24.070.

The full text of Ordinance No. 6268 may be obtained for a fee at Olympia City Hall, 900 Plum Street, SE or will be mailed upon request for a fee. Call (360)753-8325 or write to City of Olympia, P.O. Box 1967, Olympia, WA 98507-1967.

---

Do not publish below this line

PUBLISH: June 6, 2003

Ordinance No. 6632

AN ORDINANCE OF THE CITY OF OLYMPIA, WASHINGTON, AMENDING THE COMPREHENSIVE EMERGENCY MANAGEMENT PLAN TO CLARIFY THE DUTIES OF THE MAYOR IN AN EMERGENCY.

WHEREAS, Olympia Municipal Code (OMC), Chapter 2.24 establishes the Department of Emergency Management; and

WHEREAS, OMC 2.24.070 adopts by reference the City of Olympia Comprehensive Emergency Management Plan dated May 1, 2003; and

WHEREAS, the emergency management duties of the Mayor should be clarified in the Comprehensive Emergency Management Plan;

NOW, THEREFORE, THE OLYMPIA CITY COUNCIL ORDAINS AS FOLLOWS:

Section 1. Amendment of Comprehensive Emergency Plan. The City of Olympia Comprehensive Emergency Plan, Appendix 1, Section (1) is hereby amended to read as follows:

APPENDIX 1  
DIRECTION AND CONTROL

I. EMERGENCY MANAGEMENT DUTIES AND CHAIN OF COMMAND:

A. **POLICY/EXECUTIVE GROUP:** Policy Group is responsible for the overall direction, control of the emergency management organization, and provides the legislative and policy support necessary for efficient operations.

B. ORGANIZATION OF THE POLICY GROUP:

1. MAYOR/CITY COUNCIL.
2. CITY MANAGER.
3. CITY ATTORNEY (advisor).

C. DUTIES OF THE CITY COUNCIL:

1. Declare a State of Emergency when necessary for the full activation of the provisions of this plan. (RCW 35.33 & 38.52)
2. Issue a Declaration of Disaster when necessary to initiate state and/or federal assistance. (RCW 38.52 & 43.06)

3. Appropriate funds to support the emergency management organization, and to meet emergency needs when they occur. Authorize the expenditure of funds necessary to combat the disaster. (RCW 35.33 & 38.52)
4. Fill the vacancies of elected officials, if any, in order to maintain governmental continuity in times of crisis. (RCW 42.14)
5. Enact special legislation, under the emergency rules where appropriate, needed to support effective disaster response and recovery. (RCW 35.33)
6. Provide policy direction to the emergency management organization. (RCW 38.52)
7. Enact legislation which commands the services and equipment of private citizens as necessary in response to the disaster after proclamation by the governor. (RCW 38.52)
8. Conduct public hearings and take other actions to assist in informing the public and identifying public needs following a major emergency. (RCW 38.52)
9. Provide continuing oversight and legislative support during the recovery phase. Direct citizen's requests for assistance to appropriate governmental channels. (PL93-288)
10. Instill public confidence, and relay public information, as provided by the Public Information Officer.

**D. DUTIES OF THE MAYOR:**

1. Provide Liaison between the City Council and the emergency management system to ensure support and coordination of legislative action where needed.
2. Where an emergency requires immediate action, the powers and duties of the City Council prescribed in Appendix 1, Subsections C(1), C(2), C(3) of the Comprehensive Emergency Management Plan may be exercised individually by the Mayor, provided that such actions are ratified by the City Council at the next Council meeting.
3. Enter into intergovernmental agreements with other jurisdictions for mutual aid or recovery assistance.
4. Instill public confidence, and relay public information, as provided by the public information officer.

**E. DUTIES OF THE CITY MANAGER:**

1. Provide overall direction and control of disaster activities under the provisions of this plan.
2. Chair the Emergency Management Committee.
3. Provide liaison between the emergency management agency and the City Council. Ensure that they are adequately briefed on the nature and scope of the incident.
4. Request Declaration of Emergency when needed to activate the full provisions of this plan.
5. Request activation of Level 1 or Level 2 emergency protocols when indicated by the needs of the emergency.
6. Provide liaison with State and Federal agencies at the executive level when necessary to facilitate the receipt of disaster relief.
7. Instill public confidence, and relay public information, as provided by the Public Information Officer.

**F. CITY ATTORNEY:**

1. Provide emergency legal advice to the Mayor and City Council, City Manager and the Emergency Management Committee.
2. Review emergency agreements, contracts and disaster-related documents.
3. Draft a Declaration of Emergency.
4. Assist in drafting a Declaration of Disaster.
5. Draft other emergency ordinances as needed.

**Section 2. Severability.** The provisions of this ordinance are declared separate and severable. If any provision of this ordinance or its application to any person or circumstances is held invalid, the remainder of this ordinance or application of the provision to other persons or circumstances, shall be unaffected.

**Section 3. Ratification.** Any act consistent with the authority and prior to the effective date of this ordinance is hereby ratified and affirmed.

Section 4. **Effective Date.** This ordinance shall take effect five (5) days after publication, as provided by law.



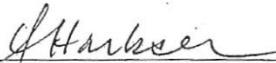
\_\_\_\_\_  
MAYOR

ATTEST:



\_\_\_\_\_  
CITY CLERK

APPROVED AS TO FORM:



\_\_\_\_\_  
ASSISTANT CITY ATTORNEY

PASSED: April 28, 2009

APPROVED: April 28, 2009

PUBLISHED: April 30, 2009

SUMMARY OF ORDINANCE NO. 6632

On April 28, 2009, the Olympia City Council passed Ordinance 6632- AN ORDINANCE of the City of Olympia, Washington, amending the Comprehensive Emergency Management Plan to clarify the duties of the Mayor in an emergency.

The full text of Ordinance No. 6632 may be obtained for a fee at Olympia City Hall, 900 Plum Street SE or will be mailed upon request for a fee. Call (360) 753-8325 or write to City of Olympia, P.O. Box 1967, Olympia, WA 98507-1967.

---

Do not publish below this line

PUBLISH: Thursday, April 30, 2009

RESOLUTION NO. M-1624

**A RESOLUTION** pursuant to Homeland Security Presidential Directive #5, Management of Domestic Incidents, to adopt and implement principles of the National Incident Management (NIMS).

**WHEREAS**, the United States Department of Homeland Security has developed the National Incident Management System for the purpose of unifying all responders' efforts during the disaster; and

**WHEREAS**, the Department of Homeland Security has directed all federal, state, tribal and local entities involved in emergency response to adopt NIMS; and

**WHEREAS**, the City of Olympia recognizes the need for a single Incident Management System to be used by all agencies and disciplines.

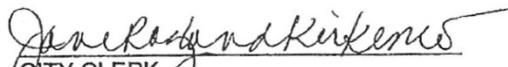
**NOW, THEREFORE, BE IT RESOLVED** the Olympia City Council ordains as follows:

That the City of Olympia adopts the National Incident Management System. The National Incident Management System will be used in all emergency incidents, training and drills, and will be incorporated into all emergency plans and programs.

**PASSED BY THE OLYMPIA CITY COUNCIL** this 13<sup>th</sup> day of September 2005.

  
\_\_\_\_\_  
MAYOR

ATTEST:

  
\_\_\_\_\_  
CITY CLERK

APPROVED AS TO FORM:

  
\_\_\_\_\_  
CITY ATTORNEY

RES 05-21

**BEFORE THE OLYMPIA CITY COUNCIL  
IN THE STATE OF WASHINGTON**

RESOLUTION NO. \_\_\_\_\_

WHEREAS, the Director of Emergency Management/City Manager has reported to the Olympia City Council that on \_\_\_\_\_, 20\_\_\_\_\_, \_\_\_\_\_; and,

WHEREAS, extensive impacts have occurred to \_\_\_\_\_

WHEREAS, persons and property are, or will be, damaged unless further efforts are taken to reduce the threat to life and property and restore order; and

WHEREAS, there is an emergency present which necessitates activation of the City of Olympia Emergency Management Plan, and may require utilization of emergency powers granted pursuant to RCW 38.52.070 in order to effectively respond to the emergency needs of the community.

**NOW THEREFORE, BE IT RESOLVED BY THE OLYMPIA CITY COUNCIL**, in consideration of the above findings of fact:

SECTION I: That it is hereby declared that a state of emergency exists due to \_\_\_\_\_ affecting the City of Olympia. Duration of emergency \_\_\_\_\_

SECTION II: The Director of Emergency Management is hereby directed to activate those portions of the Olympia Emergency Management plan as are reasonable and necessary to combat the effects of the emergency, and all of the personnel, services and facilities of the City of Olympia will be utilized as needed, under that plan, in response to the emergency needs of the community.

SECTION III: Each designated city department is authorized to exercise the powers vested under Section III of this resolution in the light of the exigencies of an extreme emergency situation without regard to time consuming procedures and formalities prescribed by law (with the exception of mandatory constitutional requirements).

PASSED AND ADOPTED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
MAYOR

**ATTEST:**

\_\_\_\_\_  
City Clerk

**APPROVED AS TO FORM:**

\_\_\_\_\_  
City Attorney

**PUBLISHED:**

**BEFORE THE OLYMPIA CITY COUNCIL  
IN THE STATE OF WASHINGTON**

**RESOLUTION NO.** \_\_\_\_\_

WHEREAS, a \_\_\_\_\_ has occurred affecting the City of Olympia on \_\_\_\_\_, resulting in extensive impact to the following area(s) \_\_\_\_\_

WHEREAS, all the City of Olympia has been seriously impacted by this occurrence, including but not limited to \_\_\_\_\_

WHEREAS, a Declaration of Emergency was made by the City of Olympia Council on \_\_\_\_\_ and that the full provisions of the City of Olympia Emergency Management Plan were activated in response to the emergency; and

WHEREAS, local capabilities and resources have been, or soon will be, exceeded by the scope of the emergency; and

WHEREAS, additional assistance is needed to meet local public health and safety needs; and

**NOW THEREFORE, BE IT RESOLVED BY THE OLYMPIA CITY COUNCIL**, in consideration of the above findings of fact:

SECTION I: A major Disaster has been declared for the City of Olympia.

SECTION II: Immediate assistance from the State of Washington, specifically \_\_\_\_\_ is urgently needed.

SECTION III: In the event that assistance from the State of Washington is not available due to the scope of the emergency, that the Governor request that the President order such assistance as necessary.

PASSED AND ADOPTED THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20 \_\_\_\_\_

\_\_\_\_\_  
**MAYOR**

**ATTEST:**

\_\_\_\_\_  
City Clerk

**APPROVED AS TO FORM:**

\_\_\_\_\_  
City Attorney

**PUBLISHED:**