

MARICOPA COUNTY

EMERGENCY OPERATIONS PLAN



March 2019

FOR OFFICIAL USE ONLY

NOTICE: This document contains information pertaining to the deployment, mobilization, and tactical operations of Maricopa County in response to emergencies. It is exempt from public disclosure under Arizona state law.



Acknowledgements

Supersession

This plan supersedes all previously published copies of the Maricopa County Emergency Operations Plan.



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Promulgation Statement

Maricopa County, Arizona

In the event of a natural or man-made disaster within Maricopa County, County government must be prepared to implement plans and procedures to protect lives and property. This plan shall be known as the Maricopa County Emergency Operations Plan.

This plan serves also to support the Arizona State Emergency Response and Recovery Plan (SERRP). It was developed in accordance with Arizona Revised Statutes, Title 26, Chapter 2. This plan replaces and supersedes all previously published copies of the Maricopa County Emergency Operations Plan.

The purpose of this plan is to provide direction and guidance to County departments and outside supporting agencies. It serves as a directive to County departments to prepare for and execute assigned emergency tasks to ensure maximum survivability of the population and to minimize property damage in the event of a disaster. It is applicable to all elements of the County government and the private sector engaged in, or acting in support of emergency operations.

APR 24 2019

Date

Bill GL

**Board of Supervisor
(Chairperson)**

Anne C. Longo

Deputy Maricopa County Attorney

Frank McCannell

Clerk of the Board



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Approval and Implementation

The Maricopa County Emergency Operations Plan (MCEOP) is the framework for emergency responders and Maricopa County governmental departments and outside supporting agencies to effectively coordinate and collaborate before, during, and after a disaster, in order to provide a comprehensive response to all emergencies.

The Chairman and the Board of Supervisors authorize the Director of the Maricopa County Department of Emergency management, as directed by the County Manager, to make changes and updates to this plan that do not materially affect the overall planning approach and do not radically change responsibilities of senior county officials or county departments. Changes will be recorded in the Record of Changes.

This plan supersedes all previously published copies of the Maricopa County Emergency operations Plan.

A copy of this plan has been filed in the Office of the County Clerk of Maricopa County, under the provisions of Arizona Revised Statutes, Section 26-307B.

APR 24 2019

Date

Bill GL

Board of Supervisor
(Chairperson)

Anne C. Longo

Deputy Maricopa County Attorney

Terrence Carroll

Clerk of the Board



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Record of Changes

A more detailed Summary of Changes is on file with MCDEM, along with all stakeholder correspondence, comments and recommendations.

CHANGE NUMBER	DATE OF CHANGE	CHANGE DESCRIPTION	DATE POSTED	POSTED BY
1	November 2012	This issue of the plan, dated November 2012, is a total reissue incorporating FEMA Comprehensive Planning Guide 101 guidance, editorial improvements, technical revisions, as well as updated and expanded responsibilities for County departments and personnel. <u>All previous issues of this plan are obsolete and should be destroyed.</u>	November 2012	
2	January 2013	Updated approval and implementation letter signed by the new Chairman of the Board of Supervisors Andy Kunasek. Department of Public Health Order of Succession updated.	January 2013	John Padilla
3	January 2014	Basic Plan changes include deletion of dated reference to evacuation agreements and refinements to the various definitions. Additional and update to definitions. Additional changes throughout the entire document include: addition of reference to Mitigation activities (Incident Management Cycle), inclusion of updated language regarding access and functional needs considerations, minor language clarifications, and basic formatting and editing. Implementation and promulgation by current Chairman, Denny Barney.	January 2014	Julie Symopoulos



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4	January 2015	Updated definitions and acronyms, disabilities, access and functional needs language, minor language clarifications, and basic formatting and editing. Implementation and promulgation by current Chairman, Steve Chucri.	January 2015	Hector Andrade
5	January 2016	Updated definitions and acronyms; corrected typos and grammar; general re-formatting for readability; clarified department duties and roles; deleted references to defunct systems; for annual implementation and promulgation by current BOS Chairman.	January 2016	Stella Sheridan
6	January 2017	Updated definitions, acronyms, order of successions for county departments, COOP language and Annex E. Fixed grammar errors, formatting issues and basic editing throughout. Implementation and promulgation by current BOS Chairman.	January 2017	Rudolfo Perez
7	January 2018	This review/update includes grammar and formatting, changes to orders of succession for some agencies, modified language in responsibilities of primary or support ESF # agencies, and restructuring the support annex to be more in line with CPG101, and to highlight County EOC Management as its own support annex.	January 2018	Ron Kopcik
8	March 2019	This review/update includes grammar and formatting, contact list, economic profile, census data, IPAWS/WEA and modified language in responsibilities of primary or support ESF # agencies.	March 2019	Michael Winters



Record of Distribution

<u>Agency</u>	<u>Copies</u>	<u>Agency</u>	<u>Copies</u>
<u>COUNTY GOVERNMENT</u>		<u>COUNTY GOVERNMENT (Continued)</u>	
Adult Probation	1	Office of Enterprise Technology	1
Air Quality	1	Office of Procurement Services	1
Animal Care and Control Services	1	Office of Public Advocate	1
Assessor	1	Office of Public Defense Services	1
Board of Supervisors	5	Office of Communications	1
Clerk of the Board	1	Planning and Development	1
Clerk of the Court	1	Protective Services	1
Community Development (Human	1	Public Defender	1
Community Services (Human Services)	1	Public Fiduciary	1
Constables	1	Public Health	1
Correctional Health	1	Recorder (Star Call Center)	1
County Attorney's Office	1	Parks and Recreation	1
County Manager	1	Research and Reporting	1
Deputy County Manager's Office (1 each)	1	Risk Management	1
Elections	1	Sheriff's Office	1
Emergency Management	2	Stadium District	1
Environmental Services	1	Superintendent of Schools	1
Equipment Services	1	Superior Court	1
Facilities Management	1	Transportation	1
Finance	1	Treasurer	<u>1</u>
Flood Control District of Maricopa	1		59
Housing Authority of Maricopa County	1		
Human Resources	1	<u>CITIES AND TOWNS</u>	
Human Services	1	Cities and Towns (1 Each)	<u>24</u>
Integrated Criminal Justice Info Sys	1		24
Internal Audit	1	<u>STATE GOVERNMENT</u>	
Justice Courts	1	Dept. of Emergency and Military Affairs	<u>1</u>
Juvenile Probation	1		1
Law Library	1	<u>TRIBAL NATIONS</u>	
Legal Advocate	1	Fort McDowell Indian Community	1
Legal Defender	1	Gila River Indian Community	1
Library District (Main Library)	1	Salt River Pima-Maricopa Indian	1
Office of Management and Budget	1	Tohono O'odham Nation	<u>1</u>
Medical Examiner	1		4



Emergency Operations Plan

FIRE DISTRICTS/DEPARTMENTS

Aguila Fire District	1
Buckeye Valley Fire District	1
Circle City-Morristown Fire District	1
Daisy Mountain Fire District	1
Goldfield Ranch Fire District	1
Harquahala Valley Fire District	1
Rio Verde Fire District	1
Rural/Metro Fire Department	1
Sun City Fire Department	1
Arizona Fire and Medical Authority.	1
Laveen Fire Department	1
	11

OTHER AGENCIES

American Red Cross	1
Arizona Public Service Company	1
BNSF	1
Civil Air Patrol	1
Luke Air Force Base	1
National Weather Service (NWS)	1
Salt River Project	1
Statewide Independent Living Council	1
Southwest Gas	1
The Salvation Army	1
Union Pacific RR	1
United States Army Corps of	1
Valley Metro RPTA	1
	13
Total	111



I. Purpose, Scope, Overview, and Assumptions

A. General

Presidential Homeland Security Directives 5 and 8, enacted in 2004, require the State and Local governments to adopt the fundamental principles, language and operational concepts embedded in the National Incident Management System (NIMS) and the National Response Plan (NRP) as a condition for receiving certain categories of federal support for Emergency Management. To meet these requirements, Maricopa County created this Maricopa County Emergency Operations Plan (MCEOP) and the Maricopa County Board of Supervisors officially adopted it on Plan Not Yet Active.

The revised Maricopa County MCEOP is the product of a detailed and focused planning process that 1) fully incorporates the NIMS concepts, principles, practice and language 2) capitalizes on the lessons learned from recent disasters, 3) incorporates plans, programs and policies that have emerged since the last revision of the MCEOP. The MCEOP establishes a framework through which the County may prepare for; respond to; recover from; and mitigate to prevent the impacts of a wide variety of disasters that could adversely affect the health, safety and/or general welfare of the residents and emergency workers of Maricopa County. The MCEOP provides guidance to Maricopa County officials or procedures, organization and responsibilities, which will prevent, minimize and/or relieve personnel hardship and property damage associated with disasters or the imminent threat thereof. This plan also provides for an integrated and coordinated county, municipal, state and federal response. This plan is a living document. It complies with current guidance from DHS and FEMA regarding the ability to keep data and personal information secure, current, and up to date.

The MCEOP is operations oriented, and addresses communication and warning systems; rapid deployment and pre-deployment resources; evacuation and shelter operations; post disaster response and recovery activities. The MCEOP's imperative is to clearly define the responsibilities of county, municipal, volunteer and other organizations through a Base Plan/Incident Command System/Response approach to planning and operations.

The MCEOP describes the basic strategies, assumptions and mechanics through which the County will mobilize resources and conduct activities to guide and support County Emergency Management efforts through prevention, preparedness, response, recovery and mitigation. To facilitate inter-government operations, the MCEOP adopts a functional approach that groups the type of assistance to be provided under each ESF. Each ESF is headed by a primary agency, which has been selected based on its authorities, resources and capabilities in the functional area. In addition, other agencies with similar capabilities have been given support assignments to appropriate ESF. The ESF serves as the primary operational mechanism through which County assistance is managed. Command staff and other General staff have been assigned to support the ESF. County assistance will be provided to impacted communities within the County under the overall authority of the Maricopa County Department of Emergency Management, on behalf of the Maricopa County Board of Supervisors.

In an effort to ensure that the revised MCEOP was strictly aligned with the State and National preparedness guidance, the Arizona Department of Emergency and Military Affairs and National Department of Homeland Security publications listed below were consulted and closely followed:



- Comprehensive Preparedness Guide (CPG) 101 Version 2, November 2010
- Public Assistance Program guidelines (FP-104-009-2, January 2016)
- Threat and Hazard Identification Guide (THIRA) 201, Second Edition, August 2013
- National Response Framework (September, 2014)
- FEMA NIMCAST User's Guide
- National Planning Scenarios (15)
- Core Capabilities (February 2015)

B. Purpose

The purpose of the Maricopa County Emergency Operations Plan is to establish a framework for government, non-profit organizations, the private sector, and residents to address prevention, protection, preparation, response, recovery and mitigation of the effects of emergencies and disasters while providing clear guidance to activate the Maricopa County Emergency Operations Center (EOC). The ideal life-cycle is shown below:





The purpose of this plan is to provide an overview of the County's emergency management structure and the responsibilities assigned to various County Departments, non-governmental agencies and the private sector, during major emergencies and disasters. This plan is the framework for Emergency Responders, Maricopa County governmental departments and supporting agencies to effectively coordinate and collaborate, before, during, and after a disaster, in order to provide a comprehensive response to all emergencies.

This plan provides direction and guidance to Maricopa County governmental departments and supporting agencies. This plan establishes the framework to prepare for and respond to all hazards, both natural and man-made in Maricopa County. The plan is designed to be flexible and scalable to meet any type and size of disaster.

The direction and guidance provided in this plan constitutes a directive to county departments to prepare for and execute assigned emergency tasks to ensure the greatest possible survival of the whole community, protection of property, and continuity of government in the event of a national security, technological, or natural disaster.

The plan consists of a Basic Plan and five Annexes:

The Basic Plan provides an overview of the County's emergency management structure. The Basic Plan is divided into the following sections: Introduction, Planning Assumptions, Roles and Responsibilities, Concept of Operations, and Incident Management Activities.

- **The Emergency Support Function (ESF) Annex** describes the required actions of the Primary Agency before, during, and after the emergency. Each Emergency Support Function (ESF) also details the tasks of all Support agencies designated to support an ESF (when and if possible) in preparing for and responding to an emergency. The ESF structure ensures adequate collaboration with all responding entities.
- **The Support Annexes** provide emergency responders the overarching framework for specific activities inherent in most emergencies. The Support Annexes provide additional, in-depth detail of those activities covered in the Basic Plan. The Support Annexes assist ESFs with detailed processes and functions to implement a coordinated and comprehensive response to an emergency.
- **The Incident Annexes** describe the variables associated in response to specific incidents. The Incident Annexes give situation and planning assumptions of the specific incident, details of the Concept of Operations that may vary based on the specific incident, and incident specific tasks designated to the appropriate departments and agencies.
- **The Local Emergency Planning Committee**
- **The Tribal Relations Annex** describes the policies, responsibilities, and concept of operations for effective coordination and interaction of county and local incident management activities with those of tribal governments and communities during potential or actual incidents on tribal lands.



C. Scope

This plan identifies when and under what conditions the application, activation or revision of this plan is necessary.

The plan establishes fundamental policies, strategies and assumptions for a County-wide program that is guided by the principles of the National Incident Management System. This MCEOP provides the following benefits to Maricopa County:

- Creating a plan which addresses all hazards, all phases of emergency management, all impacts, and extends an opportunity to partner with all stakeholders.
- The MCEOP establishes a Concept of Operations spanning the direction and control of an emergency from initial monitoring through post disaster response, recovery and mitigation.
- The MCEOP defines inter-agency and inter-government coordination mechanisms to facilitate delivery of immediate response and recovery assistance.
- The MCEOP assigns specific functions to appropriate County and municipal agencies and organizations as well as outlines methods to coordinate with the private sector, volunteer organizations, citizens and state and federal counterparts.
- The MCEOP identifies actions that County response and recovery organizations will take in coordination with municipal, state and federal counterparts as appropriate, regardless of the magnitude of the disaster.

The Maricopa County Department of Emergency Management (MCDEM) is the lead agency for planning the effective use of available resources and the coordination of appropriate emergency functions in response to situations beyond the capability of a single agency, department, or political subdivision.

The Maricopa County Emergency Operations Plan (EOP) encompasses the wide-range of preparedness and response activities necessary for all natural, technological, and manmade hazards, and other emergencies faced by the whole community of Maricopa County. The basis for providing short-term recovery is also covered. The plan covers response to emergencies in the unincorporated areas of Maricopa County as well as support to responses in all incorporated cities and towns within the county.

This plan defines the roles and responsibilities of all departments, agencies, state government, federal government, Non-Governmental and Voluntary Organizations, Private Sector, other political jurisdictions in the county and public involvement.

This plan incorporates the Incident Command System (ICS) and the National Incident Management System (NIMS) into the general approach toward responding to emergencies. These are national standards as mandated by Homeland Security Presidential Directive 5 (HSPD-5) and Presidential Policy Directive 8 (PPD-8).

ICS is a standardized incident management concept designed specifically to allow responders to adopt an integrated organizational structure equal to the complexity and demands of any single



incident or multiple incidents without being hindered by jurisdictional boundaries.

NIMS is a system that provides a consistent nationwide approach for federal, state and local governments to work effectively and efficiently together to prepare for, respond to and recover from domestic incidents, regardless of cause, size or complexity.

This plan provides the guidelines necessary to coordinate response activities with local, state and federal government responders. It also creates the ESF structure, which outlines the coordination and collaboration necessary between all response organizations.

MCDEM works with the municipalities to ensure that their plans and this EOP are in concert, allowing for a more coordinated response. Municipalities having county-recognized plans shall conduct operations within their own jurisdiction limits pursuant to those plans.

This plan distinguishes between most emergencies that are small in scale and are most often handled at the field level using established field procedures.

This plan is applicable to all Maricopa County Departments and Agencies that may be tasked to perform activities in response to an emergency. Departments not specifically tasked are considered to be available to perform specific functions when so tasked by the County Manager (or delegate). This plan is also applicable to voluntary agencies, such as the American Red Cross and The Salvation Army, as well as to private sector groups.

Based on the Mission of the Maricopa County Department of Emergency Management, response activities are those actions that provide whole community-wide education, planning, coordination, and continuity of government for the people of Maricopa County in order to protect lives, property and the environment in the event of a major emergency.

D. Methodology

The Maricopa County Emergency Operations Plan was developed as a team effort consisting of the following agencies and organizations:

County

Flood Control District of Maricopa County
Maricopa County Animal Care and Control
Maricopa County Department of Emergency Management
Maricopa County Environmental Services Department
Maricopa County Department of Public Health
Maricopa County Department of Transportation
Maricopa County Office of Enterprise Technology
Maricopa County Office of Procurement Services
Maricopa County Office of the Medical Examiner
Maricopa County Parks and Recreation Department
Maricopa County Planning and Development Department
Maricopa County Sheriff's Office
Maricopa County Local Emergency Planning Committee



Non-Profit

American Red Cross
Salvation Army

The MCEOP's concepts were developed by the Maricopa County Department of Emergency Management, in coordination with the agencies and organizations involved in emergency management activities. Each agency and organization involved is expected to have its own guidelines to implement the concept of operations.

Each of the above listed agencies may request a hard copy or a CD of this Emergency Operations Plan. Additional copies may be available by contacting Maricopa County Department of Emergency Management directly.

In addition:

- The Maricopa County Emergency Operations Plan is adopted by governing bodies and by resolution, which serves as the promulgation letter for the MCEOP.
- A Record of Changes Log is used to record all published changes as those holding copies of the MCEOP receive them. The holder of the copy is responsible for making the appropriate changes and updating the Log.
- A master copy of the MCEOP, with a master Record of Changes Log, is maintained in the Maricopa County Department of Emergency Management.

1. Planning Process

The process used by Maricopa County has been designed to ensure that all stakeholders have an opportunity to participate in the development of the MCEOP and the MCEOP is based on the best information available. To this end, the planning process is based on the following planning principles:

- Planning should be community-based, representing the whole community and their needs
- Planning should include participation from all stakeholders in the community
- Planning uses a logical and analytical problem-solving process to help address the complexity and uncertainty inherent in potential hazards
- Planning considers all hazards and threats
- Planning should be flexible enough to address both traditional and catastrophic incidents
- Time, uncertainty, risk and experience influence planning
- Effective plans tell those with operational responsibilities what to do and why to do it
- Planning is fundamentally a process to manage risk



- Planning is one of the key components of the preparedness cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective actions

2. Plan Development and Maintenance

The Maricopa County Department of Emergency Management is responsible for coordinating the development and maintenance of the EOP with all county departments, local governmental agencies, and private partners. The process used to develop and maintain this EOP is based on nationally recognized emergency planning principles and best practices, such as FEMA's Comprehensive Planning Guide 101 (detailed in the situation section of the Basic Plan).

This EOP is designed to be a flexible, dynamic document subject to revision, as appropriate. The plan shall be reviewed and updated annually, and is subject to a more thorough review and update every 5 years. In addition, the plan shall be reviewed by MCDEM after any of the following occurrences, and a determination shall be made whether these circumstances require a minor or major revision to the plan.

- A major incident, exercise or planned event (After-Action Reviews must be completed after a formally declared emergency. MCDEM will coordinate the inclusion of any after action review action items into the plan);
- A change in operational resources (e.g., policy, personnel, organizational structures, management processes, facilities, equipment);
- A formal update of planning guidance or standards;
- A change in elected officials;
- Each activation of the EOC;
- A change in the jurisdiction's demographics or hazard or threat profile;
- A change in the acceptability of various risks;
- The enactment of new or amended laws or ordinances.

Minor revisions are those affecting few stakeholders, may reflect a change in title or position, grammar or formatting changes, do not alter policies, etc. Minor revisions shall be coordinated with any affected stakeholders, and may be approved by the County Manager, based on recommendations from the MCDEM Director. Routine annual review and updating of the plan is considered a minor revision, unless there is a major change that significantly alters or established new policy. The plan will be published and disseminated once the affected stakeholders have had the opportunity to review the proposed changes.

Major revisions are considered revisions which significantly alter or establish new policy, and shall be at the discretion of the MCDEM Director. All major revisions to the EOP shall be coordinated with all EOP stakeholders, and approved by the County Manager and County Board of Supervisors. The plan will be published and disseminated once all stakeholders have had the opportunity to review the proposed changes. 5-year review of the plan is considered a major revision.



Annual Review. Annual review consists of MCDEM inspecting the complete plan for areas needing updates. In addition, those listed as Primary Agencies in each ESF, and those Support Agencies identified by name in each ESF shall review and update their respective areas, to include responsibilities in the Basic Plan. This review and update process may be done via email, and changes will be logged in the plan's Record of Changes and incorporated into the revised plan. A more detailed summary of specific changes will be kept on file with MCDEM along with other plan review documentations. Once all agencies have had the opportunity to comment, a draft plan will be sent for final review to all stakeholders along with the Change Summary. The plan will be published and disseminated once all have had the opportunity to review the draft. The date of the plan will not change, but may require a new Letter of Promulgation from the Board of Supervisors (MCDEM Director's discretion).

5-Year Review. Where annual review consists of MCDEM inspecting the complete plan and email coordination with Primary and Support stakeholders, 5-year review should involve face-to-face stakeholder meetings with all involved in the plan (when practicable). It may consist of a core planning team (MCDEM and Primary Agencies), and may involve complete working groups with representation from all agencies. It should involve a more thorough review of past activities that may lead to significant plan changes, and should walk through scenarios for each ESF to ensure all needed agencies are in fact represented and can support the activities listed in the plan. It may even involve a formal After Action Review if conducted as a seminar, workshop or table-top exercise. The 5-year update takes far more time than the annual review, and should begin well before the anticipated revision date, as this will require time to gather stakeholders and seek Board approval of the plan. Similar to the annual review, all changes will be logged in the plan's Record of Changes and incorporated into the revised plan, with a more detailed Summary of Changes kept on file with MCDEM. Once all agencies have had the opportunity to comment, a draft plan will be sent for final review to all stakeholders along with the Summary of Changes. The plan will be published and disseminated once all have had the opportunity to review the draft. The date of the plan will change to reflect the 5-year update cycle, and must be approved by the Board of Supervisors.

Special Notes. All annual reviews, updates or revisions to this plan, due to exercise or real-world events, will include the concurrence of the Arizona Statewide Independent Living Council's (SILC) Emergency Preparedness Sub-Committee.

The EOP has been determined to be a secure document and is only released to the public upon request and approval of the MCDEM Director or authorized agent.

Once an annual, 5-year or routine update is complete, the plan will also be submitted to the Arizona Department of Emergency and Military Affairs.

3. Implementation of NIMS

The Maricopa County MCEOP implements the Incident Command System (ICS) and the National Incident Management System (NIMS) as mandated by Homeland Security Presidential Directive 5 (HSPD-5) and Presidential Policy Directive 8 (PPD-8) by:

- Using ICS and the multi-agency coordination system to manage and support all incidents.
- Integrating all response agencies and entities into a single, seamless system.



Emergency Operations Plan

- Establishing a public information plan in the Emergency Support Function 15 - External Affairs dealing with dissemination of information.
- Identifying and characterizing resources according to established standards and types.
- Requiring all personnel to be trained properly for the job they perform.
- Ensuring interoperability, accessibility and redundancy of communications.



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II. Situation

This section of the plan summarizes the hazards that could potentially affect Maricopa County. The hazards and risk analysis addresses the major hazards to which the County is vulnerable; provides a summary of the County's population with access and functional needs (AFN); outlines the assumptions that were considered in the planning process; and defines disaster magnitude classifications that will trigger County response under the NIMS.

A comprehensive hazard and risk assessment is contained in the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan. The plan is kept under separate cover and can be accessed by contacting Maricopa County Department of Emergency Management.

A. Hazard Analysis

Hazard and Vulnerability Assessment Summary

Maricopa County is vulnerable to a wide range of hazards that threaten its communities, businesses and environment. To determine the hazards that pose the greatest threat, Maricopa County has prepared a Threat Hazard Identification and Risk Assessment. The major findings are summarized below. The assessment was developed from historical data of events that have occurred, and specifically examines:

1. Probability (frequency) of event
2. Magnitude of event
3. Expected warning time before event
4. Expected duration of event

For emergency management planning purposes, the critical analysis that must be undertaken is an assessment of the consequences of each hazard, including potential area of impact, population exposed and impacted, duration of the hazard, and potential economic consequences. These rankings utilize the criteria laid out in the Threat and Hazard Identification and Risk Assessment (THIRA) to weight them proportionally through historic data as well as future projections based on economic, demographic, the critical infrastructure information.

Three levels of risk have been identified: High, Moderate and Low.

High - High probability of occurrence; at least 50 percent or more of population at risk from hazard; significant to catastrophic physical impacts to buildings and infrastructure; major loss or potential loss of functionality to all essential facilities (hospital, police, fire, EOC and shelters).

Moderate - Less than 50 percent of population at risk from hazard; moderate physical impacts to buildings and infrastructure; moderate potential for loss of functionality to essential facilities.

Low - Low probability of occurrence or low threat to population; minor physical impacts.



Hazard Profile Summary for Maricopa County Emergency Operations Plan						
Hazard	Probability	Magnitude	Warning Time	Duration	CPRI	Planning Significance
Dam Failure	4	4	4	2	3.8	High
Extreme Heat	4	3	2	3	3.3	High
Flooding/Flash Flooding/Tropical Storm	4	4	4	2	3.8	High
Thunderstorm/High Wind	4	3	4	1	3.4	High
Tornado	2	3	4	1	2.5	Moderate
Wildfire	4	3	4	3	3.6	High
Subsidence	4	2	1	4	2.95	Moderate
Drought	4	3	1	4	3.25	High
Fissure	3	2	1	4	2.5	Moderate
Landslide/Mudslide	2	2	4	1	2.2	Moderate
Levee Failure/Breach	2	2	4	1	2.2	Moderate

1. Critical Facilities

Critical facilities provide services and functions essential to a community, especially during and after a disaster. Examples of critical facilities requiring special consideration include: Police stations, fire stations, vehicle and equipment storage facilities, emergency operations centers, medical facilities, schools designated as shelters or evacuation centers, power generating stations and other public and private utility facilities vital to maintaining or restoring normal services. Critical facilities have been identified by Maricopa County for planning purposes. Additional planning considerations on critical facilities can be found in departmental level Continuity of Operations Plans and Maricopa County's Geographic Information Systems Department and planning software. Due to the sensitive nature of critical facilities, a comprehensive list has been omitted from this plan.

2. Disaster Magnitude Class

This is an all-hazards emergency operations plan and addresses minor, major and catastrophic disasters. These levels of disaster are defined as:

Catastrophic Disaster: A disaster that will require massive State and Federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery assets.

Major Disaster: A disaster that will likely exceed local capability and require a broad range of State and Federal assistance. The Federal Emergency Management Agency (FEMA) will be notified and potential Federal assistance will be predominantly recovery oriented.

Minor Disaster: A disaster that will likely be within the response capability of local government and will result in only a minimal need for State or Federal assistance.

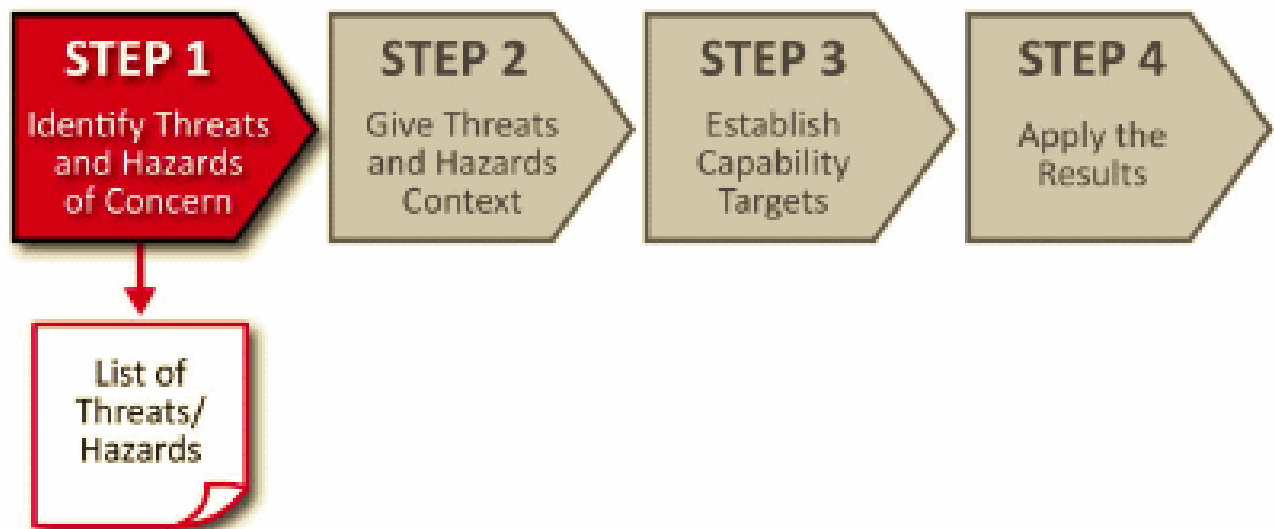


B. Capability Assessment

Currently, capability assessments are performed by local preparedness teams in Arizona. The capability assessment is performed in coordination with Arizona Department of Homeland Security with wide input accepted from key stakeholders. The results of the capability assessment guide future investments in planning, training, exercising and resources. The local capability assessment is available under separate cover and is attached to the file archive in the cloud-based emergency operations planning system.

Capability Targets are developed in accordance with THIRA guidelines, resulting in comprehensive Capability Estimation rankings.

The structure of the THIRA process is outlined in the following chart:



C. Economic Profile

The following is a description of the population of Maricopa County based on information from the United States Census Bureau:

- Housing Units (V2017): 1,738,157
- Households (2013-2017): 1,489,533
- Persons per household (2013-2017): 2.75
- Median household income (in 2017 dollars), 2013-2017: \$58,580
- Persons in poverty, percent: 13.5%
- Language other than English, age 5 and older, 2013-2017: 26.6%



- With a disability, under age 65, 2013-2017: 7.3%
- Persons 65 and over 14.8%

While it is likely that outside assistance would be available, the county must initially carry out disaster response and short-term recovery on an independent basis.

If necessary, it can request support from the state, from political subdivisions, and from the private sector.

D. Spatial Profile

Geography

Maricopa County, Arizona covers an area of approximately 9,224 square miles, measuring 132 miles from east to west, and 103 miles north to south.

Elevation

According to data gathered by the Shuttle Radar Topography Mission. The lowest elevation in Maricopa County is 531 feet. This ranks Maricopa County 2nd in terms of lowest elevations when compared to a total of 15 counties in Arizona. Maricopa County's highest elevation is 7,657 feet, which ranks it 14th in terms of highest elevations when compared to a total of 15 counties in Arizona.

1. Population Demographics

The estimate published by the Census Bureau in July 2017 states the population of Maricopa County is 4,307,033.

The racial makeup of the county was 83.4% white, 6.1% black or African American, 4.4% Asian, 2.8% American Indian, 0.3% Pacific Islander, 12.8% from other races, and 3.5% from two or more races. Those of Hispanic or Latino origin made up 31.1% of the population groups.

2. Climate

Flooding due to thunderstorms during the monsoon (June through September) and water releases from reservoirs during the winter and spring runoff period (December through May) are the most frequent, severe natural hazards in Maricopa County. The worst flooding tends to occur when remnants of a tropical storm enter the state. High wind events, to include those with wind speeds up to tornado strength, usually occur in conjunction with the monsoon thunderstorms. Dam failure is a possible disaster event similar to extreme flash flooding that would occur downstream from dams or flood retarding structures located throughout the county. Extreme heat is also a real hazard faced within the county, with temperature well in excess of 100 degrees between May and August.

3. School Districts / Higher Education

Maricopa County is home to 58 schools districts that serve over 700,000 students. School districts are classified as elementary districts (kindergarten- 8th grade), high school districts (9-12th grades), and unified school districts (kindergarten through 12th grade). The Maricopa County



Community College District, also known as Maricopa Community Colleges, is one of the largest community college districts in the United States, with 10 campuses serving more than 220,000 students each year. Arizona State University (ASU) has campuses in Tempe, downtown Phoenix, and West Phoenix. Grand Canyon University (GCU) has grown significantly, and both Northern Arizona University (NAU) and the University of Arizona (UofA) have extension campuses in the area.

E. Access and Functional Needs

Maricopa County recognizes considerations must be made to accommodate the whole community populations during emergencies. Maricopa County is engaged in a number of activities which aim to improve response plans and operations to address access and functional needs (AFN) during an emergency event. All voluntary, private, faith-based, non-governmental, or similar agencies requested by the jurisdiction, or through legal agreement and authorization by the jurisdiction, will comply with all applicable Federal, Tribal (as applicable), State and local laws during drills, exercises, training, or other events that support a full-cycle disaster or emergency event. Multiple ESF's within this plan outline or identify specific guidance to support the whole community.

The Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) will be followed in every aspect of all disaster cycle operations, explicit or otherwise, contained in this Emergency Operations Plan. Emergency and disaster response services and activities will be accessible and usable to the whole community regardless of disability, access and functional need.

This plan is committed to the principle that it takes the full range of government, private, non-government, faith-based and volunteer groups to successfully meet the needs of the whole community during times of disaster. Persons with disabilities, access and functional needs and/or representatives from unique populations are included in local emergency planning.

Key Terms

Persons with Disabilities, Access and Functional Needs (AFN) - People who may have additional needs before, during, and after an incident in functional areas including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional assistance include, but not limited to, those who have disabilities, live in institutionalized settings, elderly, children, from diverse cultures, have limited English proficiency, or non-English speaking, or are transportation disadvantaged. An individual with a disability is defined by the Americans with Disabilities Act (ADA) as a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such impairment. The use of "access and functional needs" in place of "special needs" is consistent with current trends nationally. Thus, be aware that these interchangeable terms mean the same thing.

Ability360 - formerly known as Arizona Bridge to Independent Living, offers and promotes programs to empower people with disabilities to take personal responsibility so that they may achieve or continue independent lifestyles within the community.



Unique Population: - Temporary or permanent groups within a jurisdiction which could require specific attention during an emergency or disaster. Examples are schools, hospitals, managed care facilities, group homes, RV parks and campgrounds, temporary youth camps like scouts or student groups, sporting events, incarceration facilities, etc.

Maricopa County acknowledges at times the best support for such needs is to request assistance from regional and/or state partners. Specifically the following will be addressed in this plan:

- Identification of AFN populations: Basic Plan, ADA criteria in References and Authorities.
- Notification: ESF #2 Communications
- Evacuation and Transportation: ESF #1 Transportation
- Sheltering: ESF #6 Mass Care
- Temporary lodging and housing: ESF #6 Mass Care
- First aid and medical care: ESF #6 Medical Care
- Transition back to the community: ESF #14 Long Term Recovery
- Recovery: ESF #14 Long Term Recovery

1. Pets and Service Animals

This plan takes into consideration the needs of individuals with disabilities relying on service animals. The Americans with Disabilities Act (ADA) protects the rights of all individuals with disabilities and requires that State and local governments comply with Title II of the ADA in the emergency and disaster-related programs, services, and activities they provide.

The sheltering and protection of companion animals are the primary responsibility of their owners. When owners are unable to provide for the care and needs of their household pets and service animals, the local jurisdictions will provide assistance as outlined in the Pets Evacuation and Transportation Standards Act of 2006 (PETS) and FEMA DAP 9523.19. The Pets Evacuation and Transportation Standards Act of 2006 requires that local governments plan for sheltering and care of household pets and service animals during emergencies where shelters are established. Maricopa County has included pet sheltering as part of ESF # 6 Mass Care. The following is specifically addressed in ESF # 6 - Mass Care:

- Pre-event planning
- Animal sheltering operations
- Animal registration and return
- Coordination with human shelters



FEMA Disaster Assistance Policy 9523.19

The Policy identifies the expenses related to state and local governments' emergency pet evacuation and sheltering activities that are eligible for reimbursement following a major disaster declaration under Category B, Emergency Protective Measures, and provisions of the Public Assistance Program. The terms household pet, domestic pet, service animal, and congregate household pet shelters are defined. The policy details eligible reimbursements related to shelter facilities, supplies and commodities, eligible labor, equipment, emergency veterinary services, transportation, shelter safety and security, cleaning, reunification, and restoration, and the removal and disposal of animal carcasses.

2. American Sign Language and Communication Access Real-time Translation

Maricopa County may request American Sign Language (ASL) and Communication Access Real-time Translation (CART) (also called open captioning, real-time stenography, or real-time captioning) services through an Incident Command System (ICS) Form 213-RR to Arizona Department of Emergency and Military Affairs.

ASL interpreters will support public meetings, media briefings, one-on-one public interactions in shelter operations, and informational videos. When event videos are produced, ASL interpreters will caption audio and/or video files that will be posted to social media. The CART captioners will support public meetings and shelter operations by translating the oral word to the written word, usually projected on a large screen.

These interpreters and captioners have been specially trained in Emergency Management by the State of Arizona and Maricopa County to provide services public agencies during times of disaster.

F. Planning Assumptions

The preparation of the plan was guided by several assumptions that address a range of issues that potentially impact response and recovery capabilities and the concept of operations. These assumptions include:

- Incidents are best managed at the lowest possible geographic, organizational and jurisdictional level.
- A disaster may occur with little or no warning, and may escalate more rapidly than the ability of local government to effectively respond.
- Achieving and maintaining effective citizen and community preparedness reduces the immediate demands on response organizations. This level of preparedness requires continued public awareness and education programs to ensure citizens will take appropriate advance actions to reduce their vulnerability, especially during the initial days (first 72 hours) after disaster impact.
- Disasters may involve multiple jurisdictions simultaneously impacting the County.
- Disasters will require significant information sharing across jurisdictions and between the public/private sectors.



Emergency Operations Plan

- Maricopa County will utilize available resources fully before requesting state and/or federal assistance.
- Mutual Aid Agreements will be implemented in those instances when locally available resources are depleted or need augmentation.
- The County will coordinate all public information activities during an emergency.
- Disasters may attract a sizeable influx of spontaneous volunteers and donations.
- Widespread damage to commercial telecommunications facilities may occur and the ability of governmental response and emergency response agencies to communicate may be impaired.
- Homes, public buildings and other critical facilities and equipment may be destroyed or severely damaged.
- Debris may make streets and highways impassable, seriously impeding the movement of emergency supplies and resources.
- Public utilities may be damaged and may be either fully or partially inoperable.
- Many County emergency personnel may be impacted by the emergency, preventing them from performing their assigned emergency duties.
- Numerous separate hazardous conditions and other emergencies could result from the major event, further complicating the response efforts.
- People may be forced from their homes and large numbers of people may be killed or injured.
- Many people may be in life-threatening situations requiring immediate rescue and medical care.
- There may be shortages of a wide variety of supplies necessary for emergency survival.
- Hospitals, nursing homes, pharmacies and other health/medical facilities may be severely damaged or destroyed; and the number of people requiring medical attention may overwhelm those that do remain in operation.
- Normal food processing and distribution capabilities may be severely damaged or destroyed.
- Damage to fixed facilities that generate, produce, use, store or dispose of hazardous materials could result in the release of hazardous materials into the environment.
- Near-total disruption of energy sources and prolonged outages may occur.
- Initially, emergency response will focus on lifesaving activities. County officials will work toward restoring order and control in the disaster area.



Emergency Operations Plan

- In major and catastrophic disasters the Maricopa County Emergency Operations Center will become the central point and control for County response and recovery activities.
- The Maricopa County Emergency Operations Center when activated may be staffed by agencies identified in the ESF as primary or support, depending on the situation and decided by the EOC Director
- The County will coordinate with County, State and Federal personnel to expedite recovery.
- Damage assessments will be conducted as soon as weather or the situation permits.
- The County will work to reduce its vulnerability and risk to hazards through proactive mitigation actions and activities.
- All levels of government share the responsibility for working together in mitigating, preparing for, responding to, and recovering from disasters. The emergency plans and guidelines referred to in the MCEOP have been maintained by those organizations having responsibility, are in coordination with the MCEOP, and are exercised on a regular basis.
- Those individuals and organizations with responsibilities identified in the MCEOP (or in plans that support of the MCEOP) are sufficiently trained and prepared to perform their respective responsibilities.



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III. Roles and Responsibilities

A. Local Government

Local government is responsible for ensuring the safety and well-being of their citizens, as well as providing initial response, within city/town capabilities, in the case of emergency and/or disaster events. At a minimum, local government should establish emergency response policies and procedures for their jurisdiction. Specific responsibilities of cities and/or towns include:

- Appoint and support a qualified person to serve as the City/Town Emergency Management Liaison. This position serves as the primary emergency management point of contact between the City/Town and the County and actively participates in the emergency management system in accordance with Arizona Revised Statute 26-308.
- Coordinate and integrate emergency management activities of the city/town with county emergency management through all phases of emergency management (mitigation, preparedness, response, and recovery).
- Provide the County with current copies of the city/town EOP, emergency contact information, and lists of critical resources.
- Ensure incident management activities will be initiated and conducted using the concepts and principles identified by the National Incident Management System (NIMS).
- Ensure all responders have the appropriate level of NIMS and hazardous materials training.
- Train damage assessment teams (for cities/towns desiring to field their own teams) and coordinate efforts with Maricopa County's overall damage assessment process.
- Ensure that the County is kept informed of situations that require (or may potentially require) countywide coordination and/or the activation of the Maricopa County Emergency Operations Center.
- Ensure that during a disaster, response activities (including requests for assistance and public information efforts) are coordinated with Maricopa County and that situation reports, damage assessments, and requests for County, State and/or Federal assistance are channeled through Maricopa County.

Municipal Fire Dispatch Centers

The roles and responsibilities of Municipal Fire Dispatch Centers are outlined below. These roles and responsibilities are anticipated to support an emergency:

- Provide triage teams and transportation of victims.
- Initiate the Metropolitan Medical Response System (MMRS).



B. County Government

County governments are responsible for:

- Maintaining an emergency management program at the county level involving all government, private and volunteer organizations which have responsibilities in the comprehensive emergency management system within the county in accordance with Arizona Revised Statute 26-308.
- Emergency Management activities for unincorporated areas of the county.
- Coordinating the emergency management needs of all municipalities within the county.
- Implementing a broad-based public awareness, education and information program designed to reach all the whole community.
- Coordinating mutual aid activities within Maricopa County to ensure the provision of supplemental emergency aid and assistance.
- Maintaining an emergency management program that is designed to avoid, reduce and mitigate the effects of hazards through the enforcement of policies, standards and regulations.
- Maintaining cost and expenditure reports associated with disasters, including resources mobilized as a result of Mutual Aid Agreements.
- Coordinating with impacted jurisdictions for public information activities during disasters.
- Developing and maintaining systems to coordinate the provision of shelters and mass care to those displaced by disasters.
- Ensure all responders have the appropriate level of NIMS and hazardous materials training.
- Coordinate training for damage assessment teams (for cities desiring to field their own teams) and coordinate efforts with Maricopa County's overall assessment process.

The roles and responsibilities of specific county departments when responding to a local emergency are outlined below. It is understood that some of these roles and responsibilities may not apply to all emergencies. The roles and responsibilities of these departments are further defined in Annex A: Emergency Support Functions (ESF) for specific type of incidents.

Adult Probation Department (APD)

The roles and responsibilities of the Adult Probation Department are outlined below. The specific processes can be found in the Adult Probation Department's Contingency Plan. In the event of an emergency or disaster, APD has critical mandated processes that are essential to the function of the department. The ADP has prioritized these based on constitutional requirements and legal statutes.

During an emergency or disaster, the following ADP Critical Functions must continue: supervision



of Intensive Probation Supervision (IPS) probationers and all high risk offenders, sex offenders (irrespective of risk), and domestic violence offenders (irrespective of risk), fugitive apprehension of high risk, domestic violence, and sex offenders only, pretrial monitoring of risk level III and IV only. This will require the reassignment of all remaining officers in other assignments to field supervision of the populations. The following services may also be discontinued: preparation of court reports, APD presence in probation violation court, and APD presence in initial appearance court. A community hotline will also be established to field questions and concerns.

These essential functions may be resumed after a slight disruption or delay: operation of community offices, community restitution requirements, supervision of low and med-low-risk probationers, communications center coverage, institutional visitations, and office interviews for presentence. Staff may need to be reassigned to field and support operations. Notifications will be sent to offices with assignment instructions, to probationers with reporting instructions, and to notify stakeholders of business practice changes.

Non-essential functions that may be deferred or delayed to a later time include the monitoring of low-risk probationers. Compliance monitoring officers may be reassigned to field units. Notifications will be sent to officers with assignment instructions, to probationers with reporting instructions, and to stakeholders of business practice changes.

Animal Care and Control Services Department (ACCSD)

The roles and responsibilities of the Animal Care and Control Services Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF#) 6 Mass Care and ESF # 9 Search and Rescue.

- Increase patrols to catch and secure stray animals, as needed.
- Assist in the evacuation of pets, utilizing ACCSD vehicles.
- Provide temporary housing for pets of evacuees at any established shelter location.
- Provide decontamination of pets if needed.

Clerk of the Superior Court

The roles and responsibilities of the Clerk of the Superior Court are outlined below. The specific processes can be found in the Clerk of the Court's Emergency Preparedness and Business Continuity Resumption Plan.

In the event of an emergency or disaster, the Clerk of the Superior Court has critical mandated processes that are essential to the function of the department. The Clerk's Office has prioritized these based on constitutional requirements and legal statutes. Based on the above, the following processes cannot be disrupted or delayed longer than 24 hours: Grand Jury processing; juvenile detained petitions, warrants, and direct complaints, juvenile dependency petitions, criminal minute entries, mental health, sexually violent offender cases, court order treatment, and cases on health commitment, probate emergency guardianship, criminal courtroom clerk attendance, criminal mandated court services, juvenile delinquent and non-delinquent record of appeal. Additionally, the following processes can be temporarily disrupted or delayed from 24 to 72 hours: juvenile non-delinquent petitions for temporary custody, criminal mandated document processing services, and all other criminal minute entries.



County Assessor

The roles and responsibilities of the Assessor are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Coordinate the damage assessment function and provide damage assessment team personnel. For more information see Annex B: Support, Damage Assessment.

County Attorney

The roles and responsibilities of the County Attorney are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Advise the Chairman of the Board, County Manager, and MCDEM Director on pertinent legal matters relating to disasters and to emergency power of the Board of Supervisors.

County Manager

When a Local Emergency is declared and the Emergency Operations Center (EOC) is activated, the County Manager or designee provides direction and control to the Director or designee of the Maricopa County Department of Emergency Management.

- The County Manager delegates to various departments and agencies in the county appropriate emergency management responsibilities and coordinates the emergency activities of all such departments and agencies.
- Emergency procurement requisitions in excess of \$100,000 shall be submitted to the County Manager or designee for review and approval. Those under \$100,000 shall be submitted to the Chief Procurement Officer (see Maricopa Code 1-354).
- The County Manager or designee shall state in writing whether the request is approved. If approved, it will be forwarded to the Office of Procurement Services for expeditious processing.

Department of Emergency Management

The roles and responsibilities of the Department of Emergency Management are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Develop, coordinate and maintain emergency operations plans, resource information, procedures, programs, and other emergency management activities with federal agencies, the State of Arizona, adjoining county agencies, political subdivisions and municipalities of the state, and the private sector.
- Develop and coordinate organization and staffing requirements, operations procedures, internal communications, facility requirements, equipment, supplies, and training applicable to the direction and control of the County EOC.
- Comply with the provisions of ARS Title 26, Chapter 2.
- Comply with state emergency plans and procedures.



Emergency Operations Plan

- Achieve adequate operational readiness and training programs, and proper utilization of emergency equipment and supplies.
- Recommend to the County Manager appropriate emergency management responsibilities for county departments, and coordinate necessary emergency activities.
- Assist county departments, having assigned emergency responsibilities, with the development, preparation, review, and coordination of emergency response plans and procedures. Maintain the EOC in a condition to permit activation with minimal notice and, when activated, organize and coordinate emergency operations.
- Recommend EOC activation to the County Manager.
- Activate the emergency staff and the EOC.
- Keep the County Manager and the Chairman of the Board of Supervisors (Policy Group) advised of the status of ongoing operations.
- Coordinate requests for critical resources and mutual aid from county departments and regional partners.
- Assist injured parties and governments in obtaining assistance and compensation from local social services, state, and federal resources.
- Maintain a liaison with political subdivisions, state and federal authorities, and with utility companies and other entities of the private sector having emergency functions and support capabilities.
- Develop strategies to provide care and relief during all phases of disaster for the whole community, i.e. communications, medical transportation, and counseling support. Integrate such requirements in all planning.
- Develop strategies, forms, and procedures for documenting After Action Reports (AAR) and act as the lead agency to conduct an after action review at the completion of the disaster or incident.

Environmental Services Department

The roles and responsibilities of the Environmental Services Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide increased vector control services as needed.
- Monitor and evaluate environmental health risks and call those risks to the attention of the appropriate local, state or federal agencies.
- Ensure safety of drinking water supplies.
- Provide general sanitation advice to the whole community through the Joint Information System (JIS).



- Monitor shelters for proper sanitation and food handling procedures.
- Provide personnel for assignment to the emergency staff at the EOC.
- Provide damage assessment team personnel as needed in support of Annex B: Support, Damage Assessment.

Equipment Services Department

The roles and responsibilities of the Equipment Services Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide personnel and other resources to departments requiring augmentation.
- Provide transportation, refueling, mechanical equipment, and maintenance services from public or private sources requested by the Sheriff's Office, the Department of Transportation, and other departments.
- Provide damage assessment team personnel as needed in support of Annex B: Support, Damage Assessment.

Facilities Management Department

The roles and responsibilities of the Facilities Management Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide personnel and other resources to departments requiring augmentation.
- Provide for continued operation, maintenance, repair, and reconstruction of county facilities.
- Provide damage assessment team personnel as needed in support of Annex B: Support, Damage Assessment

Flood Control District of Maricopa County

The roles and responsibilities of the Flood Control District of Maricopa County are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide personnel for assignment to the emergency staff at the EOC.
- Provide equipment and supplies for response and minor recovery incidents.
- Provide advice, assistance, personnel, and information on flood emergencies to the EOC.
- Provide damage assessment team personnel for Flood Control District of Maricopa County infrastructure as needed in support of Annex B: Support, Damage Assessment.

Juvenile Probation Department (JPD)

The roles and responsibilities of the Juvenile Probation Department are outlined below. The



specific processes will be found in the Juvenile Probation Department's Continuity of Operations Plan.

In the event of an emergency or disaster, the Juvenile Probation Department has critical mandated processes that are essential to the function of the department. The Juvenile Probation Department has prioritized these based on constitutional and legal statutes.

During an emergency or disaster, the following Juvenile Probation Department Critical Functions must continue: Institutional care and custody of detained youth including medical and behavioral health, detention hearings, delinquency hearings, supervision of Juvenile Intensive Probation Supervision (JIPS) probationers and all high risk offenders, sex offenders, domestic violence offenders, warrant apprehension of high risk, domestic violence, and sex offenders, investigative monitoring of high risk youth and victim notification. This will require the reassignment of all remaining officers in other assignment to field or institutional supervision of the populations. The following services will be discontinued: early intervention. A community hotline will also be established to field questions and concern.

These essential functions may be resumed after a slight disruption or delay: supervision of medium risk probationers, treatment services, institutional visitations, placement / review / violation of probation hearings, office interviews, community service restitution (JCORPS), victim services, treatment services, detention alternatives program / juvenile electronic technology surveillance detention school, and detention programming. Staff may need to be reassigned to field, institutional or support operations. Notifications will be sent to Bureau divisions with assignment instructions, to probationers with reporting instructions, and to notify stakeholders of business practice changes.

Non-essential functions that may be deferred or delayed to a later time include: monitoring of low-risk probationers, volunteers services, research and planning services (including quality assurance), and staff development. Compliance monitoring case officers may be reassigned to field units. Notifications will be sent to officers with assignment instructions, to probationers with reporting instructions, and to stakeholders of business practice changes.

Medical Examiner

The roles and responsibilities of the Medical Examiner are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide for the identification of human remains, determination of cause and manner of death, inventory and protection of personal effects found on the decedents.
- Acquire suitable morgue facilities, body bags, refrigerated vehicles, and other items incidental to a mass casualty situation.
- When required, designate persons to perform medical examiner duties.
- Identify temporary internment sites.
- Coordinate the services of funeral directors, ambulances, pathologists, dentists, x-ray technicians, and law enforcement agencies as necessary to identify and care for deceased persons.



- When required, request assistance from the Department of Public Safety or other agencies in the identification of the deceased.

Office of Enterprise Technology

The roles and responsibilities of the Office of Enterprise Technology are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide technical support for data processing equipment, connectivity programs, radio, data, and telephone equipment in the EOC when activated.
- Establish priorities for providing data processing equipment, radio and telephone maintenance services and programs to departments during major emergency or disaster conditions.

Office of Procurement Services

The roles and responsibilities of the Office of Procurement Services are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide personnel for assignment to the emergency staff at the EOC.
- Provide services to source supplies and materials for use in an emergency response. Authorize the emergency procurement of supplies and materials for use in an emergency response.

Parks and Recreation Department

The roles and responsibilities of the Parks and Recreation Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide warning and emergency assistance to the whole community using County parks and recreational facilities.
- Perform rescue operations in County parks when immediate action is required until relieved by personnel from the Sheriff's Office.
- Provide personnel, vehicles, and other resources in support of the Sheriff's Office and the Department of Transportation.
- Provide or determine contractor or vendor resources for specialized equipment, services, and personnel from private businesses.
- Develop and maintain a vendor list for equipment rentals in the time of disaster.

Planning and Development Department

The roles and responsibilities of the Planning and Development Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).



- Provide damage assessment team personnel as needed in support of Annex B: Support, Damage Assessment.

Public Health Department

The roles and responsibilities of the Public Health Department are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Establish preventative health services, including the control of communicable diseases.
- Provide epidemiological surveillance, case investigation, and follow-up,
- Provide personnel for assignment to the emergency staff at the EOC.
- Public Health will provide shelter health needs assessment, epidemiological surveillance, medical care coordination, behavioral health support coordination, and pharmacy support services for County Mass Care Operations. Public Health may, as available, provide operational staffing to support County mass care operations.
- Coordinate with State of Arizona for Strategic National Stockpile deployment.

Sheriff's Office

The roles and responsibilities of the Sheriff's Office are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions (ESF).

- Provide personnel for assignment to the emergency staff at the EOC.
- Provide security for the EOC when it is activated.
- Provide on-site direction and control of local emergencies in unincorporated areas of the County.
- Receive and disseminate warning of imminent and actual hazardous conditions if the EOC is not in operation.
- Direct and maintain control over evacuation of persons from affected areas.
- Maintain control of and provide security for areas involved in a localized emergency.
- Provide law enforcement mutual aid to political jurisdictions requesting assistance. Request mutual aid assistance when required.
- Control traffic on the County's roadway system.
- Provide security for vital government emergency facilities and essential private facilities in unincorporated areas.
- Conduct search and rescue operations in unincorporated areas.



- Provide damage assessment team personnel as needed in support of Annex B: Support, Damage Assessment.

Superior and Justice Courts

The roles and responsibilities of the Superior and Justice Courts are outlined below. Detail may be found in the Superior Court Business Resumption and Continuity Plan.

During an emergency or disaster, the following Superior and Justice Court Critical Functions must continue: initial appearances, preliminary hearings, arraignments, orders of protection, injunctions against harassment, emergency actions (injunctions, etc.) related to the ongoing emergency, judicial consent for minor abortions, special actions injunctive, family court proceedings, juvenile court proceedings, warrants, and administrative functions critical to the above to include it (if power is available), security, inmate transportation, court interpreters and court reporters.

These essential functions may be resumes after a slight disruption or delay: Activities related to observing and protecting constitutional rights, appellate activities, criminal trials, bond review hearings, probation revocations, other in-custody issues, and mental health calendars where custody is involved.

Non-essential functions that may be deferred or delay to a later time include: traffic citations / issues, civil cases, non-injunctive and administrative issues other than those necessary to the Critical Business Function.

Department of Transportation

The roles and responsibilities of the Department of Transportation are outlined below. The roles and responsibilities of this department are further defined in Annex A: Emergency Support Functions.

- Provide personnel for assignment to the emergency staff at the EOC.
- Provide current roadway and bridge information to the EOC.
- Assist the Sheriff's Office in traffic and area control.
- Perform emergency repair of County roads and bridges.
- Provide debris clearance and removal on County roads.
- Provide damage assessment team personnel as needed in support of Annex B: Support, Damage Assessment.

C. State Government

Governor

As a State's Chief Executive, the Governor is responsible for the public safety and welfare of the people of Arizona. The Governor:

- Is responsible for coordinating State resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents in an all-hazards context to include terrorism, natural disasters, accidents, and other contingencies.



- Has power to make, amend, and rescind orders and regulations under a Governor's emergency declaration.
- Provides leadership and plays a key role in communicating to the public and in helping people, businesses, and organizations cope with the consequences of any type of declared emergency within Arizona.
- Encourages participation in mutual aid and implements authorities for the State to enter into mutual aid agreements with other States, tribes, and territories to facilitate resource-sharing.
- Is the Commander-in-Chief of State military forces (National Guard when in State Active Duty or Title 32 Status and the authorized State militias).
- Requests Federal assistance when it becomes clear that State or tribal capabilities will be insufficient or have been exceeded or exhausted.

The Arizona Department of Emergency and Military Affairs is responsible for implementing all policy decisions relating to emergency management. These decisions are then relayed to the tasked state agencies.

Arizona Department of Emergency and Military Affairs (DEMA)

The Arizona Department of Emergency and Military Affairs provides direct support by serving as a channel for obtaining resources from the state or from outside the state. Those emergencies relating to local matters will be coordinated with local emergency management coordinators. DEMA can act as a conduit for:

- Obtaining Arizona National Guard support
- Requesting activation of the National Disaster Medical System (NDMS)
- Requesting federal support and/or resources.

Arizona National Guard (AzNG)

The Arizona Army National Guard is a component of the United States Army and the United States National Guard. They are trained and equipped as part of the United States Army and use the same ranks and insignia. The AzNG is potentially available to augment county emergency forces. Requests for National Guard support will be forwarded to the State EOC. AzNG forces are capable of providing support for:

- Restoration of essential facilities and utilities.
- Emergency clearance of debris to permit rescue or movement of people, access to and recovery of critical resources, emergency repair or reconstruction of facilities, and other emergency operations.
- Fire protection and suppression.
- Rescue, evacuation, and emergency medical treatment or hospitalization of casualties, the recovery of critical medical supplies, and the safeguarding of public health.



- Recovery, identification, registration, and disposition of deceased persons.
- Maintenance of law and order, under certain circumstances, by coordinating available resources with the sheriff.
- Issuance of food, essential supplies, and materials.
- Emergency provision of food and facilities for food preparation, if required.
- Damage assessment.
- Interim communications, utilizing available fixed stations and mobile equipment.

Arizona Department of Public Safety (DPS)

The Department enforces state laws with primary responsibility in the areas of traffic, narcotics, organized crime/racketeering, liquor and specific regulatory functions. Operational and technical assistance is provided to local and state governmental agencies and other components of the criminal justice community; services include scientific analysis, aircraft support, emergency first care, criminal information systems and statewide communications.

The Department also promotes and enhances the quality of public safety through cooperative enforcement, intelligence gathering, training employees of law enforcement agencies, and increasing public awareness of criminal activities. With its main headquarters in Phoenix, the DPS employs over 1600 employees working together to serve and support the interests of public safety throughout Arizona.

D. Federal Government

The federal government is responsible for:

- The United States through the Department of Homeland Security; reducing the vulnerability of the nation to terrorism, natural disasters, and other emergencies; and minimizing the damage and assisting in the recovery from emergencies.
- Providing emergency response on federally owned or controlled property, such as military installations and federal prisons.
- Providing federal assistance as directed by the President of the United States under the coordination of the United States Department of Homeland Security, Federal Emergency Management Agency and in accordance with National Response plans.
- Identifying and coordinating provision of assistance under other federal statutory authorities.
- Providing assistance to the State and local governments for response to and recovery from a commercial radiological incident consistent with guidelines as established in the current Federal Radiological Emergency Response Plan and the National Response Plan.
- Managing and resolving all issues pertaining to the influx of illegal immigrants.



- Providing repatriation assistance to United States citizens (including noncombatants of the United States Department of Defense) evacuated from overseas areas. The United States Department of Health and Human Services (DHHS), in coordination with other designated federal departments and agencies, is responsible for providing such assistance.

United States Bureau of Reclamation (USBR)

The USBR is a federal agency under the United States Department of the Interior, which oversees water resource management, specifically as it applies to the oversight and operation of the diversion, delivery, and storage projects that it has built throughout the west United States for irrigation, water supply, and attendant hydroelectric power generation. The USBR is the nation's largest water supplier, operating 339 reservoirs with a total storage capacity of 140 million acre-feet. It is also the second largest producer of hydroelectric power in the western United States and operates 53 hydroelectric power plants that annually produce, on average, 40 billion kilowatt-hours for the last 10 years.

United States Department of Homeland Security (DHS)

The United States Department of Homeland Security (DHS) is a cabinet department of the United States federal government with responsibilities in public security. Its stated missions involve anti-terrorism, border security, immigration and customs, cyber security, and disaster prevention and management. It was created in response to the September 11 attacks and is the youngest United States Cabinet Department.

United States Department of Defense (DOD)

The Department of Defense (DOD) is an executive branch department of the federal government of the United States charged with coordinating and supervising all agencies and functions of the government concerned directly with national security and the United States Armed Forces. The DOD is the largest employer in the world, with nearly 1.3 million active duty servicemen and women (2016). Adding to its employees are over 826,000 National Guardsmen and Reservists from the four services and over 742,000 civilians bringing the total to over 2.8 million employees. It is headquartered at the Pentagon in Arlington Virginia.

Federal Emergency Management Agency (FEMA)

The Federal Emergency Management Agency (FEMA) is an agency of the United States Department of Homeland Security, initially created in 1978 and implemented in 1979. The agency's primary purpose is to coordinate the response to a disaster that has occurred in the United States and that overwhelms the resources of local and state authorities. The governor of the state in which the disaster occurs must declare a state of emergency and formally request from the president that FEMA and the federal government respond to the disaster. The only exception to the state's gubernatorial declaration requirement occurs when an emergency or disaster takes place on federal property or to a federal asset - for example, the 1995 bombing of the Alfred P. Murrah Federal Building in Oklahoma City, Oklahoma, of the Space Shuttle "Columbia" in the 2003 return-flight disaster.

While on-the-ground support of disaster recovery efforts is a major part of FEMA's charter, the agency provides state and local governments with experts in specialized fields and funding for rebuilding efforts and relief funds for infrastructure by directing individuals to access low-interest loans, in conjunction with the Small Business Administration. In addition to this, FEMA provides funds for training of response personnel throughout the United States and its territories as part of



the agency's preparedness effort. FEMA became a part of the Department of Homeland Security (DHS) in 2003.

The Federal Bureau of Investigation (FBI)

The FBI is the lead Federal Agency for the criminal investigations of terrorist acts or threats and intelligence collection activities within the United States. Upon notification of a terrorist incident the local FBI Special Agent in Charge (SAC) will establish a Joint Operations Center (JOC) which will provide a Unified Command environment for all local, tribal, counties and state law enforcement activities related to the incident. When the threat or incident exceeds the capabilities of the local FBI field office, the SAC can request additional assistance from regional and national assets. The FBI will, upon request, assist in the identification of the deceased.

The National Weather Service (NWS)

The National Weather Service (NWS) has the responsibility to provide weather, water and climate information to protect life and property and enhance the national economy. Issues weather statements, (advisories, watches and warnings), and short-term forecasts (E-Warn) for significant/severe weather events and flooding. Produce hydrologic forecasts, including water supply forecasts for the state. Produces short-term weather forecasts collects and maintains meteorological records for weather stations around the state, including precipitation and temperature data, and produces reports that summarize state meteorological data. (FCDMC also provides all information listed above except for water supply forecasts).

Western Area Power Administration (WAPA)

WAPA's role is to market wholesale hydro power generated at 56 hydroelectric federal dams operated by the Bureau of Reclamation, United States Army Corp of Engineers and the International Boundary and Water Commission. WAPA delivers this power through a more than 17,000-circuit-mile, high-voltage power transmission system to more than 700 preference power customers across the West. Those customers in turn, provide retail electric service to more than 40 million customers. WAPA's service territory spans 15 central and western states, including Arizona, California, Colorado, Iowa, Kansas, Minnesota, Montana, Nebraska, Nevada, New Mexico, North Dakota, South Dakota, Texas, Utah and Wyoming.

United States Department of Health and Human Services (HHS)

The United States Department of Health and Human Services (HHS) aims to protect the health of all Americans and provide essential human services, especially for those who are least able to help themselves. There are three tiers of health departments, the federal health department, the state health department and local health department (counties). In relation with state and local government, the federal government provides states with funding to ensure that states are able to retain current programs (disaster preparedness programs, health related research, social service programs, and others) and are able to implement new programs. The coordination between all three health departments is critical to ensure the programs being implemented are well structured and suited to the corresponding level of health department. The health department at the state level needs to safeguard good relations with legislators as well as governors in order to acquire legal and financial aid to guarantee the development and enhancements of the programs. Assemblies are set up to guide the relationships between state and local health departments. The state sets up the regulations and health policies whereas the local health departments are the ones implementing the health policies and services.



E. Special Districts

Special districts (such as the Flood Control District of Maricopa County, Maricopa Integrated Health Systems (MIHS) and Fire Districts) are responsible for establishing liaisons with Maricopa County and its organizations to support emergency management capabilities within Arizona. Special districts that involve inter-jurisdictional authority can provide resources and services to support other functionally-related systems in times of disaster.

Maricopa Integrated Health Systems (MIHS)

Maricopa Integrated Health Systems (MIHS) is Maricopa County's only public teaching hospital and health care system. MIHS consists of a Level 1 trauma center, acute and behavioral health hospitals, specialty services, family health centers, community health initiatives, clinical training programs, and is the home of the Arizona Children's Center and the Arizona Burn Center.

MIHS is governed by the Maricopa County Special Health Care District Board of Directors. Each member represents one of the five districts in Maricopa County. Members of the District Board are public officials, elected by the voters of Maricopa County and serve a four-year term.

Flood Control District (FCD) of Maricopa County

The FCDMC operates a 24-hour rain, stream and weather gage network which provides "real-time" internet-based information to Maricopa County Department of Emergency Management and other agencies about rainfall, floods and weather conditions in the county. FCDMC also operates a Meteorological Service Program that provides forecasts of the timing and magnitude of flood-producing rainfall.

F. Private Sector

The private sector has numerous resources to assist government during a disaster. It is anticipated that private sector businesses will support emergency or disaster response recovery efforts to the fullest extent possible. More information regarding the incorporation of the private sector is found in Annex B: Support, Private Sector Coordination.

It is encouraged that members of the Private Sector:

- Coordinate with government agencies to ensure a broad and comprehensive coverage of assistance during emergencies.
- Provide and coordinate relief not provided by government on a complimentary and supplementary basis.
- Existing law and regulation may require certain organizations to bear the cost of planning and response to incidents, regardless of cause.
- Unless the response role is inherently governmental (e.g., law enforcement, etc.), private-sector organizations are encouraged to develop and maintain capabilities to respond to and manage a complete spectrum of incidents and emergencies.
- Develop Mutual Aid Agreements and Memorandums of Understanding for actions performed during emergencies.



Arizona Funeral Directors' Association

By request, the Arizona Funeral Directors Association will assist the Medical Examiner's Office in the accomplishment of its duties and make initial contact with survivors of a disaster and the families of the deceased.

G. Non-Government and Volunteer Organizations

Individuals and families will initially receive immediate emergency assistance in the form of food, clothing, shelter, health care, and registration services such as the American Red Cross "Safe and Well" program and/or similar registrations services through the Salvation Army and similar disaster relief organizations. The roles and responsibilities of non-governmental and volunteer organizations anticipated to support an emergency are listed below.

- Coordinate with government agencies to ensure broad and comprehensive coverage of assistance and relief during emergencies.
- Provide and coordinate relief not provided by government on a complementary and supplementary basis.
- Develop Mutual Aid Agreements and Memorandums of Understanding of duties and areas of responsibilities to be performed during an emergency.

American Red Cross

- Provide liaison personnel to the County EOC when requested.
- Provide care to the whole community's disaster victims and displaced persons to include: immediate emergency shelter, feeding, clothing, family reunification ("Safe and Well"), and other emergency assistance as required.
- Administer individual and family services for persons requiring support as a result of the disaster.
- Provide disaster health services and mental health assistance to disaster victims.
- Conduct damage assessments of single-family and multi-family structures.
- Provide feeding for disaster impacted individuals including survivors, first responders, and relief workers.
- Provide training for volunteer agencies.

The Salvation Army

- Provide liaison personnel to the County EOC when requested.
- Provide congregate care to the whole community's disaster victims and displaced persons to include: shelter, feeding, clothing, medical care, registration, and welfare inquiry.
- Administer individual and family services for persons requiring support as a result of personal disaster.



- Assist individuals and family services to include: casework services, repair coordination, furnishings, medical and nursing care, and occupation supplies and equipment.
- Provide for the feeding or emergency workers in the field as well as survivors.

Amateur Radio Operators

- Augment County EOC communications and field communications capability when requested.

Arizona Humane Society

- Provide kenneling of pets for persons who have been forced to evacuate their homes.

H. Hospitals, Nursing Facilities and Assisted Living Facilities

These facilities are responsible for the safety and well-being of staff, patients, and visitors to their facilities. They have a state, and in some instances, a federal mandate to maintain an emergency operations plan.

In Maricopa County, these facilities are licensed and regulated by the Arizona Department of Health Services. AZDHS promotes and protects the health of Arizona's children and adults and operates programs in the following areas:

1. Regulation of:
 - Childcare centers
 - Assisted Living Centers
 - Nursing Homes
 - Hospitals
 - Other health care providers
 - Emergency Services
2. Emergency Preparedness
3. Disease Prevention and Control
4. Community Public Health
5. Environmental Health

I. School Districts

School districts are responsible for the safety and well-being of students, staff and visitors to their facilities. Emergency plans should be developed taking into account those hazards to which schools might reasonably be exposed. The districts are encouraged to be proactive in developing and implementing these plans. The Arizona Department of Education has preparedness



recourses for school districts emergency planning.

J. Legal Affairs

The Maricopa County Attorney's Office is responsible for providing legal advice and guidance to emergency management and the Maricopa County Board of Supervisors for all emergency management issues and concerns. The staffing of this position is the responsibility of the Maricopa County Attorney's Office. Maricopa County Attorney's Office are responsible for supporting requests about actions that require a legal opinion regarding jurisdictional policy and authority by ordinances, statutes and under state and federal laws.

K. Citizen Involvement

The public is responsible for preparing for disasters just as the various levels of government do. Specifically, individual, family and/or business plans need to be developed and maintained to ensure the appropriate level of preparedness.

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation. There are several pre-identified public-based response groups the County coordinates with on a regular basis in preparedness and response areas. The Arizona Central Region Citizen Corps Council (ACRCCC) is the umbrella group for the local municipal Citizen Corps Councils throughout the County and for the five citizens' volunteer programs affiliated with them. The County coordinates with the ACRCCC on a regular basis and incorporated the various municipal citizen corps into MCDEM planning, response, and recovery activities. Spontaneous volunteers will most likely be directed to one of the established volunteer programs. These groups are listed below.

Community Emergency Response Team (CERT)

Community Emergency Response Team (CERT) program helps train people to be better prepared to respond to emergency situations in their communities. When emergencies happen, CERT members can give critical support to first responders, provide immediate assistance to victims and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community.

CERTs are formed by residents, from neighborhoods or workplace, who want to be better prepared. CERT members are not intended to replace a community's response capability but rather to serve as an important supplement to it. During a crisis or disaster event, CERT members can be used to:

- Operate Volunteer Resource Centers as well as assist with "in-kind" donations from agencies, coordinate and assist with evacuations, and assist with traffic control.
- Supplement staffing at Reception and Care Centers or shelters.
- Assist the Arizona Humane Society or Maricopa County Animal Care and Control with household pet care at reception center and shelters, or with pet evacuation holding areas.



Volunteers in Police Service (VIPS)

Many police departments use civilian volunteers to supplement their sworn force. VIPS draws on the time and considerable talents of civilian volunteers and allows law enforcement professionals to better perform their frontline duties. VIPS will provide resources to assist local law enforcement officials by incorporating community volunteers into the activities of the law enforcement agency, including a series of best practices to help state and local law enforcement design strategies to recruit, train, and utilize public volunteers in their departments.

In time or crisis or disaster, VIPS volunteers can be utilized for the same functions as CERT members:

- Operate Volunteer Resource Centers as well as assist with "in-kind" donations from agencies, coordinate and assist with evacuations, and assist with traffic control.
- Supplement staffing at Reception and Care Centers or shelters.
- Assist the Arizona Humane Society or Maricopa County Animal Care and Control with household pet care at reception center and shelters, or with pet evacuation holding areas.

Medical Reserve Corps (MRC)

The Medical Reserve Corps (MRC) program coordinates the skills of credentialed practicing and retired physicians, nurses, and other health professionals as well as other public members interested in health issues, who are eager to volunteer to address their community's ongoing public health needs and to help their community during large-scale emergency situations.

Local municipal and community leaders can develop Medical Reserve Corps units and identify the duties of the MRC volunteers according to specific community needs. For example, MRC volunteers may deliver necessary public health services during a crisis, assist emergency response teams with patients, and provide care directly to those with less serious injuries and other health-related issues. MRC volunteers may be called upon to assist persons with disabilities and access and functional needs in disaster shelters operated by the American Red Cross or other agencies.

During times of steady-state, MRC volunteers may also serve a vital role by assisting their communities with on-going public health needs (e.g. immunizations, screenings, health and nutrition education, and volunteering in community health centers and local hospitals). Once established, how the local MRC unit is utilized will be decided locally. The MRC Unit will make decisions with local officials, including local Citizen Corps Council, on when to activate the MRC during a local emergency.



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IV. Concept of Operations

A. General

Maricopa County uses the nearest appropriate responder concept (likely to be a city/town jurisdiction) when responding to any threat, event or disaster. In most situations, local jurisdiction agencies will be the first and primary responders, and will be required to exceed their abilities or deplete their resources before requesting county assistance. Under some rare circumstances state or federal agencies may have the primary jurisdiction for the overall response effort.

1. Non-Disaster Daily Operations

Day-to-day operations of Maricopa County, absent of a declaration of State or Local Disaster Emergency is under the authority of the local governing body.

It is the responsibility of Maricopa County departments and its communities to protect life and property from the effects of hazardous events. This plan is based on the concept that emergency functions of responding agencies will generally parallel their normal, day-to-day functions. To the extent possible, the same personnel and material resources will be employed in both cases. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would normally be required of those functions will be re-directed to accomplish the emergency task assigned.

This plan provides assistance in day-to-day operations by defining each agency their responsibilities during an emergency. This allows agencies to construct programs, strategies, guidelines, checklists, and methods which allow day-to-day responsibilities to compliment emergency operations.

2. Emergency Operations

Disaster Declarations

The Chairman of the Board of Supervisors, or designee, of Maricopa County may declare a local emergency within Maricopa County pursuant to ARS §26-311(A). Such declaration shall be based on the judgment that a declaration of a local emergency is necessary to address a current or imminent emergency or disaster situation.

Maricopa County's Emergency Management Director or designee will be responsible for preparing any disaster declarations. A declaration of a local emergency shall implement the response and recovery elements of this plan and any applicable emergency operations plans. Subject to the Arizona Revised Statutes, The Chairman of the Board of Supervisors, or designee, of the Maricopa County may issue any order deemed necessary for the efficient and effective management of the event, the protection of life or property, or for the general public health and welfare.

The line of succession will be used when, during an emergency, the Director or designee will is rendered or determined to be unavailable to execute the responsibilities of office. If it is determined that the Director is unavailable the next position in line, as specified in the



Departments Continuity of Operations Plan Orders of Successions, is authorized to exercise all the powers and discharge the duties of the office and ensure continued functioning of the Maricopa County Department of Emergency Management.

Response

The organized structure for response to an emergency/disaster is under the leadership of designated Incident Commander. The Maricopa County EOC will support on scene response activities, as requested, through the Maricopa County Emergency Operations Center.

Initial and subsequent notification procedures have been provided to the 24 hour Maricopa County Warning Point for initial contacts based on the type of event. Additional notifications are made as requested by the Incident Commander or Emergency Manager.

Disaster response and recovery agencies identify resources, training needs or planning activities to the Maricopa County Department of Emergency Management.

EOC Activation and Deactivation

The Maricopa County EOC may be activated for various reasons based on the needs of a local jurisdiction, organization, or the Incident Commander; the context of a threat; the anticipation of events; or in response to an incident. Detailed EOC procedures can be referenced in the Maricopa County EOC Standard Operating Procedures (SOP). Circumstances that might trigger a Maricopa County EOC activation include:

- More than one jurisdiction becomes involved in an incident and/or the incident involves multiple agencies;
- The Incident Commander or Unified Command indicates an incident could expand rapidly, involve cascading effects, or require additional resources;
- A similar incident in the past led to a Maricopa County EOC activation;
- The Maricopa County EOC director or an appointed or elected official directs that the EOC be activated;
- An incident is imminent (e.g., severe weather warnings, flood gauges indicate rising water, spreading wildfire, elevated threat levels);
- Threshold events described in the Maricopa County EOC SOP; and/or
- Significant impacts to the population are anticipated.
- An Alert or higher Emergency Classification Level from an incident at Palo Verde Generating Station.

The following individuals are authorized to activate the Maricopa County EOC:

- Chairman of the Board of Supervisors (or other member of the board as available)



- County Manager
- Deputy County Manager
- Director, Department of Emergency Management or designee

In accordance with the Maricopa County Emergency Management Resolution of 2011, the Board of Supervisors is responsible for countywide policy decisions for emergency operations. The County Manager acts as advisor to the Board of Supervisors. The Director of Emergency Management acts as advisor to the County Manager, directs and controls emergency operations, trains and supervises the emergency staff, and is assigned overall direction of the EOC. The Director also coordinates the Emergency Management activities of all emergency staff.

It is the responsibility of the Emergency Management Director or identified delegate to initiate the activation process. The activation of the EOC will always be coordinated through the County Manager's office, however, in situations involving immediate action or in instances when contact with these officials is delayed, activation should continue.

Once the decision to activate has occurred; personnel can be notified via autodialer and/or direct telephone call.

The EOC should be operational within 30 minutes of notification during business hours and 60 minutes during non-business hours.

EOC Activation Levels

EOCs frequently have multiple activation levels to allow for a scaled response, delivery of the needed resources, and a level of coordination appropriate to the incident. Per the new NIMS refresh document dated October 2017, the Maricopa County Department of Emergency Management has adopted **3** levels of EOC activation:

Level 3 (Normal Operations/Steady State):

Activities that are normal for the EOC when no incident or specific risk or hazard has been identified. Routine watch and warning activities if the EOC normally houses this function

Level 2 (Enhanced Steady-State/Partial Activation):

Certain EOC team members/organizations are activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident. The Emergency Management Director, or Designee, will notify the Maricopa County Policy Group and inform them of the incident. The EOC will be partially activated with minimum staff of representatives from the respective departments/agencies involved with the incident.

Level 1 (Full activation):

Certain EOC team members/organizations are activated to monitor a credible threat, risk, or hazard and/or to support the response to a new and potentially evolving incident. The Emergency Management Director, or designee, will notify the Maricopa County Policy Group and inform them of the incident. The EOC will be partially activated with minimum staff of representatives from the respective departments/agencies involved with the incident.



The Primary Maricopa County EOC is located at:

Maricopa County Emergency Operations Center
5630 E McDowell Road
Phoenix, AZ 85008

An Alternate Facility may be chosen depending upon size/type of situation through existing mutual aid agreements or AZMAC and will be identified in departmental Continuity of Operations Plans (COOP).

The facility serves as the coordination, command and control center for Maricopa County, is staffed when the need arises.

Maricopa County operates under the ESF concept. Each ESF contained in this plan identifies the coordinating, primary and support agencies required to carry out the responsibilities of the ESF. These agencies are responsible for preparing additional operating guides, checklists, staffing patterns or resource requirements needed to complete their assignments. Each agency is responsible for carrying out the tasks assigned by this EOP, with the coordinating agency having primary responsibility for coordinating that effort. A comprehensive list of ESF's and their responsibilities can be found as attachments to this plan.

During activation, the Maricopa County Emergency Operations Center provides the core emergency function coordination, communication, resource dispatch and tracking; information collection, analysis and dissemination; multi-agency coordination and joint information coordination. Field operations will be managed through the Incident Command System (ICS) and is discussed below.

EOC Organizational Structure

The EOC staffing level and composition is contingent on the specific requirements of an incident. The organizational structure of the EOC is modular, extending to incorporate all elements necessary for the type, size, scope, and complexity of a given incident. While any configuration of functional units may be used in the EOC, the core organizational structure of the EOC is organized by Sections and ESF teams. The various functional elements are activated based on need. The organizational structure can be condensed, expanded, or reconfigured as needed.

While the structure is flexible, it is always organized around six core functions:

- **EOC Management**: This component is responsible for the overall disaster policy and coordination. Specific functions include oversight of the EOC and coordinates public information with ESF 15 External Affairs. EOC Management is led by the EOC Director.
- **Operations Section**: The purpose of this section is to support field operations and coordinate response activities through the implementation of the EOC Action Plan. This section is led by the Operations Section Chief which is staffed by a designated responsible agency.



Emergency Operations Plan

- **Planning Section:** The purpose of this section is to collect, evaluate, process, and disseminate information for use in the EOC. This section is led by the Planning Section Chief which is staffed by a designated responsible agency.
- **Logistics Section:** This section supports operational activities through the provision of supplies, equipment, facilities, personnel, mutual aid, and other support and services necessary for disaster response and recovery. This section is led by the Logistic Sections Chief which is staffed by a designated responsible agency.
- **Finance / Administration Section:** This section is responsible for the coordination of the financial planning, operations, and reporting services. This section is led by the Finance Section Chief.
- **Intelligence / Investigations Section:** The I/I Function within ICS provides a framework that allows for the integration of intelligence and information collection, analysis, and sharing, as well as investigations that identify the cause and origin of an incident regardless of source and is typically staffed by law enforcement. This function may be performed off site to include the Arizona Counterterrorism Information Center

Policy Group: Responsible for establishing the fundamental priorities and guidelines under which the disaster response effort will operate. Per Maricopa County Policy A1305: Emergency Operations, the Policy Group consists of:

- Chairman of the Board of Supervisors
- County Manager
- County Attorney
- County Sheriff
- Director, Emergency Management
- Director, Department of Public Health
- Risk Manager
- Superintendent of Schools
- Director, Human Resources
- The Presiding Judge of the Superior Court will represent judicial interests to the Policy Group.

Each agency responding will report back to the Maricopa County EOC through their liaison who is the Point of Contact (POC) for each respective agency or organization in either a single or Unified Command Structure. These reports are later synchronized and information is provided to mutual aid partners, adjacent localities, and the County to provide visibility of emergency operations.

During the response phase and upon declaration of a local state of emergency, the Maricopa County Board of Supervisors has ultimate authority with coordination of Maricopa County Department of Emergency Management.



All city/town divisions, non-governmental agencies, and other organizations fall under the direction of the coordinating agency designated in the plan. The Director of Maricopa County Department of Emergency Management will coordinate with county, state, federal and other outside agencies.

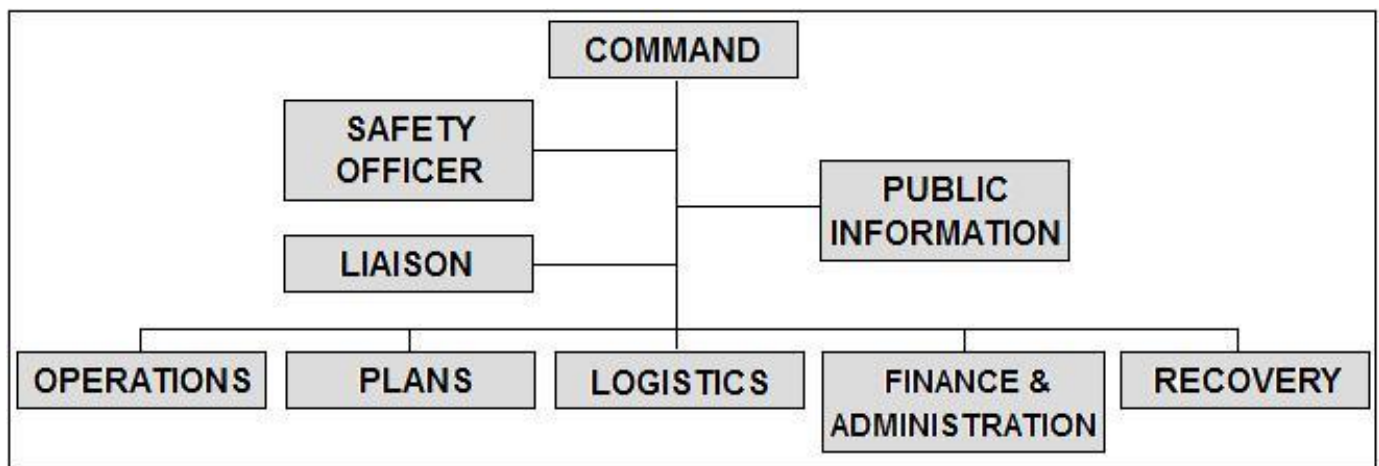
3. Field Operations

Field operations will be managed through the Incident Command System (ICS). The ICS has been implemented in Maricopa County and utilizes common terminology; is modular and scalable; incorporates measurable objectives; provides for a manageable span of control; and relies on the Incident Action Plan (IAP) as the principal tool for communicating and carrying out operational objectives in an incident. The incident may be controlled by local emergency responders or with other agencies through the mutual aid system. If the resources available at the field response level are not sufficient to mitigate the situation, the Incident Commander may request, through appropriate channels, that the Maricopa County Emergency Operations Center be activated to support the field operations.

Response to an incident by single discipline agencies (i.e., fire, law enforcement, EMS) will utilize a single Incident Commander within the ICS structure. As the incident progresses to include multiple jurisdictions and disciplines, a Unified Command will be used to the extent possible, and as deemed necessary.

During a single discipline response to an incident, the first on-scene emergency responder with management responsibilities will take the necessary steps to establish an Incident Command Post (ICP), report a scene size-up, activate the appropriate ICS organizational elements required for incident management, delegate authority within the ICS organizational structure, and develop incident objectives on which subsequent incident action planning will be based.

Each agency deploying to the field will report back to the Maricopa County Emergency Operations Center through their liaison who is the Point of Contact (POC) for each respective agency or organization in either a single or Unified Command Structure.

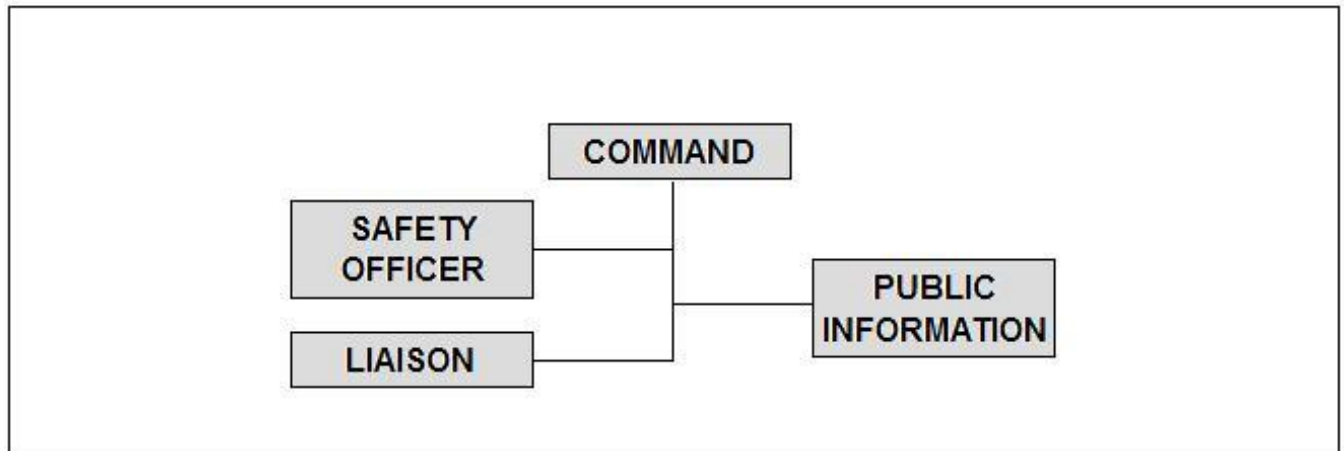


Command Staff



The Command Staff function will be conducted in two ways: 1) as a Single Command (used when an incident occurs within single jurisdiction, and there is no jurisdictional or agency overlap, and a single IC can be designated); or 2) Unified Command (used when there are multiple agencies and multiple jurisdictions, and a single set of objectives need to be developed to guide incident management).

COMMAND STAFF



General Staff

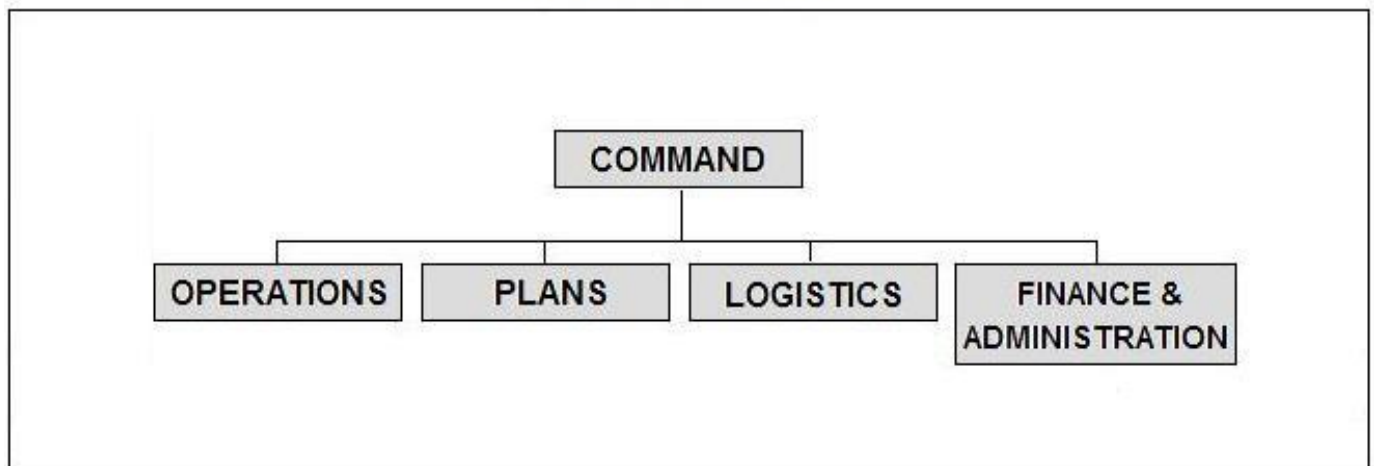
The General Staff positions will include the following sections:

- Operations Section
- Planning Section
- Logistics Section
- Finance / Administration Section

The scope, direction, and control of these sections will follow established ICS procedures.



GENERAL STAFF



a. Area of Operations

An area of operations will be established by the Incident Commander. This will vary depending on the size and magnitude of the event. Once established, or changes made to an existing area of operations, it will be communicated to all responders.

b. Area Command

An Area Command (AC) will be activated if an incident is not site specific (i.e., pandemic outbreaks), the incident is extremely large and involves multiple ICS organizations, or there are multiple incidents that are being handled by separate ICS organizations. If the incidents are multi-jurisdictional, then a UC will be established within the AC. Therefore, the AC has the responsibility to:

- Set overall incident-related priorities
- Allocate critical resources according to priorities
- Ensure that incidents are properly managed
- Ensure that incident management objectives are met and do not conflict with each other or with agency policy
- Identify critical resource needs and report them to EOCs and/or multi-agency coordination entities
- Ensure that short-term emergency recovery is coordinated to assist in the transition to full recovery operations

c. Multi-Agency Coordination Center

A key component of NIMS is the development of a multi-agency coordination system that



integrates the operations and functions of the Maricopa County Emergency Operations Center and field operations, guided by the principles embedded in the Incident Command System. In most cases, emergencies are handled by local fire departments, law enforcement agencies, medical service agencies, and communication/dispatch centers; but in larger emergencies or disasters, additional coordination support is required. In these situations, entities such as city EOCs and/or the Maricopa County Emergency Operations Center have critical roles in an emergency.

The County's incident management responsibility is directed and managed through the Maricopa County Department of Emergency Management. As a multi-agency coordination entity, the Maricopa County Department of Emergency Management will coordinate and manage disaster operations through the Maricopa County Emergency Operations Center to:

- Ensure that each agency involved in incident management activities is providing appropriate situational awareness and resource status information to Maricopa County Emergency Operations Center
- Establish priorities between incidents and/or Area Commands in concert with the Incident Command or Unified Command involved
- Acquire and allocate resources required by incident management personnel in coordination with the priorities established by the IC or UC
- Anticipate and identify future resource requirements
- Coordinate and resolve policy issues arising from the incident(s)
- Provide strategic coordination as required
- Coordinate briefings, message tracking, situational reports, and establish a common operating picture

Following an incident, plans, procedures, communications, staffing and other capabilities necessary for improved incident management are coordinated through the Maricopa County Department of Emergency Management. These tasks are accomplished by the Maricopa County Emergency Operations Center by ensuring the ability to perform four core functions:

- Coordination
- Communications (that are reliable and contain built-in redundancies)
- Resource dispatch and tracking
- Information collection, analysis, and dissemination

4. Joint Information Center

The Joint Information System (JIS) provides the mechanism for integrating public information activities among Joint Information Centers (JIC), across jurisdictions, and with private-sector and non-governmental organizations.



Maricopa County has implemented and institutionalized processes, procedures and plans for its JIC and can be referenced in the ESF #15 External Affairs.

When the Maricopa County Emergency Operations Center is activated, the Director of Maricopa County Department of Emergency Management or the Public Information Officer Representative may activate the Joint Information Center (JIC). When the JIC is in operation, it serves as the central point of public information collection and dissemination. The JIC functions as part of the Command in the Maricopa County Emergency Operations Center and will coordinate the release of non-operational information.

Communication will be accomplished via the Emergency Alert System, radio, television, fax, Internet, telephone or any combination of channels to ensure the whole community is reached. When the JIC is activated, the Public Information Officer or his/her designee will notify media outlets that all media inquiries are to be directed to the JIC and that the JIC will be releasing media updates on a routine basis and when noteworthy events take place. Members of the media will not be allowed access to the Maricopa County Emergency Operations Center.

More information on public awareness and education can be found in ESF #15 - External Affairs. More information on communication alert and warning can be found in ESF #2 - Communications.



B. Coordination, Direction and Control

1. Coordinating Agencies

The Emergency Manager of Maricopa County Department of Emergency Management designates the coordinating agencies for each Annex to coordinate the activities of those specific responses.

Coordinating Agency Listing for Maricopa County Emergency Operations Plan	
FUNCTIONAL ANNEX	COORDINATING AGENCY
ESF #1 - Transportation	Maricopa County Department of Transportation
ESF #2 - Communications	Maricopa County Office of Enterprise Technology
ESF #3 - Public Works and Engineering	Maricopa County Department of Transportation
ESF #4 - Firefighting	Maricopa County Department of Emergency Management
ESF #5 - Emergency Management	Maricopa County Department of Emergency Management
ESF #6 - Mass Care	Maricopa County Department of Emergency Management
ESF #7 - Logistics Management and Resource Support	Maricopa County Department of Emergency Management
ESF #8 - Public Health and Medical Services	Maricopa County Department of Public Health
ESF #9 - Search and Rescue	Maricopa County Sheriff's Office
ESF #10 - Hazardous Materials Response	Maricopa County Environmental Services Department
ESF #11 - Agriculture and Natural Resources	Maricopa County Department of Emergency Management
ESF # 12 - Energy	Maricopa County Department of Emergency Management
ESF #13 - Public Safety and Security	Maricopa County Sheriff's Office
ESF #14 - Long-Term Community Recovery	Maricopa County Department of Emergency Management
ESF #15 - External Affairs	Maricopa County Department of Emergency Management

Upon activation of the Maricopa County Emergency Operations Center, the primary agency for the given ESF functions will send representatives to the Maricopa County Emergency Operations Center to coordinate activities. The coordinating agency determines which primary and support agencies are required at the Maricopa County Emergency Operations Center.

The coordinating agency for the ESF will be responsible for collecting all information related to the disaster and providing it to the situational analysis team or executive leadership in the EOC.



2. Intergovernmental Mutual Aid

Mutual Aid and MOUs

Mutual Aid Agreements and Memoranda of Understanding are essential components of emergency management planning, response, and recovery activities.

These agreements provide reciprocal emergency aid and assistance during an emergency or disaster; they increase available resources and improve response and recovery efforts. A complete list of Mutual Aid Agreements in effect for Maricopa County related to emergency management can be found in Section VIII - References and Authorities of this MCEOP. In addition, these agreements are available for review in their entirety at the Maricopa County Emergency Operations Center.

Emergency Management Assistance Compact (EMAC)

The request for intrastate mutual aid or intergovernmental aid across state borders is closely tied to the State of Arizona's participation in the Emergency Management Assistance Compact (EMAC). EMAC provides for the seamless escalation of disaster response and execution of national mutual aid. Intrastate mutual aid is the mechanism by which resources of member jurisdictions will be deployed under EMAC. No separate agreement is necessary, although individual resource orders will be executed in accordance with the Arizona Emergency Operations System. The purpose of this compact is to provide for mutual assistance between the states entering into this compact in managing any emergency or disaster that is duly declared by the governor of the affected state(s), whether arising from natural disaster, technological hazard, man-made disaster, civil emergency aspects of resources shortages, community disorders, insurgency, or enemy attack. This compact shall also provide for mutual cooperation in emergency-related exercises, testing, or other training activities using equipment and personnel simulating performance of any aspect of the giving and receiving of aid by party states or subdivisions of party states during emergencies, such actions occurring outside actual declared emergency periods. Mutual assistance in this compact may include the use of the states' National Guard forces, either in accordance with the National Guard Mutual Assistance Compact or by mutual agreement between states.

After a declared emergency and activation of EMAC, the Requesting and Assisting State Emergency Management Agencies complete the EMAC Request for Assistance Form (REQ-A) for accepted offers of assistance. The completed REQ-A constitutes a legally binding agreement between the two states.

Reimbursement starts with Deployed Personnel and Resource Providers submitting a reimbursement package to the Assisting State. Assisting States audit reimbursement packages that are sent to Requesting States who, upon completing an audit and resolving any outstanding issues, issue payment back to the Assisting State. It should be noted that a state's obligation to pay EMAC reimbursements is not contingent upon the receipt of federal funds.

Requesting Mutual Aid

A Requesting Party which needs assistance in excess of its own resources and existing automatic mutual aid or local mutual aid due to an emergency is authorized to request assistance from any



party to this Compact. However, when making such requests, consideration shall be given to, and requests made, based on, but not limited to, the geographical proximity of other jurisdictions with that of the jurisdiction requesting assistance. All requests for assistance from the State must be coordinated through the Requesting Party's county emergency operations center, or tribal emergency operations center (whichever is applicable). Requests should specify what the emergency is, what resources are needed and the estimated period of time during which such mutual aid shall be required, if known. Requests must be in writing to include but not limited to: Fax, E-mail, electronic resource request system, or mail prior to deployment of mutual aid.

If assistance is needed to coordinate mutual aid, Maricopa County can request coordination assistance from Maricopa County Department of Emergency Management.

3. Communication

ESF #2 Communications provides information and guidance concerning available communications systems and methods in Maricopa County, including:

- Dissemination of emergency information to response organizations and government
- Information flow and management to and from the Maricopa County Emergency Operations Center
- Communications interoperability among response units
- Primary and backup communications systems
- Telecommunications and information technology resources
- Emergency warning and notification

ESF #15 External Affairs provides information on and the dissemination of information to the public for the purpose of protective action guidance and ongoing emergency information. This information is focused on the minimization of confusion, misinformation, and rumors during times of an emergency/disaster.

Maricopa County Warning Point

The Maricopa County Sheriff's Office serves as the Maricopa County Warning Point. The Maricopa County Warning Point provides Maricopa County with a single point to disseminate information and warnings to government officials that a hazardous situation could threaten the general welfare, health and safety, and/or property of the population.

The Warning Point is equipped with multiple communication networks and auxiliary power.

A list of these capabilities is provided in ESF #2 Communications and below:



Communications		
Communication: NXT Communicator		
Priority: High	Type: Data	Quantity: 1
Description: Internal use, External Use, Mobile - Emergency Notification Service		
Communication: Iridium Satellite Phones		
Priority: Moderate	Type: Voice	Quantity:
Description: External Use, Mobile - There is one (1) iridium satellite phone "fixed" / attached to the east wall of the EOC phone room which can be operated from inside. There are several portable iridium satellite phones in a yellow case housed by MCDEM Communication/Technology that can be taken to the designated alternate EOC site.		
Communication: Arizona Emergency Information Network (AzEIN) Bulletins:		
Priority: Moderate	Type: Data	Quantity: 1
Description: External Use - Operated by Arizona Department of Emergency and Military Affairs, Division of Emergency Management for almost real-time emergency updates, preparedness and hazard information on the internet.		
Communication: Emergency Alert System (EAS)		
Priority: High	Type: Data	Quantity: 1
Description: External Use - Uses traditional broadcast media to announce conditions that pose an immediate threat to public safety. The EAS is a national system used by federal, state, and local officials.		
Wireless Emergency Alerts (WEA)		
Priority: High	Type: Data	Quantity: 1
Description: External Use – Authorized local government authorities announce conditions that pose an immediate threat to public safety. Sent through FEMA's Integrated Public Alert and Warning System (IPAWS) to participating wireless carries.		
Communication: Community Emergency Notification System (CENS)		
Priority: High	Type: Data	Quantity: 1



Description: External Use - A telephone-based system that delivers recorded messages by selecting zip code, specific address, or with Geographic Information System (GIS) within Maricopa County. Landline phones, residential and business, and TDD/TYY phones are compatible with CENS. Cell phones and "voice-over internet protocol (VoIP) phones are capable of receiving CENS messages but the owner must register the phones numbers that are to receive notifications. Notifications can be delivered in English or Spanish. The ability to launch the emergency message through the dispatch center.

Communication: National Oceanic and Atmospheric Administration (NOAA) Weather Radio/All Hazards (NWR)

Priority: Moderate	Type: Data	Quantity:
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Description: Internal Use, External Use - A nationwide network of radio stations broadcasting continuous weather information, from the nearest National Weather Service office, 24 hours a day, 7 days a week. NWS also broadcasts non-weather related warnings and post-event information (i.e. natural, environmental, human-caused incidents, and general public safety messages).

Communication: Flood Control District of Maricopa County (FCDMC)

Priority: Moderate	Type: Other	Quantity: 1
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Description: Internal Use, External Use - FCDMC operates a 24-hour rain, stream and weather gage network that provides almost real-time, internet-based information on rainfall, flooding and weather conditions in Maricopa County.

Communication: Palo Verde Generating Station (PVGS)

Priority: Moderate	Type: Data	Quantity: 1
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Description: Internal Use, External Use, Secure - The Palo Verde Generating Stations (PVGS) has installed an Emergency Siren Alerting System within the 10-mile radius around the plant to serve as an early warning system for those in the area. In the unlikely event of an emergency at the plant, the sirens will be sounded to alert residents to turn their radio or television to local stations for instructions from government officials.

The responsibility for sounding the sirens rests with Maricopa County and the State of Arizona. The PVGS is responsible for the maintenance of the system.

Methods other than the sirens may be used, including but not limited to loudspeaker announcements by local law enforcement personnel, and/or door-to-door notifications by local law enforcement or other government agencies. Direct calls to homes or cell phones may be made through the Community Emergency Notification System (CENS).



Communication: Public Safety Answering (or Access) Point (PSAP)		
Priority: Moderate	Type: Data	Quantity:
Description: External Use, Mobile - A Public Safety Answering Point (PSAP) is a call center where operators answer calls to an emergency telephone number, usually 911, and dispatch local emergency services. PSAPs can also activate CENS and send a recorded message through the phone .system.		
Communication: Arizona Health Alert Network (AZHAN)		
Priority: Moderate	Type: Other	Quantity: 1
Description: Internal Use, Secure - Part of the Arizona Department of Health Services, Bureau of Public Health Emergency Preparedness, AZHAN is a communications network with State and local public health agencies, healthcare providers, hospitals, and emergency management organizations.		
Communication: Maricopa County Warning Radio Net		
Priority: Moderate	Type: Other	Quantity: 1
Description: Internal Use, Secure - An inter-agency network operated by Maricopa County Emergency Management, for direct radio contact with jurisdictional police departments, Luke AFB, the National Weather Service, Maricopa County Sheriff's Office, and the Central Arizona Project.		

The Maricopa County Emergency Operations Center has procedures to notify and warn officials and general public of emergency and disaster events that occur in Maricopa County. In addition these guides also identify actions to be taken based off types of incidents. Notification lists for agencies and individuals are maintained by the Maricopa County Emergency Operations Center. The Emergency Manager or the on-call Emergency Management staff will initiate any further notification.

Developing or existing emergency conditions which should be reported to the Maricopa County Emergency Operations Center include those that have or may result in multiple loss of life, environmental or property damage, or evacuation of a populated area whether or not State or Federal resources are needed to support local emergency response efforts.

Coordinators and other Emergency Operation Center representatives are kept informed of potential events by the Emergency Manager of Maricopa County Department of Emergency Management by telephone or E-mail.

Warnings are accomplished in various ways depending on the persons that need to be warned



and the time available. The Emergency Manager of Maricopa County Department of Emergency Management or the Incident Commander can initiate warnings and notification procedures. The following list identifies warning methods during an event. Any or all may be used.

- Activation of the Emergency Alert System (EAS)
- Information statements released to the local media
- SMS text services administered by Maricopa County or law enforcement
- Public address systems of public safety vehicles
- Door-to-door contacts
- Alert Messaging System
- Social Media

Persons in the threatened areas with access and functional needs (AFN) may be notified by all of the methods outlined above.

The Maricopa County Warning Point, Maricopa County Sheriff's Office is responsible for network control and conducts routine tests to ensure operational readiness.

Local Primary Source Stations (LP) are radio stations utilized to provide the general public with information about events. The following stations have been identified as LP locations in and around Maricopa County:

KTAR Radio and Affiliates

620 KTAR-AM
98.7 KMVP-FM
92.3 KTAR-FM

Emergency Alert System messaging is coordinated through Maricopa County Department of Emergency Management and sent to KTAR radio to publicly broadcast critical information during an emergency. Local television and radio will pick up this emergency messaging from KTAR and re-broadcast locally.

4. County Level

Information Collection and Dissemination

Initial notification of incidents at the local level are accomplished in a variety of ways, including public safety radio, websites, SMS services, television, radio, and satellite broadcasts, etc.

Responsibility for notification of most incidents is accomplished through the Maricopa County Emergency Operations Center. Other agencies with responsibilities for notification include the National Weather Service, IPAWS, law enforcement agencies, fire or EMS services.



Emergency Operations Plan

The Maricopa County Emergency Operations Center will be responsible for notifying response and Emergency Management personnel when the threat of a disaster is imminent.

- **Internal:** Response agencies will be notified from the communication center as required by the nature of the disaster.
- **External:** It is the responsibility of Maricopa County Department of Emergency Management to notify the appropriate agencies outside of the jurisdiction such as Arizona Department of Emergency and Military Affairs, or appropriate Federal Agency.

The Maricopa County Emergency Operations Center provides communications essential for the county government to communicate with all government entities. This information is then passed along to the public via a notification system, radio, NOAA radio, television, social media alerts, etc.

The media assume a vital role in dispersing information to the public. Maricopa County Department of Emergency Management works closely with local media providers to ensure timely and accurate information is provided to the public.

Information collection needs and priorities will include:

1. Life safety
2. Incident security and stability
3. Property and environmental protection

Direction and Control

Impacted entities will coordinate the emergency response efforts within their political jurisdiction.

The Incident Command System (ICS) and National Incident Management System (NIMS) will be used to coordinate emergency response and recovery operations at the disaster scene(s). The ICS/NIMS organization will maintain communications and coordination with the Maricopa County Emergency Operations Center at all times as detailed by this plan.

Maricopa County Department of Emergency Management may activate Mutual Aid Agreements with neighboring jurisdictions. They may also recommend that the Maricopa County senior elected official declare a local emergency pursuant with ARS §26-311(A) and make a formal request for state assistance. The following positions are authorized to request resources by contacting Maricopa County Department of Emergency Management.

1. The Maricopa County Department of Emergency Management Director
2. Any designated personnel authorized by Maricopa County Department of Emergency Management Director

To request state assistance, Maricopa County must meet the following parameters:

1. Exhausted or will likely exhaust Maricopa County resources
2. Exhausted or will likely exhaust mutual aid resources



3. Exhausted or will likely exhaust contractual resources
4. The requested assistance is not available at the local level

The Policy Group of Maricopa County depending on jurisdiction, and/or designee is delegated policy-making authority and can commit resources at the Maricopa County Emergency Operations Center as well as routine management and operation of the facility. The designated EOC Director may issue mission assignments to ESFs to perform duties consistent with Maricopa County policy. Mission assignments and mutual aid assistance is tracked at the Maricopa County Emergency Operations Center.

Coordination of County-wide protective actions will occur among all affected risk and host areas and Maricopa County Emergency Operations Center under the direction and control of the of EOC Director. Areas not impacted by these events may be requested to provide assistance. Prior to an evacuation and under the direction of the EOC Director, EOC Manager and Policy Group will implement coordination on issues which may include, but not limited to: deploying and pre-deploying personnel, identifying evacuation routes, ensuring the sufficiency of fuel, address emergency medical issues, and initiate procedures for notification to the public.

Initial planning for recovery begins before an emergency event impacts Maricopa County. While response actions necessary to protect public health and safety are being implemented, the recovery section within the Maricopa County Emergency Operations Center begins coordination and implementation of recovery programs.

In the event federal assistance is required by Maricopa County, the State Coordinating Officer will interface directly with representatives of the federal government.

In the event a request for disaster assistance comes from the governor of another state, the Governor of the State of Arizona may order the mobilization of State and local resources under the Emergency Management Assistance Compact to be deployed to the impacted state. The management and coordination of these resources will be administered through the Logistics Branch at Arizona Department of Emergency and Military Affairs.

5. State Level

When an emergency or disaster has occurred or is imminent, the Governor may issue an Executive Order proclaiming the existence of a State of Emergency or activate the emergency response, recovery and mitigation aspects of State, local and inter-jurisdictional disaster plans.

At the State level, the Arizona Adjutant General, or designee performs policy-making authority and commitment of State resources at the State Emergency Operations Center. The State Emergency Operations Center Manager is responsible for the provision of State assistance, as well as routine management and operation of the State Emergency Operations Center. The State Emergency Operations Center Manager may issue mission assignments to the State Emergency Operations Center to perform duties consistent with State policy. Mission assignments, and mutual aid assistance brokered by the State, are tracked in the State Emergency Operations Center.



6. Federal Level

Through the National Response Framework (NRF), the federal government provides assistance by establishing a single, comprehensive framework for the management of domestic incidents. The NRF provides the structure and mechanisms for the coordination of federal support. Through the NRF, federal ESF coordinators may establish a direct liaison with Arizona ESF representatives in the State Emergency Operations Center.

If the disaster is major or catastrophic, the Arizona Department of Emergency and Military Affairs will contact the Federal Emergency Management Agency, Region 9 and request a Federal Liaison and/or alert them that the Governor may submit a formal request for federal assistance.

If the President authorizes federal assistance, a Primary Federal Official (PFO) will represent the Secretary of the United States Department of Homeland Security and/or a Federal Coordinating Officer. The Federal Coordinating Officer is authorized to use the full authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended to reimburse response and recovery claims against the Disaster Relief Fund. Additionally, the Stafford Act provides funding to assist communities in mitigating the impact of future events.

7. Joint Field Office

The emergency recovery process is initiated when the President of the United States issues a Major Presidential Disaster Declaration. Such a declaration makes available a series of federal disaster assistance programs to aid the State in its recovery from a disaster situation. The basis for the declaration is the determination by the President that the disaster is of such severity and magnitude that response is beyond State and local capabilities. The field recovery operation will be conducted in accordance with the most current edition of the Arizona State Emergency Response and Recovery Plan.

Once a field office has been established in Maricopa County, the Maricopa County Department of Emergency Management will provide the proper liaisons to the appropriate field office operations.

The organizational structure for recovery is under the leadership of the State Coordinating Officer. Once a federal disaster declaration has been issued, the State Coordinating Officer consults with a Federal Coordinating Officer. In addition, a Governor's Authorized Representative (GAR) is designated in the Federal Emergency Management Agency-State Agreement and is responsible for compliance with that Agreement.

During a recovery operation, the State Coordinating Officer usually appoints a Deputy State Coordinating Officer who represents him/her at the Joint Field Office. The Deputy State Coordinating Officer is responsible for the establishment and management of State operations in the Joint Field Office and coordination between State and federal programs.

C. Prevention

Maricopa County's prevention goals are to avoid an incident, intervene, or stop an incident from occurring. To accomplish the goal the following strategy will be used:



- Expand regional collaboration
- Implement the National Incident Management System and National Response Framework (NRF)
- Strengthen information sharing and collaboration capabilities
- Strengthen interoperable and operable communications capabilities
- Strengthen medical surge and mass prophylaxis capabilities
- Strengthen planning and citizen preparedness capabilities
- Increase coordination with the Arizona Counter Terrorism Information Center

Arizona Counter Terrorism Information Center

The ability to share intelligence information quickly and accurately among state fusion centers and emergency operation centers is crucial in preventing potential criminal and terrorist acts. The primary components of a fusion center are situational awareness and warnings that are supported by law enforcement intelligence, derived from the application of the intelligence process, where requirements for actionable information are generated and information is collected, integrated, evaluated, analyzed, and disseminated. Important intelligence that may forewarn of a future attack may be derived from information collected by several diverse entities.

D. Preparedness

The goal of Maricopa County's preparedness operations is to help ensure a timely and effective response to, recover from and mitigation of the impacts and consequences associated with an emergency/disaster situation. To facility this goal, key abilities and weaknesses must be assessed. These elements will be addressed in a comprehensive manner with Planning and Mitigation officers. In order to address Core Capability objectives, the following activities will be prioritized:

- Administer grant programs for operational support and training activities
- Participate in capability assessments at the regional and county level
- Establish an inclusive planning process using the Whole Community concept.

1. Resource Management

Each agency tasked within this plan is responsible for developing and maintaining applicable resource lists. These lists should follow established county protocols for maintaining resource lists. At a minimum, resource lists will be provided to Maricopa County by all municipalities within Maricopa County. Maricopa County maintains a resource inventory list that includes the following information. These inventories include a point of contact, geographic location, and operation area for:

1. Vehicle inventories



2. Personnel
3. Equipment
4. Equipment operators
5. Suppliers, Contractors, and/or Vendors
6. Resources in adjacent jurisdictions that could be used during a disaster (if applicable)

2. Plan Development and Maintenance

Plan Development

The Maricopa County Maricopa County Emergency Operations Plan is developed with the assistance and input from the following groups serving in an advisory capacity.

- Coordinating, primary and support agencies
- Regional partners
- Mutual aid partners

The preparation and revision of the basic plan and Annex will be coordinated by Maricopa County Department of Emergency Management with the assistance and involvement of all applicable entities.

This plan will be made available to all agencies tasked therein, adjacent municipalities and the county. It is the responsibility of ALL parties to review and submit any comments to Maricopa County Department of Emergency Management. The process of distributing the plan will be accomplished by either 1) granting "viewer" access via the online planning software platform or 2) providing an electronic copy. Maricopa County Department of Emergency Management will keep a hard copy on file.

Plan Maintenance

The Maricopa County Department of Emergency Management will maintain the Maricopa County MCEOP and provide an updated MCEOP to the Arizona Department of Emergency and Military Affairs, every five years, or as appropriate. However, the MCEOP may be updated as often as needed during any year. Examination and review should be conducted annually and will reflect changes in implementing procedures, improved emergency preparation capabilities, and deficiencies identified from corrective action planning. The Maricopa County Department of Emergency Management will revise the plan by using a process best suited for Maricopa County. Whenever a significant change is made, the date and nature of the change will be recorded. Upon update, these changes will be incorporated into the overall plan and re-promulgated by the Maricopa County Board of Supervisors.

The coordinating, primary and support agencies/organizations of each ESF will be responsible for preparing and maintaining operating procedures for all responsibilities assigned them in the MCEOP. These procedures will be prepared following guidance issued by local policies.



Other Plans

In addition to the Maricopa County MCEOP, additional plans have been developed and are maintained pursuant to state and federal requirements to include the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan, the Maricopa County Community Wildfire Protection Plan, and the State of Arizona/Maricopa County Offsite Emergency Response Plan.

3. Public Information

Before an emergency or disaster occurs, public information is critical for the public to make the necessary protective actions. The County's public information program focuses on how to better communicate emergency information to the public before, during, and after a disaster. Particular attention will be given to strategies that enhance awareness of the evacuation process, road conditions, shelter status and re-entry issues, and how to communicate information to people during evacuation.

- The PIO will work closely with the Emergency Management staff and will be the primary resource for providing disaster-related information to the public. This includes information about all preparedness, response, recovery, and mitigation activities. Following a disaster, the public will be informed that they can contact the Maricopa County Emergency Operations Center to receive disaster-related preparedness, response, recovery, or mitigation information.
- Pre-scripted public service announcements are created by Maricopa County Department of Emergency Management and distributed to each Local primary Source Station.
- The PIO will be responsible for collecting information, preparing releases for the media, and responding to requests for information and interviews.
- The PIO will, upon the approval of the EOC Director, send disaster updates to local media outlets, and to the Arizona Department of Emergency and Military Affairs.
- Additional information is provided in ESF #15 External Affairs and Communications with close coordination between affiliated agencies.

4. Training and Exercise

All training related to emergency management is coordinated and scheduled through the Maricopa County Department of Emergency Management. The Maricopa County Department of Emergency Management offers training to all inter-agencies (County, City and others) on preparedness, response, recovery, mitigation, hazardous materials, debris management, terrorism and other issues. The training offered is conducted through the Arizona Department of Emergency and Military Affairs training section, American Red Cross, and any other organization offering training. The Maricopa County Department of Emergency Management provides the notice of training being offered to local response agencies.

Maricopa County continues to implement a training and exercise program, consistent with NIMS, for incident management organizations and personnel. Elements of the program include:



Emergency Operations Plan

- Multi-disciplinary and multi-jurisdictional interaction, including involvement with private-sector and non-governmental organizations, during realistic exercises.
- Standard courses on incident command and management, incident management structure, and operational coordination processes and systems.
- Courses focused on discipline and agency-specific subject matter expertise.

Maricopa County further requires courses for all incident management organizations and personnel to ensure NIMS compliance at all levels of response. The following courses are recommended:

- ICS 100 Series - Incident Command Systems, An Introduction
- ICS 200 Series - Incident Command System, Basic
- ICS 300 Series - Intermediate Incident Command System - For staff responding to the Emergency Operations Center
- ICS 400 Series - Advanced Incident Command System - For staff responding to the Emergency Operations Center
- IS 700 - National Incident Management System (NIMS), An Introduction
- IS 800 - National Response Plan (NRP), An Introduction

All drill and exercise participants must either include direct involvement of, or have adequate representation and forethought of, the whole community. This includes, but not limited to, the participation of persons with disabilities, access and functional needs, representatives from unique populations, and the voluntary agencies incorporated into this plan that may be utilized by the jurisdiction to support a full-cycle disaster or emergency event. Maricopa County will include training in the planning for, and socially appropriate care of, persons with disabilities, access and functional needs and persons from other unique populations. Training Maricopa County's internal staff may be provided by Federal, Tribal, State, local government entity, or by another source outside of government well-recognized and experienced. Training topics and/or inclusive planning activities include, but not limited to, best practices on inclusion in exercise planning teams, inclusion in exercise participants and/or inclusion through protocol training as response personnel.

Exercises are a key component in improving all-hazards incident management capabilities. The Maricopa County Department of Emergency Management participates on an ongoing basis in a range of exercises, including multi-disciplinary and multi-jurisdictional exercises that are designed to improve integration and interoperability.

The Homeland Security Exercise Evaluation Program (HSEEP) will be used for developing, delivering and evaluating the United States Department of Homeland Security/Office of Domestic Preparedness funded exercises.



After Action Reviews and Improvement Plans

After each exercise, the lead agency performing the exercise will conduct an evaluation of the effectiveness of the exercise. This information will be incorporated into future plan revisions and updates by the Maricopa County Department of Emergency Management. This will be accomplished by drafting an improvement plan which may include, but not limited to assigning the following actions:

- Change to plans/procedures
- Acquire new or replace outdated equipment/resources
- Train/Re-Train Personnel

Following actual events the same procedure will be used and will be led by Maricopa County Department of Emergency Management.

E. Response

Maricopa County must be prepared to respond quickly and effectively on a 24-hour basis to developing events. The primary goal of the County's response operation is to ensure a timely and effective response to the many consequences that may be generated by an emergency/ disaster situation. When an event or potential event is first detected, a series of actions will take place to ensure an effective and efficient response operation.

1. Local Emergency Operations Center (EOC)

The Maricopa County Emergency Operations Center is the facility that is used to coordinate a County response to any major emergency or disaster situation. The Maricopa County Emergency Operations Center is located at 5630 E McDowell Road Phoenix, AZ 85008. The facility serves as the coordination, command and control center for Maricopa County. The Maricopa County Emergency Operations Center is staffed as prescribed above. Security and maintenance of the Maricopa County Emergency Operations Center will be carried out in accordance with the provisions of this EOP. In the event the Maricopa County Emergency Operations Center is threatened, an alternate EOC site may be activated. The Maricopa County Emergency Operations Center will be activated for actual or potential events that threaten Maricopa County. The level of activation will be determined by the Maricopa County Department of Emergency Management based on the incident.

2. Public Safety Enforcement Actions

In a large-scale incident law enforcement resources will quickly become overwhelmed, and law enforcement officials will have to balance their resources and efforts between new responsibilities and everyday service demands. The Maricopa County Sheriff's Office may activate mutual aid requests by contacting law enforcement agencies. Shifts will be assigned and responding law enforcement agents will report to the staging area for assignments. ESF #13 Public Safety will provide security for the inner and outer sections of the established perimeter. Additional information is provided in the protective actions listed in ESF #13 Public Safety.



F. Recovery

In the aftermath of a disaster, County efforts turn to rebuilding the infrastructure and restoring the social and economic life of the community with the incorporation of mitigation measures as a major goal. To accomplish this goal the following strategy is provided:

- To deploy several specialized recovery teams (personnel) and facilities (centers) into a disaster area to help the affected population and support the Incident Commander
- To work closely with the County and Arizona Department of Emergency and Military Affairs and to inform affected local governments, individuals and businesses that programs are available to assist them in recovery efforts.

1. Recovery Field Operations

In the aftermath of a disaster, with or without a Presidential Declaration, the State may deploy several specialized recovery teams (personnel) and establish centers (facilities) into a disaster area, if requested by the County.

2. Recovery Personnel may include:

- **Assessment Team** - Teams of qualified personnel, including building inspectors, structural engineers and architects, who will gather information by performing an assessment of all structures and property in the disaster area; and teams of administrative personnel who will compile the gathered information to facilitate the application process for local, state and federal disaster assistance programs.
- **Community Relations Team** - Team is deployed to disseminate information and collect data to assist disaster-affected communities and eligible individuals in receiving assistance. The primary function of this team is to identify and report unmet human needs and to inform affected populations of disaster assistance programs and the registration process.
- **Unmet Needs Committee** - A committee that helps identify unmet needs and possible assistance. Such committees are comprised of volunteer agencies, private sector representatives, and governmental agencies.
- **Human Needs Assessment Team** - A team that is deployed immediately after a disaster and before the establishment of a JFO Office to help the Maricopa County assess and report the immediate needs of affected populations.
- **Insurance Team** - A team that is deployed to assist policy owners following a disaster.

3. Damage Assessment

Damage assessments include those actions that are undertaken to determine the nature and scope of damages to structures, facilities and infrastructure for the purpose of identifying and scaling the need for State and Federal disaster assistance in the recovery phase. Damage assessment will be closely coordinated with ESF #5 Emergency Management, which has the lead for impact assessment and incident action planning during the response phase.



Operational assessment is the immediate, informal reporting of emergency conditions to size-up the damage that has occurred and to determine what personnel, equipment and facility resources the County has available for response. First indications of the scope and extent of damages will likely be provided by local reports, social media, and field personnel reporting to their dispatch centers or to the Maricopa County Emergency Operations Center. These initial reports include hazard conditions, critical emergency needs and condition of surface routes, and are extremely important in allocating emergency responders and determining incident situation status.

The Maricopa County Emergency Operations Center may also receive damage assessment information from additional sources: ambulance crews, utility crews, employees traveling to or from work, media sources in the field, citizens, businesses, etc. The Maricopa County Emergency Operations Center may establish a process where the public can submit damage reports.

The Maricopa County Department of Emergency Management is the lead for the County's Damage Assessment Program. Responsibilities include: recruitment and training of team members and the overall management of damage assessment priorities in coordination with ESF #5 Emergency Management.

The County Assessor Office may assist in providing estimates of loss and economic impact. The Chamber of Commerce and the insurance industry may provide information on losses to businesses.

Initial Safety and Damage Assessments

The County will conduct an initial damage assessment using resources to determine the overall extent of damages. The Maricopa County Department of Emergency Management is responsible for the direction and control of the Impact Assessment process and has pre-identified County and municipal employees who will assist with damage assessment. The goal of this assessment is to determine the magnitude and severity of damage to structures and infrastructure. This information will be collected by the Maricopa County Department of Emergency Management, and provided to the provided to the Arizona Department of Emergency and Military Affairs.

The impact assessment data provides a County wide general overview of the most significantly impacted areas and, therefore establishes a prioritization mechanism for damage assessment team deployment, resource allocation and disaster assistance.

Preliminary Damage Assessment

If the situation warrants, a formal Preliminary Damage Assessment will be requested and performed by local and state agencies. This will include assessments for both public and individual damages. Local representatives will accompany these teams during their assessments. These individuals will be familiar with damaged areas and will supply maps needed to complete the damage assessment process. The Arizona Department of Emergency and Military Affairs will then coordinate with the Federal Emergency Management Agency to determine if the County qualifies for public and/or individual assistance.

Capturing all costs associated with the emergency is essential because accurate damage assessments (Initial Damage Assessments and Preliminary Damage Assessments) document



the need for state and/or federal assistance and are required to obtain a federal disaster declaration.

Habitability Assessments

Habitability assessors will determine the structural safety of residential buildings. This will be conducted through the coordinated efforts of Maricopa County Planning and Development and or jurisdictional building inspectors. When practical, this assessment will be coordinated with the American Red Cross or other relief agencies.

The municipalities in Maricopa County are responsible for all corresponding inspections, damage assessments and other disaster response and recovery functions and activities for their jurisdictional area. The County would include the municipalities in its response and recovery activities due to their limited resources. The municipalities will still coordinate final reporting to the Maricopa County Department of Emergency Management, who will then provide the information to the Arizona Department of Emergency and Military Affairs.

The County is responsible for all corresponding inspections, damage assessments and other disaster response and recovery functions and activities for their jurisdictional area.

Additional damage assessment functions are maintained in the appropriate Maricopa County Annexes. This includes the identification of roles and responsibilities, training, assessment criteria, reporting formats and process for both initial and preliminary damage assessments.

Priorities of inspections include:

- Life safety
- Structures and infrastructure involved in response operations
- Critical transportation routes and infrastructure
- Essential County facilities

Cities and special districts within the County share the responsibility for damage assessment and provide information regarding damages and costs within their jurisdictions and service areas to Maricopa County Department of Emergency Management, who will then provide the information to the County and Arizona Department of Emergency and Military Affairs.

4. Disaster Declaration

Following a major or catastrophic disaster in which an emergency or major disaster declaration is granted by the President, federal assistance to affected populations becomes available under three program areas: Individual Assistance, Public Assistance and Hazard Mitigation. The administration of these programs is coordinated through a joint Federal/State effort in a Joint Field Office, which is usually located in the impacted area

The Joint Field Office (JFO) is the primary field location for the coordination of federal and state recovery operations. The Federal Coordinating Officer (FCO) and the State Coordinating Officer (SCO) co-locate in the JFO, as well as other Federal and State personnel. Recovery and



mitigation operations, logistics, information and planning, financial management and general administration are coordinated at the JFO.

5. Public Assistance (PA) and Individual Assistance (IA) Activities

Declared Disasters

Public Assistance (PA)

The Public Assistance (PA) program provides program support to eligible local governmental entities following a disaster to assist in the recovery and restoration of buildings, infrastructure and the removal of debris that is on public property. The categories of Public Assistance include:

- Category A: Debris Removal
- Category B: Emergency Protective Actions
- Category C: Road Systems
- Category D: Water Control Facilities
- Category E: Buildings and Equipment
- Category F: Utilities
- Category G: Parks, Recreation, and Other

In the event of a declared disaster, Maricopa County Department of Emergency Management will work closely with ESF #15 External Affairs to notify all eligible governments and private not-for-profit organizations of the availability of federal public assistance funds. They include all Maricopa County government agencies, and those quasi-governmental organizations that perform a governmental function. Such applicants are trained concerning the public assistance program through the various recovery training sessions offered. Notification may occur through written correspondence and telephone contacts, notices in local newspapers, and broadcasts on local radio station. The Maricopa County Department of Emergency Management will notify local governments, non-profit agencies and other eligible applicants of scheduled briefings and Kick-Off Meetings for the Public Assistance (PA) program and the Hazard Mitigation Grant Program (HMGP). The Public Assistance applicant briefings include procedures for all aspects of financial management, personnel and record keeping that will be required for the various Federal and State financial assistance programs. State and Federal recovery personnel must advise the Maricopa County Department of Emergency Management of these briefings so that agencies can be notified. Key components of the Public Assistance program include:

- Project Worksheets are prepared for eligible emergency costs and eligible costs for restoration of damaged facilities.
- The federal share for reimbursement under most federal declarations is 75 percent. The 25 percent nonfederal share is normally provided from a combination of State and local sources in accordance with policies established by the Executive Office of the Governor and the Arizona Legislature.



Emergency Operations Plan

- The State serves as the Grantee and eligible applicants are Sub-grantees under the federal disaster assistance program.
- Contractual agreements with Arizona Department of Emergency and Military Affairs are executed with applicants with all reimbursements coming through Arizona Department of Emergency and Military Affairs.
- Documentation, record keeping, inspections, and final closeouts are overseen and approved by the Arizona Department of Emergency and Military Affairs.

Documentation is obtained by Maricopa County Department of Emergency Management regarding damage sustained to:

- Roads
- Water control facilities
- Public building and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private non-profit facilities

Individual Assistance (IA)

If the County is declared for Individual Assistance, eligible residents will be able to apply for the Individual Assistance Program. In some cases, FEMA will deploy habitability inspectors to verify the damages individual applicants are claiming. They will do this independent of the State or local assessors. Maricopa County will also perform inspections of damaged homes to determine safety.

Non-Declared Disasters

During the recovery stage, a disaster may not be declared at the federal level. It will then fall upon the County to use local funds, available competitive grant funds, or any supplemental funding provided by the State of Arizona to recover from the event.

Similar to a declared disaster, costs for response and recovery are to be monitored by all participating agencies. Each responding agency is responsible for the overall management of documentation of the costs of a non-declared disaster with reports submitted ultimately to the Maricopa County Board of Supervisors for budget and finance approval of local dollars.



6. Disaster Recovery Centers and Staging Areas

Centers that are set up in a disaster area to provide information on the complete range of disaster assistance that is available. The responsibility for managing these centers is jointly shared by the State, the Federal Emergency Management Agency, and the County where the center is located.

The Individual Assistance Service Center is a facility established in, or in close proximity to, the community affected by the disaster where persons can meet face-to-face with represented Federal, State, local and volunteer agencies to:

- Discuss their disaster-related needs
- Obtain information about disaster assistance programs
- Tele-register for assistance
- Learn about measures for rebuilding that can eliminate or reduce the risk
- Request the status of their application for Individual Assistance
- Representatives from the Small Business Administration providing post-disaster low interest loans to residents

The Emergency Manager of Maricopa County Department of Emergency Management, the State of Arizona and potentially FEMA, will assess the need to open Individual Assistance Service Centers, based upon initial damage assessment and human services needs estimates and reports. Maricopa County Department of Emergency Management will request that the Arizona Department of Emergency and Military Affairs open an Individual Assistance Service Center in Maricopa County.

Once it has been determined that Individual Assistance Service Center will be opened in Maricopa County, the State Emergency Operations Center will take the lead and should notify the Maricopa County Emergency Operations Center. The State Emergency Operations Center will advise if there are resources the County may need to supply including staffing. The Individual Assistance Service Center will be staffed with representatives from appropriate federal, state, county, private relief organizations, and other organizations capable of providing disaster related information to individuals and businesses.

Recovery Information Centers may be utilized to provide information to the affected residents. This center is organized by the County with participation from the County and the State. It is staffed by a variety of voluntary organizations that can provide a wide array of services and assistance to those impacted by severe weather or other disasters.

The EOC Director's designated Public Information Officer will provide local media with detailed information on locations of recovery centers, distribution sites and other individual assistance programs. Pamphlets will be prepared to be distributed by personnel in damaged areas so citizens will know how to apply for assistance.



7. Unmet Needs

The Maricopa County Department of Emergency Management will coordinate the unmet needs recovery function. The Maricopa County Department of Emergency Management will contact the Arizona Department of Emergency and Military Affairs to obtain assistance through multiple agencies, and appoint a Coordinator who will serve as the Unmet Needs Coordinator for Maricopa County following a disaster. The Coordinator will be responsible for making contacts and establishing a relationship with community service providers, local churches, community outreach programs and volunteer organizations to be called upon in the event that a disaster creates unmet needs in the community with consideration to the needs of the Whole Community.

G. Mitigation

In the aftermath of a disaster, the County's mitigation goal is to ensure mitigation efforts are designed to ensure that residents, visitors, and businesses in Maricopa County are safe and secure from future disasters. The strategies to complete this goal include:

- Complete and maintain a hazards and risk assessment
- Participation in the regional planning efforts that produces the Multi-Jurisdictional Hazard Mitigation Plan
- Maintain a comprehensive list of mitigation goals, objectives and tasks
- Planning process and organizational framework for carrying out the mitigation goals and objectives
- Implement Pre and Post Hazard Mitigation Actions to reduce overall risk/vulnerability
- Evaluation of existing agencies, organizations, plans, programs and guidelines that impact mitigation.

1. Coordination of Mitigation Activities

The Maricopa County Department of Emergency Management has been delegated as the lead agency to facilitate and coordinate the activities of the Maricopa County Multi-Jurisdiction Hazard Mitigation Plan. The Maricopa County Multi-Jurisdiction Hazard Mitigation Plan identifies the hazards to which Maricopa County is vulnerable; assesses the facilities and structures that are most vulnerable to hazards; offers a prioritized list of mitigation projects to take advantage of available funding; and links mitigation projects to these sources of funding.

The Maricopa County Multi-Jurisdictional Hazard Mitigation Plan defines the mitigation goals, objectives and initiatives for Maricopa County. Annual reviews to the Maricopa County's Mitigation Plan are standard, although in the event of a disaster, or if needed, the plan can be updated more frequently.

2. Mitigation Programs

Pre-Disaster Activities



- **The National Flood Insurance Program (NFIP)** –The United States Department of Agriculture, Division of Water Resources (DWR), provides technical assistance to the public and communities on the NFIP. The NFIP provides flood insurance to communities that agree to implement land use planning and construction requirements to reduce flood damage in their jurisdiction. These land use and construction requirements apply to all new construction and substantial improvements to existing structures in the community's Special Flood Hazard Areas (SFHAs).
- **Community Rating System (CRS)** - Additionally, DWR provides technical assistance to local communities on the Community Rating System (CRS). The CRS is an integral part of the NFIP. Through reduced flood insurance premiums, the CRS provides incentives to communities that go beyond the minimum flood plain management requirements established through the NFIP.
- **Flood Mitigation Assistance (FMA) Program** – Arizona Department of Emergency and Military Affairs administers the FMA. This program makes federal funds available pre-disaster to fund mitigation projects in communities participating in the NFIP. These funds have a 25 percent non-federal match requirement. The overall goal of the FMA is to fund cost effective measures that reduce or eliminate the long-term risk of flood damage to NFIP insurable structures. This is accomplished through the reduction of the number of repetitively or substantially damaged structures.
- **Repetitive Flood Claims (RFC) Program** - Arizona Department of Emergency and Military Affairs administers the RFC. The goal remains to reduce flood damages to individual properties for which one or more claim payments for losses have been made under flood insurance coverage and that will result in the greatest savings to the National Flood Insurance Fund (NFIF) in the shortest period of time.
- **Severe Repetitive Loss (SRL) Program** - Arizona Department of Emergency and Military Affairs administers the SRL. The goal remains to reduce flood damages to residential properties that have experienced severe repetitive losses under flood insurance coverage and that will result in the greatest savings to the National Flood Insurance Fund (NFIF) in the shortest period of time.
- **Pre-Disaster Mitigation (PDM) Program** - Arizona Department of Emergency and Military Affairs administers the PDM. The PDM is designed to assist States, Territories, Indian Tribal governments, and local communities to implement a sustained pre-disaster natural hazard mitigation program to reduce overall risk to the population and structures from future hazard events, while also reducing reliance on Federal funding from future major disaster declarations.
- **Multi-Jurisdictional Hazard Mitigation Planning** - The Maricopa County Multi-Jurisdictional Hazard Mitigation Plan is updated every five years. Additionally, the mitigation staff continues to provide technical assistance to communities on the development, implementation, and maintenance of local mitigation strategies.

Post-Disaster Activities

- **Hazard Mitigation Grant Program (HGMP)** - Arizona Department of Emergency and Military Affairs administers the HGMP. The HGMP is authorized by Section 404 of the



Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended (the Stafford Act), Title 42, United States Code (U.S.C.) 5170c. The key purpose of the HMGP is to ensure that the opportunity to take critical mitigation measures to reduce the risk of loss of life and property from future disasters is not lost during the reconstruction process following a disaster. HMGP is available when authorized under the Presidential major disaster declaration in the areas of the State requested by the Governor.

- **406 Mitigation** - Section 406 of the Stafford Act provides for direct federal assistance for repairs and improvements to eligible damaged public facilities. Mitigation measures (improvements) must be identified in the Project Worksheets (PW's). The award of Section 406 hazard mitigation projects is at the discretion of the FEMA Regional Director.



V. Incident Command System (ICS)

ICS is a flexible structure applicable at all levels of response regardless of incident scope, or agency size. It allows responders to act in a unified fashion that is consistent with the best practices as laid out in NIMS framework.

ICS also provides for planning, building and adapting the response during recovery and review after an incident.

ICS establishes a set of core competencies which should be evaluated at the organizational level on a regular basis.

Command Staff

The EOC Command Staff will include an EOC Director, EOC Manager, PIO and Liaison Officer. The EOC Command Staff sets EOC objectives and tasks, includes stakeholders, and works with Town officials on the development of policy direction for incident support. They will also ensure the dissemination of timely, accurate and accessible information to the Public. Overall, the EOC Command Staff guides and oversees EOC staff and activities.

Operations Section

The Operations Section is responsible for activities focused on response to the immediate hazard, saving lives, establishing situational control and restoration of normal operations. The Operations Section ensures that on-scene incident personnel have the resources and support needed to achieve the incident objectives and priorities. This section may be organized by department/agency or by Emergency Support Functions (ESF) or Recovery Support Functions (RSF).

The Operations Chief reports to EOC leadership (EOC Manager/Director) and is responsible for the direct management of all incident-related operational activities. The Operations Section Chief will organize the section and assign personnel as necessary to maintain a manageable span of control.

Planning Section

The Planning Section is responsible for collecting, evaluating and disseminating tactical information pertaining to the incident. This section maintains information and intelligence on the current and forecasted situation, as well as the status of resources assigned to the incident.

The Planning Section Chief oversees all incident-related data gathering and analysis regarding incident operations and assigned resources, develops alternatives for tactical operations, conducts planning meetings, and prepares the Incident Action Plan for each operational period.

Logistics Section

The Logistics Section is responsible for all support requirements needed to facilitate effective and efficient incident management, including ordering resources from off-incident locations. Staff in this section also provide resources and services to support the EOC staff. This includes



information technology (IT) support, resource tracking and acquisition, and arranging for food, lodging, and other support services as needed.

Finance and Administration Section

The Finance and Administration Section is established when there is a need for financial, reimbursement (individual and agency, or department) or administrative services to support incident management activities.

Resource Policies and Financial Management Policies and Procedures for Emergency Management have been established and implemented which provide statutory authorities and responsibilities for financial management related to response activities. These policies ensure that funds are provided expeditiously and that financial operations are conducted in accordance with appropriate policies, regulations, and standards.

Designated agencies have been given the primary responsibility to manage all financial matters, including those of the response, recovery, and mitigation phases of an emergency or declared disaster. Other responsibilities of the Finance/Administration Section include entering into any funding agreements between Local, State, and the Federal Government.

Recovery Section

When the Emergency Operations Center (EOC) is activated in response to an emergency or disaster, a recovery component is activated as well. The purpose of this component is to initiate activities necessary to ensure a successful recovery effort. Activities include: condition monitoring, situation evaluation, damage assessment teams, mitigation assessment teams, deployment of damage assessment teams, and liaisons where appropriate.

Once the initial response operations have been completed, and it is safe for recovery activities to commence, the agencies identified as having recovery functions will initiate their activities. In actuality, many of the recovery functions run concurrent with the initial response functions, and are managed by the same agencies.

Disaster Declaration

Requests for federal disaster assistance will be predicated on the requirements outlined in the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended). After local government conducts the initial damage assessment and reports it to the County and State Emergency Operations Center (SEOC), a joint Local-State preliminary damage assessment may be scheduled that could include the Federal Emergency Management Agency. This damage assessment validates the local data and is the basis for requesting a Presidential Disaster Declaration. Other federal agencies that may participate in the assessment process include the Small Business Administration. This process is described in 44 CFR, Part 206, Subpart B - The Declaration Process and other federal and state policies and procedures.

Intelligence and Investigations

Many domestic incidents, such as natural disasters or industrial accidents, have an obvious cause and origin. However, other domestic incidents, such as large-scale fires, public health



emergencies, explosions, transportation incidents (e.g., train derailments, airplane crashes, bridge collapses), active shooters, terrorist attacks, or other incidents causing mass injuries or fatalities, require an intelligence or investigative component to determine the cause and origin of the incident or support incident or disaster operations.

The scalability and flexibility of NIMS allows the Intelligence and Investigations (I/I) Function to be seamlessly integrated with the other functions of ICS. The I/I Function within ICS provides a framework that allows for the integration of intelligence and information collection, analysis, and sharing, as well as investigations that identify the cause and origin of an incident regardless of source. If the incident is determined to be a criminal event, the I/I Function leads to the identification, apprehension, and prosecution of the perpetrator. The I/I Function can be used for planned events as well as incidents.



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VI. Administration, Finance, and Logistics

A. Documentation

Responding agencies should keep documentation on the ICS Activity Log (ICS Form 214) or another suitable log. The Maricopa County Emergency Operations Center will document activities on an ICS form 214, situation reports, and/or common operating pictures. Such documentation is crucial for the following reasons:

- Documentation is the key to recovering emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.
- Documentation provides a legal account of the actions which took place before, during and after an emergency.
- Documentation provides for a historical record which could be used during after action reviews to improve response operations in the future.

Following a disaster, documentation is provided to Maricopa County Department of Emergency Management to maintain an archive for the required time period, after such time archival documents are protected at a designated location.

During after action review the documentation will be used to identify:

- Actions taken (or not taken)
- Resources expended
- Economic and human impacts
- Lessons learned and possible improvements
- Possible mitigation measures that could be taken
- Key impacts and damages

B. Finance

Funding

- During local state of emergency, the monetary support for logistical and administrative support will be funded out of each agency's budget. However, agencies may request reimbursement or additional funds that may be provided through the county's general funds or other legal funding mechanisms available to the local jurisdictions through the Governor's Office's Emergency Disaster Fund which is available to local jurisdictions if the incident is declared a state disaster by the Governor's Office. This will be accomplished by going through the Arizona Department of Emergency and Military Affairs Disaster/Recover Bureau.



- In the event of a federal declaration, some expenses and/or reimbursements are available to affected agencies through Public Assistance Grants.

Disaster Assistance

In a federal disaster declaration the county and its eligible jurisdictions/citizens may qualify for federal assistance. Such assistance has been described above and will be further described in ESF #14 Long Term Recovery. In the event of a federal declaration authorizing public assistance, applicant briefings will be conducted to educate responders and local officials about the cost recovery process.

The Maricopa County Department of Emergency Management will manage and oversee the financial aspects of the Public Assistance Programs. The Maricopa County Department of Emergency Management will work closely with the Maricopa County Board of Supervisors to identify funds for the recovery effort, to include response, recovery and mitigation functions.

Tracking Local Disaster Costs

In the event of a federally declared disaster, Maricopa County Department of Emergency Management may ask the County's Financial Officer to assign a special project number to track all county-related expenses. Incorporated areas of the county may also assign special project numbers per the recommendation of Maricopa County Department of Emergency Management.

Insurance and Cost Recovery

The Maricopa County Department of Risk Management, in coordination with the Maricopa County Department of Emergency Management or other designee, will coordinate all insurance actions pertaining to County property. The Maricopa County Department of Emergency Management coordinates all financial activities relating to recovery operations.

Pet Sheltering Costs: Disaster Assistance Policy (DAP) 9523.19

FEMA Disaster Assistance Policy (DAP) 9523.19 details eligible reimbursements related to pet sheltering including: shelter facilities, supplies and commodities, eligible labor, equipment, emergency veterinary services, transportation, shelter safety and security, cleaning and restoration, and the removal and disposal of animal carcasses.

ESF #6 provides the concept of operations for pet sheltering and documentation of costs.

C. Logistics

Identifying Resource Gaps

The Maricopa County Department of Emergency Management will determine the priorities for resource needs based on identified gaps.

The Maricopa County Department of Emergency Management using input and data from the regional capability assessment (see file archive), the United States Department of Homeland Security, local intelligence and threat assessments, will provide a high level determination of



resource needs. These assessments will take into account specific threats as well as potential all-hazard threats and response capability.

Resource and logistic response will be prioritized and accomplished under the direction of the EOC Director and/or their designee. Information from Field Incident Commanders and Incident Action Plan priorities will be used to prioritize multiple requests. Resource requests will be met dependent on incident type and the responding entities available or anticipated resource requirements. All resource requests should be captured using an ICS form. Any requests requiring rental, hire or costs to fill will be passed on to the Finance group with a copy of the ICS form.

Contracting

The following locations provide a list of contractors for Maricopa County:

- The Maricopa County Department of Emergency Management can access the county's contracting website and query for available county contracts applicable to political subdivisions (i.e. counties, cities, etc.).

Requesting State Assistance

Coordination of resource needs:

- When local municipal resources are committed, the Maricopa County Department of Emergency Management will coordinate assistance to satisfy additional resource needs.
- If the County requires additional assistance, it will call mutual aid from adjacent counties and regional resources through AZMAC, AzWARN, and other Mutual Aid Agreements
- Only the Maricopa County Emergency Management Director or documented designee, is authorized to request resource support from the Arizona Department of Emergency and Military Affairs.
- Maricopa County Department of Emergency Management will turn to the Arizona Department of Emergency and Military Affairs for assistance, if unable to fill resource needs.
- Arizona Department of Emergency and Military Affairs will turn to the Federal Emergency Management Agency (FEMA) for assistance in dealing with a major disaster that threatens to exceed the capabilities and resources of the state.

Each agency tasked within this plan is responsible for developing and maintaining applicable resource lists. These lists should follow established county protocols for maintaining resource lists. At a minimum, a full resource list (including all county-wide resources) will be provided to Maricopa County Department of Emergency Management and the ESF #7 Logistics Coordinating and Primary Agency.

Key Logistics Facilities

Points of Distribution sites (PODS) are identified annually by Maricopa County Department of Public Health.



Pre-Staging

Certain situations will require pre-staging assets. Identifying these resources and triggers points to utilize such resources are based on the phases indicated in the Maricopa County Incident Action Plan (IAP). The IAP will be developed in preparation of or during an emergency or disaster situation.

Fuel

Fuel will be procured using local resources. Local incident command will provide the desired location of fuel purchasing if applicable for the incident. ESF #7 Logistics and ESF #12 Energy provide further detail concerning procuring fuel.

Security

Security at each staging area will be accomplished by mission assigning ESF #13 Public Safety. ESF #13 Public Safety provides further detail.



VIII. References, Authorities, Acronyms and Abbreviations

The following references and authorities may be consulted for further advice and guidance. Other than those references and authorities that have the inherent force and effect of law, this MCEOP is not intended to incorporate them by reference.

Relationship to Other Plans

In addition to the Maricopa County MCEOP, the following plans have been developed and are maintained pursuant to state and federal requirements. In addition they have been incorporated in the EOP ESF's and annexes:

- Maricopa County Multi-Jurisdictional Hazard Mitigation Plan (MCMJHMP)
- Local Emergency Planning Committee (LEPC)
- Continuity of Operations / Continuity of Government (COOP/COG)
- State of Arizona/Maricopa County Offsite Response Plan
- Maricopa County Community Wildfire Protection Plan (CWPP)
- Arizona State Emergency Response and Recovery Plan (AZ SERRP)

Authorities:

- **44 CFR 350** - Code of Federal Regulations.
- **44 CFR Part 10** - Environmental Considerations.
- **44 CFR Part 13** - Uniform Administrative Requirements for Grants and Cooperative Agreements.
- **44 CFR Part 14** - Audits of State and Local Governments.
- **44 CFR Part 206** - Federal Disaster Assistance for Disasters Declared after November 23, 1988.
- **44 CFR Parts 59-76** - National Flood Insurance Program and related programs.
- **50 CFR, Title 10** - Code of Federal Regulations.
- **Americans with Disabilities Act (ADA) of 1990 - 42 U.S. Code § 12101.**
- **Civil Rights Act of 1964 - 42 U.S. Code § 2000a** - Prohibition against discrimination or segregation in places of public accommodation.
- **Definitions of Service Animal (Title 28 C.F.R. Section 36.104)** - *Service animal* means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability.
- **National Flood Insurance Act of 1968, 42 U.S.C. 4101** - As amended by the National Flood Insurance Reform Act of 1994 (Title V of Public Law 103-325).
- **Pets Evacuation and Transportation Standards Act (Pets Act) (42 U.S.C. 5196b as amended 2006)**
- **Public Law 101-549** - Clean Air Act Amendments of 1990, which provide for reductions in hazardous air pollutants and risk management planning requirements.



- **Public Law 101-615** - Hazardous Materials Transportation Uniform Safety Act (HMTUSA), which provides funding to improve capability to respond to hazardous materials incidents.
- **Public Law 106-390, Disaster Mitigation Act 2000** - To amend the Robert T. Stafford Disaster Relief and Emergency Assistance Act to authorize a program for pre-disaster mitigation, to streamline the administration of disaster relief, to control the Federal costs of disaster assistance, and for other purposes.
- **Public Law 107-296, 116 Stat. 2135 (2002)** - (codified predominantly at 6 U.S.C. 101-557 and other sections of the U.S.C.), Established the Department of Homeland Security with the mandate and legal authority to protect the American people from the continuing threat of terrorism.
- **Public Law 833-703** - amendment to the Atomic Energy Act of 1954.
- **Public Law 84-99, 33 U.S.C. 701n** - Flood Emergencies, authorizing an emergency fund for flood emergency preparation, flood fighting and rescue operations, and repair and restoration of flood control works threatened or destroyed by flood.
- **Public Law 85-256, Price-Anderson Act, 42 U.S.C. 2210** - Provides for a system of compensating the public for harm caused by a nuclear accident.
- **Public Law 89-665, 16 U.S.C. 470** - National Historic Preservation Act, relating to the preservation of historic resources damaged as a result of disasters.
- **Public Law 91-671, Food Stamp Act of 1964 in conjunction with Section 412 of the Stafford Act, relating to food stamp distributions after a major disaster.**
- **Public Law 93-234** - Flood Disaster Protection Act of 1973, as amended by the Flood Insurance Reform Act of 1994, 42 U.S.C. 4001, et seq, provides insurance coverage for all types of buildings.
- **Public Law 93-288, as amended, 42 U.S.C. 5121** - The Robert T. Stafford Disaster Relief and Emergency Assistance Act, which provides authority for response and recovery assistance under the Federal Response Plan, which empowers the President to direct any federal agency to utilize its authorities and resources in support of State and local assistance efforts.
- **Public Law 95-510, 42 U.S.C. 9601** - The Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA), as amended, which requires facilities to notify authorities of accidental releases of hazardous materials.
- **Public Law 99-499** - Superfund Amendments and Re-authorization Act of 1986, Part III, the Emergency Planning and Community Right-to-Know Act of 1986, 42 U.S.C. 11001, et seq, which governs hazardous materials planning and community right-to-know.
- **Stewart B. McKinney Homeless Assistance Act, 42 U.S.C. 11331-11352** - Federal Emergency Management Food and Shelter Program.
- **The Rehabilitation Act of 1973 (29 U.S.C. Sect. 701)** - The Rehabilitation Act of 1973 requires access to programs and activities that are funded by Federal agencies and to Federal employment. The law also established the Access Board (section 502). Later amendments strengthened requirements for access to electronic and information technology in the Federal sector (Section 508). With passage the Patient Protection and Affordable Care Act in 2010, a new provision (section 510) was added to address access to medical diagnostic equipment. The Board plays a lead role in developing and maintaining standards for electronic and information technology under section 508 and medical diagnostic equipment covered by section 510.
- **Arizona Statewide Independent Living Council (SILC)** - SILC is a not-for-profit organization that promotes programs, resources and services for people with disabilities, access and functional needs. The SILC identifies needs of and advocates for programs



and services that support people with disabilities to live independently and participate in their communities.

- **Arizonans with Disabilities Act (ARS 41-1401 Sec R 10.3.401-412 Sept 1996)** - Establishes the fundamental rights and responsibilities of the state of Arizona to those with access and functional needs.

Acronyms:

ACDC	Arizona Canal Diversion Channel
ADA	Americans with Disabilities Act
ADEQ	Arizona Department of Environmental Quality
ADHS	Arizona Department of Health Services
ADOC	Arizona Department of Commerce
ADOT	Arizona Department of Transportation
ALOHA	Area Locations of Hazardous Atmospheres
ALS	Advanced Life Support
ADOHS	Arizona Department of Homeland Security
APS	Arizona Public Service Company
ARS	Arizona Revised Statutes
ASU	Arizona State University
AZSERC	Arizona State Emergency Response Commission
AzVOAD	Arizona Volunteer Organizations Active in Disaster
BNSF	Burlington, Northern and Santa Fe Railroad
BOS	Board of Supervisors
CAMEO	Computer-Aided Management of Emergency Operations
CAP	Central Arizona Project
CBRNE	Chemical, Biological, Radiological, Nuclear, or Explosive
CDC	Centers for Disease Control and Prevention
CENS	Community Emergency Notification System
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
CFS	Cubic feet per second
CHEMTREC	Chemical Transportation Emergency Center
CO	Carbon monoxide
CRI	Cities Readiness Initiative
CTC	Community Transportation Coordinator
DCC	Donations Coordination Center
DCT	Donations Coordination Team
DEMA	Arizona Department of Emergency and Military Affairs
DES	Arizona Department of Economic Security
DHHS	United States Department of Health and Human Services
DHS	United States Department of Homeland Security
DOC	Department Operating Center.
DOD	United States Department of Defense
DOE	United States Department of Energy
DOJ	United States Department of Justice
DOS	United States Department of State
DPS	Arizona Department of Public Safety
DRC	Disaster Recovery Center



EAP	Emergency Action Plan
EAS	Emergency Alert System
ECC	Emergency Coordination Center
EHS	Extremely Hazardous Substances
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	United States Environmental Protection Agency
EPRCA	Emergency Planning and Community Right-to-Know
EPZ	Emergency Planning Zone
ESF	Emergency Support Function
FAA	Federal Aviation Administration
FAC	Family Assistance Center
FBI	Federal Bureau of Investigation
FCDMC	Flood Control District of Maricopa County
FEMA	Federal Emergency Management Agency
FMLA	Family and Medical Leave Act
FMO	Fire Management Office
FOSC	Federal On-Scene Coordinator
FRS	Flood-Retarding Structure
GETS	Government Emergency Telecommunications Service
GIS	Geographic Information System
HAZMAT	Hazardous Materials
HSPD	Homeland Security Presidential Directive
IA	Individual Assistance
IAP	Incident Action Plan
ICS	Incident Command System
JIC	Joint Information Center
JIS	Joint Information System
LEPC	Local Emergency Planning Committee
LP	Local Primary (radio station)
MCDEM	Maricopa County Department of Emergency Management
MCDOT	Maricopa County Department of Transportation
MCI	Mass Casualty Incident
MCLEPC	Maricopa County Local Emergency Planning Committee
MCMAS	Maricopa County Medical Alerting System
MCP	Medical Command Post
MCSO	Maricopa County Sheriff's Office
mg/m3	Milligrams per cubic meter
Mg-min/m3	Milligrams per minute per cubic meter
MMRS	Metropolitan Medical Response System
MOU	Memorandum of Understanding
MRC	Medical Reserve Corps
NAWAS	National Warning System
NDMS	National Disaster Medical System
NEST	Nuclear Emergency Search Team
NGO	Non-governmental Organization
NHTSA	National Highway Traffic Safety Administration
NIMS	National Incident Management System



NOAA	National Oceanic and Atmospheric Administration
NRC	National Response Center
NRF	National Response Framework
NTSB	National Transportation Safety Board
NWS	National Weather Service
OET	Office of Enterprise Technology
OPR	Office of Preparedness and Readiness (Public Health)
OSHA	Occupational Safety and Health Administration
PA	Public Assistance
PIN	Personal Identification Number
PIO	Public Information Officer
POD	Point of Distribution
PPE	Personal Protective Equipment
Ppm	Parts per million
PVGS	Palo Verde Generating Station
RQ	Reportable Quantity
RSS	Receive, Store, and Stage
SAIL	Senior Adult Independent Living
SARA	Superfund Amendments and Reauthorization Act of 1986
SCIP	San Carlos Irrigation Project
SERRP	State Emergency Response and Recovery Plan
SILC	Arizona Statewide Independent Living Council
SIC	Standard Industrial Classification
SITREP	Situation Report
SLD	State Land Department
SNS	Strategic National Stockpile
SOP	Standard Operating Guideline
SOSC	State On-Scene Coordinator
SPCA	Society for the Prevention of Cruelty to Animals
SRP	Salt River Project
TAG	The Adjutant General
TICP	Tactical Interoperable Communications Plan
TPQ	Threshold Planning Quantity
TSA	The Salvation Army
TTY	Telecommunications Device for Speech-/Hearing-Impaired Persons
UP	Union Pacific Railroad
UPS	United Parcel Service
USDOT	United States Department of Transportation
VCT	Volunteer Coordination Team
VIPS	Volunteers in Police Service
VMI	Vendor-Managed Inventory
VST	Victim Support Task
WEA	Wireless Emergency Alert
WMD	Weapons of Mass Destruction



Memorandums of Understanding and Agreements

State

- **AZCHER** - The Arizona Coalition for Healthcare Emergency Response (AZCHER) agreement is in place between medical facilities.
- **AZMAC** - Arizona Mutual Aid Compact - The purpose of the Arizona Mutual Aid Compact is to define for the participating parties the emergency management terms and procedures which will be used among participating parties for dispatching mutual aid assistance to any affected area in accordance with local ordinances, resolutions, emergency plans or agreements. Contracting authority for political subdivisions of Arizona for this Compact is based upon A.R.S. § 26-308 which provides that each county and incorporated city and town of the state may appropriate and expend funds, make contracts and obtain and distribute equipment, materials and supplies for emergency management purposes.
- **AZWARN** - The Arizona Water/Wastewater Agency Response Network (AZWARN) is in place for additional resources between the water and wastewater facilities.

County

- **Intergovernmental Agreement for Regional Emergency Operations Management and Disaster Services** - Intergovernmental Agreement for Regional Emergency Operations Management and Disaster Services Between Maricopa County, Arizona and Participating Cities/Towns, 2018.
- **POD** - Agreement to Provide Strategic National Stockpile (SNS) Assets - An agreement between local jurisdictions and the Maricopa County Department of Public Health to provide Strategic National Stockpile (SNS) Assets using a Closed POD during times of emergency.

Local

- **Automatic Aid** - The Automatic Aid agreement in place between fire department and districts is for support of fire and EMS support.



Annex A

Situation and Planning Assumptions

Situation

This section provides an overview of the Emergency Support Function (ESF) structure, common elements of each of the 15 ESFs, and the basic content contained in each of the ESF appendices.

The ESF structure for Maricopa County provides for an organizational structure to work within the National Incident Management System (NIMS) and for coordinating interagency support for any emergency or disaster event within the county. The ESF structure includes mechanisms used to coordinate county support to the unincorporated county, communities; support to Maricopa County incorporated cities and towns, support to tribal nations within the county as well as support provided from the state and federal levels. This structure provides for interagency coordination during all phases of incident management.

In support of this structure, a Primary Agency and Support Agencies have been pre-identified for each ESF. The Primary Agency was chosen based upon the agency's knowledge and experience within their specific professional field. As such, most are within county government, but not all. The Primary Agency is responsible for managing the development of capabilities relative to the specific function described as well as for the direction and control functions within the group when the group is activated. The Primary Agency has the responsibility to initiate and maintain communication with the Support Agencies to develop and strengthen the working relationship between the agencies.

Support Agencies are tasked with providing resource or logistical support to the operation of the ESF when activated. Each agency functions as per its normal routine when the ESF group is not activated. Some departments and agencies provide resources for response, support, and program implementation during the early stage of an event, while others are more prominent in the recovery phase. Each agency's roles and responsibilities are described within each ESF appendix.

Each ESF document, by definition, may be utilized as a stand-alone annex. Most often, however, the ESFs are used in conjunction with one or more additional ESFs to facilitate the county's response to a particular event. Each has a unique functional responsibility; however, each ESF may be composed of one or more sub-functional groups, each geared towards a specific set of activities that might be required in an emergency.

Within Maricopa County there are 15 ESFs. These county ESFs are closely aligned with the Arizona State Emergency Response and Recovery Plan (SERRP) 15 ESFs and, in turn, both the county and state ESFs correspond to the 15 National Response Framework (NRF) ESFs. Each county ESF, as activated, will operate within the ICS framework.

Assumptions

An emergency event or situation of significant size and complexity, requiring the activation of the EOC, will require the activation of one or more ESF(s) to ensure a coordinated, effective, and efficient response.



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ESF #1 – Transportation

Coordinating Agency:

Maricopa County Department of Transportation

Primary Agency:

Maricopa County Department of Transportation

Support Agencies:

Arizona Department of Public Safety
Arizona Department of Transportation
Arizona National Guard
Burlington Northern Santa Fe Railroad
Federal Emergency Management Agency
Maricopa County Sheriff's Office
National Weather Service
Union Pacific Railroad
United States Army Corps of Engineers
United States Department of Transportation
Valley Metro Regional Public Transportation Authority

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #1 is to provide transportation infrastructure assessment, repair and restoration, debris removal, traffic movement controls and restrictions, and traffic safety as part of overall incident management in Maricopa County.

B. Scope

1. ESF #1 addresses both emergency transportation assistance and the maintenance of transportation routes. All affected municipalities, Tribal nations, and related agencies are expected to coordinate ALL transportation movement with the Maricopa County Emergency Operations Center (EOC). Specifically, it discusses:
 - a. Restoration of transportation infrastructure
 - b. Traffic restrictions and transportation safety
 - c. Coordination of resource movement
 - d. Mutual aid and private sector transportation resources
 - e. Evacuation of people and resources
2. Encompassed in this ESF is information on standard operating procedures (SOP) for emergency routes, movement of responders, affected populations and supplies associated with response and recovery efforts following a major disaster, egress and



ingress information. Also included is information on major surface transportation routes as well as transport of services critical to the welfare of the citizens of Maricopa County.

II. Concept of Operations

A. General

1. ESF # 1 is consistent with the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Maricopa County Department of Transportation (MCDOT), as the Primary Agency, will provide a representative to the County EOC upon request.
3. In a large event requiring local or State mutual aid assistance, ESF # 1 will work with its support agency counterparts to seek, procure, plan, coordinate and/or direct the use of required assets.
4. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines (SOP), which describe capabilities. The Primary Agency should periodically train and exercises the plans with their support agencies to enhance effectiveness.
5. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move materials, equipment and other resources as necessary; develop and update assessments of transportation service needs of persons in the impact area; and undertake contingency planning to meet anticipated demands or needs.
6. Traffic Management
 - a. Traffic Safety - Infrastructure emergencies are particularly challenging scenarios, since the mechanism that facilitates mitigation may be that which requires mitigation or control itself. The response by the primary agency within the jurisdiction of the event, to highways and other road emergencies, particularly those endangering traffic passage and flow, require an adequate response including state transportation department and emergency management cooperation. Monitoring, response, recovery cleanup and post-incident management plans fall within this category.
 - b. Traffic Mobility - Planning for notification, operations delegation, continuity of transit access and traffic flow require alternative route designation and detour implementation. The protocols should be established for all major routes and should include contingencies for emergencies affecting the jurisdiction's infrastructure such as flash flooding, fires, and high winds. A subset of planning for traffic mobility is implementing the radio, television, and online communications system alerting travelers of road closures and detours in advance of their arrival in affected areas.



Furthermore, planning for efficient rail and interstate highway detours that affect commercial shipping requires separate operations and coordination with multiple stakeholders.

7. Evacuations:

Planning for evacuations is an integral part of transportation operations in emergency management. Designated highway route and/or air-evacuation (when applicable) form the basis of an evacuation operations plan, but this should be supplemented with a designated team and delegated on-site officials to carry out the following operations phases:

- a. Agency Notification
- b. Public Notification
- c. Traffic Control
- d. Evacuation Routes / Centers of Evacuation
- e. Conclusion of Evacuation

8. Transportation Infrastructure:

As a result of an event that impacts County transportation infrastructure, there will be an immediate response of MCDOT resources in an attempt to re-establish or reopen infrastructure allowing emergency response and short term recovery activities. Identified shortfalls may prompt local governments to reach out to the County or adjacent jurisdictions to assist. If restoration activities exceed MCDOT capability the Arizona Department of Transportation will be called upon to provide resources and to coordinate additional local or contracted assistance. To assist with local response activities the Arizona Department of Emergency and Military Affairs may choose to activate the Intrastate Mutual Aid System (IMAS) to coordinate multi agency activity and to fill any resource shortfalls related to access or restoration. It is likely that the State EOC will be activated due to event activities and in anticipation of mission requests to support local government response.

9. Whole Community

An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from caregivers, mobility devices, other durable medical equipment and/or Service Animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life. Once beyond an evacuated area, first responders may prevent reentry for reasons regarding health, safety, and/or potential hindering of response operations, even for the retrieval of forgotten items specifically needed for persons with disabilities, access and functional needs. This denial of reentry may also extend to areas under all types of non-mandatory evacuations.

The majority of the whole community is assumed to be capable of transporting under their own power, using personal vehicles and traveling with friends and family. However, as there will be a significant percentage of the whole community with disabilities, access and functional needs, some level of transportation assistance during a disaster or emergency event will be required. These transportation challenges may include, but not limited to, individuals without:

- a. Means to evacuate out of harm's way



- b. Means of travel to reception and care or evacuation centers, shelters, or supply distribution sites
- c. Means for reentry and/or return activities during recovery operations.

B. Direction and Control

- 1. This ESF complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by Maricopa County, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
- 2. This ESF may operate at two levels: 1) County EOC; and 2) Field operations.
- 3. During emergency activations, all management decisions regarding transportation infrastructure for Maricopa County are made by MCDOT. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section and associated staff at the MCEOC assist the Incident Commander in carrying out the overall mission.
- 4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of ESF #1 will retain administrative control over its own resources and personnel, but will be under the operational control of ESF #1. Mission operational control may be delegated to the field by the MCEOC.

C. Organization

- 1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Department of Transportation staff to provide support.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This ESF will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
 - d. The Maricopa County Department of Transportation will develop and maintain the ESF and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System, and the Maricopa County EOP.



- e. The Maricopa County Department of Transportation shall be represented in ESF #5 and support disaster intelligence collection and analysis as relates to the scope.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Transportation is the designated lead agency for State transportation services and may provide a liaison to facilitate requests for transportation service resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs, in coordination with Arizona Department of Transportation, develops and maintains the overall action of ESF #1. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. ESF #1 will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, Maricopa County Department of Transportation will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #1 - Transportation</i>	
1	In consultation with the EOC Director, align current Maricopa County priorities with other transportation priorities.
2	Coordinate with the private sector, municipal, state, and federal government GIS resources to maintain accurate mapping.



Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #1 - Transportation</i>	
1	Identify any needed specialized resources that are unavailable to responding entities.
2	Obtain ancillary resources as dictated by the emergency.
3	Assist EOC with logistical needs.
4	Monitor resource shortages during the emergency and develop solutions.
5	If the scope of the incident is beyond the capabilities of this jurisdiction, notify the EOC Director.
6	Expand the Needs, Supply and Distribution Groups when necessary.
7	Coordinate the issuance of regulatory waivers, permits, and exemptions as necessary.
8	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
9	Provide resource and field support for emergency responders.
10	Coordinate the prepositioning of resources with other agencies.
11	Coordinate with other agencies in regards to evacuations.
12	Participate in EOC briefings, incident action plans, situation reports and meetings.
13	Evaluate requests for resources against known supplies.
14	Prepare an oral increased readiness report for the first meeting with the EOC Director.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #1 - Transportation</i>	
1	Plan recovery, reconstitution, and other long-term actions.
2	Continue to perform tasks necessary to expedite restoration and recovery operations.
3	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
4	Participate in after action meetings and prepare after action reports.
5	Provide financial reimbursement documentation for recovery activities.
6	Provide personnel and resources to support damage assessment teams.
7	Clean, repair, and perform maintenance on equipment before returning to normal operations or storage.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #1 - Transportation</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
3	Train personnel on EOC operations, Incident Command System (ICS), and the National Incident Management System (NIMS).
4	Participate in HSEEP training, drills, and exercises.
5	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
6	Develop standard operating guides and checklists to support planning activities.



Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #1 - Transportation</i>	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Ensure Personal Protection Equipment (PPE) and visibility gear is available to those participating in field operations.
5	Verify Incident Action Plan (IAP) includes updated and current locations for check points and road blocks.

F. Priorities

1. Transportation Coordinator will set specific priorities in consultation with the Operations Chief or the EOC Director in the Emergency Operations Center.
2. The overall plan priorities listed in the Base Plan still apply and take precedence for all emergency operations.
3. When allocating resources, the following priorities apply:
 - a. Disaster or emergency victims.
 - b. Needs of the resource management organization, e.g., securing the use of any additional facilities required by the Representative.
 - c. Other needs not directly related to the emergency.

G. Special Tasks

1. Hazardous Materials
 - a. Provide for handling and disposal of contaminated soil, water, and other items that could not be adequately decontaminated
 - b. Provide for handling and disposal of contaminated clothing
 - c. Refer to State Disaster Assistance Program and the Local Government Handbook located at the office of Emergency Preparedness and the Emergency Operations Center (EOC) or documents placed in the File Archive of this plan.

III. Responsibilities

- A. The coordinating agency and their responsibilities are listed below.



Coordinating: Maricopa County Department of Transportation	
<i>Preparedness (Pre-Event) Actions for ESF #1 - Transportation</i>	
1	Regularly test public roadway information systems including electronic signs, bulletins, Short Message Service (SMS), and media channels.
2	Integrate DOT mandated bridge, tunnel and roadway assessments from the HMP into the Core Capabilities section of the EOP.
3	Transportation authorities should report potential problems to the EM Director for evaluation.
4	Maintain financial and legal accountability.
5	Obtain transportation resources to assist the evacuation of the whole community, to include access and functional needs populations.
6	Establish and maintain an inventory of resources, including personnel, equipment, supplies, and facilities to support transportation infrastructure assessment.
<i>Response (During Event) Actions for ESF #1 - Transportation</i>	
1	Deploy additional staff if the emergency exceeds the existing Transportation staff's capabilities.
2	Arrange workspace and other support needs for Transportation and Resources staff.
3	Manage the collection, processing and dissemination of information between Transportation staff, the EOC and Incident Command.
4	Coordinate with response agencies and the EOC regarding the operational capabilities of the transportation system.
5	Coordinate or provide transportation resources to support evacuations and movement of people.
6	Assist in initiating traffic management operations and control strategies.
7	Assist in establishing alternate routes of access required due to road closures.
8	Maintain access to transport resources via MOU's when the jurisdictions own supply is compromised.
9	Collect, process and disseminate NHTSA, FAA, rail and DOT emergency response information to the EOC.
10	Provide debris clearance and removal on county roads.
11	Coordinate methods of infrastructure restoration with state and federal ESF # 1 Transportation counterparts.
<i>Recovery (Post Event) Actions for ESF #1 - Transportation</i>	
1	Coordinate and perform damage assessments on infrastructure, transportation systems, facilities and equipment.
2	Plan for the gradual shut down of emergency transportation operations.
3	Prepare Transportation After Action Report (AAR).
4	Prioritize repair and restoration of transportation infrastructure.
5	Continue to coordinate transportation of equipment, supplies and people until authorized to demobilize.
6	Identify transportation reentry criteria and reentry routes in conjunction with EOC Director.
<i>Mitigation Actions for ESF #1 - Transportation</i>	
1	Identify responsibilities for liaison roles with state and regional transportation authorities or officials.
2	Maintain a personnel roster and resource lists to support transportation tasks.



3	Identify and correct shortfalls in emergency access and egress routes, and other transportation resources.
Protection Actions for ESF #1 - Transportation	
1	Establish operations and communications procedures for road blocks and check points.
2	Coordinate with other transit agencies to remove road and railway obstructions as quickly as reasonable.

In daily operations, the Maricopa County Department of Transportation plans, designs, constructions, and maintains roadways within the county's unincorporated areas. Currently, MCDOT operates and maintains approximately 2,500 miles of roadway, more than 80 bridges, over 325 culverts, approximately 160 signalized intersections, and nearly 35,000 traffic signs. MCDOT establishes and maintains an inventory of resources including personnel, equipment, supplies and facilities to support transportation infrastructure assessment. They have developed a quantified resource base matrix for each of the hazard specific annexes. Memorandum of Understanding (MOU) and/or stand-by contracts with appropriate entities allow MCDOT to facilitate immediate deployment of resources.

In an incident, MCDOT will identify shortfalls by comparing their resource base matrix to projected needs and call upon appropriate entities and MOU partners to facilitate immediate deployment of resources. They will staff the EOC when requested by MCDEM and provide current roadway, bridge, culvert, traffic signals and sign information to the EOC. They will monitor transportation infrastructure status and assist in traffic management measures. Transportation information for public release will be channeled through the Joint Information System (JIS). They will coordinate methods of infrastructure restoration with state and federal ESF #1 Transportation counterparts. Records of expenditures and resource documentation will be maintained by MCDOT.

SUPPORT AGENCIES

The Support Agencies were identified by the Primary Agency in coordination with MCDEM staff. They represent a wide variety of agencies, program resources and whole community resources throughout the county. All Support Agencies will establish and maintain an inventory of resources (personnel, equipment, supplies, etc.) to support MCDOT. When requested a current inventory of transportation resources will be provided to MCDOT. The development of policies, procedures and plans to address ESF #1 needs shall be communicated regularly between the Primary and Support agencies. The Support Agency may act as liaison to MCDOT, assist other EOC units, branches, and sections to support the emergency event.

IV. Financial Management

A. ESF #1 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly



to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance and how it is structured you can find both of these publications in the File Archive portion of this living plan.



ESF #2 - Communications

Coordinating Agency:

Maricopa County Office of Enterprise Technology

Primary Agency:

Maricopa County Office of Enterprise Technology

Support Agencies:

Maricopa County Department of Transportation Information Technology

Maricopa County Emergency Communications Group (Amateur Radio)

Maricopa County Sheriff's Office (MCSO)

I. Purpose and Scope

A. Purpose

1. The purpose of this ESF is to provide resources of member agencies to support emergency communications needs in Maricopa County. The purpose for the allocation of these assets are:
 - a. Establish and maintain communications between and among the key facilities that are integral to efficient disaster operations.
 - b. Ensure that the Emergency Communications Center is prepared to respond to emergencies, recover and mitigate their impacts.
 - c. Ensure that the Emergency Communications Center is prepared to provide the mission essential communications services required during normal operations.

B. Scope

1. ESF #2 coordinates actions to provide temporary communications to support incident management and facilitates the restoration of the communications infrastructure. Specifically, it addresses the following:
 - a. Communications interoperability among field response units.
 - b. Primary and back-up communications systems.
 - c. Communications to and from the Emergency Operations Centers (EOCs).
 - d. Sources communications augmentation such as Amateur Radio.
 - e. Other communications systems to support emergency operations.

II. Concept of Operations

A. General



Emergency Operations Plan

1. ESF #2 is consistent with the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. The Office of Enterprise Technology (OET), as the Primary Agency, will provide communications support to other Emergency Support Functions (ESF) within the County Emergency Operations Center (EOC) as required when their systems have been impacted.
3. In a large event requiring local or State mutual aid assistance, ESF #2 will work with its support agency counterparts to seek, procure, plan, coordinate and/or direct the use of any required assets.
4. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. The Primary Agency should periodically train and exercise the plans with their support agencies to enhance effectiveness.
5. Throughout the response and recovery periods, these agencies will evaluate and analyze communications requests; develop and update assessments of the communications service situation and status in the impact area; and to undertake contingency planning to meet anticipated communications demands or needs.
6. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
7. The Maricopa County Office of Enterprise Technology will support the establishment of communications between key facilities. These facilities have a key role in emergency response and recovery under the National Incident Management System.
8. The communication systems identified for Maricopa County are provided below and are grouped in order based upon their level of priority for repair and restoration.

Communications		
Communication: NXT Communicator		
Priority: High	Type: Data	Quantity:
Description: External Use, Mobile - Emergency Notification Service		



Communication: Iridium Satellite Phones		
Priority: Moderate	Type: Voice	Quantity:
Description: External Use, Mobile - There is one (1) iridium satellite phone "fixed" / attached to the east wall of the EOC phone room which can be operated from inside. There are several portable iridium satellite phones in a yellow case housed by MCDEM Communication/Technology that can be taken to the designated alternate EOC site.		
Communication: Arizona Emergency Information Network (AzEIN) Bulletins:		
Priority: Moderate	Type: Data	Quantity:
Description: External Use - Operated by Arizona Department of Emergency and Military Affairs, Division of Emergency Management for almost real-time emergency updates, preparedness and hazard information on the internet.		
Communication: Emergency Alert System (EAS)		
Priority: High	Type: Data	Quantity:
Description: External Use - Uses traditional broadcast media to announce conditions that pose an immediate threat to public safety. The EAS is a national system used by federal, state, and local officials.		
Communication: Community Emergency Notification System (CENS)		
Priority: High	Type: Data	Quantity:
Description: External Use - A telephone-based system that delivers recorded messages by selecting zip code, specific address, or with Geographic Information System (GIS) within Maricopa County. Landline phones, residential and business, and TDD/TYY phones are compatible with CENS. Cell phones and "voice-over internet protocol (VoIP) phones are capable of receiving CENS messages but the owner must register the phones numbers that are to receive notifications. Notifications can be delivered in English or Spanish. The ability to launch the emergency message through the dispatch center.		
Communication: National Oceanic and Atmospheric Administration (NOAA) Weather Radio/All Hazards (NWR)		
Priority: Moderate	Type: Data	Quantity:
Description: Internal Use, External Use - A nationwide network of radio stations broadcasting continuous weather information, from the nearest National Weather Service office, 24 hours a day, 7 days a week. NWS also broadcasts non-weather related warnings and post-event		



information (i.e. natural, environmental, human-caused incidents, and general public safety messages).		
Communication: Flood Control District of Maricopa County (FCDMC)		
Priority: Moderate	Type: Other	Quantity:
Description: Internal Use, External Use - FCDMC operates a 24-hour rain, stream and weather gage network that provides almost real-time, internet-based information on rainfall, flooding and weather conditions in Maricopa County.		
Communication: Palo Verde Generating Station (PVGS)		
Priority: Moderate	Type: Data	Quantity:
<p>Description: Internal Use, External Use, Secure - The Palo Verde Generating Stations (PVGS) has installed an Emergency Siren Alerting System within the 10-mile radius around the plant to serve as an early warning system for those in the area. In the unlikely event of an emergency at the plant, the sirens will be sounded to alert residents to turn their radio or television to local stations for instructions from government officials.</p> <p>The responsibility for sounding the sirens rests with Maricopa County and the State of Arizona. The PVGS is responsible for the maintenance of the system.</p> <p>Methods other than the sirens may be used, including but not limited to loudspeaker announcements by local law enforcement personnel, and/or door-to-door notifications by local law enforcement or other government agencies. Direct calls to homes or cell phones may be made through the Community Emergency Notification System (CENS).</p>		
Communication: Public Safety Answering (or Access) Point (PSAP)		
Priority: Moderate	Type: Data	Quantity:
Description: External Use, Mobile - A Public Safety Answering Point (PSAP) is a call center where operators answer calls to an emergency telephone number, usually 911, and dispatch local emergency services. PSAPs can also activate CENS and send a recorded message through the phone .system.		
Communication: Arizona Health Alert Network (AZHAN)		
Priority: Moderate	Type: Other	Quantity:
Description: Internal Use, Secure - Part of the Arizona Department of Health Services, Bureau of Public Health Emergency Preparedness, AZHAN is a communications network with State and		



local public health agencies, healthcare providers, hospitals, and emergency management organizations.

Communication: Maricopa County Warning Radio Net

Priority: Moderate

Type: Other

Quantity:

Description: Internal Use, Secure - An inter-agency network operated by Maricopa County Emergency Management, for direct radio contact with jurisdictional police departments, Luke AFB, the National Weather Service, Maricopa County Sheriff's Office, and the Central Arizona Project.

9. Communications infrastructure.

- Regional and State EOC sites.
- Emergency Management software.
- Cache radios.
- Amateur Radio (HAM) systems.
- Voice-over-internet-protocol (VOIP).
- Cell Phones.
- Satellite Phones.
- Regional radio systems on federal and state interoperable
- Phone systems connecting all internal work stations.
- Restoration priority for telecommunication restoration.
- Manual communications/runners.

B. Direction and Control

1. This ESF complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) County EOC; and 2) Field operations.



3. During emergency activations, all management decisions regarding Communications for Maricopa County are made by the OET Incident Commander in the field. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section and associated staff at the MCEOC assist the Incident Commander in carrying out the overall mission.
4. In accordance with a mission assignment from each primary and/or support organization assisting in the deployment of ESF #2 will retain administrative control over its own resources and personnel, but will be under the operational control of ESF #2. Mission operational control may be delegated to the field by the MCEOC.

C. Organization

1. County

- a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff is integrated with the Maricopa County Office of Enterprise Technology staff to provide support.
- b. During an emergency or disaster event, the Maricopa County Department of Transportation will coordinate resource support with Maricopa County Emergency Operations Center...
- c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding communications services requests. They will develop and update assessments of the communications services status in the impacted area and undertake contingency planning to meet anticipated Communications demands and needs.
- d. The Maricopa County Office of Enterprise Technology will develop and maintain the Annex and accompanying Appendices, Annexes, and Standard Operating Guidelines that govern response actions related to emergencies. Support Agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System and the MCEOP.
- e. The Maricopa County Office of Enterprise Technology shall be represented in ESF #5 and support disaster intelligence collection and analysis as relates to the scope.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is the designated lead agency for State communications services and may provide a liaison to facilitate requests for communications service resources to local Emergency Operations Centers.



- b. The Arizona Department of Emergency and Military Affairs develops and maintains accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or ESF Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. ESF #2 will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities of ESF #2. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement of on standby, Maricopa County Office of Enterprise Technology will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #2 - Communications</i>	
1	Test, evaluate, and improve battery and other long-term power service plans.
2	Verify the existence and status of emergency power to the EOC.
3	Verify the existence and accuracy of a translator call down list.
4	Verify the existence and accuracy of an AFN (ESL, deaf, hard of hearing, visually impaired, etc.) assistance staff call down list.
5	Test public warning systems as appropriate.
6	Provide staff and equipment to perform county warning point duties.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #2 - Communications</i>	
1	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.



2	Provide field support for emergency responders.
3	Use call down rosters to alert emergency responders or provide situation updates.
4	Ensure integration with FEMA IPAWS where appropriate.
5	Inform local warning receiving and disseminating entities of EOC activation.
6	Participate in EOC briefings, incident action plans, situation reports and meetings to support communication services.
7	Coordinate communications and radio warning frequencies.
8	Activate public warning systems including the Emergency Alert System (EAS).
9	Alert emergency response agencies and the public in neighboring jurisdictions.
10	Support media center communications operations.
11	Ensure the Emergency Public Information Officer (PIO) provides pertinent warning information to media for distribution.
12	Establish and maintain communications at shelters, feeding sites, staging areas, distribution centers, and hospitals.
13	Activate or coordinate alternate 911 dispatch center if necessary.
14	Identify any needed specialized resources that are unavailable to responding entities.
15	Ensure AFN populations or contractors staff are available for translation/alternate mode services.
16	Provide field support for emergency responders at the scene as needed.
17	Coordinate the prepositioning of resources with other agencies.
18	Evaluate requests for resources against known supplies.
19	Deploy additional staff if the emergency exceeds the existing Communication staff's capabilities.
20	Channel communication information for public release through the JIS and continue providing information and support upon re-entry of the affected area.
21	If primary warning systems fail to work coordinate secondary warnings.
22	Coordinate communications and radio warning frequencies.
23	Establish two way radio communications with the Incident Commander.

Overall Actions Assigned to All Members

Recovery (Post Event) Actions for ESF #2 - Communications

1	Plan recovery, reconstitution, mitigation and other long-term actions.
2	Prepare communications and warning After Action Report (AAR).
3	Plan for the gradual shut down of emergency communications and warning operations.
4	Participate in after action meetings and prepare after action reports as requested.
5	Clean, repair, and perform maintenance on equipment before returning to normal operations or storage.

Overall Actions Assigned to All Members

Mitigation Actions for ESF #2 - Communications

1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Provide a representative for the updating of the hazard mitigation plan.
3	Encourage public and private sector distribution and participation in warning systems (weather radios, SMS mobile alert systems, mobile broadband, jurisdiction social media, CENS, etc.).
4	Identify responsibilities for liaison roles with state and neighboring communities' communications officials.



5	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
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Overall Actions Assigned to All Members*Protection Actions for ESF #2 - Communications*

1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Ensure the Public Information Officer (PIO) and communications staff can effectively disseminate transit stoppage information to the public.
5	Establish operations and communications procedures for road blocks and check points.
6	Consider safety of responders and incident command staff when selecting communication mechanisms.

III. Responsibilities

A. The coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Office of Enterprise Technology***Preparedness (Pre-Event) Actions for ESF #2 - Communications***

1	Test and evaluate secondary power sources with communications devices. Prepare battery, long term service plans.
2	Ensure regulatory (HIPAA, FERPA, FCC) compliance with communication documentation.
3	Establish clear tele-work and remote commuting policies for staff and assist with the coordination of the necessary logistical resources to enact and carry out these policies.
4	Identify alternate and backup communications systems and facilities.
5	Develop and test emergency communication procedures on a scheduled basis.
6	Verify in advance that communications can be established and effectively function at alternative locations.
7	Report communications status, gaps, solutions, and alternative strategies to the EM Director.
8	Identify alternate or backup communications systems and facilities.
9	Coordinate warning frequencies and procedures with EOC's at higher levels of government and with neighboring communities.
10	Develop and test communications procedures.

Response (During Event) Actions for ESF #2 - Communications

1	Provide and maintain primary communications for the EOC on a 24-hour basis using any available public and private communications systems.
2	Supervise EOC communications personnel (radio, telephone and teletype operators, repair crews, runners, etc.).
3	Implement procedure to maintain, inspect, and protect communications equipment.
4	Make arrangements to repair emergency communications equipment on a 24-hour basis. Notify EOC of equipment failures and repair actions.



5	Develop a communications equipment priority restoration list.
6	Identify damage to communications infrastructure and support damage assessment teams.
7	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
8	If relocating to the alternate EOC, ensure that current communications are established and tested at the new location before disconnecting current systems, if possible, with field personnel, affected jurisdictions and higher levels of government.
9	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
Recovery (Post Event) Actions for ESF #2 - Communications	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Provide documentation for possible financial reimbursement process for recovery activities.
Mitigation Actions for ESF #2 - Communications	
1	Maintain adequate backup power supplies and develop alternative communication plans.
2	Ensure methods are in place to protect communications equipment, including cyber and telecommunications resources.
Protection Actions for ESF #2 - Communications	
1	Provide stable, long-term, and effective communication.

In daily operations, the Maricopa County Office of Enterprise Technology (OET) provides communications infrastructure support to the county through its six (6) organizational units, under the guidance of the Chief Information Officer:

1. Geographic Information Systems (GIS)
2. Information Security (IS)
3. Management Services (MS)
4. Advanced Services (MS)
5. Infrastructure and Communications Technology (ICT)
6. Strategic Planning and Business Alignment (SPBA)

OET is responsible for coordinating county resources needed to restore and maintain communications necessary to protect lives and property during an emergency / disaster.

IV. Financial Management

A. ESF #2 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.



B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #3 - Public Works and Engineering

Coordinating Agency:

Maricopa County Department of Transportation

Primary Agency:

Maricopa County Department of Transportation

Support Agencies:

Arizona Public Services (APS)
Flood Control District of Maricopa County
Maricopa County Animal Care and Control
Maricopa County Department of Environmental Services
Maricopa County Department of Public Health
Maricopa County Department of Risk Management
Maricopa County Equipment Services
Maricopa County Facilities Management
Maricopa County Parks and Recreation Department
Maricopa County Planning and Development Department
Maricopa County Sheriff's Office (MCSO)
Maricopa County Waste Resources and Recycling Management
Salt River Project (SRP)
Southwest Gas

I. Purpose and Scope

A. Purpose

1. The purpose of this ESF is to provide for the coordinating and organizing of Public Works and Engineering capabilities to include inspection, evaluation, repair, maintenance and technical assistance of utility systems, removal of debris to allow for inspection, and to restore critical infrastructure to support Public Works and Engineering needs in Maricopa County.

B. Scope

1. ESF #3 addresses both emergency public works assistance and engineering support. Specifically, it discusses:
 - a. Infrastructure protection and emergency restoration
 - b. Safety inspections and other assistance for first responders
 - c. Engineering and construction services
 - d. Debris management operations
 - e. Safety of public water supplies and wastewater treatment facilities



II. Concept of Operations

A. General

1. ESF #3 is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe their capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, this ESF will work with its support agency counterparts to seek and procure, plan, coordinate and/or direct the use of required assets.
4. Throughout the response and recovery periods, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding public works and engineering service requests for response, develop and update assessments of the impacted area, and undertake contingency planning to meet anticipated demands or needs.
5. Protective actions: For slowly developing emergency situations, the primary agency of the affected jurisdiction with the assistance of the Office of Emergency Management will take actions to protect government facilities, equipment, and supplies prior to the onset of hazardous conditions; Plan and designate who will carry out pre-disaster protective actions for impending hazards, including identifying possible facilities for debris storage and reduction, and building barricades, reinforcing structures, temporary fencing and other measures.
6. Debris management: Develop general priorities for clearing debris from roads; Remove debris from public property and manage proper debris disposal; Coordinate with state and federal agencies in cleanup if necessary identifying potential brownfield locations in affected areas. Proactive public outreach programs can advise the public of the actions they can take to facilitate pickup and assist in debris management.
7. Continuity of Operations, repair, and restoration planning is to reduce the consequences of a disaster to acceptable levels and to ensure that local jurisdictions have sufficient resources and planning alternatives to continue its essential operations. Although when and how a disaster will occur is not known, the fact that future disasters will happen is certain. How well (or poorly) the COOP/COG plan is designed and implemented will determine the response, recovery, resumption, and restoration capabilities of the local jurisdictions



B. Direction and Control

1. ESF #3 complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. The system operates in two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding public works and engineering for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment and mission tasking by a local primary agency, each support organization assisting with the assignment will retain administrative control over its own resources and personnel but will be under the operational control. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, support agency staff is integrated with the Maricopa County Department of Transportation staff to provide support that will provide for an appropriate, coordinated and timely response.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase the Maricopa County Emergency Operations Center will evaluate and analyze information regarding public works and engineering service requests. Also, they will develop and update assessments of the public works and engineering services status in the impacted area and undertake contingency planning to meet anticipate demands and needs.
 - d. Maricopa County Department of Transportation develops and maintains and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Maricopa County Maricopa County Emergency Operations Plan.



2. State of Arizona

- a. During an activation of the State Emergency Operations Center, Arizona Department of Transportation is the designated lead agency for State public works and engineering services and will provide a liaison to facilitate requests for public works and engineering service resources to local Emergency Operations Centers.
- b. During the response phase, the State Emergency Operations Center will evaluate and analyze information regarding public works and engineering service needs requests. ESF #3 will develop and update assessments of the public works services situation and status and undertake contingency planning to meet anticipated demands and needs.
- c. The Arizona Department of Emergency and Military Affairs in coordination with the Arizona Department of Transportation develops and maintains ESF #3 and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. ESF #3 will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement of ESF #3 on standby, Maricopa County Department of Transportation will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.
2. Prioritization of the restoration of all services will include consideration of, but not limited to, the weather and the impact that the loss of service will have on the whole community



to include, but not limited to; persons with disabilities, access and functional needs and other unique populations i.e. schools, hospitals, managed care facilities, group homes, incarcerated, children, families, etc.

Overall Actions Assigned to All Members

Preparedness (Pre-Event) Actions for ESF #3 - Public Works and Engineering

1	Coordinate with jurisdiction GIS and Hazard Mitigation teams to identify critical infrastructure or high liability resources.
2	Develop and test emergency communication procedures.
3	Identify critical infrastructure within FEMA designated 100 and 500 year floodplains.
4	Identify responsibilities for private sector and state public works officials.
5	Prepare to monitor structural integrity, structure stabilization, and demolition of facilities.
6	Review Flood Retarding Structure (FRS) Emergency Action Plans (EAPs) for dams and levees annually.

Overall Actions Assigned to All Members

Response (During Event) Actions for ESF #3 - Public Works and Engineering

1	Use ARC/FEMA pre-established Damage Assessment and Area Assessment criteria to categorize damage.
2	Make emergency repairs to key facilities providing continued operational capabilities.
3	Conduct a damage assessment regarding sanitation services. Coordinate with Medical, Hazmat and Long Term Recovery staff if necessary.
4	Provide backup electrical power to the EOC.
5	Assist in the continuity of sanitation services.
6	Designate personnel to coordinate activities in EOC.
7	Provide field support for emergency responders.
8	Perform priority repairs to local water and wastewater systems.
9	Assist in the restoration of gas, electric, and communications services.
10	Designate personnel to provide technical assistance with the debris removal process.
11	Coordinate with HAZMAT regarding hazardous material debris removal, and coordinate with regional and federal authorities.
12	Report communications status and potential problems and solution options to the EOC Director.
13	Establish specific criteria for whether new supplies are time efficient, affordable, and mission-essential.
14	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
15	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
16	Generate detailed information on needs and logistics that the higher level of government may not have, and provide these proactively to state and federal officials in an efficient manner.
17	Provide for handling and disposal of contaminated soil, water, clothing, and other items that could not be adequately decontaminated.
18	Allocate resources to prioritize incident victims.
19	Coordinate the prepositioning of resources with other agencies.
20	Provide field support for emergency responders at the scene.



21	Follow established procedures for communicating with personnel performing field operations.
22	Use call down rosters to alert emergency responders or provide situation updates.
23	Evaluate requests for resources against known supplies.
24	Determine supply needs generated by the emergency and request any supplies not already present in storage.
25	Set specific priorities in consultation with government, elected officials, a designated official, or the EOC Director.
26	Prepare adequate personnel shift schedules for events 24 hours in duration.
27	Organize relevant information from EOC and disseminate to staff.
28	Provide for handling and disposal of contaminated soil, water, clothing, and other items.
29	Coordinate efforts to repair and restore water and wastewater services including conducting safety inspections prior to reentry.
30	Pre-identify potential trash collection and temporary storage sites, including final landfill sites for specific waste categories such as vegetation, food, animal carcasses, hazardous and infectious wastes and construction debris.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #3 - Public Works and Engineering</i>	
1	Plan recovery, reconstitution, mitigation and other long-term actions.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Assess existing private contracts and determine if these need to be revised in light of any damages caused by the disaster.
4	Participate in after action meetings and prepare Public Works After Action Report (AAR).
5	Maintain continuity of alternate routes and locations.
6	Provide personnel to support damage assessment teams, and hire or borrow additional staff according to necessary team size and travel vicinity.
7	Coordinate with damage assessment teams to ascertain which land routes and waterways need to remain closed pending further reconstruction and clean up.
8	Coordinate with damage assessment teams to condemn, demolish, and dispose of structures that present a safety hazard to the public.
9	Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #3 - Public Works and Engineering</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Maintain coordination with Hazmat for removal of hazardous waste.
3	Refer to the State Disaster Assistance Program and Local Government Handbook for guidance on preparing damage assessments for obtaining financial assistance.
4	Identify critical facilities and recommend mitigation activities to those facilities.
5	Draft alternate facility plans and test the effects of public works closures on affected sectors.
6	Train personnel on EOC operations, Incident Command System (ICS), and the National Incident Management System (NIMS).



7	Review safety and structural inspections for public works in the context of improving hazard resiliency.
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Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #3 - Public Works and Engineering</i>	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Ensure the Public Information Officer (PIO) and communications staff can effectively disseminate debris collection information to the public.
5	Establish operations and communications procedures for road blocks and check points.
6	Ensure PPE and visibility gear is available to those participating in field operations.
7	Coordinate with regional utility providers to notify residences and commercial properties within proximity of incident sites.
8	Ensure environmental sampling staff and water responders have adequate exclusion equipment.
9	Coordinate between sampling and environmental quality staff with citizen involvement and private sampling.
10	Identify least obtrusive measures to prevent citizen investigation of municipal or utility sites.
11	Identify Material Data Safety (MDS) sheets for existing locally stockpiled substances.

F. Special Tasks

1. Floods and Dam Failure

a. Priorities During Response Operations:

- i. Make an initial damage assessment with the EOC Director.
- ii. Identify potential locations for the placement of temporary levees and include this information on the appropriate maps.
- iii. Work with the Transportation Coordinator to obtain a labor force to perform flood-fighting tasks associated with building a levee (e.g. obtain, fill and place sandbags to prevent flooding).
- iv. Obtain assistance from the United States Army Corps of Engineers to build temporary emergency levees.
- v. Relocate needed emergency resources and equipment from potential flood areas.

b. Priorities During Recovery Operations:

- i. Inspection and Condemnation.



- ii. Water pressure and debris may have weakened structures left standing. Building interiors will be filled with mud and filth, and some building materials will be waterlogged.
- iii. Inspect buildings and other structures to determine whether they are safe to inhabit after a flood has occurred.
- iv. Identify buildings and structures that may threaten public safety, designating those buildings and structures that may be reoccupied.
- v. Identify/mark those buildings and structures that are to be condemned.

2. Earthquake

a. Priorities During Response Operations:

- i. Have resources be available for evacuation assistance.
- ii. Clear debris or other material that block or hamper the performance of emergency response functions.
- iii. Construct emergency detours and access roads where needed.
- iv. Clear obstructed roads using demolition and other actions where needed.
- v. Repair or temporarily reinforce roads and bridges.
- vi. Determine safety of evacuation routes to include highway bridges, rail lines, and airports.
- vii. Restore and repair electrical power, natural gas, water, sewer, and telephone and other communications systems to minimize the impact on critical services and the public.
- viii. Work with the EOC Director to conduct immediate ground and air surveys to determine the extent of damage, casualties, and the status of key facilities. Survey and evaluate the safety of hospitals, emergency response agency control centers (police, fire, etc.), reception and care centers, public shelters, and primary and alternate Emergency Operations Centers.

b. Priorities During Recovery Operations:

- i. Inspect buildings and other structures to determine whether it is safe to inhabit or use them after an earthquake. Condemn, and demolish those that are unsafe. Additional engineering and building inspection support is available from the State.
- ii. Inspecting buildings and structures that are critical to emergency operations.



- iii. Inspecting buildings and structures that may threaten public safety.
- iv. Inspecting less critically damaged structures and designate those that may be reoccupied and identify/mark those that are to be condemned.
- v. Arranging for the demolition of condemned structures.
- vi. Inspecting dams and levees.

III. Responsibilities

A. The coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Department of Transportation	
<i>Preparedness (Pre-Event) Actions for ESF #3 - Public Works and Engineering</i>	
1	Identify debris drop off locations and times.
2	Anticipate Public Works needs or problems and coordinate repositioning of appropriate resources.
3	Identify key land and water routes and prepare to reestablish these if interrupted by a disaster.
4	Designate team members to review public works inspections and organize the reports into functional units.
5	Prepare reports for high liability infrastructure overlap.
6	Report Public Works status and potential problems to the EM Director.
7	Identify alternate or backup Public Works systems and facilities, including wastewater treatment facilities, power plants, pipelines, and bridges.
8	Identify established pre-disaster contracts and prepare for continuity of operations with these contractors.
9	Identify sandbagging operation procedures, water transfer pump placement, and fuel procurement strategy.
10	Implement procedure to maintain, inspect, and protect Public Works' equipment.
11	Regularly test public roadway information systems including electronic signs, bulletins, Short Message Service (SMS), and media channels.
<i>Response (During Event) Actions for ESF #3 - Public Works and Engineering</i>	
1	Prioritize infrastructure repairs and stabilization according to critical needs.
2	Coordinate the continuation or restoration of essential public services.
3	Coordinate the removal of debris and restoration of public access.
4	Clear debris from public property, organize the clean-up, and prioritize essential locations.
5	Inspect damage to private and public buildings and infrastructure.
6	Coordinate with Transportation to facilitate closing roads and constructing barricades.
7	Perform priority repairs of local roads, bridges, and culverts.
8	Request outside assistance from surrounding jurisdictions and private sector as required.
9	Obtain needed resources and supplies, including any temporary infrastructure substitutes/alternatives.
10	Assist in initiating traffic management operations and control strategies.
11	Assist in establishing alternate routes of access required due to road closures.
12	Implement a debris removal plan.



13	Deploy additional staff if the emergency exceeds the existing Public Works staff's capabilities.
14	Channel public works and engineering information for public release through the JIS.
15	Coordinate with state and federal ESF #3 public works and engineering counterparts through the SEOC.
16	Identify reentry criteria to the affected areas.
<i>Recovery (Post Event) Actions for ESF #3 - Public Works and Engineering</i>	
1	Plan for the gradual shut down of emergency Public Works operations.
2	Prepare Public Works Damage Assessment Report or ICS Form 219.
3	Continue to repair infrastructure and buildings on a priority basis, and prepare information necessary for hand off to public works contractors.
<i>Mitigation Actions for ESF #3 - Public Works and Engineering</i>	
1	Determine in advance the personnel, contractors, removal procedure, and destination of debris and waste materials cleared by Public Works.

A. In daily operations, Maricopa County Department of Transportation provides infrastructure support to the unincorporated county area and to some municipalities (by agreement).

B. Support Agencies

Flood Control District of Maricopa County: Act as Primary Agency for recovery operations at FCDMC structures and facilities, provide engineering resources upon request.

Maricopa County Environmental Services Department: Provide guidance through the Joint Information System (JIS) for the disposal of contaminated food supplies, inspect contaminated food supplies at food establishments, and expedite food permit review whenever possible.

Maricopa County Department of Planning and Development: Inspect commercial and residential structures; coordinate with Maricopa County Department of Waste Resources and Recycling Management for disposal of structures which present a safety hazard; expedite building permit review whenever possible.

Maricopa County Department of Waste Resources and Recycling Management: Coordinate debris collection and removal, work with environmental services to resolve potential health issues related to debris removal, coordinate with Public Information Officers (PIO) to communicate debris management instructions for sorting and separation of debris; identify drop-off site, schedule pick-up times, and issue routine updates.

IV. Financial Management

A. ESF #3 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.



C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #4 - Firefighting

Coordinating Agency:

Maricopa County Department of Emergency Management

Support Agencies:

Arizona Department of Emergency and Military Affairs
Arizona Department of Forestry and Fire Management
Maricopa County Department of Transportation
Maricopa County Parks and Recreation Department
Maricopa County Sheriff's Office (MCSO)
Rural Metro Fire
Volunteer Fire Departments

I. Purpose and Scope

A. Purpose

1. The purpose of this ESF is to provide fire service coordination and support services in support of fire service events in Maricopa County.

B. Scope

1. The scope of this ESF addresses fire service assistance. It coordinates firefighting activities, including the detection and suppression of fires and if required, providing personnel, equipment and supplies to local governments. Specifically it discusses:
 - a. Fire service support in prevention, detection, suppression and recovery from urban, rural and wild-land fires.
 - b. Fire suppression and prevention activities
 - c. Mutual aid and resource augmentation
 - d. Fire command and control structure

II. Concept of Operations

A. General

1. ESF #4 is consistent with Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, coordination, and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.



2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities (based on the National Planning Scenarios, the Universal Task List and the Target Capabilities). Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local and State mutual aid assistance, these agencies will coordinate with support agency counterparts to seek, procure, plan, coordinate and direct the use of any required assets.
4. Throughout the response and recovery periods, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding fire detection, suppression and prevention requests for response, develop and update assessments of the fire service situation and status in the impact area, and perform contingency planning to meet anticipated demands or needs.
5. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field operations
3. During emergency activations, all management decisions regarding fire service for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment and mission tasking by a local primary agency, each support organization assisting will retain administrative control over its own resources and personnel but will be under the operation control. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County



- a. During an activation of the Maricopa County Emergency Operations Center, support staff is integrated with the Maricopa County Firefighting staff to provide support that will allow for an appropriate, coordinated, and timely response.
- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center Operations Section Chief will coordinate resources support agencies with the Emergency Services Branch Chief.
- c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding fire service requests. They will develop and update assessments of the fire service status in the impact area and undertake contingency planning to meet anticipate demands and needs.
- d. The Maricopa County Department of Emergency Management will develop and maintain accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System and the Maricopa County MCEOP.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Forestry and Fire Management is the designated lead agency for Fire Fighting and will provide a liaison to facilitate requests for State Fire Fighting resources to local Emergency Operations Centers
- b. During the response phase, they will evaluate and analyze information regarding fire service requests. They will develop and update assessments of the fire service situation and status in the impact area and do contingency planning to meet anticipated demands and needs
- c. The Arizona Department of Emergency and Military Affairs develops and maintains ESF #4 in coordination with the Arizona Department of Forestry and Fire Management and their accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator when Maricopa County has been threatened



or impacted by an emergency or disaster event as provided in the County Warning Point procedure.

2. ESF #4 will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement of on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members

Preparedness (Pre-Event) Actions for ESF #4 - Firefighting

1	Coordinate with public works and logistics for procurement of surge resources and adequate staffing via mutual aid agreements.
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Overall Actions Assigned to All Members

Response (During Event) Actions for ESF #4 - Firefighting

1	Provide resource and field support for emergency responders.
2	Coordinate the prepositioning of resources with other agencies.
3	Coordinate and direct the activation and deployment of fire service personnel, supplies and equipment.
4	Alert and activate off-duty and auxiliary personnel as required by the emergency.
5	Identify any needed specialized resources that are unavailable to responding entities.
6	Determine the supply needs generated by the emergency.
7	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EM Director and log the time and date.
8	Coordinate with Mass Care and Medical, or Hazmat, if appropriate for exposure response during event.
9	Coordinate resource requests from the Incident Commander through the Incident Command Post, to the EOC.
10	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
11	If the scope of the incident is beyond the capabilities of this jurisdiction's Evacuation resources, notify the EM Director and log the date and time.
12	Allocate resources to prioritize affected population.
13	Monitor potential resource shortages in the jurisdiction and present options to the EOC Director.
14	Generate detailed information on needs and logistics.



15	Coordinate the management of air resources with other agencies.
16	Alert administrative personnel, if potentially needed.
17	If more than one shift of Evacuation Coordinators is needed, prepare and post a shift schedule.
18	Use call down rosters to alert emergency responders or provide situation updates.
19	Provide and maintain primary communications, county and city wide, and for the EOC on a 24-hour basis using all available public and private communications systems.
20	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
21	Coordinate communications and warnings radio frequencies.
22	Prepare evacuation movement control plans and planning tables with law enforcement.
23	Determine what scenes the Incident Commanders may have already evacuated. If any, identify perimeters and verify extent of abandonment.
24	Assist staff for External Affairs in warning and evacuation operations when not involved in Search and Rescue.
25	Assist with evacuations.
26	Participate in EOC briefings, incident action plans, situation reports and meetings.
27	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
28	Coordinate the activation of mutual aid agreements.
29	Prepare and plan for the handling of AFN needs population.
30	If more than one shift is needed, prepare and post a shift schedule.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #4 - Firefighting</i>	
1	Plan recovery, reconstitution, mitigation and other long-term actions.
2	With law enforcement, plan for the gradual shut down of emergency Evacuation operations.
3	Continue to perform tasks necessary to expedite restoration and recovery operations.
4	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
5	Provide documentation for possible financial reimbursement process for recovery activities.
6	Participate in after action meetings and prepare after action reports as requested.
7	Support clean up and restoration activities.
8	Review plans and procedures with key personnel and make revisions and changes.
9	Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #4 - Firefighting</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
3	Identify responsibilities for liaison roles with state and neighboring communities' communications officials.



4	Develop fire safety programs that include disaster situations and present them to the public.
5	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.

Overall Actions Assigned to All Members

Protection Actions for ESF #4 - Firefighting

1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Ensure adequate timelines are developed for responder evacuation taking into consideration wind speed and terrain considerations.
5	Provide backup Personal Protection Equipment (PPE).
6	Ensure multiple methods of communication are available for EMS units.
7	Consider early evacuation to limit exposure to smoke or secondary compounds.
8	Ensure responders are allocated adequate treatment resources.
9	Review wildfire urban interface planning criteria and apply as appropriate.

F. Evacuation Movement Plans

1. Maintain two-way traffic when possible to allow emergency response forces to the incident site.
2. Set-up traffic control points at road intersections. Notify Traffic Engineer to begin controlling traffic lights at designated intersections.
3. In Hazardous Material Incidents, initial routes and movements must be crosswind from the incident site.
4. The Incident Commander is responsible for evacuation operations inside the incident site perimeter.
5. Identify assembly points for picking up people that do not have their own transportation.
6. Estimate the traffic capacity of each designated evacuation route.
7. Select evacuation routes from risk area to designated mass care facilities.
8. Examine access to evacuation routes from each part of the risk area.
9. Identify potential evacuation routes.

G. III. Responsibilities

- A. The coordinating agency and their responsibilities are listed below.



Coordinating: Maricopa County Department of Emergency Management	
<i>Preparedness (Pre-Event) Actions for ESF #4 - Firefighting</i>	
1	Develop and test emergency communication procedures.
2	Anticipate potential evacuation needs or problems and discuss in advance with the Transportation Coordinator.
<i>Response (During Event) Actions for ESF #4 - Firefighting</i>	
1	Coordinate with other agencies to recommend evacuations as appropriate.
2	Coordinate evacuations with law enforcement officials.
3	With law enforcement Identify and select evacuation routes.
4	Recommend evacuation options to the EOC Director.
5	Assist the animal care and control agency's efforts to evacuate animals at risk during catastrophic emergency situations.
<i>Mitigation Actions for ESF #4 - Firefighting</i>	
1	Provide a representative for the updating of the hazard mitigation plan.

IV. Financial Management

A. All agencies are responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #5 - Emergency Management

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

Maricopa County Department of Emergency Management

Support Agencies:

Arizona Department of Emergency and Military Affairs
Flood Control District of Maricopa County
Local Jurisdictions
Maricopa County Animal Care and Control
Maricopa County Assessor
Maricopa County Board of Supervisors
Maricopa County Department of Air Quality
Maricopa County Environmental Services Department
Maricopa County Department of Public Health
Maricopa County Department of Transportation
Maricopa County Facilities Management
Maricopa County Office of the Medical Examiner
Maricopa County Sheriff's Office (MCSO)

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #5 is to:
 - a. Collect, analyze and disseminate information on the nature, scope and potential impacts of an incident or major disasters.
 - b. Use this intelligence to support the Command Group, Logistics, and Operations in their impact assessment and response missions;
 - c. Identify and anticipate future needs and resource requirements, and incorporate this analysis into Incident Action Plans.

B. Scope

1. ESF #5 serves as the coordinating ESF to address response to local events. It facilitates information and resource flow to assist locals during a disaster.
2. ESF #5 activities include those functions that are critical to support and facilitate multi-agency planning and coordination for operations involving potential and actual disaster/emergencies. This includes alert and notification, deployment and staffing of the EOC Team, incident action planning, coordination of operations, logistics and material, direction and control, information management, facilitation of requests for state assistance



resource requests, worker safety and health, facilities management, financial management, and other support as required.

II. Concept of Operations

A. General

1. ESF #5 is consistent with the Maricopa County Emergency Operations Centers and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System in order to provide incident assessment, planning, procurement, deployment, coordination and support operations to Maricopa County through the County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e. Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or state mutual aid assistance, will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.
4. The development of a fully functional, effective and sustainable capability for Maricopa County will be guided by the following principles:
 - a. All ESF's will be fully integrated into all phases of ESF #5.
 - b. It will address the potential impacts of natural, technological and man-made hazards, and be in full compliance with NIMS.
 - c. Planning for recovery will begin on Day 1 of the event.
 - d. Emphasis will be given to pre-disaster planning for post-disaster utilization of disaster intelligence to support Incident Action Planning.
5. When an institution for some unique populations, including but not limited to schools, corrections facilities and/or jails, hospitals, long term medical treatment centers, non-medical treatment facilities, or similar entities needs a notification regarding a disaster or emergency event, it is the responsibility of the emergency management agency that has jurisdiction over such an institution, to develop a simple communication plan for notifying or sharing appropriate information with those institutions.
6. Emergency management will emphasize that activities be inclusive under The Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) in every aspect of all disaster cycle operations, explicit or otherwise, contained in this Emergency Operations Plan.



7. Upon activation of the EOC, particularly if the need for evacuation, sheltering, alerting and/or warning to the whole community is required, an experienced individual as the Disabilities, Access and Functional Needs Liaison may be located, depending on the severity and scope of a disaster or emergency event, at the State Emergency Operations Center (SEOC), the Maricopa County Emergency Operations Center (MCEOC), or the EOC. A Shelter Manager may also designate, at a shelter site or through assistance at the EOC, a Disabilities, Access and Functional Needs Coordinator for shelter operations.
8. Additional shelter support, including requests for equipment and supplies for segments of the whole community, will follow appropriate ICS protocols in the field to demonstrate the need for additional resources. When validated, requests for additional support will be made to MCDDEM, possibly by the Liaison or as directed by the EOC.
9. If a person decides to remain within the area covered by a mandatory evacuation order, the person may do so without the judgment of their capability to make such a decision, perceived or otherwise. The local jurisdiction coordinating the disaster or emergency event response will appropriately communicate the scope and severity of an incident so that a person may make a reasonable and informed decision. If a person decides to remain within a mandatory evacuation zone, s/he may be required by law enforcement to remain on the person's property, and detained should the person choose to leave their property yet remain within a mandatory evacuation zone. A person's choice to remain within the area covered by a mandatory evacuation order must be documented by the local jurisdiction appropriately.
10. Information and Planning will give priority to five fundamental functions:
 - a. Use of technology and human intelligence to collect, analyze and disseminate information on disaster impacts, including direct impacts (people, buildings, infrastructure) and indirect impacts (debris generated, hazmat releases).
 - b. Assess the capabilities of local government, the business community and volunteer agencies to effectively respond to the disaster.
 - c. Assess and prioritize the immediate needs of impacted communities and neighborhoods.
 - d. Incorporate the analyses into Incident Action Plans that establish operational objectives and identify resource requirements to accomplish these objectives.
 - e. Utilize an Incident Action Matrix to establish priorities, assign tasks to agencies and track progress in meeting objectives.
11. Incident Assessment: Incident assessment will take place through the following functions:
 - a. Prepare first-responders to make and report observations
 - b. Incorporate these into a central planning, emergency response station with ongoing updates
 - c. Maintain surveillance at periphery of affected area(s).



12. Incident Command

- a. Identify key team members and establish chain of command for incident response teams
- b. Designate alternates and liaisons to state and federal agencies
- c. Develop command communications protocols depending on circumstances.

B. Direction and Control

1. ESF #5 complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center and 2) Field Operations
3. During emergency activations, all management decisions regarding Emergency Management for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission
4. In accordance with a mission assignment each primary and/or support organization assisting will retain administrative control over its own resources and personnel but will be under the operational control of ESF #5. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff is integrated with the Maricopa County Department of Emergency Management staff to provide support that will allow for an appropriate, coordinated and timely response.
 - b. During an emergency or disaster event, staffing will be established in accordance to the department's EOC organization chart.
 - c. The Maricopa County Department of Emergency Management develops and maintains accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework, The



National Incident Management System, the Incident Command System and the Maricopa County MCEOP.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is the designated lead agency for statewide operations and will provide a liaison to facilitate requests for information and planning resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs develops and maintains ESF #5. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. ESF #5 will be activated as identified in the Basic Plan. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate ESF #5 or place on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. The following are general actions performed in ESF #5. The specific actions carried out in Maricopa County are grouped into phases of emergency management in the table below. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.
 - a. Intelligence Functions such as:
 - i. Gathering information,
 - ii. Analyzing intelligence,
 - iii. Preparing incident action plans,



- iv. Providing training and exercises on the above is the prime focus. These actions are spread across all phases of emergency management.
 - b. Intelligence Collection and Analysis
 - c. The ability to acquire, analyze and disseminate information and intelligence on disasters and their impacts is fundamental to effective use of intelligence to establish operational and logistical objectives and priorities. Intelligence can be collected, analyzed and used in support of three overlapping phases of disaster operations: pre-event (as applicable for foreseeable events such as Severe Storms, Wildfires, etc.); impact assessment and immediate response; and sustained response and initial recovery.
 - d. Pre-disaster analyses (predicted impacts) which use predictive tools to estimate disaster impacts.
 - e. Immediate, post-disaster impact assessments, which focus on: 1) disaster impacts on people, buildings and infrastructure – with emphasis on assessments of functionality of essential services; and 2) local response capabilities and immediate needs.
 - f. Post disaster damage assessments, which assess damages to eligible infrastructure and individuals.
- 2. Intelligence on predicted and observed disaster impacts should be used by to assess jurisdictional capabilities (response and recovery). This is designed:
 - a. To evaluate resources, capabilities and shortfalls (e.g., availability of trained personnel, equipment, supplies) to determine the level of State and Federal assistance that is needed, organized by ESF.
 - b. To rapidly communicate estimated shortfalls to the Maricopa County Command Group and State Emergency Management
- 3. Training
 - a. The Maricopa County Department of Emergency Management will conduct emergency response training for MCDEM and EOC emergency staff. During those training sessions staff will be briefed on expense reporting and tracking, record keeping, incident management critical incident management software use, position specific training and requirements.
 - b. Training will include all requirements of the National Incident Management System (NIMS), Emergency Management Program Grant (EMPG), and the Homeland Security Exercise and Evaluation Program (HSEEP). MCDEM will include access and functional needs training, as provided by FEMA or other well-recognized sources, within its internal staff training matrix. Training will be conducted in accordance with the Maricopa County Multi-Year Training and Exercise Plan.



- c. Training is a critical Preparedness component of ESF #5. The objective is to develop and sustain a capability in Maricopa County to routinely implement each phase and function of ESF #5. Accordingly, training will address the following:
 - . Intelligence and Analysis - procedures for identifying, collecting, prioritizing and utilizing intelligence
 - i. Planning and Information – overview of key components of ESF #5; role, requirements and integration under NIMS
 - ii. Use of Predictive Models – coordination with in use of predictive tools for rapid needs assessment; templates; SOPs; identification of needed local expertise (Geographic Information Systems)
 - iii. Preparation and Utilization of Incident Action Plans
 - iv. Incident Action Matrix: A Tool for Establishing Priorities, Assigning Tasks to Agencies, and Tracking Progress
4. Exercises
- a. Exercising is a critical Preparedness component of ESF #5. The objective is to develop and sustain a capability in Maricopa County to routinely implement each phase and function of ESF #5. Accordingly, exercising will address the following:
 - i. Planning and Information – overview of key components of ESF #5; role, requirements and integration under NIMS
 - ii. All drill and exercise participants represent the whole community including, but not limited to, the participation of persons with disabilities, access and functional needs (AFN), representatives from unique populations, and voluntary agencies that may or may not be utilized by the jurisdiction to support a full-cycle disaster or emergency event.
 - iii. Exercises to test all or portions of this plan will be conducted at least once a year. Actual emergencies may substitute for an exercise.
 - iv. Intelligence and Analysis - procedures for identifying, collecting, prioritizing and utilizing intelligence
 - v. Use of Predictive Models – coordination with in use of predictive tools for rapid needs assessment; templates; SOPs; identification of needed local expertise (Geographic Information Systems)
 - vi. Preparation and Utilization of Incident Action Plans
 - vii. Incident Action Matrix: A Tool for Establishing Priorities, Assigning Tasks to Agencies, and Tracking Progress



- b. Consistent with NIMS, Maricopa County will incorporate plans and procedures into exercises that will be conducted at the local and State level. On an annual basis, at least two exercises will be used to evaluate readiness. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service. ESF #5 encompasses a full range of activities from training to the provision of field services.

Overall Actions Assigned to All Members*Preparedness (Pre-Event) Actions for ESF #5 - Emergency Management*

1	Review Flood Retarding Structure (FRS) Emergency Action Plans (EAPs) for dams and levees annually.
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Overall Actions Assigned to All Members*Response (During Event) Actions for ESF #5 - Emergency Management*

1	Provide GIS support according to agency needs.
2	Ensure security is established at the EOC.
3	Prepare an oral increased readiness report for the first meeting with the EOC Director.
4	Report communications status and potential problems and solution options to the EOC Director.

Overall Actions Assigned to All Members*Recovery (Post Event) Actions for ESF #5 - Emergency Management*

1	Perform pre and post-disaster analyses of disaster impacts on buildings, infrastructure and the general population can be used to support mitigation decision-making.
2	Provide information on damage assessment flyovers and transmitting video and pictures to the local and state EOCs.
3	Prioritize emergency repair and restoration of transportation infrastructure.

Overall Actions Assigned to All Members*Protection Actions for ESF #5 - Emergency Management*

1	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
2	Implement security training for staff focused on awareness and response.
3	Identify and implement monitoring and risk management planning.

III. Responsibilities

- A. The coordinating agency and its responsibilities are listed below.

Coordinating: Maricopa County Department of Emergency Management*Preparedness (Pre-Event) Actions for ESF #5 - Emergency Management*

1	Maintain a personnel roster, contact, and resource lists.
2	Identify who is responsible for initial notification of EOC personnel.
3	Identify responsibilities for liaison roles with state and adjacent county emergency management officials.



4	Identify how initial damage assessment will be collected, processed, and disseminated among local, county and state entities.
5	Identify alternate or backup communications systems and facilities.
6	Develop and test emergency communication procedures.
7	Train personnel on EOC operation, the Incident Command System (ICS), and the National Incident Management System (NIMS).
8	Collect, process, and disseminate information to and from the EOC.
9	Evaluate the EOCs ability to respond to disasters longer than 24 hours.
10	Identify alternate EOC locations and requirements to activate.
11	Identify protective action decisions and establish response priorities.
12	Anticipate potential warning needs or problems and begin alerting appropriate warning resources.
13	Coordinate and participate in training, drills, and exercises; including position specific training for EOC operations.
14	Establish, staff, and train damage assessment teams within the jurisdiction.
15	Develop a Joint Information Center (JIC) SOP, and develop a JIC equipment cache.
16	Conduct Resource Allocation Planning for all 32 core capabilities.
Response (During Event) Actions for ESF #5 - Emergency Management	
1	Coordinate activities between ICS section chiefs and EOC.
2	Compile and collate preliminary damage assessment (PDA) data and other relevant information on the emergency or disaster for the EOC Situation Report (SITREP) and disseminate.
3	Coordinate Initial Damage Assessment (IDA) and Rapid Damage Assessment (RDA) as appropriate.
4	Ensure that copies of the news releases and situation reports are transmitted to the state EOC.
5	In the case of a foreseeable event impact, set up status boards, obtain data, studies and electronic files.
6	Coordinate response to unplanned arrivals and volunteer groups who self-deploy.
7	Obtain needed resources and supplies.
8	Identify any needed specialized resources that are unavailable to responding entities.
9	Coordinate the prepositioning of resources with other agencies.
10	In the case of a foreseeable event impact, review pre-determined requests for prepositioning of critical resources (personnel, equipment, and supplies).
11	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
12	Coordinate with Logistics to ensure that all available resources are logged and requests for resources are filled.
13	Generate detailed information on needs and logistics that the higher levels of government may not have.
14	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
15	Coordinate with other agencies to recommend evacuations.
16	Assist in the coordination of the transportation for evacuated persons, and animals to designated shelters.
17	Collect and analyze intelligence in support of the overlapping phases of disaster operations: pre-event, impact assessment, response, and recovery.



18	Ensure that requests for assessment teams are forwarded to the local and state EOC.
19	Collect and process information received from rapid damage assessment teams, analyze this information, and share with appropriate partners.
20	In the case of a foreseeable event impact, collect, analyze and apply disaster intelligence information and deployment of local damage assessment teams.
21	Coordinate with the EOC Director regarding needs and priorities for meeting them.
22	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
23	In conjunction with Communications, provide and maintain primary communications for the EOC on a 24-hour basis using available public and private communications systems.
24	Set specific priorities in consultation with governments, the policy group, designated officials, and the EOC Director.
25	Coordinate communications and warnings radio frequencies.
26	Use call down rosters to alert emergency responders or provide situation updates.
27	Activate public warning systems to include the Emergency Alert System (EAS).
28	Determine the supply needs generated by the emergency.
29	Maintain financial and legal accountability.
30	Evaluate all requests for resources against known supplies.
31	Initiate contact with the media through External Affairs.
32	Coordinate with the Public Information Officer's (PIO) notification of protective actions to be taken in response to impending or actual disasters.
33	Maintain logs of activities, communication, and resource deployments.
34	Establish and maintain the Essential Elements of Information (EEl)s to support decision making.
35	Support the IC and EOC Director with situational awareness briefings for staff and leadership.
36	Determine the long range resource requirement needed to support the desired outcome.
37	Ensure finance and response actions are documented for recovery operations.
38	Determine operational planning and logistical requirements for next operational period.
39	Review and plan for economic and social impacts of incident.
40	Participate in the development of After Action Reports (AAR) and Improvement Plan (IP).
41	Consider staffing and operational requirements for 24 hour operations.
42	Activate public warning systems to include Emergency Alert System (EAS).
43	If relocating to an alternate EOC, ensure that all current communications are established and tested at the new location, if possible, before notifying evacuation field personnel, affected jurisdictions, or higher levels of government.
44	Coordinate with state and federal ESF #5 Emergency Management counterparts.
Recovery (Post Event) Actions for ESF #5 - Emergency Management	
1	Local EOC will notify State EMA of decision to discontinue operations.
2	Establish and draft recovery plans to address building inspection requirements and priorities, emergency and temporary housing issues, business impacts (direct and indirect), debris management; route clearance, and utilities restoration.
3	Institute warning, recovery, reconstitution, mitigation and other long-term actions.
4	Provide continued situation reports to support recovery and damage assessment process.
5	Schedule and conduct after action meetings and after action reviews. Draft corrective action plan.



6	Coordinate or perform damage assessments on infrastructure, transportation systems, facilities and equipment.
7	Collect documentation for possible financial reimbursement process for recovery activities. Provide updates to eligible applicants on any disaster recovery programs.
8	Provide personnel and resources to support damage assessment teams.
9	Conduct recovery planning and coordinating with other agencies.
10	Recommend recovery priorities to local stakeholders and elected officials.
11	Participate in the development of after action reports and remedial action management programs.
Mitigation Actions for ESF #5 - Emergency Management	
1	Review jurisdictional mitigation projects for preparedness and protection considerations.
2	Propose mitigation projects that facilitate response or protection considerations.
3	Participate in jurisdictional THIRA.
4	Assess resource capabilities.
5	Review exercise corrective action planning and improvement plans for tasks that impact Preparedness, Protection, Response, Recovery and Mitigation.
6	Maintain an updated and FEMA approved hazard mitigation plan.
Protection Actions for ESF #5 - Emergency Management	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Analyze key dependencies and interdependences related to logistics and supply chain operations.

IV. Financial Management

A. ESF #5 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can



Emergency Operations Plan

find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



ESF #6 - Mass Care

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

American Red Cross

Maricopa County Department of Emergency Management

Support Agencies:

Arizona Commission for the Deaf and Hard of Hearing

Arizona Humane Society

Community-based Agencies

Faith-based Agencies

Housing Authority of Maricopa County

Maricopa County Animal Care and Control

Maricopa County Environmental Services Department

Maricopa County Department of Human Services

Maricopa County Department of Public Health

Maricopa County Office of the Medical Examiner

Maricopa County Sheriff's Office (MCSO)

Salvation Army

Southern Baptist Convention Disaster Relief

Valley Metro Regional Public Transportation Authority (RPTA)

Volunteer Center

I. Purpose and Scope

A. Purpose

1. The purpose of this ESF is to coordinate all county efforts to meet the basic needs of survivors of the whole community following a disaster. Basic needs include: emergency provision of temporary shelters, emergency mass feeding and the bulk distribution of coordinated relief supplies for populations affected by a disaster.

B. Scope

1. ESF #6 promotes the delivery of services and the implementation of programs to assist individuals, households and families impacted by disaster/emergencies.
2. ESF #6 includes four primary functions: mass care, emergency assistance, housing, and human services.
 - a. Mass care involves the coordination of non-medical mass care services to include sheltering of disaster survivors and household pets, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on disaster survivors to family members, and coordinating bulk distribution of emergency relief items.



- b. Emergency assistance includes functions of evacuation support in conjunction with ESF #1 and ESF #8, reunification of families, access and functional needs population support, sheltering of disaster survivors and household pets, and overall shelter management.
- c. Housing involves the provision of assistance for short- and long-term housing needs of disaster survivors.
- d. Human Services includes providing disaster survivor-related recovery efforts such as emotional support and identifying supports for persons with access and functional needs.

II. Concept of Operations

A. General

1. ESF #6 is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #6 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF #6 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.
4. Maricopa County Emergency Operations Center will coordinate ESF #8 to address the requirements of persons with access and functional needs, including their sheltering requirements.
5. This ESF will coordinate sheltering requests, which must be facilitated in conjunction with ESF #s 4-8 and 13, local schools and secondary institutions along with the American Red Cross to inventory potential shelter locations and have:
 - a. Identified usable shelters, to include, but not limited to schools, churches, and campgrounds.
 - b. Written agreements to use shelters, as appropriate. Trained volunteers for mass care and shelter operations.



- c. Established a communication system for communications between shelters, Red Cross HQ, and the EOC.
 - d. Established, with other social service organizations, a crisis counseling system in said shelters.
- 6. School districts can provide a list of facilities that could be eligible for assessment as a secondary sheltering site, should the pre-designated site within the district boundaries be, by whatever means, no longer available for use, or if a site within the district boundaries had not been determined prior to a disaster or emergency event to be used for shelters and the disaster or emergency event's severity and scope requires an alternative solution to the pre-designated shelters in place.
- 7. Maricopa County Department of Emergency Management in coordination with the American Red Cross and ESF #5 will work in conjunction with local government toward the process of short term and long term housing. ESF #5 identifies Type III sheltering team resources available. ESF #6 should coordinate with other organizations that operate shelters to ensure that evacuees occupying those facilities are registered and information provided to local EOC.
- 8. Shelters providing care and relief of the whole community may register residents of a shelter to a disaster's or emergency event's disaster welfare inquiry (a.k.a. missing/separated persons tracking systems) and collect, as appropriate, other pertinent, personal demographic data for further response and recovery operations.
 - a. Reception Centers may be used as a gathering place for evacuees to provide initial processing. These areas should be located along predetermined evacuation routes and sufficiently distant from the affected areas to provide ease of public access, facilitate traffic flow and to preclude possible relocation of the area. Guidance, information, and in some cases transport, may be provided to move the evacuees to an appropriate mass care shelter.
 - b. The purpose of screening and registration is to be able to identify evacuees with special needs or concerns, respond to inquiries about the status of evacuees, monitor health concerns, and provide a basis for post-emergency follow-up support.
 - c. The specific facilities that will be used for sheltering and feeding during an emergency will depend on the needs of the situation, the status of available facilities, the location of the hazard area, and the anticipated duration of operations.
 - d. Shelters should be opened and closed based on need. When occupancy of existing shelters reaches 75 to 80 percent, consideration should be given to opening or requesting an additional facility.
 - e. Shelters should be managed by individuals with shelter management training, preferably individuals who work in the facility on a daily basis. The American Red Cross and any other agency in operation should jointly maintain a listing of trained shelter and mass care facility managers in the local area.



- f. To ensure consistency in shelter activities, it is desirable that all shelters follow a general set of operating guidelines. When the American Red Cross opens a shelter, internal policies guide how the facility is staffed and operated.
 - g. Private and NGO entities serving mental health, developmental disabilities, and medical assistance needs may assist and augment these operations and American Red Cross in the screening and management of Shelters.
 - h. Shelter managers are expected to provide periodic situation reports to the EOC on the status and number of occupants, resources needed, any problems and the number of meals served. Volunteer groups operating shelters may also be required to report this information through their organizational channels. Local government is responsible for providing the following support for shelter operations:
 - i. Security and, if necessary, traffic control at shelters.
 - ii. Fire inspections and fire protection at shelters.
 - iii. Transportation for food, shelter supplies, and equipment if the organization operating the shelter cannot do so.
 - iv. Transport of shelter occupants to feeding facilities, if necessary.
 - v. Basic medical attention, if the organization operating the shelter cannot do so.
 - i. In addition to the provision of shelter and mass care services, evacuees may need assistance with clothing, basic medical attention, prescription medicines, disaster mental health services, temporary housing, and other support services. Some of these services may be provided by the same volunteer organizations that are operating shelters.
 - j. In other cases, multiple agencies may have to identify the needs of those in public shelters that require services from Human Services representative(s), the Maricopa County Emergency Operations Center may be able to arrange for assistance from other volunteer organizations and agencies. Many human services programs also serve disaster affected population that has not been evacuated from their homes.
 - k. Maricopa County and participating jurisdictions maintain an accessible shelter inventory independent of the Red Cross National Shelter System (NSS). Review of the shelter information is conducted annually.
9. This ESF will be required to provide emergency relief supplies. Most shelters can obtain food directly from state distribution agencies which exist through state volunteer organizations in time of disasters (VOAD) religious organizations, and USDA Food and Nutrition Service (FNS) commodities. Therefore, the process of acquiring food may completely bypass EM services and agency management.



- a. Both fixed facilities and mobile units may be used for preparing and serving meals. Fixed facilities include schools, churches, and civic buildings serving as shelters. The American Red Cross and other disaster relief agencies may also deploy self-contained mobile feeding units to supplement fixed feeding facilities.
10. The Maricopa County Emergency Operations Center will coordinate emergency first aid which consists of basic first aid and referral to appropriate medical care provided at mass care facilities and designated sites.
 - a. Emergency first aid services should be provided to affected population and workers at mass care facilities and at designated sites within the affected area as available. This emergency first aid service should be supplementary to emergency health and medical services established to meet the needs of the affected population.
 - b. These ESF's will also need to coordinate assistance for individuals that comprise "Functional, Vulnerable or Special Needs" Populations which may include: infants and young children, pregnant women, older adults, people with weakened immune systems or chronic health impairments or those that do not speak English as their primary language. Those with mental health or physical disabilities will need unique accommodation.
 - c. It also includes people who are transient such as tourists, seasonal workers, and the homeless.
11. NGO's such as the American Red Cross can activate family reunification systems, like the ARC Safe and Well Website or FEMA's NEFRLS (*National Emergency Family Registration and Locator System*), as soon as possible.
 - a. Continue to utilize multiple means of communicating public information and education through ESF #15.
 - b. Return staff, clients, and equipment to regularly assigned locations.
 - c. Provide critical payroll and other financial information for cost recovery through appropriate channels.
 - d. Deactivate shelters and mass care facilities and return them to normal use.
 - e. Keep detailed logs of volunteer's time, location and personal contact hours.
12. ESF #6 will operate in conjunction with ESF #10 for the discharge of any hazardous materials (HazMat) refer to Annex A specific requirements toward any CBRNE (chemical, biological, radiological, nuclear, explosive) material, regardless of source, that poses a threat to life safety, the environment, and/or property.
 - a. The threat presented by hazardous material incidents is often to both public health and safety, and the environment. While most hazardous material incidents involve smaller volumes of material, they do require specific approaches to different types of chemical and waste releases. It is important to assess the characteristics of the



hazard, acquire the necessary resources and develop a site-specific emergency response plan.

- b. The Arizona Department of Public Safety has the ultimate authority to coordinate with the necessary agencies and assess the scope of any HazMat incident.
- c. Specific care should be taken with the evacuation and communal shelter of individuals exposed to contaminants during a HazMat event.

13. Pets / Service Animals

- a. Only service animals (seeing-eye dogs, etc.) are allowed in American Red Cross affiliated shelters.
- b. For health reasons, companion animals (pets) are not allowed in emergency shelters operated by the American Red Cross and most other organized volunteer groups.
- c. Domestic animals/livestock (horses, goats, cows, chickens, etc.) are not allowed at public shelters.
- d. Depending on the situation, one or more of the following approaches can be utilized to handle evacuees arriving with pets.
 - i. Direct pet owner to a public shelter that has covered exterior corridors or adjacent support buildings where pets in carriers may be temporarily housed. (*While there may be temporary animal shelters next to shelters for humans, this cannot always be expected. Arrangements for companion animals are generally the responsibility of the pet owners*)
 - ii. Provide pet owners information on nearby kennels, animal shelters, and veterinary clinics that have agreed to temporarily shelter pets.
 - iii. Set up temporary pet shelters at the Fairgrounds or close by to the mass care shelters if possible.
 - iv. For large scale events, the Maricopa County Emergency Operations Center may rely on the local animal control agencies, and/or Humane Society to help coordinate pet shelter activities, and on the County Extension Office and other farm-related agencies or organizations for issues regarding livestock.
 - v. For large scale disasters the Livestock Board will be the lead agency toward mass disposal and containment needs in the event of extensive livestock loss.
 - vi. Livestock events involving biohazards, zoonotic cross contamination, will be reported through ESF #11 to the state EOC representative, Department of Agriculture, USDA/APHIS and CDC as appropriate.



- vii. Consideration of domesticated animals is critical. If people cannot take their pets, Service Animals, or livestock with them, or know that their animals may not be cared for, they may choose not to evacuate or prepare adequately for a disaster or emergency event. Unique, preplanning considerations must be made to ensure unique facilities (i.e. veterinarian offices, animal care shelters, zoos, and colleges that contain large numbers of animals) are adequately prepared for domesticated animals' movement and sheltering. The above provisions of providing appropriate relief, care, and sheltering also cover all disaster cycle activities involving domesticated animals and their owners who may or may not be continually present with their animal, including but not limited to; owners that are in congregate shelter or reception centers, owners needing Search and Rescue services, owners needing decontamination from exposure to hazardous materials, and owners needing assistance during evacuations.
- 14. Persons who present immediate, life-threatening medical conditions, require intensive and/or ongoing medical observation for medically fragile conditions, or require more intensive decontamination procedures, as applicable, may be referred to an appropriate medical shelter or hospital facility while their family and/or friends reside in the shelter (should they choose to stay). As recommended by shelter security and law enforcement, members of the whole community who threaten the safety and security of the shelter may also be referred to an alternative arrangement while their family and/or friends reside in the shelter (should they choose to stay). Through coordination with other representatives of the whole community, as applicable, prepare for evacuation, through preparedness education efforts and/or mitigation, and care for, during the response and recovery phases.
- 15. Shelter facility surveys will be conducted for all shelters in the county and captured into the electronic National Shelter System, updated annually for those identified as 'preferred' shelters. An ARC Liaison, if a disaster or emergency event's severity and scope require it and/or the ARC has the availability to staff such a position, may be established and/or requested by the EOC.
- 16. When a whole community is under evacuation orders, the EOC will collect and consolidate transportation requests and arrange resources. These requests will be tracked, recorded and monitored by the EOC Logistics and Operations sections. The EOC will work with local jurisdiction police and fire departments and other agencies that are contacted by persons with disabilities, access and functional needs, people from other unique populations, and/or anyone that requires evacuation assistance, including providing assistance for reentry and/or return activities after evacuation orders are lifted. The EOC will also work with the school districts to coordinate evacuation assistance requests from the schools
- 17. Under the guidance of Maricopa County Animal Care and Control, the primary agency and/or organization performing sheltering operations (i.e. American Red Cross, the Salvation Army, or local jurisdiction agency) will make all reasonable efforts to co-locate a domesticated animal care facility with a shelter for the people of the whole community. Co-locating a domesticated animal care facility may be permitted directly alongside a shelter facility that has the appropriate provisions and setup (i.e. covered exterior corridors



or adjacent support buildings) where domesticated animals under appropriate restraint by their owner (i.e. on leashes and/or in carriers) may be housed for most, if not all, of the duration of an owner's stay at a shelter.

18. The provisions under the PETS Act will be carried out by Maricopa County Animal Care and Control and, as available to assist, the Arizona Humane Society; or by a third party under the agreement and/or authorization of Maricopa County Animal Care and Control to conduct similar activities.

B. Direction and Control

1. ESF #6 complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations
3. During emergency activations, all management decisions regarding sheltering, housing and human services for Maricopa County are made at the Maricopa County Emergency Operations Center Director, or designee. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center to assist the commander in carrying out the overall mission.
4. In accordance with a mission assignment and further mission tasking by a local primary agency, each support organization assisting an assignment will retain administrative control over its own resources and personnel but will be under the operational control of ESF #6 agencies. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, support agency staff is integrated with the Maricopa County Department of Emergency Management staff to provide support that will allow for an appropriate, coordinated and timely response.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, ESF #6 will evaluate and analyze information regarding mass care, mass feeding and bulk distribution of relief supplies. It will develop and update assessments of the mass care services status in the impact area and undertake contingency planning to meet anticipate demands and needs.



- d. The Maricopa County Department of Emergency Management develops and maintains accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Maricopa County Emergency Operations Plan.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is the designated lead agency for State mass care services and will provide a liaison to facilitate requests for mass care service resources to local Emergency Operations Centers.
- b. During the response phase, the State Emergency Operations Center will evaluate and analyze information regarding mass care service needs requests. They will develop and update assessments of the mass care services situation and status in the impact area and undertake contingency planning to meet anticipated demands and needs.
- c. The Arizona Department of Emergency and Military Affairs develops and maintains this ESF and their accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications.

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. ESF #6 will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage ESF #6 activities.
3. Upon instructions to activate or place on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions



1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #6 - Mass Care</i>	
1	Maintain training and certification with appropriate agencies for regulations including HIPAA and confidential information transfer that is governed by privacy laws.
2	Prepare for inter-agency cooperation by practicing response coordination with health departments in a health crisis requiring mass care.
3	Prepare for inter-agency cooperation by practicing response coordination with public safety, fire, and law enforcement personnel in the event of a mass care situation.
4	Practice the protocols for situations where mass care is needed in the context of a public health or a public safety crisis.
5	Designate contacts at local mass care facilities who will activate for the reception of people during emergencies.
6	Anticipate potential needs or problems and coordinate appropriate resources through Mass Care.
7	Implement a public education campaign regarding the importance of having a family disaster plan and 72-hour preparedness kit.
8	Understand the chain of command if regional or federal first responders have overlapping responsibilities in a mass care situation.
10	Verify availability of shelter space for a prolonged period of time (up to 90 days).
11	Identify alternate or backup communications systems.
12	Identify alternate clinics, hospitals, shelters, and coordination facilities for situations requiring mass medical care.
13	Coordinate with public safety and law enforcement to identify the process of handling parolees, registered sex offenders, and other individuals with legal reporting requirements.
14	Identify procedures for handling and providing for unaccompanied minors in shelters.
15	Develop and test emergency communication procedures.
16	Consider necessary forms of emergency financial assistance, and plan to coordinate with charities, NGOs, local, and regional funding sources.
17	Consider and address problems raised by mass-housing in a situation where disease outbreaks are likely to occur (flooding, homeless, itinerant, or refugee populations).
18	Organize plans for quarantine and special situation mass care.
19	Designate facilities for quarantine and special situation mass care.
20	Develop and maintain a Mass Fatality Plan which includes transport, body bags, and mortuary capacity accounted for, and designate mortuary overflow centers.
21	Plan for emergency pharmaceutical supplies needed across different, common types of mass care situations.
22	Develop feeding plans in conjunction with approved food vendors, preferably those with existing government contracts.
23	Consider storage plans for canned goods, shelf-stable meals, shakes, and similar instant or near-instant consumables.
24	Designate plans for the coordination of distributing medical materials with medical shelters and personnel.



25	With law enforcement, identify liaisons for school districts to plan safe passage of busses and evacuation of school sites.
26	Coordinate planning with mass care facilities for pre-established embarkation and departure points.
27	Pharmaceutical requirements for persons with disabilities, access and functional needs are coordinated by Maricopa County Department of Public Health (MCDPH).
28	A cache of shelter support equipment including accessible durable medical equipment and supplies are maintained and pre-positioned by the Arizona Department of Health Services (ADHS), Arizona Department of Emergency and Military Affairs (DEMA) and the American Red Cross (ARC) for use when shelters are opened. Note: Cache of durable medical equipment is limited and available quantity may not support all needs during County shelter operations.
29	In coordination with MCDEM, the American Red Cross will conduct shelter facility surveys in accordance with the Department of Justice /ADA Checklist for Emergency Shelters. American Red Cross will enter all facilities with completed shelter surveys and facility agreements into the National Shelter System database, updating "preferred" or "key" shelter locations annually. MCDEM will also keep a separate shelter list of the same 'preferred' or 'key' shelters, should the Red Cross not be immediately available to offer shelter information, or to validate surveyed shelter locations.
30	American Red Cross will participate in whole community planning efforts with Maricopa County Animal Control and the Arizona Humane Society to provide assistance to shelter management to ensure the inclusion of authorized service animals within the general shelter operation.
31	Maricopa County Department of Public Health will support the coordination of pharmaceutical needs of individuals to include persons with disabilities, access and functional needs.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #6 - Mass Care</i>	
1	Provide appropriate Mass Care information (number of occupants, meals served, etc.) to the information processing section in the EOC.
2	Determine the nature and scope of the disaster or incident by consulting with the EM Director.
3	Use call down rosters to alert emergency responders or provide situation updates.
4	Alert persons and organizations identified in the mass care resource list about the possible need for services and facilities.
5	Coordinate the care of unattended minors with the appropriate government agencies.
6	Coordinate food, hygiene, and medical exigencies for shelter populations in conjunction with shelter medical staff and volunteers.
7	Coordinate the necessary actions to ensure mass care facilities are opened and staffed.
8	Provide functional support to AFN populations within emergency shelters.
9	Consider the availability of outside shelters to house displaced persons if area facilities are full.
10	Obtain needed resources and supplies.
11	Distribute supplies as appropriate.
12	Identify any needed specialized resources that are unavailable to responding entities.
13	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.



Emergency Operations Plan

14	Coordinate the pre-positioning of resources with other agencies.
15	Recommend to the EOC Director the number and locations of mass care facilities to be opened.
16	Identify and provide staff to support shelter operations. This includes activation, staffing and management of shelter operations.
17	Coordinate with the Transportation Coordinator for supplies needed and ensure each Mass Care facility receives its supplies.
18	Coordinate with the appropriate staff to establish communications, mark routes to the Mass Care facilities, and establish traffic control systems.
19	Coordinate communications.
20	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
21	Estimate number of evacuees needing mass care.
22	Identify undamaged mass care facilities that are also out of the way of secondary effect threats, and/or located on high ground.
23	Ensure each mass care facility has a highly visible identity marker and sign that identifies its location.
24	Collect information from Mass Care Facility Managers to support the jurisdiction's efforts to respond to inquiries from family members about the status of loved ones (name, home address, phone, next of kin, etc.).
25	Ensure individual and family support services are provided at the Mass Care facility.
26	Open and operate co-located pet shelters.
27	Anticipate and plan for the possibilities of having to create and obtain transportation to for the whole community which includes AFN populations.
28	Coordinate with law enforcement to provide security at shelters.
29	Coordinate with Communications and Resources, EOC, and Incident Command to provide information regarding the disaster to evacuees and the public.
30	Coordinate with law enforcement to identify the process of handling parolees, registered sex offenders, and other individuals with legal reporting requirements.
31	Coordinate with State and community resources to identify housing options.
32	Coordinate with the EOC and private sector to provide meals and necessary supplies to shelter residents and staff.
33	Ensure that opened mass care facilities are upwind or out of range of any hazardous materials release location.
34	Coordinate with the EOC Director regarding needs and priorities.
35	Set specific priorities in consultation with governments, elected officials, designated officials, or the EOC Director.
36	Maintain financial and legal accountability.
37	Evaluate all requests for resources against known supplies.
38	Provide proper identification for pets and companion animals to facilitate their post-event retrieval by owners or owner's designated agents.
39	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Director and log the date and time.
40	Generate detailed information on transit needs and logistics for dissemination to other affected or participating entities.
41	Coordinate with Mass Care and Medical Services to ensure evacuees are transported appropriately.



42	MCDEM will keep a separate shelter list of the same 'preferred' shelters that the American Red Cross keeps up-to-date via the electronic National Shelter System.
43	Perform door-to-door welfare checks as requested through the EOC, augmenting efforts by use of Posse if appropriate.
44	Prepare and plan for the handling of AFN population.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #6 - Mass Care</i>	
1	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
2	Plan for the gradual shut down of emergency Reception and Mass Care operations.
3	Prepare Reception and Mass Care After Action Report (AAR).
4	Participate in after action meetings and prepare after action reports as requested.
5	Coordinate with the State and community resources for long-term housing needs for the whole community which includes AFN populations.
6	Form a long-term recovery assistance team to help identify current assistance to individuals and families, and identify any unmet needs.
7	In conjunction with social service agencies - planning for further care of unattended minors if parents/guardians have not been found by the end of the emergency.
8	Implement plan for ending long-term feeding and shelter operations with a timeline as alternatives become available.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #6 - Mass Care</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
3	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
4	Organize and maintain access and operations plans for shelters of last resort and spillover shelters.
5	Exercise emergency plans for responses to shelter disease outbreak or radiological contamination.
6	Evaluate medical staffing to determine if levels were adequate and seek ways of improving shelter medical care.
7	Assist communities in recovery and resiliency planning.

Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #6 - Mass Care</i>	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Ensure the Public Information Officer (PIO) and communications staff can effectively disseminate transit stoppage information to the public.



F. Selecting Mass Care Facilities

1. Select Mass Care Facilities for activation in accordance with the following criteria listed in priority:
 - a. Hazard/vulnerability analysis considerations.
 - b. Locations in relation to evacuation routes.
 - c. Services available in facilities.
 - d. Input from the EOC Director.
2. Types of Mass Care Facilities to be Considered Per Hazard
 - a. Floods and Dam Failure
 - i. Review the initial Damage Assessment prepared by the Direction and Control Coordinator.
 - ii. Estimate the number of evacuees needing mass care
 - iii. Identify undamaged mass care facilities that are also out of the way of secondary effect threats, located on high ground (beyond the worst case inundation estimates)
 - iv. Meet with the Public Works and Fire and Rescue Coordinators for engineer/building inspector resources
 - v. Prioritize mass care facility openings
 - vi. Alert and notify mass care facility managers
 - vii. Address special provisions for moving the residents of custodial facilities (hospitals, jails, mental health facilities, nursing homes, retirement homes, etc.)
 - b. Earthquake
 - i. Review the initial Damage Assessment prepared by the Direction and Control Coordinator to:
 - ii. Estimate the number of evacuees needing mass care
 - iii. Identify undamaged mass care facilities that are also out of the way of secondary effect threats (e.g., flooding from a damaged dam).
 - iv. Meet with the Public Works and Fire and Rescue Coordinators for engineer/building inspector resources (See Planning Factors to Consider below)



- v. Prioritize mass care facility openings
- vi. Notify mass care facility managers and alert others.
- vii. Address special provisions for moving the residents of custodial facilities (hospitals, jails, mental health facilities, nursing homes, retirement homes, etc.) following an earthquake.
- viii. Planning Factors to Consider for Earthquakes:
 - 1. Safe Location of Facilities: If possible, identify mass care facilities in low seismic risk areas
 - 2. Structural Safety: If the facilities selected for use are located within the earthquake hazard area, ensure that a structural engineer, knowledgeable of the earthquake hazard, identifies facilities for use that are structurally sound, well retrofitted or built to code.
 - 3. Rank the facilities based on the amount of earthquake resistance/protection each one offers

G. Special Tasks

- 1. Household Pets and Service Animals Evacuation and Transportation
 - a. The Office of Emergency Management in conjunction with the County Extension Office will coordinate with appropriate agencies and organizations to ensure operational readiness. The primary and support agencies will develop and maintain standard operating procedures (SOP) for surveillance and response to include, but not limited to, household pets, and service animals, as well as wildlife and exotic animals. These procedures will relate to catastrophic disaster and disease that pose a significant impact on human life, property or the economy.
 - b. The primary agency will coordinate and support the appropriate agencies to protect the public from disease or injury from household pet and service animals, which have been negatively impacted by an emergency or disaster. This function will also include, but not be limited to, facilitating the evacuation of animals.
 - c. Maricopa County in conjunction with the The University of Arizona Cooperative Extension Agent will facilitate and coordinate with support agencies and organizations such as the state and local veterinary medical organizations, humane organizations, animal rescue groups and private sector entities to meet emergency responsibilities.
 - d. The primary agency's offices, divisions and districts will provide personnel, supplies, equipment and facilities at the request of the primary agency's emergency coordinator.



III. Responsibilities

A. Coordinating agency responsibilities:

Coordinating: Maricopa County Department of Emergency Management	
<i>Preparedness (Pre-Event) Actions for ESF #6 - Mass Care</i>	
1	Consider the impact of disaster types on the whole community, including animals.
2	Conduct shelter assessments (prior to disasters) with local officials, Public Health, and other relevant agencies, to ensure suitability for the whole community and operational viability.
3	Identify responsibilities for liaison roles with state and neighboring community officials.
4	Identify pre-designated shelters that are in compliance with FEMA and ADA requirements. In the absence of available ADA compliant shelters, establish procedures to offer reasonable accommodations to AFN populations.
<i>Response (During Event) Actions for ESF #6 - Mass Care</i>	
1	Staff reception centers while waiting for shelters to open as appropriate.
2	Maintain a list of available shelter facilities.
3	Monitor potential resource shortages in the jurisdiction during the emergency, locate alternative suppliers, and present options to the EOC Director.
4	Provide and maintain primary communications, county and city wide, and for the EOC on a 24-hour basis using available public and private communications systems.
5	If more than one shift of Reception and Mass Care Coordinators is needed, prepare and post a shift schedule.
<i>Recovery (Post Event) Actions for ESF #6 - Mass Care</i>	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Plan recovery, reconstitution, mitigation and other long-term actions.
3	Provide documentation for possible financial reimbursement from recovery activities.
4	Provide public information regarding safe re-entry to damaged areas.
5	Have centralized Recovery Information Center and call center staffed to provide people with information on recovery, returns to affected areas, housing status, etc.
<i>Mitigation Actions for ESF #6 - Mass Care</i>	
1	Provide a representative for the updating of the hazard mitigation plan.

IV. Financial Management

A. ESF #6 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.



V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency, a Presidential declared disaster is generally required, which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan



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ESF #7 - Logistics Management and Resource Support

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

Maricopa County Department of Emergency Management

Maricopa County Department of Procurement Services

Support Agencies:

Arizona Department of Emergency and Military Affairs

Flood Control District of Maricopa County

Maricopa County Department of Transportation

Maricopa County Equipment Services

Maricopa County Facilities Management

Maricopa County Finance

Maricopa County Office of Management and Budget

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #7 is to acquire the necessary resources to support disaster operations. This process includes providing fiscal and logistical managerial support through timely and efficient acquisition and distribution of resources, purchasing, contracting, renting and leasing of supplies and equipment. Also included are the roles of providing coordination of the documentation of reimbursable expenditures as determined by the Federal Emergency Management Agency (FEMA).

B. Scope

1. ESF #7 provides the operational framework for the resource management activities within the scope of this function, to include:
 - a. EOC logistics section operations
 - b. Resource identification
 - c. Resource procurement
 - d. Resource coordination
 - e. Facilities and logistics
 - f. Personnel augmentation
 - g. Logistic management
 - h. Volunteer and donations management



II. Concept of Operations

A. General

1. ESF #7 is consistent with Maricopa County Emergency Operations Center's methodology and the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, coordination, and support operations to Maricopa County through the County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to assure a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #7 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF #7 will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.
4. The focal point for all requests for resources will be the Maricopa County Emergency Operations Center. Resource requests unable to be provided for in ESF #6 will be routed to 7. In coordination with Logistics Section, the ESF #7 representative will determine the sources of the needed resources. The representative will follow procedures as outlined in the Logistics Standard Operating Procedures. These include:
 - a. Procurement Process
 - a) Equipment and materials will be procured from both intra-departmental and inter-departmental supplies. Inter-departmental resource requests will be submitted through the Maricopa County Emergency Operations Center, Logistics Section Chief. Requests unable to be filled by County inventories are procured from commercial vendors. Sources include assets within County government and the municipalities. During disaster situations, all resources within County government agencies are considered available. Coordination for such resource reallocation will be accomplished within the Maricopa County Emergency Operations Center. If necessary, reimbursement will be made in accordance with local directives.
 - b) If needed supplies and equipment are not available within County government resources the Maricopa County Emergency Operations Center will attempt to purchase or lease them from commercial sources.
 - c) When resources cannot be acquired through local sources, commercial sources or mutual aid; requests for these items will be made to the State Emergency Operations Center. These requests may be filled by state resources, Intra state mutual aid, interstate mutual aid or federal resources.



- d) School districts have ADA compliant transportation resources with their high frequency of wheelchair capable school buses/vehicles. In time of disaster or emergency events, school districts may be called upon to provide these resources to assist with transportation needs of the whole community.
 - e) Valley Metro/Regional Public Transportation Authority (RPTA) is the public transportation provider and the Community Transportation Coordinator (CTC). As the CTC, RPTA coordinates ADA compliant transportation for Medicaid, Transportation Disadvantaged (TD) program. RPTA does not fall under any local, county, state, or tribal jurisdiction; it is an independent government contractor organization. In time of emergency, RPTA may be called upon to assist with evacuations and transportation resources.
 - f) Maricopa County Department of Economic Development maintains lists of vendors and suppliers of equipment, materials and services needed during disaster response and recovery operations. In addition, the Maricopa County Emergency Operations Center maintains a comprehensive data base of resources that may be needed during disasters. In some cases, contingency contracts may be written for known critical services or items.
 - g) The Arizona Mutual Aid Compact mutual aid agreement may be implemented as necessary to obtain required goods and services from other jurisdictions.
 - h) Contracts for resources or services will be initiated through ESF #7. Contracts will be managed by the agency responsible for the support provided.
 - i) The Maricopa County Emergency Operations Center will conduct operations in accordance with all local, state and federal laws and regulations.
 - j) In some cases, needed resources may be available thru donations and volunteers. Coordination will be maintained between ESF #7 and 15 on a continual basis.
 - k) Information is disseminated to volunteer groups, vendors and other governmental agencies that may supplement local resources in a variety of ways.
- b. Transportation requirements which will be coordinated through ESF #1:
- a) All available transportation assets will be used to deliver resources to affected areas.
 - b) Sources include County and municipal assets, as well as those belonging to private nonprofit organizations.



- c) Existing County resources will be transported to the disaster area by the County department normally responsible for the resources.
 - d) Commercial vendors are responsible for transportation of their own products/services.
 - c. Storage Areas.
 - a) A list of available storage facilities within the area should be pre-identified in advance of an event. ESF #7 will identify these storage facility locations and lease storage space as necessary. The replacement of any damaged or destroyed facilities would be accomplished by relocating the affected personnel to other County-owned buildings or space obtained as outlined above, temporarily until the damaged facilities can be repaired or replaced by County personnel or through contractual arrangements secured on an emergency basis.
 - a) It is the responsibility of agencies receiving loaned property to maintain appropriate accountability of items received.
 - b) Agencies will monitor and track loaned items.
 - c) Documentation will be provided to lending organizations for their records.
 - d) Intra-departmental property/equipment requests are documented and submitted via ESF #7.
 - e) The loaning department normally furnishes an operator which is responsible for the care and location of the equipment.
 - f) The borrowing department is responsible for the return of the equipment after the disaster period.
 - d. Credentialing, as a threat or event occurs, and the demand for additional personnel and specialized assistance is requested the EOC Director/Coordinator will issue notifications to any and all staff as necessary. That personnel and resources being utilized will need to be credentialed and must be able to show some type of completed training/ certification to perform the duties assigned in order to reduce liability for their given department prior to being assigned to any given event.
- 5. Resource directories for contacts toward equipment, materials and personnel may be obtained by several avenues such as the local EOC resource manuals, via intradepartmental and interdepartmental inventory lists, through coordination by the Coordinator and/or EOC manager.
 - 6. Resource requests and management are handled by the requesting coordinator through the ESF #7 coordinator with concurrence by the Finance Section Chief and EOC Director. Requests are submitted and routed through the Logistics protocols as defined by the local EOC. Requests unable to be met in the local jurisdictions may be procured via the State



EOC designated coordinator. Coordination of resource allocation is under the direct guidance of the Coordinator with final approval by the EOC Director.

7. The Volunteer and Donation Management Coordinator or assigned personnel will look principally to those private voluntary organizations with established donations systems already in place to receive, sort, distribute, and deliver appropriate donated goods to those affected by the disaster.
8. The coordinator should recognize that offers from the public and private sector are important resources in response and recovery efforts and must be effectively coordinated. In most situations, financial contributions to credible voluntary organizations will be encouraged. Other offers of assistance may be in the form of in-kind donations (i.e. food, clothing, products, and equipment) or volunteered time. Such efforts must involve inter-agency collaboration among governmental and tribal agencies, voluntary agencies, community-based organizations, faith-based groups, the private sector, and the media.
 - a. If not effectively managed, undesigned in-kind donations can prove detrimental to relief efforts. Unplanned deliveries of donated goods to a disaster site can jam distribution channels, overwhelm government and voluntary agencies, and interfere with response and recovery efforts.
 - b. Careful donations management, planning, and strategies will reduce problems associated with unsolicited donations.
9. Tracking resources is an essential duty for key positions in ESF #1, 2, 5, 7, 8 and 11 through the coordination of the ESF #7 coordinator and any assigned administrative personnel. The coordinator will utilize the proper FEMA Incident Command Forms for tracking purposes such as ICS 210, ICS 308. The coordinator should not only focus on the mobilization of resources but also the demobilization of resources to minimize the financial impact of the event. Offers of undesigned donations will need to be effectively coordinated to ensure timely delivery of goods and services to those affected by disasters.

B. Direction and Control

1. ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding resource support for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.



4. In accordance with a mission assignment each primary and/or support organization assisting will retain administrative control over its own resources and personnel, but will be under the operational control of the Coordinator for ESF #7. Delegation of mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County

- a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff is integrated with the Maricopa County Department of Economic Development staff to provide support.
- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
- c. . In addition, ESF #7 will:
 - i. Operate under the direction of the Maricopa County Department of Emergency Management Coordinator.
 - ii. Operate throughout the emergency, either in the Maricopa County Emergency Operations Center, or at a location designated by the Logistics Section Chief in coordination with the Maricopa County Department of Emergency Management coordinator.
 - iii. Alert designated primary personnel of possible resource needs and to report to the Maricopa County Emergency Operations Center.
 - iv. Maintain liaison with other agencies and interested parties. This will be accomplished through the coordination of the Maricopa County Department of Emergency Management Coordinator and the Logistics Section Chief.
 - v. At the tasking of the Logistics Chief, take action if other agencies require assistance in obtaining needed items, finds a source for needed items and provides to the requesting, the name of the contact person, the price and schedule for when the material can be made available at the established location.
 - vi. Unless otherwise directed, and in order to provide resource support when needed during disaster operations, and will be staffed on a 24 hour basis at the Maricopa County Emergency Operations Center.
- d. The Maricopa County Department of Emergency Management will develop and maintain accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency



Operations Plan. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System, and the Maricopa County EOP.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is the designated lead agency for State resource services and will provide a liaison to facilitate requests for transportation service resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs develops and maintains the Arizona State Emergency Response and Recovery Plan and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator for when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. ESF #7 will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place on standby, Maricopa County Department of Economic Development will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	Identify CIKR (Critical Infrastructure and Key Resources) using FEMA guidelines.



2	Establish adequate shift schedules of Resource personnel for greater than 24 hour operations.
3	If the current Resources staff is not large enough to handle coordination needs or problems, make arrangements to expand the staff.
4	Develop and test emergency communication procedures.
5	Identify alternate or backup communications systems and facilities.
6	Cooperate with Transportation to develop strategies for transporting materials through restricted areas, quarantine lines, law enforcement checkpoints, and other transportation restrictions.
7	Identify how access will be granted and tracked to critical or limited access sites following an incident.
8	Collect, process, and disseminate information to and from the EOC.
9	Identify how resources are inventoried and tracked.
10	Identify and establish SOPs for points of distributions and staging areas.
11	Identify information technology disaster plan to assist in restoration of computer resources.
12	Anticipate potential warning needs or problems and begin alerting appropriate warning resources.
13	Consider preplanning staging areas, points of distribution, mobilization sites, cross dock locations and logistics support bases.
14	Consider preplanned mutual aid requirements.
15	Conduct Resource Allocation Planning for all 31 core capabilities.
16	Consider the jurisdictional mitigation plan defined threats for logistics requirements.
17	Establish Resources Support personnel check-in and check-out procedures as required.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	Provide support for emergency responders.
2	Determine the nature and scope of the disaster or incident by consulting with the EM Director.
3	Work with the EOC staff to establish priorities and logistics resource requests according to priorities.
4	Set specific priorities in consultation with government, policy group, designated officials, or the EOC Director.
5	Allocate resources to whole community as prioritized.
6	If necessary, establish staging areas, distribution sites and mobilization centers.
7	Coordinate with ESF #12 Energy to support missions with limited fuel availability.
8	Anticipate potential needs or problems and begin alerting appropriate resources to stand by.
9	Relocate essential resources outside of threatened area when required.
10	Obtain resources to assist the dissemination of public information, communication, sheltering, etc. for the whole community.
11	Coordinate and distribute supplies as necessary.
12	Activate mutual aid agreements as required.
13	Cooperate with the EOC, incident command, neighboring communities, and regions to provide logistics support for larger incidents.
14	Coordinate with the EOC Director regarding needs and priorities.



Emergency Operations Plan

15	Provide and maintain primary communications, county and city wide, and for the EOC on a 24-hour basis using available public and private communications systems.
16	Maintain financial and legal accountability.
17	Executes functional coordination and oversight of all Resources Support activities.
18	Provide Resources Support summary information to EOC Director and ESF #5 as requested.
19	Consider demobilization planning as required.
20	Consider staffing and logistics operations for 24 hour operations.
21	Develop a logistics plan that supports the IAP.
22	Provide input to and review the communications plan, the medical plan, and the traffic plan.
23	Review facility support requirements.
24	Review ground support requirements including fuel, maintenance and repair of equipment.
25	Negotiate contracts for support of emergency response actions
26	Monitor resource shortages during the emergency and develop solutions.

Overall Actions Assigned to All Members

Recovery (Post Event) Actions for ESF #7 - Logistics Management and Resource Support

1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Participate in after action meetings and prepare after action reports as requested.
4	Stand down any facilities no longer in use.
5	Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.
6	Participates in the development of After Action Reports (AAR) and Improvement Plan (IP).

Overall Actions Assigned to All Members

Mitigation Actions for ESF #7 - Logistics Management and Resource Support

1	Participate in the hazard identification process to identify and correct vulnerabilities.
2	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.

Overall Actions Assigned to All Members

Protection Actions for ESF #7 - Logistics Management and Resource Support

1	Implement protection, resilience, and continuity planning, programs, trainings and exercises as appropriate.
2	Determine requirements for protected stakeholder information sharing.
3	Determine jurisdictional priorities, objectives strategies, and resource limitations.
4	Control and limit access to critical locations and systems.

III. Responsibilities

A. The coordinating agency and their responsibilities are listed first.



Coordinating: Maricopa County Department of Emergency Management	
<i>Preparedness (Pre-Event) Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	With the EM Director and Emergency Management combine the current emergency priorities with existing resources priorities.
2	Establish contact with private resources that could provide support during an emergency. Develop any necessary on-call contracts to provide resources.
3	With the Finance Section, establish emergency contracting procedures.
4	Identify liaison roles with the state and adjacent county Resources Support officials.
5	Report Resources status and potential problems to the EM Director.
6	Develop a concept of operations for Logistics Management and Resource Support.
7	Establish and maintain an inventory of resources, including personnel, equipment, supplies, and facilities.
<i>Response (During Event) Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	Executes a concept of operations for Logistics Management and Resources Support.
2	Obtain needed resources and supplies.
3	Maintain an inventory system to track supplies used during the disaster.
4	Track resources during incident and ensure equipment maintenance is conducted and documented.
5	Maintain accurate records of resources utilized and submit reports.
6	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
7	Generate detailed information on needs and logistics that the higher level of government may not have.
8	Evaluate all requests for resources against known supplies.
9	Executes functional coordination and oversight of all logistics activities.
<i>Recovery (Post Event) Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	Provide documentation for possible financial reimbursement process for recovery activities.
2	Reallocate supplies or inventory. Dispose of perishable or limited viability supplies.
<i>Mitigation Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	Assess resource capabilities.
<i>Protection Actions for ESF #7 - Logistics Management and Resource Support</i>	
1	Analyze key dependencies and interdependences related to logistics and supply chain operations.

IV. Financial Management

1. Once the Emergency Declaration is in effect ESF #7, in conjunction with the support agencies, assumes the full responsibility for resource support for all departments within the guidelines of the Emergency Declaration.
2. All inter-departmental and a portion of intra-departmental procurement from existing inventories is handled on the departmental level with no assistance from ESF #7. If this course is pursued, departments are instructed to document all transactions pursuant to FEMA audit requirements.



3. Resources obtained from outside sources (other governmental entities or commercial suppliers) are routed through ESF #7 as necessary.
4. Procurement procedures should be outlined in an "Emergency Purchasing Procedures Manual." This manual should be complete with a copy of telephone and fax numbers for "emergency vendors" sorted by product or service. These "emergency vendors" should have agreed in advance to provide necessary supplies to authorized Maricopa County officials and employees at little or no notice at the normal government discount rate.
5. Expenditures for cost recovery are documented during the incident and after the incident period. All response agencies work with personnel in notifying the Maricopa County Department of Economic Development of expenditures based on standard accounting procedures.
6. Each agency is responsible for tracking its own costs associated with operations using the standard procedures established by the support agency's standard accounting and tracking procedures.
7. Each agency is responsible for monitoring staff hours using its own tracking system, and requesting financial reimbursement (as applicable) for staff hours incurred in association with operations.
8. The State Emergency Operations Center through the Maricopa County Emergency Operations Center will provide appropriate forms, and provide guidance to complete forms for efficient tracking and reimbursement.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #8 - Public Health and Medical Services

Coordinating Agency:

Maricopa County Department of Public Health

Primary Agency:

American Red Cross

Maricopa County Department of Emergency Management

Maricopa County Department of Public Health

Support Agencies:

Arizona Department of Health Services

Arizona Health Care Cost Containment System

Community-based Agencies

Faith-based Agencies

Maricopa County Animal Care and Control

Maricopa County Department of Air Quality

Maricopa County Department of Correctional Health

Maricopa County Department of Emergency Management

Maricopa County Environmental Services Department

Maricopa County Department of Human Services

Maricopa County Department of Risk Management

Maricopa County Office of the Medical Examiner

Maricopa County Planning and Development Department

Maricopa County Sheriff's Office (MCSO)

Volunteer Center

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #8 is to provide health and medical coordination in support of emergency events in Maricopa County. It can provide the mechanism for personnel and resources to support prevention, preparedness, protection, response, recovery and mitigation in support of the primary emergency management objectives.

B. Scope

1. ESF #8 is a functional annex to the Maricopa County MCEOP and this ESF describes the actions required to coordinate public health and medical services during a disaster. It addresses:
 - a. Local Health Department notification, coordination and response
 - b. Emergency Medical Services (EMS) activities
 - c. Coordination among community hospital partners



- d. Mass fatality partnerships in planning
 - e. Community planning with other health care providers
 - f. Behavioral health (mental health) activities
2. Most of the agencies involved in public health and medical services activities have existing emergency plans and procedures. ESF #8 is not designed to take the place of these plans rather it is designed to complement, support and reference existing plans and procedures.
 3. ESF #8 supports the health and medical response during a threat to health and wellbeing of the community caused by a biological, disease, chemical or pandemic incident within the community.
 4. Public Health and Medical Services provides coordinated resources to support the medical needs associated with mental health, behavioral health, and medical needs of 'at risk' members of the community.

II. Concept of Operations

A. General

1. ESF #8 is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System, and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding appendices, annexes and standard operating guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, this ESF will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of required assets.
4. When an event is focused in scope to a specific type or response mode (i.e., hospital evacuation, biological threat, hazardous materials release, pandemic disease or radiological event) technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the ICS structure.
5. The Maricopa County Air Quality Department or the Arizona Department of Environmental Quality will issue a High Air Pollution Advisory when air pollution in the metropolitan area is forecast to reach a predetermined level. Under such an advisory, the whole community



is encouraged to voluntarily eliminate activities that increase air pollution, and a mandatory wood burning restriction goes into effect. If the threat to the public's health appears to be particularly serious, the Director of ADEQ may recommend that the Governor declare an Air Quality Emergency. If the Governor concurs with this recommendation, the Governor will declare an Air Quality Emergency

6. Throughout the response and recovery periods, Maricopa County Emergency Operations Center will evaluate and analyze information regarding medical, health and public health assistance requests for response, develop and update assessments of medical and public health status in the impact area and do contingency planning to meet anticipated demands. If additional support is necessary, the Maricopa County Emergency Operations Center will contact the supporting agencies and other EM's to request applicable support activities.
7. Continuity of Operations
 - a. Continuity of Operations establishes policies and guidance to ensure the essential business functions of the healthcare system in the community are continued in the event that a manmade, natural or technological emergency disrupts or threatens to disrupt normal business operations. The community hospital and the Maricopa County Department of Public Health have established a Continuity of Operations Plan (COOP). The county health department COOP is managed through an electronic and cloud based application to ensure access to plan during an emergency. It also remains a living document, able to meet the most current CPG 201 Hazard analysis and updates.
 - b. Reconstitution is the process by which surviving and/or replacement health and medical personnel resume normal operations at the original or replacement facility. There are three tasks associated with reconstitution: transitioning, coordinating and planning, and outlining the procedures. The decision to reconstitute will be made by the Incident Commander and as outlined in internal plans. Operations may be resumed in phases with the essential functions being first priority followed by other functions as resources and personnel allow.
 - c. Telecommuting options will be established in advance of the implementation of this ESF to facilitate continuity in lab, telephone, record keeping or other Tier I Core Capabilities.
8. Medical Surge
 - a. In the event of a disaster, it is necessary to use surge capacity to provide emergency care and appropriate definitive management of patients. Bed counts alone do not determine surge capacity or the ability to care for patients. The hospital has internal policies, plans and procedures for patient surge within their facilities, including requesting medical material and pharmaceuticals and coordinating mass fatality.
 - b. ESF #8 will monitor the EMSsystem application in the Maricopa County Emergency Operations Center to maintain awareness of the availability of beds at hospitals within their jurisdiction and surrounding counties. Hospitals in Maricopa County will



be requested to update their bed availability at the time of a disaster or large-scale emergency through a bed status alert initiated at the regional or state level. The hospital will update bed status alert as requested to assist with planning of patient transfers.

- c. The health and medical community has a decontamination plan and access to necessary equipment. The health and medical community also have trained individuals who can assist and perform decontamination activities for patients arriving from the scene of emergencies and disasters.
- d. Health and medical entities have processes and policies for medical surge capabilities, these internal plans provide details with internal patient tracking procedures. Patients seen as a result of an emergency will be tracked utilizing these procedures. The numbers of patients seen, disposition and status of these patients will be coordinate throughout the day by ESF #8. Hospitals will follow CMS and HIPAA regulations when reporting patient information. All participating health and medical organizations will assist in determining the health and medical impact of the emergency on the community.
- e. Health and medical entities protect the privacy of individually identifiable health information. ESF #8 follows standards to protect information and will utilize internal policies for reunification of patients with family. Staff will coordinate efforts, when possible, to gather missing persons information from participating health and medical partners and response organizations to cross reference with data received from ESF #6 – Mass Care, Housing, and Human Services. If staff recognize a patient identified as missing on the American Red Cross's Safe and Well or another missing person data system provided by another mass care, housing, and human service agency, staff will verify to the extent possible the validity of their reunification need and, if acceptable, provide the current location of the patient to the requesting family member.
- f. In the event individuals are in need of additional transportation to health and medical facilities, ESF #8 will coordinate with 1 - Transportation.
- g. During a large scale emergency, emergency room departments, treatment centers, and other medical clinics across the community may see an influx in patients. An Alternate Care Site (ACS) is a community-based location that may provide additional treatment area(s) with a minimum specific level of care for patients. An ACS may be established at sites where no medical care is usually provided or at medical facilities where the usual scope of medical services does not normally include large-scale urgent care or traditional inpatient services. If an ACS is needed to respond for managing a disaster that creates a surge of patients beyond community capabilities, the health and medical entities within Maricopa County will consider options for ACS sites to care for ill patients who would otherwise seek care at hospitals and community health centers.
- h. Through preparedness planning the community has developed regional relationships within the health and medical sector. This provides additional access to medical surge supply trailers, field hospital trailers, health and medical supplies, and specialized equipment which may be necessary for response. The ESF #8



coordinator will follow standard procedures for requests in the event these assets are needed to support operations and improve the health delivery during an emergency.

9. Mass Fatality Management

- a. An incident resulting in fatalities that exceed the normal operating capacity of the responding agencies will be designated as a mass fatality and will initiate the activation of the Maricopa County Mass Fatality Management Plan – 2017
- b. The Maricopa County Medical Examiner is responsible for the maintenance of the Mass Fatality Management Plan – 2017. A copy of the plan is on file at the Maricopa County Emergency Operations Center.

10. Epidemiology and Surveillance

- a. Maricopa County Department of Public Health is responsible for conducting disease surveillance and investigation within Maricopa County and maintains access to an electronic disease tracking and surveillance system.
- b. The Maricopa County Department of Public Health conducts disease surveillance and investigation activities in partnership with local hospitals, physician's offices, clinics, schools and pharmacies to maintain an overall assessment of disease outbreaks or clusters within the county. These activities also provide a reporting avenue from these organizations to the Maricopa County Health Department to identify and contain disease outbreaks. The Maricopa County Health Department also utilizes neighboring counties and state assistance in disease surveillance and investigation as part of a coordinated statewide public health system.
- c. Maricopa County Department of Emergency Management has identified vulnerabilities within the community. In the event of a radiological emergency, Reception and Care Center (RCC) guidance is available to assist Maricopa County with this process and would be used as guidance for population monitoring of county residents should a radiological emergency be declared. At the RCC, citizens will be asked to provide information regarding their location and possible exposure to the radiological emergency. This will assist the Maricopa County Health Department, Arizona Department of Health Services and the Centers for Disease Control and Prevention in providing appropriate surveillance and follow up after this type of emergency.

11. Fatalities Management

- a. Maricopa County recognizes the need to organize local agencies and resources to plan for and respond to an incident resulting in catastrophic loss of life. Natural disasters frequently overwhelm local systems that care for the deceased. Consequently, the responsibility for the immediate response falls on local organizations and communities. Management of the dead requires coordination of body recovery, short and long-term storage, identification, burial arrangements, and support of affected population and relatives.



- b. Maricopa County Department of Emergency Management will coordinate with Maricopa County Medical Examiner, funeral directors, mortuary services, and coordinating group(s)/team(s) early during an emergency to ensure required resources, assessment activities and the responsible agencies implement appropriate plans.
- c. Following an emergency, when requested an in coordination with its partner organizations, will assist or help identify resources to support the Maricopa County Medical Examiner, medical professionals and law enforcement agencies in:
 - i. Tracking and documenting of human remains and associated personal effects
 - ii. Reducing the hazard presented by chemically, biologically or radiological contaminated human remains (when indicated and possible)
 - iii. Establishing temporary morgue facilities
 - iv. Determining the cause and manner of death. When the determination of the cause of a death is held to be in the public interest or a child under the age of 18 dies, the Maricopa County Medical Examiner shall be notified. The Maricopa County Medical Examiner shall decide if an investigation shall take place
 - v. Collecting ante mortem data in a compassionate and culturally competent fashion from authorized individuals
 - vi. Performing postmortem data collection and documentation
 - vii. Identifying human remains using scientific means (e.g., dental, pathology, anthropology, fingerprints, and, as indicated, DNA samples.
 - viii. Preparing, processing and returning human remains and personal effects to the authorized person(s) when possible
 - ix. Providing technical assistance and consultation on fatality management and mortuary affairs
 - x. Coordinating with behavioral health, social workers, counselors, and community mental health centers in support of affected population and relatives
- d. During an event, first responders will follow appropriate policies, procedures and guideline to ensure safety precautions are appropriate and implemented.

12. Pre-Hospital Care

- a. Maricopa County promotes local and regional coordination and cooperation in emergency pre-hospital care for mass casualty events, including those that involve children. During an emergency, pre-hospital care may involve more than one



jurisdiction, therefore ICS will be used to help standardize organizational structure and common terminology and to ensure a useful and flexible management system is practical for incidents involving multi-jurisdictional and multi-agency response, especially those in the field.

- b. Pre-arrival assessments will be conducted by Emergency Medical Services and notification procedures to dispatch, hospitals and other mutual aid partners will be activated.
- c. Triage procedures, ambulance diversion guidelines, EMS system protocol and policies, pediatric guidelines, and other community and internal agency plans have been developed and may be implemented in response to this type of emergency.
- d. Medical mutual aid may be necessary and implemented during a mass casualty or large-scale emergency.

13. Medical Countermeasure Dispensing

- a. The primary goal of the Maricopa County Department of Public Health's mass dispensing program is to provide lifesaving medical countermeasures to citizens and visitors of Maricopa County in a timely manner in response to a health and medical emergency. This program is led by the Maricopa County Department of Public Health and includes many of the county's other departments, health and medical partner organizations and private companies. The Maricopa County Department of Public Health has developed a Mass Dispensing Standard Operating Guide (SOG) which will be used during an emergency as a guide for providing vaccines and pharmaceuticals at Point of Dispensing (POD) sites for the public.

14. Medical Material Distribution

- a. During a time of disaster state and federal medical material and pharmaceuticals may be made available to Maricopa County. To access these assets, a coordinated resource management and requesting process must be in place for participating agencies. This process promotes the full utilization of local medical equipment and supplies and exhaustion of services available locally. With the exhaustion or imminent exhaustion of these local supplies and services, Maricopa County can make a request to Maricopa County. Procedures for requesting medical materials can be found in the Maricopa County Department of Public Health Mass Dispensing SOG.
- b. Health and medical entities have processes in place for requesting medical countermeasures, including but not limited to the Strategic National Stockpile (SNS), CHEMPACK (nerve agent and organophosphate antidotes), and Chemical Event Shipping Supply Location (CESSL) program.

15. Non-Pharmaceutical Interventions

- a. In the case of large-scale outbreaks of naturally occurring novel influenza or new disease of public health concern such as Ebola Virus Disease, SARS, or artificially



introduced biological agents in connection with bioterrorism, the Maricopa County Department of Public Health may also issue advisories or recommendations for the closure of public buildings, events and activities. In partnership with local school districts, schools may also be dismissed to aid in disease containment measures.

- b. When necessary, the Maricopa County Emergency Operations Center will coordinate with ESF #13 – Public Safety to ensure the safety of public and community members related to isolation and quarantine.

16. Responder Health and Safety

- a. Health and medical officials may be requested to provide information related to agents or diseases and appropriate measures to take to protect the health, medical and emergency services sector responders. Officials may be asked to serve as subject matter experts and information resources to make health and safety recommendations to incident management staff and safety officers.
- b. Maricopa County participates in the Maricopa County Multi-Jurisdictional Hazard Mitigation Plan.
- c. ESF #8 has or has access to personal protective equipment (PPE) to ensure the safety and health of first responders.
- d. There are counseling services available throughout the community for those affected population and responders with behavioral health needs. This is outlined under the Behavioral Health section of this ESF.

17. Volunteer Management

- a. Volunteer resources may be available through Arizona Emergency System for Advance Registration Volunteer Health Professionals (AZ-ESAR-VHP), Community Emergency Response Teams (CERT), American Red Cross (ARC) and other community organizations active in disasters.

18. Environmental Health

- a. Describe the vector and/or animal control responsibilities in the county
- b. Describe capabilities for evaluating structures and area for habitability and other environmental health concerns
- c. Describe coordination efforts with public water suppliers to ensure safe drinking water to communities

19. Behavioral Health

- a. ESF #8 will coordinate with behavioral health professionals and organizations within the county and with the Regional Behavior Health Authority (RHBA) to promote behavioral health response and recovery needs. The Coordinator will



work with behavioral health, social workers, counselors, substance abuse professionals and community mental health centers. Behavioral health will also focus on the long term recovery responses and facilitation of communicating appropriate and accurate information to allay public concerns.

20. Demobilization and Recovery

- a. When the Incident Commander has ordered demobilization, the Coordinator will notify health and medical response entities. Each agency should consider their property and business impact for returning to normal facility operations.
 - i. As needs for personnel decrease, personnel should report to debriefing area or standard area of operations as directed by supervisor. Positions will deactivate in a phased manner as outlined by internal plans and policies.
 - ii. All equipment and supplies shall be returned or disposed of in compliance with recommendations from internal and/or external authorities and coordinated by supply unit leader and finance/administration section. Health and medical supplies and equipment should be repaired, repacked and replaced as needed.
 - iii. Any plans to salvage, restore and recover the impacted facility will initiate upon approval from applicable local, State, and Federal law enforcement and emergency service authorities.

B. Direction and Control

1. During a state of emergency, Maricopa County health and medical response activities will be coordinated through the Maricopa County Emergency Operations Center; which will serve as the source of all direction and control.
2. The Maricopa County Emergency Manager or designee provides direction and control to include mission assignments, mutual aid, contracts for goods and services, and recovery and mitigation activities.
3. During emergency activations, all management decisions regarding Maricopa County or regional response are made at the Maricopa County Emergency Operations Center by the Coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section Coordinators and staff at the Maricopa County Emergency Operations Center assist the commander in carrying out the overall mission. Resources for response are modular and scalable, depending on the type, size, scope and complexity of the emergency or disaster event.
4. A staffing directory and the Emergency Operations Plan, its accompanying appendices, ESF's and standard operating guidelines are maintained by the Maricopa County Department of Public Health. Maricopa County Department of Public Health is responsible for ensuring contact information is accurate and ready for response.



5. Agencies may serve in field operations (i.e., Disaster Recovery Center operations, intrastate and/or interstate mutual aid assistance, etc.).
6. When a request for assistance is received by Maricopa County Emergency Operations Center it is assigned to the agency or agencies that have the most appropriate resources and expertise to accomplish the task.
7. Maricopa County Department of Emergency Management will assist in the coordination of state response efforts under the provisions of a Governor's Disaster Declaration.

C. Organization

1. County

- a. During an actual or potential emergency or disaster, the primary agency of Maricopa County Department of Public Health will assign a liaison to Maricopa County Emergency Operations Center to fill the role of ESF #8 Coordinator. During an activation of the Maricopa County Emergency Operations Center, support agency staff will work with the coordinating agency to provide support that will allow for an appropriate, coordinated and timely response. If additional support is required, the Maricopa County Department of Public Health and primary agencies may co-manage ESF #8 activities.
- b. The Coordinator will report to the Maricopa County Emergency Manager or designee. During the response phase, the Coordinator will evaluate and analyze information regarding medical and public health assistance requests.
- c. The Coordinator will develop and update assessments of medical and public health status in the impact area and do contingency planning to meet anticipated demands.
- d. The Coordinator will partner with the ESF #6 – Mass Care, Housing, and Human Services to support all individuals and organizations regarding mass care services, including sheltering that may be required to support disaster response and recovery operations in Maricopa County.

2. State of Arizona

- a. The Arizona Department of Health Services is the lead Coordinating agency for the State of Arizona. The State provides supplemental assistance to local governments in identifying and meeting the public health and medical needs of the affected population of disasters and emergencies. The State concept of operations is outlined in the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The Maricopa County Emergency Management will notify the Maricopa County Department of Public Health when an area of Maricopa County is threatened or has been impacted by an emergency or disaster event.



2. The primary agency notified will report to the Maricopa County Emergency Operations Center, if so advised or requested by Maricopa County Emergency Management.
3. The Coordinator and/or Maricopa County Emergency Management will provide notification to support agencies as outlined in internal call down procedures. The Coordinator will continue to update those agencies as the situation progresses and upon demobilization and recovery.

E. Actions

1. Actions carried out by ESF #8 are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all ESF #8 agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #8 - Public Health and Medical Services</i>	
1	Determine the nature and scope of the disaster or incident by consulting with the EM Director.
2	Determine the availability of resources for hospital facilities, capacity, staff, EMS, volunteers, and outside assistance.
3	Anticipate health and medical requirements for AFN populations.
4	Identify fatality management capabilities.
5	Have working plans for patient transport to all sites, including overflow and out of area.
6	Designate alternative sites, extra jurisdictional if needed, for patient capacity exceeding capabilities.
7	Coordinate with Mass Care to identify at-risk individuals in advance of, during, and following an emergency.
8	Identify hospitals' ability to perform decontamination of patients and service animals.
9	Identify behavioral health response capabilities.
10	Develop procedures to appropriately vet and release casualty and fatality information to families.
11	Participate in the Hospital Preparedness Program.
12	Coordinate credentialing and privileging procedures to utilize volunteer behavioral health professional and other staff.
13	Coordinate behavioral health capabilities of relevant medical first responders.
14	Coordinate county's behavioral health disaster team in conjunction with local health departments.
15	Coordinate activities in preparing at-risk populations for disasters.
16	Collaborate with Maricopa County Environmental Services Department, Maricopa County Department of Public Health, Arizona Department of Health Services, state environmental protection or quality, and EPA surveillance programs to identify environmental health threats.
17	Collaborate with the Arizona Department of Agriculture, Arizona Department of Health Services, CDC, FDA, and related organizations on programs tracking potential pandemics and epidemics.
18	Plan for decontamination activities.



19	Provide vaccinations against preventable diseases including tetanus, influenza, and pertussis.
20	Provide hand washing and other disease prevention campaign activities.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #8 - Public Health and Medical Services</i>	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this checklist.
2	Coordinate with private sector hospital and EMS services to ensure adequate communication during response activities.
3	Coordinate health support and medical operations and locations for AFN populations (ESL, deaf, hard of hearing, visually impaired, etc.) assistance staff call down list.
4	Ensure that emergency medical teams responding to a disaster site establish a medical command post per local policy and procedure.
5	Rapidly assesses health and medical needs by means of first responder reports, visual surveillance, casualty reports and hospital care center informal polling.
6	Screen and coordinate with incoming groups such as Disaster Medical Assistance Teams (DMAT) and medical volunteers.
7	Ensure that positive identification and proof of licensure is made for all volunteers.
8	Maintain a patient-casualty tracking system.
9	Maintain accurate records of resources utilized and submit reports.
10	Help coordinate efforts to respond to inquiries from family members concerned about loved ones.
11	Coordinate medical operations activities and resource needs for the following: health departments, hospitals, EMS, environmental health agencies, pharmacies, behavioral health centers and teams, clinics, funeral directors, and Maricopa County Medical Examiner.
12	Coordinate support activities with Mass Care for AFN populations at shelters.
13	Coordinate provision of prophylaxis, protective gear, and decontamination facilities for personnel.
14	Communicate incident related health and medical information to citizens including at-risk populations.
15	Activate community alternate care sites.
16	Operate community alternate care sites or locate willing out of area providers and coordinate patient transport to them.
17	Coordinate fatality management process and requests additional support.
18	Determine the extent or medical threat of contamination from chemical, radiological or infectious agents.
19	Transport symptomatic individuals to appropriate health facilities prior to their entering mass prophylaxis site.
20	Through monitoring, identify individuals who have an adverse reaction to prescribed medication and initiate alternate therapies (coordinate supplies of alternate drugs in connection with these cases).
21	Maintain communications with transportation vendors during distribution of medical supplies and route in accordance with access information from Transportation.
22	Track the injured.
23	Report incident related injuries to EOC.
24	Report incident related fatalities to EOC.



25	Activate and perform decontamination of patients, service animals and pets.
26	Provide numbers of available beds, resources, medical capabilities and medical specialties.
27	Coordinate mortuary services during an emergency.
28	Coordinate and activate patient decontamination activities with EMS agencies.
29	Coordinate and activate behavioral health care activities.
30	Conduct behavioral health care activities.
31	Conduct decontamination activities, in coordination with Hazmat or Fire staff from chemical, radiological or biological agents.
32	Coordinate the pre-positioning of resources with other agencies.
33	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
34	Coordinate communications and warnings radio frequencies.
35	Use call down rosters to alert emergency responders or provide situation updates.
36	Activate public warning systems to include the Emergency Alert System (EAS).
37	For help providing mass medical care and treating displaced populations, coordinate with the Red Cross and other charities; designate personnel as liaisons.
38	Coordinate critical incident stress management services to the community and to first responders. These services may include on-scene support, individual consults, defusing, and community briefings.
39	Coordinate with law enforcement, fire services, emergency medical services, and other necessary to monitor and enforce restrictions, if necessary.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #8 - Public Health and Medical Services</i>	
1	Plan recovery, reconstitution, mitigation and other long-term actions.
2	Plan for the gradual shut down of emergency health and medical operations.
3	Prepare Health and Medical After Action Report (AAR).
4	Activate family reunification policies or procedures to be used by Medical Response.
5	Record damage assessment information.
6	Coordinate with health and medical sector agencies submitting response and recovery information to emergency management.
7	Report damage to hospitals.
8	Coordinate restoration of water and wastewater capabilities, providing testing and delivery system integrity inspection.
9	Maintain post-event exposure logs, rosters of patients and personnel for hazardous material or pathogen exposure.
10	Coordinate the transition from trauma and emergency care to subsequent chronic needs patient surge.
11	Refer personnel to mental health professionals for PTSD screening or debriefing as needed.
12	Refer patients to local mental health professional upon determination of the need for further psychological assessment or treatment.



Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #8 - Public Health and Medical Services</i>	
1	Conduct joint training exercises with law enforcement, EMS, firefighters, and other first responders to handle infectious biohazard incident responses.
2	In conjunction with food industry and FDA participate in warning and recall of dangerous or contaminated products.
3	Collect and implement mitigation strategies from experts including toxicologists, epidemiologists, radiation protection services, etc.
4	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.

Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #8 - Public Health and Medical Services</i>	
1	Determine requirements for protected stakeholder information sharing.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Develop an observant and engaged population and foster working relationships with the community, including individuals, families, the private sector, and neighboring governments.

F. Special Tasks

1. Flooding and Dam Failure:

- a. Work with the Communications and Warning and EPI Coordinators to keep people informed of the health and sanitary conditions created by floods. Floodwaters may carry untreated sewage, dead animals, disinterred bodies, and hazardous materials.
- b. Coordinate teams to monitor water quality and sanitary conditions.
- c. Relocate resources and equipment from the flood area that is needed to assure continuation of health and medical services.

2. Mass Casualties

- a. In the event of mass casualties in Maricopa County local resources will be quickly overwhelmed. The Maricopa County Emergency Operations Center or County Manager/Mayor will notify the Maricopa County Medical Examiner Office of the Medical Investigator (OMI) local representative, or Field Deputy Medical Investigator (FDMI). The OMI representative will:
 - i. Initiate OMI response
 - ii. Make an initial assessment
 - iii. Coordinate with the State EOC



- iv. Identify and coordinate with the appropriate law enforcement agency if necessary
- v. Activate Disaster Mortuary Operational Response Teams (DMORT)
- vi. Directly coordinate with DHS/FEMA
- vii. Recovery of remains and personal effects
- viii. Examination of remains
- ix. Communication with affected population's families
- x. Coordination with Federal Support under the National Response Guidelines

3. D.M.O.R.T. (Mortuary Services)

- a. In the event there is a disaster/emergency with multiple deaths, it will be necessary to notify the Disaster Mortuary Emergency Operations Center after a federal disaster is declared. To make contact with them, dial 1-800-USA-NDMS. The activated DMORT will require the following:
 - i. Minimum of 10,000 square feet (prefer 18,000 square feet)
 - ii. Water/Sewer
 - iii. Bio-Hazard Equipment Containers
 - iv. Room for separate partitions
 - v. Area that is easy to secure (lock up money, etc.)
 - vi. Parking lots for rental cars
 - vii. Good access

III. Responsibilities

- A. The coordinating agency and its responsibilities are listed first.

Coordinating: Maricopa County Department of Public Health	
<i>Preparedness (Pre-Event) Actions for ESF #8 - Public Health and Medical Services</i>	
1	Maintain current MOUs or MOAs.
2	Identify liaison to communicate with municipal and state health departments.
3	Have a clear press release and mass media protocol for communication to the public during emergencies.
4	Participate in the CDC Public Health Preparedness Program.
5	Coordinate municipal health departments' emergency response training programs.



6	Participate in county-wide medical countermeasure planning.
7	Coordinate community medication dispensing activities.
8	Plan for quarantine and containment activities.
Response (During Event) Actions for ESF #8 - Public Health and Medical Services	
1	Coordinate health and medical resource requests with the Incident Commander.
2	Alert auxiliary or reserve health and medical personnel, if needed.
3	Coordinate with neighboring community health and medical organizations and with state and federal officials on matters related to assistance from other governments.
4	Provide information through the Emergency Public Information Coordinator to the news media on the number of injuries, deaths, etc.
5	Ensure appropriate health and medical services information is made available to the information processing section in the EOC.
6	Identify specific health and safety risks for disasters.
7	Coordinate with Logistics for requesting resources.
8	Coordinate surveillance and epidemiological activities of the local health department including activities with community partners.
9	Recommend or determine health-related protective actions.
10	Provide patients with appropriate prophylaxis and maintain inventory control.
11	Document and track resources that are committed to specific missions.
12	Activate and conduct activities that may be involved in community disease containment measures including isolation, quarantine, and gathering cancellation.
13	Activate and conduct municipal mass dispensing campaign priorities and general activities.
14	Activate and conduct municipality's disease surveillance system.
15	Recommend or determine health department's protective action.
16	Provide liaison to communicate between health department and Public Health and Medical for emergency related information.
17	Provide liaison for communication between hospitals and Public Health and Medical related to patient numbers and information.
18	Coordinate vector surveillance activities.
19	Perform vector surveillance activities at local and regional level in conjunction with CDC.
20	Provide briefs or updates related to vector surveillance activities.
21	Dispose of medical supplies.
22	Coordinate community outreach to at-risk populations.
23	Provide communication of at-risk populations' needs to the Coordinator.
24	Determine the exhausted supplies and resources of emergency response agencies.
25	Obtain needed resources and supplies.
26	Distribute supplies.
27	Coordinate with the EOC Director regarding needs and priorities for meeting them.
28	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
29	Generate detailed information on needs and logistics that the higher level of government may not have.
30	Allocate resources to prioritize affected population.
31	Maintain financial and legal accountability.
32	Set specific priorities in consultation with governments, elected officials, designated officials, or the EOC Director.



33	Upon identification of medical resource shortfalls activate warehousing operations.
34	After delivery of medical assets to warehouse facility, repackaging pharmaceuticals and other assets and distribute to Points of Distribution (PODs) and other health facilities.
35	Provide isolation and quarantine information to emergency public information officer or Joint Information Center (JIC), if activated, for release.
36	If the scope of the incident is beyond the capabilities of this jurisdiction's resource, notify the EOC Director and log date and time.
37	Coordinate planning for large-scale medical treatment.
Recovery (Post Event) Actions for ESF #8 - Public Health and Medical Services	
1	Conduct and monitor health effects post-disaster.
2	Provide public health input into community recovery affairs.
3	Inspect food service establishments prior to resuming business.
4	Assist at-risk populations in recovering from disasters including programs provided.
5	Replenish vaccine, antitoxin, and such special-situation pharmaceutical products as needed.
6	Coordinate with Strategic National Stockpile as needed.
7	As warehousing activities diminish, activate plan to recover unused medical resources and return to steady state.
Mitigation Actions for ESF #8 - Public Health and Medical Services	
1	Coordinate with local health departments to identify and control vectors that may transmit the disease which caused the emergency.
2	Monitor the course and population characteristics of a recognized outbreak, monitor containment or reservoir populations.
Protection Actions for ESF #8 - Public Health and Medical Services	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.

IV. Financial Management

A. ESF #8 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Section Chief as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland



Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



ESF #9 - Search and Rescue

Coordinating Agency:

Maricopa County Sheriff's Office (MCSO)

Primary Agency:

Maricopa County Sheriff's Office (MCSO)

Support Agencies:

Arizona Department of Emergency and Military Affairs

Fire Districts

Maricopa County Animal Care and Control

Maricopa County Department of Emergency Management

Maricopa County Department of Public Health

Maricopa County Department of Security Services

Maricopa County Department of Transportation

Maricopa County Office of the Medical Examiner

Maricopa County Parks and Recreation Department

Maricopa County Security Services

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #9 is to provide search and rescue services in support of emergency operations in Maricopa County.

B. Scope

1. ESF #9 coordinates actions to provide search and rescue to support incident management and facilitate the response process. Specifically, it supports local governments by supporting:
 - a. Searches and rescues rural areas for lost, missing, or endangered persons
 - b. Waterborne searches and rescues in lakes, ponds or rivers
 - c. Searching for downed or missing aircraft
 - d. Searches as a result of a structural collapse

II. Concept of Operations

A. General

1. ESF #9 is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System and the Incident Command System. This structure and



system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #9 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, Maricopa County Emergency Operations Center will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.
4. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
5. Recovering Victims

When feasible:

- a. Rescue survivors in dangerous areas, from environmental hazards, and debris;
 - b. Retrieval of bodies when possible and only when all living victims have been recovered.
 - c. Provide stable transport of victims while in injured condition.
6. Access and Functional Needs:

AFN populations require intensive planning by the Maricopa County Emergency Operations Center for diverse regions in Maricopa County. This includes:

- a. Providing for rescue and shelter of disabled, elderly, and other mentally disabled or vulnerable populations; including communicating properly with ESL or non-English speakers.
- b. Planning temporary medical aid and liaising with medical supply companies and emergency care physicians; water, food, and shelter access provision.
- c. Arrange for adequate power, stations and delivery of medical supplies to disabled or at risk victims.
- d. When domesticated animals are involved, the provision of providing appropriate relief, care, and sheltering also cover all disaster cycle activities even if their owners are not continually present with their animal, including but not limited to;



owners needing Search and Rescue services, owners needing decontamination from exposure to hazardous materials, owners needing assistance during evacuations.

7. The provisions under the PETS Act will be carried out by Maricopa County Animal Care and Control and, as available to assist, the Arizona Humane Society; or by a third party under the agreement and/or authorization of Maricopa County Animal Care and Control to conduct similar activities.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations
3. During emergency activations, all management decisions regarding search and rescue for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment from each primary and/or support organization assisting this ESF will retain administrative control over its own resources and personnel, but will be under the operational control. Delegation of mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County EOC the Maricopa County Sheriff's Office is the designated lead agency for search and rescue and will provide a liaison to facilitate requests for regional search and rescue resources to local Emergency Operations Centers.
 - b. Maricopa County Department of Emergency Management develops and maintains the overall Emergency Operations Plan with the coordination of the Maricopa County Sheriff's Office and their accompanying Appendices, ESF's and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Maricopa County EOP. All such documents will be in compliance with the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS).



- c. During the response phase, Maricopa County Emergency Operations Center will evaluate and analyze information regarding search and rescue requests. Also, the Maricopa County Emergency Operations Center will develop and update assessments of the search and rescue status in the impact area and do contingency planning to meet anticipate demands and needs.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Public Safety is the designated lead agency for search and rescue and will provide a liaison to facilitate requests for State search and rescue resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs develops and maintains the Arizona State Emergency Response and Recovery Plan with the coordination of Arizona Department of Public Safety and their accompanying Appendices, annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator for when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This ESF will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage its emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement on standby, Maricopa County Sheriff's Office (MCSO) will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

**Overall Actions Assigned to All Members***Preparedness (Pre-Event) Actions for ESF #9 - Search and Rescue*

1	Identify guidance on handling AFN populations as is necessary to search and rescue operations.
2	Identify alternate or backup communications systems and facilities.
3	Develop and test emergency communication procedures.
4	Coordinate the prepositioning of resources with other agencies.

Overall Actions Assigned to All Members*Response (During Event) Actions for ESF #9 - Search and Rescue*

1	Determine the nature and scope of the disaster or incident by consulting with the EM Director.
2	Coordinate resource requests from the Incident Commander.
3	Coordinate resource requests from the Incident Commander through the Incident Command Post, to the EOC, except during wildfires.
4	Provide and maintain primary communications for the EOC on a 24-hour basis using any available public and private communications systems.
5	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
6	Use call down rosters to alert emergency responders or provide situation updates.
7	Coordinate with Transportation and Medical Services representatives for transportation of victims to emergency treatment centers, mass casualty centers, or fatality collection points.
8	Provide field support for emergency responders.
9	Evaluate requests for resources against known supplies.
10	Report Search and Rescue status and potential problems to the EOC Director.
11	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Director and log the time and date.
12	If more than one shift is needed, prepare and post a shift schedule.
13	Prepare an oral increased readiness report for the first coordination meeting with the EOC Director.

Overall Actions Assigned to All Members*Recovery (Post Event) Actions for ESF #9 - Search and Rescue*

1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Plan for the gradual shut down of emergency operations.
4	Prepare an After Action Report (AAR).
5	Participate in after action meetings and prepare after action reports as requested.
6	Provide assistance in initial needs assessment and augment search and rescue operations.
7	Clean, replenish, repair, and perform maintenance on all equipment before returning to normal operations or storage.



Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #9 - Search and Rescue</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Encourage the private sector to develop location and check in plans for AFN populations to minimize unnecessary use of Search and Rescue resources.
3	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
4	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.

Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #9 - Search and Rescue</i>	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Alert or activate off-duty and auxiliary personnel as required by the emergency.

F. Search and Rescue Operations

1. Flood and Dam Failure

Use initial damage assessment information and Priorities of Response prepared by the Direction and Control Coordinator to:

- a. Identify the facilities and areas where search and rescue operations may be needed.
- b. Establish a priority for conduct of these operations
- c. Focus coordination and planning on the following actions:
 - i. Remove trapped and injured persons from homes, buildings collapses, and other structural collapses
 - ii. Administer first aid
 - iii. Assist in transporting the seriously injured to medical facilities
 - iv. Anticipate and plan for the possibilities of having to assist special needs population

2. Earthquake

Priorities:

- a. Use the damage assessment from the Direction and Control Coordinator to:



- i. Identify the facilities and areas for urban search and rescue (US&R) operations
 - ii. Establish a priority for Search and Rescue operations
 - b. Assist the American Red Cross in compiling an initial damage assessment
 - c. Through the Direction and Control Coordinator, notify the State Emergency Operations Center for specialized equipment and additional trained teams for large-scale search and rescue operations.
- 3. Typical Search and Rescue Response Missions:
 - a. Remove trapped and injured persons from landslides, buildings collapses, and other structural collapses
 - b. Administer first aid
 - c. Assist in transporting the seriously injured to medical facilities
- 4. Reminders:
 - a. Use professional and volunteer search teams (including dog teams)
 - b. Through the Direction and Control Coordinator, request Federal assistance to perform Urban Search and Rescue (US&R) operations. The Federal Government has established these teams, which are available to State and local response teams. The National Response Framework (NRF) Emergency Support Function ESF #9 includes provisions for deploying Federal US&R teams. These teams augment State and local emergency response efforts to locate, extract, and provide for the immediate medical treatment of victims trapped in collapsed structures.
 - c. A moderate quake of 5.0 magnitude can trigger other hazards including:
 - i. Landslides
 - ii. Fires
 - iii. Utility damage
 - iv. Hazardous materials spills
- 5. Additional Resources Available through the State Emergency Operations Center:
 - a. Military
 - b. State National Guard
 - c. Public Works



- d. Structural engineers
- e. Building inspectors
- f. Federal assistance to perform Urban Search and Rescue (US&R) operations

III. Responsibilities

A. The coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Sheriff's Office (MCSO)	
<i>Preparedness (Pre-Event) Actions for ESF #9 - Search and Rescue</i>	
1	Clearly delineate search, rescue definitions and criteria in conjunction with law enforcement, fire and EMS.
2	Anticipate potential needs or problems that would exceed jurisdiction resources in conjunction with Logistics.
3	Identify responsibilities for liaison roles with state and adjacent county SAR officials.
4	Identify search and rescue sustainment needs for incidents less than 72 hours and greater than 72 hours.
5	Prepare an oral increased readiness report for the first meeting with the EM Director.
6	Report communications status and potential problems and solution options to the EM Director.
<i>Response (During Event) Actions for ESF #9 - Search and Rescue</i>	
1	Notify state agencies and neighboring communities if Search and Rescue operations exceeded geographic boundaries.
2	Notify the DPS when it has become necessary to activate regional Search and Rescue Association.
3	Obtain needed resources and supplies.
4	Allocate resources to prioritize incident victims.
5	Monitor resource shortages in the jurisdiction and present options to the EOC Director.
6	Generate detailed information on needs and logistics that the higher level of government may not have.
7	Coordinate radio frequencies.
8	Coordinate the management of air resources with other agencies.
9	Coordinate with search and rescue elements responding from other jurisdictions.
10	Coordinate with the EOC Director regarding needs and priorities.
11	Maintain situational awareness of ongoing Search and Rescue operations personnel.
12	Set priorities in consultation with appropriate personnel.
13	Maintain financial and legal accountability.
14	Channel Search and Rescue information for public release through the Joint Information System (JIS).
<i>Recovery (Post Event) Actions for ESF #9 - Search and Rescue</i>	
1	Provide documentation for possible financial reimbursement process for recovery activities.



IV. Financial Management

A. ESF #9 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #10 - Hazardous Materials Response

Coordinating Agency:

Maricopa County Environmental Services Department

Primary Agency:

Arizona Department of Environmental Quality
Maricopa County Department of Emergency Management

Support Agencies:

Arizona Department of Public Safety
Fire Districts
Maricopa County Department of Air Quality
Maricopa County Department of Public Health
Maricopa County Department of Risk Management
Maricopa County Department of Transportation
Maricopa County Local Emergency Planning Committee (LEPC)
Maricopa County Sheriff's Office (MCSO)
Metropolitan Medical Response System (MMRS)
Rural Metro Fire
Volunteer Fire Departments

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #10 is to provide hazardous materials (HazMat) coordination and support services in support of emergency events in Maricopa County.

B. Scope

1. ESF #10 provides for a coordinated response to HazMat incidents. This includes the appropriate response and recovery actions to prepare for, prevent, minimize, or mitigate a threat to public health, welfare, or the environment caused by oil or HazMat.
2. ESF #10 describes the actions unique to oil and hazardous materials response, it addresses:
 - Response to oil and hazardous materials incidents at both fixed sites and on transportation routes
 - Specialized local, regional, state and federal mutual aid resources
 - Hazardous materials planning and reporting requirements
 - Short and long-term environmental remediation



II. Concept of Operations

A. General

1. ESF #10 is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations, Regional HazMat Teams, and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring County, State, Federal or mutual aid assistance, the Maricopa County Emergency Operations Center will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of any required assets.
4. Throughout the response and recovery periods, will evaluate and analyze information regarding the identification of securing, removing and disposing of the hazardous materials requests for response, develop and update assessments of the hazardous materials situation and status in the impact area, and do contingency planning to meet anticipated demands or needs.
5. When an event is focused in scope to a specific type or response mode technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
6. The Arizona Department of Public Safety will send an Emergency Response Officer (ERO) trained as HazMat Incident Commander to coordinate the response effort with the assistance of local fire and police services.
 - a. Hazmat teams are designated at the local fire department level and are run in coordination with National Fire Protection Association, OSHA, the EPA, DPS and local fire and rescue. Pre-incident Hazmat teams are categorically trained in establishing perimeters for a given threat, cross contamination protocols and building HAZMAT teams specially trained in a given threat (Propane, gasoline, diesel fuels, acids, etc.). First responders face many of the same threats as persons in the area at the time of an event. This makes establishing the type of chemical event critical in initial response, before personnel and material are deployed. It is reasonably assumed that HAZMAT events have limited geographic impact and radius. This limits the necessary pre-incident planning. Pre-incident



b. The primary agency convenes appropriate agency representatives to the Incident Command Post (ICP) as soon as possible, if possible, to develop a plan for providing the support required. This can be conducted via emergency conference call or by physically locating at the primary agency ICP as appropriate. At the EOC level, response focuses initially on the following actions:

7. **Warning, Alert, and Public Announcement.** The Coordinator will coordinate with the External Affairs Coordinator for comprehensive public information dissemination and a media management plan. Joint information centers may have to be established to ensure timely and accurate dissemination of pertinent information to the public through radio, television, interstate/or public transportation bulletins and electronic mediums. The quickest means of notification is the Highway Advisory Alert System located in the EOC. Local radio stations are the second fastest means of notification. Additionally, the Office of Emergency Management maintains a Facebook page to disseminate timely information to the public. Refer to the basic plan for additional notification procedures.

9. Environmental remediation is a primary concern in the recovery from a hazardous material release. In the event of a release there are several contractors available in Arizona that can provide remediation services. ESF #10 Coordinator should refer to the appendix on environmental releases. Within the ESF is a list of contractors that can assist with the remediation process. It will also be a requirement for ESF #10 to work closely with the State EOC for resources required in this area.

1. ESF #10 complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.



2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations
3. During emergency activations, all management decisions regarding hazardous material response and/or protection for Maricopa County are made at the Maricopa County Emergency Operations Center by the ESF coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment from ESF #10, and further mission tasking by a Local primary agency, each support organization assisting ESF #10 assignment will retain administrative control over its own resources and personnel but will be under the operation control of ESF #10. Delegation of mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County

- a. During an activation of the Maricopa County EOC, the Maricopa County Department of Emergency Management is the designated lead agency for County hazardous material events and may provide a liaison to facilitate requests for hazardous materials resources to local Emergency Operations Centers.
- b. The Maricopa County Department of Emergency Management develops and maintains ESF #10 Hazardous Materials Response and their accompanying Appendices, ESF's and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Maricopa County EOP. All such documents will be in compliance with the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS).
- c. During the response phase, ESF #10 will evaluate and analyze information regarding transportation services requests. ESF #10 will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated requirements.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Environmental Quality is the designated lead agency for State hazardous materials and will provide a liaison to facilitate requests for hazardous materials resources to local Emergency Operations Centers.
- b. During the response phase, ESF #10 will evaluate and analyze information regarding hazardous materials requests. Also, ESF #10 will develop and update assessments of the hazardous materials situation and status in the impact area and do contingency planning to meet anticipated demands and needs.



- c. The Arizona Department of Environmental Quality develops and maintains ESF #10 with coordination of Arizona Department of Emergency and Military Affairs and their accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator for ESF #10 when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This ESF will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities of ESF #10. If additional support is required, the ESF #10 coordinating and primary agencies may jointly manage ESF #10 activities.
3. Upon instructions to activate or placement of ESF #10 on standby, Maricopa County Environmental Services Department will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.
4. If a reportable release of an Extremely Hazardous Substance or a Hazardous Substance, as designated by the Environmental Protection Agency, occurs at a facility, the facility owner/ operator/ emergency coordinator shall, in accordance with SARA, Title III, and ARS §26-348, immediately notify the following agencies using the Owner/Operator Hazmat Incident Report:
 - a) The emergency response agency (i.e., the local fire department) through 911 or other appropriate number if emergency response is required.
 - b) The Maricopa County Local Emergency Planning Committee through the Maricopa County Department of Emergency Management.
 - c) The Arizona Emergency Response Commission through the Arizona Department of Environmental Quality Emergency Response Unit.
 - d) The National Response Center.
5. After additional information becomes known, the owner or operator shall update the notice in writing within seven calendar days following discovery or development of the information.
6. In addition, a written follow-up report of the incident shall be submitted to the Arizona Emergency Response Commission and the Local Emergency Planning Committee within thirty days after the reportable release. The written follow up report will not be deemed



accurate or complete until the MCLEPC has reviewed and approved it. The MCLEPC may request more information, in writing, pertaining to the HAZMAT incident. The owner or operator shall provide the following information immediately:

- a) The specific location of the release.
- b) The chemical name or identify of the substance(s) released and description of the container or vessel from which the release occurred.
- c) Indication if the substance is on the list of Extremely Hazardous Substances.
- d) An estimate of the quantity of substances which were released into the environment.
- e) The time and duration of the release.
- f) The medium or media into which the release occurred.
- g) Any known or anticipated acute or chronic health risks associated with the release and, if within the informant's knowledge, advice regarding medical attention necessary for exposed individuals.
- h) Proper precautions to take as a result of the release, including evacuation and other proposed response actions.
- i) The name and telephone number of the person or persons to be contacted for further information.
- j) The written follow up report shall include the above information and the following information:
- k) Actions taken to respond to and contain the release.
- l) Any known or anticipated acute or chronic health risks associated with the release.
- m) If appropriate, advice regarding medical attention necessary for exposed individuals.
- n) Measures which have been or will be taken at the facility to avoid a recurrence of similar releases.
- o) The supplemental radiological incident report shall be completed when an incident involves radioactive materials.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #10 - Hazardous Materials Response</i>	
1	Anticipate, test, and evaluate problems with warning, detection systems, and monitoring equipment.
2	Prepare an inventory of existing threats using SARA Title III, Tier II information.



3	Develop detailed procedures for identification, control, and clean-up of oil or hazardous materials.
4	Coordinate the prepositioning of resources with other agencies, including the Department of Transportation and the EPA.
5	Develop and test emergency communication procedures.
6	Maintain adequate supply of radiological monitors and monitoring equipment.
7	Participate in LEPC meetings.
8	Identify public notification procedures on the statuses of hazmat facilities and transportation systems.
9	Identify critical facilities that may contain hazardous materials and develop a response plan for those facilities.
10	Identify local transportation routes for hazardous materials on road and railways.
11	Identify evacuation routes away from and downwind from regulated facilities.
12	Identify and track radiological response training requirements for personnel and agencies.
13	Develop radiological awareness programs for responders, private industry, and the public.
14	Develop emergency preparedness programs for hazardous materials incidents.
15	Plan with Transportation alternate routes and modes of transportation.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #10 - Hazardous Materials Response</i>	
1	Determine the nature and scope of the disaster or incident by consulting with the EOC Director.
2	Designate personnel from Fire to coordinate Hazmat activities in EOC.
3	Provide for monitoring to determine the extent of the contaminated area and consult with appropriate support agencies to provide access and egress to contaminated areas.
4	Assess the extent of contamination and determine the area and population likely to be affected by hazardous materials release.
5	Report Oil and Hazardous Chemical situation status and potential problems to the EM Director.
6	Coordinate road, airspace, and waterway closures in coordination with ESF #1 and state and federal agencies.
7	Provide support and protective equipment for emergency responders.
8	Alert local, state, and federal agencies of incidents as prescribed by law or policy; keep documented checklist of notifications.
9	Coordinate with EOC to deploy trained personnel to the incident to provide hazardous material assessment and response activities.
10	Manage the direction and control of hazardous materials response efforts in coordination with the IC and the EOC director.
11	Establish adequate safety zones required for decontamination and quarantine.
12	Coordinate with other agencies to recommend evacuations to communicate evacuation notices to the public.
13	Identify resources needed to ensure personnel are adequately protected and equipped to handle radiological incidents.
14	Allocate resources to prioritize incident victims and prevent further exposure and contamination.



15	Designate personnel to track changes in wind direction and speed during cases of gas leaks or hazardous vaporization.
16	In case of environmental disasters, coordinate non-profit and volunteer efforts with government operations.
17	For spills in urban settings, coordinate building, particularly basement, inspections and closures to reduce exposure.
18	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
19	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
20	Organize treatment plans, in conjunction with medical teams, for burn, inhalation victims and mass medical care.
21	Use call down rosters to alert emergency responders or provide situation updates.
22	Ensure decontamination teams have adequate access to sites and equipment.
23	If public transportation systems are affected, consult with municipal transportation authorities on necessary closures and rerouting.
24	Request mutual aid as needed.
25	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
26	Coordinate with Firefighting on hazardous materials storage and transportation.
27	Monitor sampling studies to determine environment impact as event continues.
28	In case of maritime impacts, coordinate with US Coast Guard and other authorities regarding coastline and harbor responses.
29	Coordinate with DOT, NTSB, or FAA where a disaster occurs in any transportation sector.
30	In case of a chemical weapon attack, facilitate the efforts of law enforcement investigations while continuing response efforts.
31	Coordinate with relevant private and public organizations for rapid evaluation criteria of material and the releases impact on the environment.
32	Establish shift and staffing schedules for events exceeding 24 hours.
33	Coordinate situation specific assessment teams such as radiological and chemical.
34	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Director and log the time and date.
35	Determine jurisdictional priorities objectives strategies and resource allocations.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #10 - Hazardous Materials Response</i>	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Confirm with Mass Care, Medical and Long Term Recovery staff that objectives are being addressed for exposed victims or responders.
3	Enable and publish public re-entry when cleanup is complete and safety levels meet substance specific parameters.
4	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
5	Plan for the gradual shut down of emergency operations.
6	Prepare an After Action Report (AAR).
7	Develop and implement environmental clean-up plan.



8	Continue to monitor personnel and area for contamination.
9	Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.
10	Conduct subsequent decontamination in conjunction with environmental agencies.
11	In case of oil spills, know when to hand over response to longer-term mitigation personnel.
12	Participate in after action meetings and prepare after action reports as requested.

Overall Actions Assigned to All Members

Mitigation Actions for ESF #10 - Hazardous Materials Response

1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Coordinate with proper authorities and regulatory agencies to ensure tracking of hazardous materials in and out of jurisdiction is timely and accurate.
3	Ensure first responder access to PPE and decontamination facilities.
4	Coordinate with regulatory authorities to ensure proper transit permits have been obtained prior to the transportation of hazardous materials.
5	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
6	Develop standard operating guides and checklists to support HAZMAT activities.
7	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
8	Ensure vulnerable facilities receive appropriate remediation.
9	Check critical infrastructure support and redundancies for areas where HAZMAT incidents could damage or destroy.
10	Offer recommendations to appropriate authorities about fixing these weaknesses.
11	Consider mobile and aerial monitoring and mobile laboratory support for first responders.
12	Consider natural disaster effects on HAZMAT storage and production facilities.
13	Tabulate and maintain a list of high priority sites vulnerable to natural disasters, terrorism, and other externalities.
14	Tabulate and maintain a list of first and continuing responder resources.

Overall Actions Assigned to All Members

Protection Actions for ESF #10 - Hazardous Materials Response

1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.
4	Control or limit access to critical and vulnerable locations.

III. Responsibilities

1. The coordinating agency and their responsibilities are listed below.



Coordinating: Maricopa County Environmental Services Department	
<i>Preparedness (Pre-Event) Actions for ESF #10 - Hazardous Materials Response</i>	
1	Provide, obtain, or recommend training for response personnel using courses made available by FEMA, Department of Energy (DOE), Nuclear Regulatory Commission (NRC), the EPA, manufacturers and transporters of hazardous materials, and training based on OSHA requirements.
2	Publish chemical reporting requirements and alert criteria for public.
3	Coordinate with energy, transportation, mining, and manufacturing facilities to effect efficient collaboration when disasters occur.
4	Identify responsibilities for liaison roles with state and adjacent county officials.
5	Identify and track potential waterway vulnerabilities, including contamination risks to drinking water.
6	Identify high risk environmental zones taking into consideration wildlife and marine habitats.
7	Be aware of secondary contamination through access routes used by first responders, and to the public through evacuation routes.
<i>Response (During Event) Actions for ESF #10 - Hazardous Materials Response</i>	
1	In a Hazardous Materials Incident, the State Hazardous Material Response Officer will provide coordination of response resources in support of local jurisdictions.
2	Coordinate with Communications and External Affairs to initiate warning to the public of imminent hazmat incident.
3	Determine the supply needs generated by the emergency.
4	Evaluate requests for resources against known supplies.
5	Obtain needed resources and supplies.
6	Coordinate with the EOC Director regarding needs and priorities.
7	Request assistance from the EPA, State EOC, Conservation, Recreation, and others as dictated by the situation.
8	Maintain financial and legal accountability.
9	Prepare an oral increased readiness report for the first meeting with the EOC Director.
10	Coordinate public information regarding Hazardous materials emergencies for public release through the Joint Information System (JIS).
11	In a hazardous materials incident, the DPS State Emergency Response Officer (ERO) will coordinate response activity, and coordinate additional resources as necessary.
<i>Recovery (Post Event) Actions for ESF #10 - Hazardous Materials Response</i>	
1	Detail and release via PIO relevant public health information.
2	Provide documentation for possible financial reimbursement process for recovery activities.
3	Coordinate with Communications and External Affairs to announce an area is all clear. After the assessment team determines the area is safe for return.
4	Provide investigative agencies with documentation of the response to enable health and environmental studies.
<i>Mitigation Actions for ESF #10 - Hazardous Materials Response</i>	
1	Provide a representative for the updating of the hazard mitigation plan.



IV. Financial Management

A. ESF #10 is responsible for coordinating with Maricopa County Department of Emergency Management to manage ESF #10 expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #11 - Agriculture and Natural Resources

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

Maricopa County Environmental Services Department – [Food and Water]

Maricopa County Department of Parks and Recreation – [Wildlife]

Maricopa County Department of Public Health

Maricopa County Parks and Recreation Department

Support Agencies:

Arizona Department of Agriculture

Arizona Department of Environmental Quality

Arizona Department of Game and Fish

Arizona Department of Health Services

Arizona Department of Veterinary Services

Arizona State Historic Preservation Office (SHPO)

Maricopa County Animal Care and Control

Maricopa County Department of Risk Management

Maricopa County Sheriff's Office (MCSO)

I. Purpose and Scope

A. Purpose

1. ESF #11 provides the mechanism for coordinated local assistance to supplement other emergency support functions and, if needed, state and federal agencies will support with the response activities. For this document, agriculture and natural resources include: animal and plant health, nutrition assistance, food protection, natural and cultural resources, and water quality and availability.

B. Scope

1. ESF #11 addresses the following:
 - a. Describes food and water security and inspections in the aftermath natural or technological disaster.
 - b. Addresses how natural and cultural resources will be protected and recovered in the aftermath of a disaster.
 - c. Due to limited local authorities in the areas of food contamination, plant pests, and animal disease, this plan references the Food and Agriculture Incident Annex that is attached to the Arizona State Emergency Response and Recovery Plan. This ESF describes federal and state roles and authorities for food contamination, plant pests and animal disease.



II. Concept of Operations

A. General

1. ESF #11 is consistent with the Maricopa County Emergency Operations Center's methodology and the requirements of the National Response Framework, the National Incident Management System and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plans (i.e. Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe ESF #11 capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF #11 will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of any required assets.
4. Throughout the response and recovery periods, ESF #11 will evaluate and analyze information regarding the availability of ESF #11 support services.
5. In some agriculture emergencies, State and Federal law grants lead response authority to state and/or federal agencies. This authority will be exercised pursuant to the Food and Agriculture Incident Annex. The county will support State and Federal operations pursuant to county policy and/or availability of resources.
6. Food and Water Supply
 - a. The Arizona Department of Agriculture is responsible for inspections and provision of a safe food supply. To provide safety and security of the food supply, the Arizona Department of Agriculture will follow established agency standard operating guidelines for food inspection.
 - i. All transportation accidents involving food must be reported to the Arizona Department of Agriculture Food Safety Division before the food can be transported (Daytime: 1-785-296-5600, Nights and Weekends: 1-800-915-6163)
 - b. The Maricopa County Environmental Services Department and The Arizona Department of Health Services are responsible for inspections of the water supply. To provide safety and security of the water supply, the Arizona Department of Health Services will follow established agency standard operating guideline for water inspections.
7. Animal Health Care



- a. Requests for Animal Control assistance will be channeled through the Maricopa County dispatch.

8. Incident Specific Operations

a. Zoonotic

The Arizona Office of Epidemiology's monitoring, assessing and mitigating communicable zoonotic disease exists across a wide demographic spectrum in the rural and urban settings. Rural populations are at particular risk for zoonotic outbreaks, and require more flexible monitoring criteria as longer intervals exist between veterinary, primary care visits and other monitoring methods.

A Communicable Disease Emergency (CDE) occurs when urgent or extensive public health or medical interventions are necessary because the risk of disease outbreak or biologic threat carries the potential for morbidity and mortality in Maricopa County, a specific region, at county or municipal levels or nationally. The Maricopa County Department of Public Health participates in the Emerging Infections Program (EIP) in conjunction with the CDC. This program allows for the combined resources of these entities to assess the public health impact of emerging infections and to evaluate methods for their prevention and control. EIP activities go beyond the routine functions of health departments by:

- Addressing the most important issues in infectious diseases and selecting projects that the EIP network is particularly suited to investigate
- Giving high priority to projects that lead directly to the prevention of disease
- Incorporating training as a key function of EIP activities
- Developing and evaluating public health interventions and ultimately transferring what is learned to public health agencies
- Maintaining sufficient flexibility for emergency response and addressing new problems as they arise

9. Radiological incident where contamination/deposition is present

- a. The Arizona Department of Agriculture may implement an agriculture control zone in response to a CBRNE incident.

b. Foreign Animal Disease

- i. The Arizona Department of Agriculture will provide direction and control in a Foreign Animal Disease (FAD) event.

B. Direction and Control



1. ESF #11 complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations
3. During emergency activations, all management decisions regarding agriculture and natural resources for Maricopa County are made at the Maricopa County Emergency Operations Center by the Director. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with their mission assignment, each primary and/or support organization assisting will retain administrative control over its own resources and personnel, but will be under the operational control of ESF #11. Delegation of mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County EOC, the Maricopa County Environmental Services Department is the designated lead agency for agriculture and natural resources and will provide a liaison to facilitate requests for resources to local Emergency Operations Centers.
 - b. Maricopa County Department of Emergency Management develops and maintains with coordination of Maricopa County Environmental Services Department their accompanying Appendices, ESF's and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Maricopa County EOP. All such documents will be in compliance with the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS).
 - c. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff is integrated with the staff to provide support.
 - d. During the response phase the Coordinator will evaluate and analyze information regarding volunteers and donations requests. This ESF will develop and update assessments of the requirements for resources in the impacted area and undertake contingency planning to meet anticipated demands and requirements.
 - e. The Maricopa County Department of Emergency Management, or an assigned designee at the Maricopa County Emergency Operations Center, is responsible



for all activity of the ESF. All volunteer animal-related agencies will coordinate directly at the Maricopa County Emergency Operations Center.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Agriculture is the designated lead agency for agriculture and natural resources and will provide a liaison to facilitate requests for resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs develops and maintains with coordination of Arizona Department of Agriculture and their accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator for ESF #11 when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This ESF will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Identify alternative or augmented sources for food, grain and animal products produced in jurisdiction.



2	Adequately asses supply chain vulnerabilities in conjunction with state and local agencies.
3	Develop and test emergency communication procedures.
4	Monitor disease and vector reporting from state veterinarian or equivalent agency.
5	Assist in identifying local agribusiness operators with equipment and personnel to assist law enforcement with animal stop movement and quarantine activities.
6	Identify responsibilities for liaison roles with state and adjacent county officials.
7	Develop preparedness programs that address household pet preparedness and response during disasters.
8	Identify local agriculture business operators with equipment and personnel to assist with animal stop movement and quarantine activities.
9	Promote awareness of animal protection through public education brochures and information.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this Checklist.
2	Coordinate with Medical as appropriate.
3	Identify decontamination facilities for affiliate responders and private sector employees.
4	Maintain existing equipment and follow established procedures for communicating with personnel performing field operations.
5	Determine the nutrition needs, obtain appropriate food supplies and arrange for delivery of those supplies.
6	Set priorities for EPI activity: production and dissemination of EPI, response to public inquiry, monitoring and rumor control, and media relations.
7	May establish center for Disaster Welfare Information (DWI) and cooperate with any services provided by the American Red Cross.
8	Inform the public of health or safety concerns, status of emergency situation, and ways to reduce or eliminate the associated dangers.
9	Brief public affairs officers who go to incident sites.
10	Evaluate all requests for resources against known supplies.
11	Coordinate the pre-positioning of resources with other agencies.
12	Allocate resources to prioritize incident victims.
13	Distribute supplies.
14	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
15	Determine the supply needs generated by the emergency.
16	Coordinate with the EOC Director regarding needs and priorities.
17	Generate detailed information on needs and logistics that the higher level of government may not have.
18	Use call down rosters to alert emergency responders or provide situation updates.
19	Provide or receive appropriate mutual aid with surrounding jurisdictions.
20	Set specific priorities in consultation with government, elected officials, a designated official, or the EOC Director.
21	Coordinate with the PIO to release public information regarding animal health issues.
22	Determine the nature and scope of the disaster or incident by consulting with the EOC Director.



23	Report Agriculture and Natural Resource situation status and potential problems to the EOC Director.
24	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify the EOC Director and log the time and date.
25	Prepare an oral increased readiness report for the first meeting with the EOC Director.
26	Provide technical assistance to prevent animal injury and disease dissemination.
27	Maintain awareness of wildlife welfare through communication links with the Arizona Game and Fish Department, county law enforcement, etc.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Plan recovery, reconstitution, mitigation and other long-term actions.
2	Plan for the gradual shut down of operations.
3	Prepare After Action Report (AAR).
4	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
5	Participate in after action meetings and prepare after action reports as requested.
6	Continue all emergency public information activities based on the circumstances and the organizations involved in the recovery efforts.
7	Participate in briefings, incident action plans, situation reports and briefings.
8	Release information concerning the need for volunteer goods and services.
9	Compile a written record of events, including any printed materials, news releases, tapes and clippings.
10	Assess effectiveness of information and education programs.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Develop working relationships and liaison offices for private sectors in horticulture, agribusiness, veterinary care, and ADA service animal agencies.
2	Establish contacts and develop working relationships with the media.
3	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
4	Conduct training sessions and workshops to assist local communities and support agencies and organizations.

Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Control or limit access to critical and vulnerable locations.

F. Special Tasks

1. Household Pets and Service Animals Evacuation and Transportation



- a. The Department of Emergency Management in conjunction with the County Extension Office will coordinate with appropriate agencies and organizations to ensure operational readiness. The primary and support agencies will develop and maintain standard operating procedures (SOP) for surveillance and response to include, but not limited to, household pets, and service animals, as well as wildlife and exotic animals. These procedures will relate to catastrophic disaster and disease that pose a significant impact on human life, property or the economy.
- b. The primary agency will coordinate and support the appropriate agencies to protect the public from disease or injury from household pet and service animals, which have been negatively impacted by an emergency or disaster. This function will also include, but not be limited to, facilitating the evacuation of animals.
- c. The Emergency Manager in conjunction with the County Extension Agent will facilitate and coordinate with support agencies and organizations such as the state and local veterinary medical organizations, humane organizations, animal rescue groups and private sector entities to meet emergency responsibilities.
- d. The primary agency's offices, divisions and districts will provide personnel, supplies, equipment and facilities at the request of the primary agency's emergency coordinator.

III. Responsibilities

A. The coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Department of Emergency Management	
<i>Preparedness (Pre-Event) Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Identify alternate or backup animal relocation facilities.
2	Identify pet boarding facilities and private organizations that may provide emergency shelters for animals.
3	Identify sources to augment emergency food and water supplies.
<i>Response (During Event) Actions for ESF #11 - Agriculture and Natural Resources</i>	
1	Support the disaster response and recovery with all available resources.
2	Coordinate between the local animal shelters and organizations, as well as the relevant state agencies, with the managing and direct evacuation of animals from risk areas.
3	Coordinate with local animal shelters, enforcement officers, animal control officers, local veterinarians and volunteers to obtain personnel and organize equipment toward triage of animals and identify and operate animal shelter facilities.
4	Secure supplies, equipment, personnel and technical assistance from support agencies, organizations and other resources to carry out the response plans associated with animal health emergency management.
5	Provide assistance to the established pet shelters.
6	Support Public Safety in the capture and transfer of animals to shelters.
7	Maintain financial and legal accountability.
8	If the scope of the incident is beyond the capabilities of this jurisdiction's resources, notify Arizona Department of Emergency and Military Affairs Duty Officer to obtain assistance from the Arizona Department of Agriculture.



IV. Financial Management

A. ESF #11 is responsible for coordinating with Maricopa County Department of Emergency Management to manage ESF #11 expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #12 - Energy

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

American Telephone and Telegraph
Arizona Public Services
Century Link
Cox Communications
Kinder Morgan - Transmission Pipeline
Salt River Project
Southwest Gas

Support Agencies:

Arizona Corporation Commission
Arizona Governor's Office on Energy Policy
Maricopa County Department of Air Quality
Maricopa County Equipment Services
Maricopa County Facilities Management
Western Area Power Administration

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #12 is to establish policies to be used in the coordination with private providers for restoration energy and other utilities during emergencies or following a major disaster in Maricopa County.

B. Scope

1. The activities within the scope of this function include, but are not be limited to:
 - a. Estimate number of customers without specific utility (electricity, natural gas, petroleum, etc.);
 - b. Assess energy and utility system damages
 - c. Estimate the time needed for restoration of utility systems
 - d. Support the restoration of utility services
 - e. Assist in assessing emergency power needs and priorities
 - f. Coordinate restoration efforts with utility providers to prioritize emergency power needs



- g. Assist in obtaining emergency power generation capabilities for critical infrastructure and essential facilities
- h. If appropriate, assist energy suppliers and utilities in obtaining equipment, specialized labor and transportation to repair or restore systems
- i. Provide emergency information, education and conservation guidance concerning energy and utility systems

II. Concept of Operations

A. General

1. ESF #12 is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework, the National Incident Management System and the Incident Command System. This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe this ESF's capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.
4. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate person(s) from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
5. There is always a potential for widespread loss of power in Maricopa County due severe weather events. Loss of power to large areas of the County may require that shelters be opened and some basic services be provided. Power companies serving Maricopa County have well established and proven storm plans and procedures and their representatives are knowledgeable in the contents of the Maricopa County Emergency Operations Plan and ESF #12.
6. Resource demands on Maricopa County during an energy emergency are particularly high, both in terms of procurement (fuel, shelter, transportation) and allocation to the public or critical local or regional offices or private contractors. These demands will be assessed by the Maricopa County in conjunction with necessary state agencies.



7. Disruptions and restoration are a primary responsibility in ESF #12. While small scale electrical service interruptions in Maricopa County are handled at the corporate or cooperative level, any large scale disruption requires multiple coordinating agencies and municipal response, especially in the event takes place during adverse weather events or concomitant emergencies. During extreme temperatures these disruptions are particularly hazardous to the young, aged, or infirmed. Underserved communities and individuals in need to access to medical equipment or supplementary aid will be handled by established teams administered by the ESF #12 Coordinator by interacting with ESF #6 and ESF #8 coordinators to assure requests are being addressed.
8. Prioritization of the restoration of all services will include consideration of, but not limited to, the weather and the impact that the loss of service will have on the whole community to include, but not limited to; persons with disabilities, access and functional needs and other unique populations i.e. schools, hospitals, managed care facilities, group homes, incarcerated, children, families, etc.
9. Energy infrastructure events pose some of the most visible and high profile events within the scope of any emergency response and thus public relations and media management will be a primary objective of the local EOC with the assistance of ESF #15 during and after the event.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations
3. During emergency activations, all management decisions regarding transportation for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections and staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment from each primary and/or support organization assisting will retain administrative control over its own resources and personnel, but will be under the operational control. Delegation of mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, support agency staff is integrated with the Maricopa County Department of



Emergency Management staff to provide support that will allow for an appropriate, coordinated and timely response.

- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the Coordinator will evaluate and analyze information regarding energy service requests. Also, the Coordinator will develop and update assessments of the energy situation and status in the impact area and perform contingency planning to meet anticipated demands and needs.
 - d. The Maricopa County Department of Emergency Management will develop and maintain ESF #12 and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. However support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Maricopa County Maricopa County Emergency Operations Plan.
 - e. The Maricopa County Department of Emergency Management serves as the lead agency for ESF #12 and will work with the support agencies listed above to coordinate the response and process resource requests for power companies during major power outages. Upon notification by the power companies of any major problem or potential problem, the office will coordinate with ESF #6 and ESF #8 to open shelters as necessary.
 - f. Power companies within Maricopa County, using established response plans and standard operating guidelines, will provide their own resources through contractual agreements with other power providers to perform damage assessment; and obtain necessary equipment, repair or rebuild transmission and distribution systems, and restore power.
 - g. Power companies serving Maricopa County have public information officers who, in conjunction with the Maricopa County Department of Emergency Management, will issue statements and press releases that address existing or potential power problems or shortages.
2. State of Arizona
- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is the designated lead agency for and will provide a liaison to facilitate requests for state Energy resources to local Emergency Operations Centers.
 - b. The Arizona Department of Emergency and Military Affairs develops and maintains ESF #12 in coordination with Arizona Department of Emergency and Military Affairs and their accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and



support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the "on call" Emergency Duty Officer and/or Coordinator for Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This ESF will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities of ESF #12. If additional support is required, the coordinating and primary agencies may jointly manage ESF #12 activities.
3. Upon instructions to activate or placement of ESF #12 on standby, Maricopa County Department of Emergency Management will implement procedures to notify all ESF #12 planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #12 - Energy</i>	
1	Coordinate with GIS and jurisdiction agencies for adequate mapping of critical infrastructure.
2	Coordinate with HAZMAT to facilitate reporting of hazardous material release that directly affect energy production.
3	Shift schedules should be coordinated for events/outages exceeding 24 hours in conjunction with private sector entities and Public Works.
4	Maintain OSHA training and regulatory compliance for EOC and affiliated agency employees working on Energy.
5	Identify alternate or backup fuel storage or generator locations.
6	Develop and test emergency communication procedures.
7	Identify responsibilities for liaison roles with state and adjacent county officials.
8	Ensure the availability of necessary equipment to support energy and utilities activities.
9	Identify and establish contact with county electric providers.
10	Identify how agencies will provide support while having limited fuel supplies and identify alternate fuel providers for emergency response.
11	Identify bulk storage fuel facilities.



Emergency Operations Plan

12	Implement a public awareness campaign regarding energy and utilities safety in emergencies.
13	Prepare an oral increased readiness report for the first meeting with the EOC Director.
14	Coordinate the prepositioning of resources with other agencies.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #12 - Energy</i>	
1	Determine the supply needs generated by the emergency.
2	Determine the nature and scope of the disaster or incident by consulting with the EOC Director.
3	Monitor potential resource shortages in the jurisdiction during the emergency and present options to the EOC Director.
4	Evaluate all requests for resources against known supplies.
5	Allocate resources to prioritize incident victims.
6	Generate detailed information on needs and logistics that the higher level of government may not have.
7	Provide and maintain primary communications, county and city wide, and for the EOC on a 24-hour basis using all available public and private communications systems.
8	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
9	Provide support for emergency responders.
10	Use call down rosters to alert emergency responders or provide situation updates.
11	Monitor power restoration response activities and provide estimates for restoration.
12	Work with private energy and utility organizations to maintain current information regarding damage to supply and distribution systems.
13	Identify facilities that require priority repair of utilities and establish a plan for restoration of critical services.
14	Coordinate with staff coordinating Logistics to obtain resources to assist in utility and energy repair and restoration.
15	Coordinate with Public Information Officer (PIO) to disseminate information to the public regarding the status or utilities and power restoration.
16	Coordinate to provide emergency power and utilities to shelters when available.
17	Respond to significant physical, operational, or economic disruptions to energy supplies.
18	Identify damage to energy and utility outside of county borders that may impact local jurisdictions.
19	Deploy trained individuals to the EOC to assist with coordination of utility repairs.
20	Coordinate with staff administering Public Safety to provide security to critical energy facilities and protection to maintenance personnel.
21	Coordinate with the EOC Director regarding needs and priorities.
22	Set priorities in consultation with government entities, elected officials, other designated officials, or the EOC Director.
23	Maintain financial and legal accountability.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #12 - Energy</i>	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.



Emergency Operations Plan

2	Participate in after action meetings and prepare after action reports as requested.
3	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
4	Clean, repair, replenish and perform maintenance on all equipment before returning to normal operations or storage.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #12 - Energy</i>	
1	Participate in the hazard identification process and identify and correct vulnerabilities.
2	Identify grid and utility interdependence to facilitate better resiliency.
3	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.
4	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.

Overall Actions Assigned to All Members	
<i>Protection Actions for ESF #12 - Energy</i>	
1	Determine requirements for protected stakeholder information sharing.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information.
4	Detect malicious activity and conduct technical countermeasures and mitigate activities on internet and cyber systems.
5	Assess key asset fuel requirements and prevent shutdown where possible.
6	Ensure priority of supplies to law enforcement and security of routes for supplier's vendors.

III. Responsibilities

A. The above action items are the responsibility of all identified primary and support agencies. Assignments and tasks will be determined by the EOC Manager and the Maricopa County Emergency Operations Center.

IV. Financial Management

A. ESF #12 is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency via the FEMA/State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.



V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the cabinet secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



ESF #13 - Public Safety and Security

Coordinating Agency:

Maricopa County Sheriff's Office

Primary Agency:

Maricopa County Environmental Services Department
Maricopa County Department of Public Health
Maricopa County Sheriff's Office

Support Agencies:

Arizona Counter Terrorism Information Center
Arizona National Guard
Fire Districts
Maricopa County Attorney's Office
Maricopa County Constables
Maricopa County Department of Air Quality

Maricopa County Department of Public Health
Maricopa County Department of Transportation
Maricopa County Office of the Medical Examiner
Maricopa County Parks and Recreation Department
Maricopa County Security Services
Rural Metro Fire
Volunteer Fire Departments

I. Purpose and Scope

A. Purpose

1. The purpose ESF #13 Public Safety and Security is to provide law enforcement coordination and support services in support of emergency events in the Maricopa County.

B. Scope

1. ESF #13 Public Safety and Security provides a mechanism for coordinating and providing support to local authorities to include law enforcement, public safety and security capabilities and resources during potential or actual disasters and emergencies.
2. It is generally is activated in situations requiring extensive assistance to provide public safety and security and where local government resources are overwhelmed or are inadequate, or in pre-incident or post-incident situations that require protective solutions.
3. This ESF capabilities support incident management requirements including:
 - a. Force and critical infrastructure protection
 - b. Security planning and technical assistance



- c. Technology support and public safety in both pre-incident and post-incident situations
- d. To create a county law enforcement emergency response that provides for the command, control, and coordination of law enforcement planning, operations and mutual aid
- e. To coordinate dispatch and the use of county law enforcement and means of coordination with local government

II. Concept of Operations

A. General

1. ESF #13 Public Safety and Security is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS) and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF's, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe ESF #13 Public Safety and Security's capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF #13 Public Safety and Security will work with its support agency counterparts to seek and procure, plan, coordinate and direct the use of required assets.
4. Throughout the response and recovery periods, ESF #13 Public Safety and Security will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary; develop and update assessments of the Law Enforcement situation and status in the impact area; and undertake contingency planning to meet anticipated demands or needs.
5. If door-to-door welfare checks are appropriate given the scope, variables and impacts of a disaster, MCSO is able to perform this duty and would likely call in Posse members to assist as appropriate.
6. For incidents that are the result of an act of terrorism (or suspected), the Federal Bureau of Investigation (FBI) will be the coordinating agency for the criminal investigation; response operations must be coordinated in conjunction with them.



7. The Arizona Counter Terrorism Information Center (ACTIC) is the focal point for managing and ensuring distribution of operational and threat awareness among county and municipal government organizations.
8. The Arizona Counter Terrorism Information Center (ACTIC) conducts Threat and Vulnerability Analysis for all threats and hazards affecting Critical Infrastructure and Key Resources within Maricopa County. The ACTIC is responsible for managing the information developed and coordinating protection efforts among county and municipal government organizations.
9. When an event is focused in scope to a specific type or response mode, technical and subject matter expertise may be provided by an appropriate persons from a supporting agency with skills pertinent to the type of event, who will advise and/or direct operations within the context of the Incident Command System structure.
10. Capabilities will be handled within the local EOC. ESF #13 Public Safety and Security will coordinate requests for resources and assess capabilities on an as-needed basis, as well as requests for other resources through the Logistics criteria defined by the needs in the field. The coordinator may be required to brief or inform other ESF staff within the local EOC involved in response in regards to local jurisdictional capabilities and resources.
11. Public safety, security and protection are coordinated through ESF #13 Public Safety and Security at the local level. If the event exceeds local resources then the coordinator of ESF #13 Public Safety and Security should consider alternates means of support either by the usage of IMAS, mutual aid resources, or assistance through the state EOC in support of law enforcement and security operations. In the event National Guard resources are requested then this must be done by ESF #13 Public Safety and Security through ESF #5 Emergency Management with the final approval of the EOC Director. The state EOC will then be contacted and if the National Guard is deployed to the local jurisdiction in partnership with the state will coordinate and manage the use of their own resources in conjunction with the National Guard and other law enforcement's may also be required to identify established staging areas and logistical support bases for requested mutual aid that support public safety will be designated in advance of response to a given event.
12. Refer to the Continuity of Operations Plan to identify locations for staging areas /resource distribution points, etc. The on-scene incident commander (IC) who is approved by the local jurisdiction will coordinate the Continuity of Operations.

B. Direction and Control

1. ESF #13 Public Safety and Security complies with the National Response Framework (NRF) and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations



3. During emergency activations, all management decisions regarding transportation for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance and Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment each primary and/or support organization assisting will retain administrative control over its own resources and personnel, but will be under the operational control of the coordinator for ESF #13 Public Safety and Security. Delegation of mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County

- a. During an activation of the Maricopa County EOC the Maricopa County Department of Emergency Management is the designated lead agency for county volunteer and donations services and will provide a liaison to facilitate requests for ESF #14 resources to local Emergency Operations Centers.
- b. Maricopa County Department of Emergency Management develops and maintains accompanying Appendices, ESF's and Standard Operating Guidelines that govern response actions related to emergencies. However, support agencies may develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Maricopa County EOP. All such documents will be in compliance with the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS).
- c. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
- d. During the response phase, the Maricopa County Emergency Operations Center will evaluate and fulfill all valid requests for law enforcement resources. The Maricopa County Emergency Operations Center will complete and update assessments and contingency plans for the law enforcement support services deployed or anticipated in the incident area.
- e. The Maricopa County Sheriff's Office (MCSO) will develop and maintain accompanying Appendices, ESF's and Standard Operating Guidelines that govern response actions related to emergencies. Support agencies may develop and maintain supporting documents for agency use, which must be compatible with the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS) and the Maricopa County Maricopa County Emergency Operations Plan.

2. State of Arizona



- a. During an activation of the State Emergency Operations Center, the Arizona Department of Public Safety is the designated lead agency for State law enforcement and will provide a liaison to facilitate requests for State law enforcement resources to local Emergency Operations Centers.
- b. During the response phase, the State Emergency Operations Center will evaluate and analyze information regarding statewide law enforcement coordination and support requests. The staff will develop and update law enforcement assessments and contingency plans to meet anticipated demands and needs.
- c. The Arizona Department of Public Safety develops and maintains accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or Coordinator for when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This ESF will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities of this ESF. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement on standby, Maricopa County Sheriff's Office (MCSO) will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out by are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #13 - Public Safety and Security</i>	
1	Identify alternate or backup facilities.
2	Review the Maricopa County Multi-Jurisdictional Hazard Mitigation plan and the states recovery plan.



3	Develop and test emergency procedures.
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Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #13 - Public Safety and Security</i>	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this Checklist.
2	Determine the supply needs generated by the emergency.
3	Use call down rosters to alert emergency responders or provide situation updates.
4	For incidents that are the result of an act of terrorism (or suspected), the Federal Bureau of Investigation (FBI) will be the coordinating agency for the criminal investigation; response operations must be coordinated in conjunction with them.
5	Staff the EOC Security Unit at the EOC.
6	Evaluate all requests for resources against known supplies and coordinate with Resources Support.
7	Maintain existing equipment and follow established procedures for communicating with organization personnel performing field operations.
8	Coordinate with other all other ESF staff to provide protection to key and critical facilities.
9	Provide law enforcement security to the EOC.
10	Provide support for emergency responders.
11	Identify capabilities to provide safety and security for HAZMAT, EOD, and radiological incidents.
12	In a Hazardous Materials Incident, Emergency Action Stage 2 or 3, the State Emergency Response Officer (ERO) will coordinate response activity, and coordinate additional resources as necessary.
13	Coordinate the activation of mutual aid agreements.
14	Maintain financial and legal accountability.
15	Provide traffic management and access control during recovery activities.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #13 - Public Safety and Security</i>	
1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Plan for the gradual shut down of emergency law enforcement operations.
4	Plan law enforcement recovery, reconstitution, mitigation and other long-term actions.
5	Participate in after action meetings and prepare an After Action Report (AAR).
6	Provide documentation for financial reimbursement.
7	Provide assistance in the security of designated recovery facilities.
8	Clean, repair, replenish and perform maintenance on equipment before returning to normal operations or storage.
9	Provide traffic management and access control during recovery activities.

Overall Actions Assigned to All Members	
<i>Mitigation Actions for ESF #13 - Public Safety and Security</i>	
1	Develop safety programs, to include disaster situations, and present them to the public.
2	Participate in the hazard identification process and identify and correct vulnerabilities.
3	Participate in mitigation planning team meetings and work with local emergency management to promote community preparedness.



4	Establish a protocol for determining when to allow evacuees and the general public to re-enter the impacted area.
5	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
6	Identify responsibilities for liaison roles with state and neighboring communities' communications officials.

Overall Actions Assigned to All Members*Protection Actions for ESF #13 - Public Safety and Security*

1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement.
4	Prevent and deter movement and operations of threatening individuals.
5	Control and limit access to critical locations and systems.
6	Detect malicious activity and conduct technical countermeasures and mitigate activities on internet and cyber systems.
7	Identify and implement monitoring and risk management planning.
8	Establish operations and communications procedures for road blocks and check points.

III. Responsibilities

A. The Coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Sheriff's Office (MCSO)*Preparedness (Pre-Event) Actions for ESF #13 - Public Safety and Security*

1	Plan to provide security for Access Control and re-entry considerations for areas impacted by emergencies.
2	Coordinate with the Mass Care Coordinator and Transportation Resources Coordinator for sheltering and transportation requirements for vulnerable populations.
3	Identify responsibilities for liaison roles with state and adjacent county law enforcement officials.
4	Consider planning for information sharing between agencies.
5	Develop procedures for providing assistance to and requesting assistance from other law enforcement agencies during emergencies.
6	Develop traffic control plans for special and regional events.
7	Develop procedures for coordinating traffic routing with Department of Public Works during major emergencies.
8	Develop procedures for determining who is and is not authorized to enter into disaster areas.
9	Develop procedures for coordinating state law enforcement and other personnel in traffic control operations.
10	Develop procedures for overcoming communications problems that will result from the use of non-departmental agencies during traffic control operations.
11	Encourage the development of mutual aid agreements between neighboring and regional law enforcement agencies.



12	Identify organizations which have support roles in law enforcement operations.
13	Identify duties and responsibilities of participating law enforcement agencies.
14	Establish mutual aid agreements with surrounding jurisdictions in the event that additional law enforcement personnel are required at a disaster.
15	Establish mutual aid agreements with neighboring communities for the relocation of prisoners if necessary during a disaster.
Response (During Event) Actions for ESF #13 - Public Safety and Security	
1	Establish staging areas and logistical support bases for requested mutual aid resources supporting public safety and security activities.
2	Report Law Enforcement status and potential problems to the EOC Director. If the scope of the incident is beyond the capabilities of this jurisdiction's Law Enforcement resources, notify EOC Director, and note time and date.
3	Obtain needed resources and supplies.
4	Coordinate law enforcement resource requests from the Incident Commander.
5	Monitor potential law enforcement shortages and ICP requirements in the jurisdiction during the emergency and present options to the EOC Director.
6	Support and maintain Law Enforcement's primary communications, county and city wide, and for the EOC on a 24-hour basis using available public and private communications systems.
7	Generate detailed information on needs and logistics that the higher level of government may not have.
8	Coordinate the law enforcement agencies in the County/City during disaster situations to ensure the safety of all citizens, maintain law and order, protect public and private property, and provide protection for essential industries, supplies and facilities.
9	Coordinate with law enforcement agencies responding from outside the jurisdiction.
10	Provide assistance for security of shelters and other designated county facilities.
11	Secure the disaster area in accordance with the requirements of the specific hazard present.
12	Control access to the area until it is safe. Allow only those people directly involved in emergency response operations to enter.
13	Coordinate evacuation traffic control, including route assignment, departure scheduling, road capacity expansion, entry control for outbound routes, perimeter control on inbound routes, traffic flow, including dealing with breakdowns, and establishment of rest areas.
14	Assist in initiating traffic management operations and control strategies.
15	Assist with establishing alternate routes of access required due to road closures.
16	Provide support to staff in Mass Care Housing and Human Services in handling individuals in shelters with legal restrictions.
17	Coordinate with the EOC or incident command to provide protection to shelters and feeding facilities.
18	Prepare an oral increased readiness report for the first meeting with the EOC Director.
19	Provide assistance to other law enforcement agencies when requested.
20	Provide the first line of assistance to municipalities during emergencies.
21	Deploy personnel to traffic control points as prearranged or as requested by local agencies.
22	Prepare evacuation movement control plans and brief the EOC Director.
23	Coordinate the movement of evacuees from the hazard area to shelters or mass care facilities, if appropriate.



24	Anticipate and plan for having to create and obtain transportation to assist the whole community.
25	Coordinate with the EOC Director to issue a statement on the jurisdictions' policy on people that do not comply with evacuation instructions. The statement addresses the consequences for not evacuating and the services (food, medical, utilities, sanitation, etc.) that will be discontinued or interrupted in the evacuation area.

IV. Financial Management

A. ESF #13 Public Safety and Security is responsible for coordinating with Maricopa County Department of Emergency Management to manage ESF #13 Public Safety and Security expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



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ESF #14 - Long-Term Community Recovery

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

Maricopa County Department of Emergency Management

Support Agencies:

American Red Cross
Arizona Department of Emergency and Military Affairs
Arizona Voluntary Organizations Active in Disasters
Arizona Water and Resource Network
Faith-based Agencies
Flood Control District of Maricopa County
Housing Authority of Maricopa County
Maricopa Association of Governments
Maricopa County Animal Care and Control
Maricopa County Assessor
Maricopa County Department of Air Quality
Maricopa County Environmental Services Department
Maricopa County Department of Human Services
Maricopa County Department of Public Health
Maricopa County Department of Transportation
Maricopa County Equipment Services
Maricopa County Facilities Management
Maricopa County Finance
Maricopa County Human Resources
Maricopa County Library District
Maricopa County Manager's Office
Maricopa County Office of the Medical Examiner
Maricopa County Planning and Development Department
Maricopa County Sheriff's Office
Maricopa County Waste Resources and Recycling Management
Salt River Project
Salvation Army

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #14 Long-Term Community Recovery is to coordinate the long term recovery of the Maricopa County in an efficient and effective manner.

B. Scope

1. This ESF is structured to provide coordination during large-scale or catastrophic incidents that require assistance to address significant long-term impacts in the affected area.



2. Specifically the scope of ESF #14 Long-Term Community Recovery is to:
 - a. Provide for coordinated measures and policies designed to facilitate recovery from the effects of natural and technological disasters, civil disturbances or acts of domestic terrorism.
 - b. Provide for effective utilization of resources to support efforts to aid long-term community recovery, stabilize local and regional economies, and reduce or eliminate risks from future incidents.
 - c. Assist in coordinating the damage assessment process in order to determine the need for assistance.
 - d. Provide a government conduit and administrative means for appropriate voluntary and private sector organizations to assist the Maricopa County governments during the recovery and mitigation phases.
 - e. Ongoing and post-incident assessments of infrastructure and assessment of total damages including insured and uninsured losses.
 - f. Providing technical assistance to include engineering expertise, construction management, contracting and real estate services.

II. Concept of Operations

A. General

1. ESF #14 Long-Term Community Recovery is consistent with the Maricopa County Emergency Operations Center's methodology and the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS) and the Incident Command System (ICS) in order to provide incident assessment, planning, procurement, deployment, coordination and support operations to the Maricopa County through the County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF's, Support annexes, Threat Annexes, and Standard Operating Guidelines, which describe its capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, ESF #14 Long-Term Community Recovery will work with its support agency counterparts to seek, procure, plan, coordinate and direct the use of any required assets.
4. Throughout the response and recovery periods, this ESF will evaluate and analyze information regarding the availability of volunteers and donated goods and services.



5. A volunteer representative will serve a liaison role at the Maricopa County Emergency Operations Center to assist in coordination of all activities under ESF #14 Long-Term Community Recovery.
6. Requests will be made to the State Emergency Operations Center and through ESF #2 Communications to assist in managing incoming volunteer and donations related calls placed from outside of the Maricopa County. This assistance will come by referring interested parties to the Arizona website or by directing them to contact United Way 2-1-1. The Maricopa County Department of Emergency Management Public Information Officer will publicize the importance of outside callers using these locations for receiving volunteer and donation instructions prior to citizens sending donations or arriving for volunteer assignment.
7. May be requested to establish, in concurrence with the most current VOAD operating protocols regarding this activity, an unmet needs committee, or similar, and include, as needed, non-VOAD organizations and entities, to develop a recovery plan and funding structure. VOAD leadership may establish, in concurrence with the most current VOAD operating protocols regarding this activity, an Unmet Needs Center, or similar, to assist the whole community in accessing offered services.
8. Pre-designated warehouse space will be utilized by to receive, sort, inventory and redistribute donated goods to agencies and assisting organizations.
9. The Maricopa County Emergency Operations Center will also make every attempt to have the volunteer coordinators establish reception centers adjacent to identified donation warehouse facilities.
10. Rapid Impact Assessment: It is the responsibility of the ESF #5 Emergency Management to maintain or be able to access comprehensive community records and demographics data at the time of any event, so as to best allocate resources not only for immediate response but for the scope of the event as a whole. ESF #14 Long-Term Community Recovery will work very closely with ESF #3 Public Works and Engineering to conduct the rapid impact assessment of the identified damage sites as a result of the event. This information needs to be collected as quickly as possible in order to notify the state EOC toward the Public and Individual assistance programs that may assist in a speedy recovery for the event.
11. Environmental Assessment: Environmental Impact Assessments (EIAs) require the longest term strategy and scope of any response for the local jurisdictions. Because environmental repercussions of a given event may not be apparent for months to years after the event, a broad understanding of liability and stakeholders is important in protecting the community during and after any disaster. The Maricopa County Emergency Operations Center is responsible for coordinating management with federal and state agencies as necessary for comprehensive planning, as well as local planning and zoning boards and other stakeholders.
12. Access and Functional Needs Considerations: FEMA's Federal Disaster Recovery Coordination Office (FDRC) specifically supports the integration of vulnerable and disabled community members in long term recovery planning. These needs will be addressed as key component to long term mitigation and recovery goals by ESF #15 and



ESF #5. Grant funding for at risk and disability oriented resources in community development is the responsibility of all emergency management stakeholders to minimize the burden to the local jurisdiction and reduce liability in the aftermath of a disaster.

B. Direction and Control

1. This ESF complies with the National Response Framework (NRF) and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. The system operates in two arenas; 1.) Maricopa County Emergency Operations Center; 2.) Field locations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Sections at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, support agency staff is integrated with the Maricopa County Department of Emergency Management staff to provide support.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the coordinator will evaluate and analyze information regarding volunteers and donations requests. Also, the Maricopa County Emergency Operations Center will develop and update assessments of the requirements for volunteers and donations in the impacted area and undertake contingency planning to meet anticipated demands and requirements.
 - d. The Maricopa County Department of Emergency Management will develop and maintain accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County Maricopa County Emergency Operations Plan.



- e. Individual organizations supporting will maintain contact with the Maricopa County Emergency Operations Center liaison to advise them of status and response capabilities.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is the designated lead agency for State volunteer and donations services and will provide a liaison to facilitate requests for ESF #14 Long-Term Community Recovery resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs develops and maintains accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.

E. Actions

1. Actions carried out by are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #14 - Long-Term Community Recovery</i>	
1	Identify how long-term community recovery efforts in support of emergency operations will be directed and controlled.
2	Identify the trained personnel or agency responsible for conducting an environmental assessment.
3	Assist the state crisis counseling program.
4	Review the state's recovery plan and the mitigation plan.
5	Review disaster recovery program administrative plans.
6	Develop mutual aid and other support agreements with surrounding jurisdictions and the private sector.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #14 - Long-Term Community Recovery</i>	
1	Start a Unit Log (ICS 214) to hand-record anything not covered in this checklist.
2	Coordinate with unmet needs staff to facilitate AFN population responses and plans of action.
3	Coordinate with private sector to establish clear delineation of responsibilities in housing and urban development sectors.



4	Use impact assessment to identify number of persons affected, homes damaged or destroyed, and infrastructure losses to predict the ongoing need for long term recovery efforts.
5	Conduct disaster, economic and needs assessments.
6	Identify long-term recovery efforts for individuals with AFN.
7	Work with the private sector to ensure the disaster related needs of the business community are met.
8	Activate public assistance and individual assistance as needed.
9	Identify and provide strategy to assist citizens with unmet needs.
10	Identify long term recovery efforts for animal welfare and agriculture stakeholders.
11	Coordinate with Mass Care and Medical to establish long-term mental health services.
12	Identify long term impacts of environmental issues caused by the disaster.
13	Maintain financial and legal accountability.

Overall Actions Assigned to All Members*Recovery (Post Event) Actions for ESF #14 - Long-Term Community Recovery*

1	Continue to perform tasks necessary to expedite restoration and recovery operations.
2	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
3	Participate in after action meetings and prepare an After Action Report (AAR).
4	Coordinate with Mass Care and housing authorities for sheltering and recovery efforts.
5	Work with the state and federal government to administer disaster recovery programs.
6	Continue to conduct disaster, economic, and needs assessments.
7	Establish state recovery operations at the State EOC and the Joint Field Office (JFO).
8	Identify disaster recovery center requirements.
9	Address unmet disaster needs with federal, local and volunteer agencies.
10	Coordinate Individual Assistance (IA) with FEMA and Small Business Administration (SBA) if eligible.
11	Conduct public assistance briefings.
12	Schedule public assistance inspections.
13	Schedule, publicize and conduct Public Assistance application briefings if program eligibility is determined.

Overall Actions Assigned to All Members*Mitigation Actions for ESF #14 - Long-Term Community Recovery*

1	Develop mutual aid and other support agreements with surrounding jurisdictions and foster private sector relationships.
2	Support programs that provide individual assistance, public assistance, and hazard mitigation.
3	Conduct disaster recovery training to county officials, local officials and volunteer groups.

Overall Actions Assigned to All Members*Protection Actions for ESF #14 - Long-Term Community Recovery*

1	Implement protection, resilience, and continuity planning, programs, trainings and exercises.
2	Determine requirements for protected stakeholder information sharing.
3	Determine jurisdictional priorities, objectives strategies, and resource limitations.



4	Control and limit access to critical locations and systems.
5	Identify and implement monitoring and risk management planning.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or Coordinator when the Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This ESF will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.
4. When notified that the EOC has been activated, the coordinator will:
 - a. Conduct an immediate telephone survey of all Health and Human Service agencies to assess damage, determine ability to continue to provide services and determine support capabilities.
 - b. Establish contact with the Maricopa County Public Information Officer to coordinate dissemination of media information relative to volunteers and donations.
 - c. Establish contact with the State Emergency Operations Center coordinator to advise them of current situation, status and emerging needs.

III. Responsibilities

A. The Coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Department of Emergency Management	
<i>Response (During Event) Actions for ESF #14 - Long-Term Community Recovery</i>	
1	Coordinate with EOC and incident command to provide lists of long-term recovery personnel staff.
2	Place Emergency Support Function staff and recovery partners on stand-by.
3	Notify state recovery partners. Allow the state to contact federal recovery partners.
4	Coordinate activities with voluntary agency partners.
5	Coordinate activities with state and federal agencies, and volunteer organizations.
6	Channel recovery and mitigation information for public release through the Joint Information System (JIS).
<i>Recovery (Post Event) Actions for ESF #14 - Long-Term Community Recovery</i>	
1	Discuss with local stakeholders the direction and scope of the recovery plan.



2	Support community recovery activities.
3	Maintain contact with agency administrative headquarters on financial matters.
4	Insure that all documents initiated at the incident are properly prepared and completed.

IV. Financial Management

A. ESF #14 Long-Term Community Recovery is responsible for coordinating with Maricopa County Department of Emergency Management to manage expenses relevant to an event.

B. During a response, each agency and department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



ESF #15 - External Affairs

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

Maricopa County Office of Communications

Support Agencies:

Arizona Commission for the Deaf and Hard of Hearing
Flood Control District of Maricopa County
Housing Authority of Maricopa County
Maricopa County Animal Care and Control
Maricopa County Attorney's Office
Maricopa County Department of Air Quality
Maricopa County Department of Emergency Management
Maricopa County Environmental Services Department
Maricopa County Department of Human Services
Maricopa County Department of Public Health
Maricopa County Department of Transportation
Maricopa County Human Resources
Maricopa County Library District
Maricopa County Parks and Recreation Department
Maricopa County Planning and Development Department
Maricopa County Recorder's Office - Elections Division
Maricopa County Sheriff's Office (MCSO)

I. Purpose and Scope

A. Purpose

1. The purpose of ESF #15 External Affairs is to disseminate information on emergencies to the public through the news media in the Maricopa County.

B. Scope

1. This ESF coordinates actions to provide the required external affairs support to county and incident management elements. It details the establishment of support positions to coordinate communications to various audiences. It applies to county departments and agencies that may require public affairs support or whose public affairs assets may be employed during an emergency. This scope describes:
 - a. Quickly relay critical and potentially lifesaving information to those at risk
 - b. Provide timely, consistent information on the status of emergency operations
 - c. Coordinate the release of public information from all responding agencies



- d. Assure the public that government is responding effectively to the emergency
- e. Make credible and consistent information available to answer citizen inquiries
- f. Provide ongoing and useful information regarding recovery activities
- g. Ensure a system is in place to provide information and guidance to County, City and if appropriate, State and Federal, elected and appointed officials

II. Concept of Operations

A. General

1. ESF #15 External Affairs is consistent with the Maricopa County Emergency Operations Center's methodology and the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS) and the Incident Command System (ICS) to provide incident assessment, planning, procurement, deployment, coordination and support operations to the County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to assure a timely and appropriate response to an emergency or situation.
2. Procedures protocols and plans for disaster response activities are developed to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF's, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe this ESF's capabilities.
3. In a large event requiring local or state mutual aid assistance, the Maricopa County Emergency Operations Center will coordinate with support agency counterparts to seek, procure, plan, coordinate and direct the use of required assets.
4. The Maricopa County Department of Emergency Management will act as the lead agency. Depending on the severity of the situation, other local public information officers and County staff will assist with media advisories and releases. Lead or support agency public information staff will operate from the Maricopa County Emergency Operations Center on a 24-hour schedule to help maintain the flow of public information.
5. Depending on the severity of the disaster, the Maricopa County Department of Emergency Management may activate a 24-hour citizen information center to handle citizens' inquiries.
6. In a catastrophic disaster, ESF #7 Logistics Management and Resource Support, ESF #14 Long-Term Recovery and ESF #15 External Affairs will work together to release information regarding volunteer goods and services that need to be sent to the disaster area, and where volunteers and donors may go to deliver such goods or services. All of said ESF's will routinely provide information to staff for ESF #15 External Affairs to keep the Maricopa County officials and citizens aware of current event
7. ESF #15 External Affairs is responsible for providing the community with information on impending or existing emergencies, to include immediate protective actions they should



take such as sheltering or evacuation. Many agencies participate in disaster public education and awareness activities on a regular basis, in conjunction with MCDEM, MCSO, EMS, MCDPH, MCDOT, National Weather Service, etc. Programs include fire prevention, animal care and control, weather spotter training, disaster preparedness for seniors, public health issues (i.e. seasonal influenza, pandemic influenza), etc. The Maricopa County's Schools participate in the annual fire and hazardous weather drills.

8. The method of communicating with the whole community will be determined based on the channels available including but not limited to communicating to persons with disabilities, access and functional needs e.g. sight or hearing impairments as well as unique populations such as schools, hospitals, managed care facilities, group homes, etc. American Sign Language (ASL) interpreters and Communication Access Real-time Translation (CART) services are available for request through State Forestry to be present for communication with individuals with hearing impairments.
9. The Maricopa County has a population whose primary language is English, and a secondary percentage with native facility in Spanish. Translators are available through Arizona Department of Forestry and Fire Management and MCDEM. Disaster preparedness, response, and recovery information is available in Spanish through the MCDEM. Public Health information is also available in Spanish.
10. Should a disaster or emergency event create the opportunity where advanced/early evacuation is possible, the methods for communicating EPI with the whole community will be determined based on the channels available in order to provide information in the most timely and efficient manner possible to reduce the threat of immediate loss of life. The Maricopa County Office of Communications:
 - Develop and conduct public information programs for community and citizen awareness of potential disasters, as well as personal protection measures for each hazards present;
 - Develop Rumor Control Procedures;
 - Prepare advance copies of emergency information packages for release through the news media during actual emergencies;
 - Brief local news media personnel, community officials, Local, State, and Federal agencies on External Affairs policies, plans, and procedures;
 - Maintain current lists of radio stations, televisions stations, cable companies, websites, and newspapers to be utilized for public information releases;
 - Maintain support agreements and liaison arrangements with other agencies and the new media, if needed;
 - Maintain arrangements to provide a briefing room for the media in the vicinity of the EOC or at the location of the disaster;
 - Disseminate news releases and daily Situation Reports from the State EOC via the agency's website;



- Disseminate information to elected officials through the legislative liaison function;
 - Establish, with assistance from other agencies a help line for the general public to call for information.
11. ESF #15 External Affairs with the assistance of other local agencies listed above should collaborate and develop standard operations procedures (SOPs) to carry out the public information function;
12. Emergency Public Information may be disseminated to special populations through use of Interpreters (non-English speaking and hearing impaired), public address systems, closed Caption television, door-to-door, Braille (visually impaired), etc. AFN populations may also include the elderly or home-bound who have limited access to radio, news or media reports. Rural populations are especially likely to have limited access to such resources. Outdoor and season workers may also be exposed to threats or incidents in a more immediate fashion with limited access to radio or media.

For these reasons a diverse set of media channels will be used to disseminate information in a timely fashion, including but not limited to emergency radio notices, television (digital and cable channels), internet and social media, SMS messaging, billboards, newspaper notices and communal locations such as post offices, banks, gas stations and municipal waste sites.

B. Direction and Control

1. This ESF complies with the National Response Framework and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This ESF operates at two levels: 1.) Maricopa County Emergency Operations Center; 2.) Field locations.
3. The Maricopa County Department of Emergency Management serves as the focal point for activities. It is responsible for ensuring that all appropriate program departments, support agencies, other ESF's and other private voluntary agencies have knowledge about the system and expectations, as well as coordinate and cooperate efficiently during an event.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff is integrated with the Maricopa County Department of Emergency Management staff to provide support.



- b. The Public Information function will be a part of the Command Staff. The Public Information Officer is responsible for interfacing with the public and media and/or agencies with incident-related information requirements.
- c. During a disaster, the Maricopa County Emergency Operations Center will act as the central coordinating facility for receiving and disseminating public information. Information flow to the Maricopa County Emergency Operations Center will occur directly from news media reports and citizen public information phone calls. Information will flow from the Maricopa County Emergency Operations Center in the form of media briefings, news releases and situation reports. Information will also flow from ESF #15 External Affairs to the State Emergency Operations Center.
- d. The Maricopa County Department of Emergency Management will develop and maintain ESF #15 External Affairs and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Emergency Operations Plan. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System, and the Maricopa County MCEOP.

2. State of Arizona

- a. During an activation of the State Emergency Operations Center, the Arizona Department of Emergency and Military Affairs is designated as the state lead for Public Information and will provide a liaison to facilitate requests for State PIO resources to local Emergency Operations Centers.
- b. The Arizona Department of Emergency and Military Affairs develops and maintains accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework, the National Incident Management System, the Incident Command System and the Arizona State Emergency Response and Recovery Plan.
- c. The primary and supporting agencies working for the Arizona Maricopa County Emergency Operations Center will report directly to the State Emergency Operations Center.

D. Alerts and Notifications

- 1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer and/or Emergency Coordinating Officer (ECO) when the Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.



2. ESF #15 External Affairs will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or placement on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities, and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out by an ESF are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Each phase requires specific skills and knowledge to accomplish and requires significant cooperation and collaboration between all supporting agencies and the intended recipients of service.

Overall Actions Assigned to All Members	
<i>Preparedness (Pre-Event) Actions for ESF #15 - External Affairs</i>	
1	Designate the person responsible for initial notification of personnel.
2	Report EPI status and potential problems to the EOC Director.
3	Develop pre-scripted media releases and public advisories for likely emergencies.
4	Practice JIC set-up and operations.
5	Ensure adequate space and equipment is available for the operation of a JIC.
6	Train emergency responders on public information procedures on referring media to the appropriate field or JIC personnel for information.
7	Identify public information needs required for facilities that serve vulnerable populations.
8	Encourage development of disaster plans and kits for the public as part of media outreach.
9	Ensure there are clearly designated press contacts and alternates in any agencies with which this team collaborates.
10	Update public information responder listing, as necessary.
11	Test public warning systems as appropriate.

Overall Actions Assigned to All Members	
<i>Response (During Event) Actions for ESF #15 - External Affairs</i>	
1	Obtain needed equipment, additional office space, web, and broadcast media access.
2	Issue any immediate EPI (Emergency Public Information) approved by the EOC Director to the public and take into consideration the vulnerable populations.
3	Ensure that the public within the affected area receives complete, accurate and consistent information about life safety procedures, public health advisories, relief and assistance programs and other vital information.
4	Monitor news broadcasts.
5	Coordinate an area where media can be near the site but not in the way of response operations.
6	Anticipate potential EPI needs or problems and begin alerting appropriate EPI resources.
7	Coordinate with shelter operations for family reunification messaging.
8	Establish process to verify information is accurate and valid before public release.



9	Identify all viable methods to reach the public including but not limited to radio, television, print media flyers, posters, brochures, informational booths and Internet sites, including social media.
10	Develop productive relationship with the press, coordinating with them on emergency information dissemination, provision, and accessibility.
11	Approve implementation of any special provisions for media convergence.
12	Designate location for media briefings.
13	Inform the public of health or safety concerns, status of emergency situation, and ways to reduce or eliminate associated dangers.
14	Activate and staff the management functions of the JIC.
15	Identify and utilize departmental, county, or municipal legal counsel to review important public-facing documents and announcements as needed.
16	Maintain financial and legal accountability.
17	Brief public affairs officers who go to incident sites.
18	Organize and operate a press briefing area and a JIC, as appropriate.
19	In coordination with the Public Information Officer (PIO) initiate public information activities as dictated by the situation. Coordinate the operations of the Joint Information System (JIS) with other agency POs' approve releases of information through the JIS and other field operations as required.
20	Promote preparedness information that will lessen the impact of disasters, such as having a disaster preparedness kit and family disaster plan.

Overall Actions Assigned to All Members	
<i>Recovery (Post Event) Actions for ESF #15 - External Affairs</i>	
1	Plan for the gradual shut down of External Affairs operations.
2	Process and disseminate disaster welfare and family reunification information.
3	Prepare an After Action Report (AAR).
4	Return borrowed resources and those obtained through agreement, lease, or rental when those resources are no longer required.
5	Provide documentation for possible financial reimbursement process for recovery activities.
6	Participate in after action meetings and prepare any requested follow-ups in addition to the initial report.
7	Distribute information on what displaced populations should do when returning to their damaged homes.
8	Continue emergency public information activities based on the circumstances and the organizations involved in the recovery efforts.
9	Distribute information on how and where to apply for different types of disaster assistance.
10	Participate in post-incident briefings and convert action plans into public information when appropriate.
11	Release information concerning the need for volunteer goods and services, as needed.
12	Maintain records of news releases to support documentation after the disaster.
13	Provide information regarding available disaster recovery programs and resources to the media and the public.
14	In cases of man-made disasters such as terrorism, cooperate with law enforcement agencies' press relations on incident coverage.



15	Compile a written record of events, including any printed materials, news releases, tapes and clippings.
16	Assess effectiveness of information and education programs on mobilizing public and estimate future mitigation effects.

Overall Actions Assigned to All Members

Mitigation Actions for ESF #15 - External Affairs

1	Provide information and increase awareness about safe rooms and other shelter methods.
2	Promote preparedness information that will lessen the impact of disasters, such as having a disaster preparedness kit and family disaster plan.
3	Establish contacts and develop working relationships with the media.
4	Develop a public information program to educate the public regarding the effects of common, emergency, and disaster situations.

Overall Actions Assigned to All Members

Protection Actions for ESF #15 - External Affairs

1	Determine requirements for protected stakeholder information sharing.
2	Determine jurisdictional priorities, objectives strategies, and resource limitations.
3	Adhere to appropriate mechanisms for safeguarding sensitive and classified information including law enforcement and healthcare related information.

F. Emergency Public Information

1. Floods and Dam Failure

- a. Educate the public about what the levels of warning imply, how to interpret a predicted flood level as it relates to their property, and expedient loss-reduction measures they can apply to their property.
- b. For flood emergencies that develop slowly enough to permit evacuation, provide the public information and instruction on:
 - i. Expected elevation of the floodwaters, and instructions on when to evacuate
 - ii. Where to obtain transportation assistance to evacuate
 - iii. Designated travel routes and departure times
 - iv. Status of road closures (what routes must be avoided due to probable inundation)
 - v. What to take or not to take to shelters (include companion animal options)
 - vi. Location of mass care shelters and other assistance centers
- c. As the initial response shifts to recovery, provide residents returning to their homes information on safety precautions associated with:



- i. Sanitary conditions
- ii. Unsafe drinking water
- iii. Use of utilities
- iv. Dangerous electric fields created in water by downed power lines

2. Earthquakes

Prepare and disseminate notifications, updates, warnings, and instructional messages with special considerations.

- a. Survival tips for people on what to do during an earthquake
- b. Survival tips for people on what to do immediately after an earthquake
- c. Warnings and advice on the continuing threat of fire, unsafe areas, building collapse, after shocks, and other hazards
- d. For earthquake Emergency Action Stages 3 or 4, the State Emergency Operations Center will coordinate local public affairs.

III. Responsibilities

A. The Coordinating agency and their responsibilities are listed below.

Coordinating: Maricopa County Office of Communications	
<i>Preparedness (Pre-Event) Actions for ESF #15 - External Affairs</i>	
1	Identify responsibilities for liaison roles with state and adjacent county PIOs.
2	Maintain liaison with the local media outlets in order to establish and maintain relationships.
3	Develop plans to coordinate with international, national, state and local news media for emergency operations, before, during and after events.
4	Develop and test emergency communication procedures.
5	Identify media outlets, establish contact lists, and provide training on emergency public information procedures.
6	Coordinate with other ESF's to designate PR policies and spokespersons as necessary.
<i>Response (During Event) Actions for ESF #15 - External Affairs</i>	
1	Determine the nature and scope of the disaster and the public messaging strategy. Brief the EOC Director and elected leaders as needed.
2	Coordinate with the EOC and state level PIOs.
3	In coordination with all effected or responding PIOs provide advisories and public instructions for life, safety, and health.
4	Manage aspects of Emergency Public Information (EPI) on behalf of the EOC Director.
5	Give the public accurate, timely and useful information and instructions from one release point throughout the emergency; provide mass notification to urban and rural populations and provide periodic media updates.
6	Resolve any conflicting information and dispel rumors as much as possible.



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7	Consult the EOC team before releasing any emergency information.
8	Implement a proactive public information strategy to meet media needs.
9	Prepare news releases, public information, warnings and briefings with the approval of the EOC Director.
10	Prepare an oral increased readiness report for the first coordination meeting with the EOC Director.
11	Establish contacts and develop working relationships with the media.

IV. Financial Management

A. ESF #15 External Affairs is responsible for coordinating with Maricopa County Department of Emergency Management to manage ESF #15 External Affairs expenses relevant to an event.

B. During a response, each agency/department funds disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula has established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.

C. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal Coordinating agencies become involved in any assistance during a disaster or emergency a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more it is described within the FEMA publication P-682 National Response Framework. To obtain further information on the Federal assistance you can find further information in the FEMA publication P-683 Overview and Support Annexes. Both of these publications can be located in the File Archive portion of this living plan.



Annex B - Support: Continuity of Government and Operations

I. Purpose and Scope

A. Purpose

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

B. Scope

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

II. Concept of Operations

A. General



1. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF Annexes, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, Maricopa County will work with its support agency counterparts to seek and procure, plan, coordinate or direct the use of required assets.
4. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.

B. Direction and Control

1. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.
2. This ESF at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field operations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County



- a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Department of Emergency Management staff to provide support.
- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
- c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
- d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when the Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, each department will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

III. Financial Management

- A. During a response, each agency and department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.



IV. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



Annex B - Support: Emergency Public Warning

I. Purpose and Scope

A. Purpose

1. The purpose of this Annex is to provide resources of member agencies to support emergency response needs in the Maricopa County.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOPs), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.
3. To notify the whole community, there are several methods for receiving and providing emergency warning information. Details of each process or method are described in the following paragraphs.

II. Concept of Operations

A. General

1. Warning:
 - a. The use of Notification of Unusual Event, Alert, Site Area Emergency and General Emergency Classification Levels in providing warning to the public will only be used for emergencies occurring at the Palo Verde Generating Station. Description of each Emergency Classification Level as well as procedures for use in notifying the public are outlined in the State of Arizona/Maricopa County Offsite Emergency Response Plan.
 - b. The National Weather Service (NWS) periodically issues severe weather information in the form of an Advisory, Watch or Warning, and Weather Statements. The emergency condition level provided by the NWS will be used when notifying the public of the severe weather information.
 - c. Pre-scripted Emergency Alert System (EAS) messages are available for all-hazard emergencies and emergencies occurring at the Palo Verde Generating Station. EAS Forms are located in the Maricopa County Emergency Operations Center and The Maricopa County Department of Emergency Management Emergency Response Manual.



- d. The method for communicating with the whole community will be determined based on the channels available including but not limited to communicating to persons with disabilities, i.e. sight or hearing impairments as well as unique populations such as schools, hospitals, managed care facilities and group homes. American Sign Language (ASL) interpreters and Communication Access Real-time Translation (CART) services are available for request through State Forestry to be present for communication with individuals with hearing impairments.
 - e. The location and accessibility features of Reception and Care, Evacuation Centers and/or Disaster Shelters will be included in public announcements to include services that may or not be immediately available like back-up power and refrigeration for medications.
 - f. Should the situation require the alerting, warning or evacuation of the public, Maricopa County will utilize all communication channels available (e.g., audio, visual and/or text) to notify the whole community as well as unique populations such as schools, hospitals, managed care facilities and/or group homes which will need specific attention.
 - g. Additional modes of communicating emergency public information to those that speak a language other than English, persons with disabilities, access and functional needs, unique populations such as schools, hospitals, managed care facilities and/or group homes will be provided based on the ability of people to receive, act on or understand emergency alerts and warnings.
2. Alert Phase
- a. Upon notification, MCDEM will alert appropriate county departments, affected jurisdictions and support agencies to relay known information and to establish coordination and feedback channels.
 - b. MCDEM is the Primary Agency to ensure all pre-incident coordination of personnel, resources, and facilities will be identified and incorporated into each system listed in Public Warning Assets.
 - c. MCDEM may delegate Primary Agency responsibility, as appropriate, per each system identified below.
 - d. MCDEM will identify the Support Agencies, as appropriate, per each system identified below.
3. Notification Phase
- a. MCDEM will notify appropriate governmental agencies of impending emergency events or situations as follows:
 - b. Pass reports of significant or severe weather or flooding as received by the Flood Control District of Maricopa County to the National Weather Service (NWS) office with warning responsibility for Maricopa County.



- c. Pass reports of any significant emergency event or situation to the jurisdictions within Maricopa County.
4. Public Warning Assets
- a. National Warning System (NAWAS): The NAWAS is the civil defense system used to disseminate warnings from the FEMA Operations Center to warning points in each state. When not being used for emergency traffic or tests, state and local governments and the National Weather Service may use the system for official business, to augment their normal communications systems. NAWAS terminals are available for use at both the County Primary Warning Point, located in the Sheriff's Office Communications Center, and the Alternate Warning Point, located in the EOC. During severe weather, the Phoenix office of the National Weather Service disseminates watches, warnings and other pertinent information on the system. The Sheriff's Office has been designated the Maricopa County Warning Point for the receipt of hostile attack warnings from the FEMA Operations Center. The MCDem EOC has been designated the Alternate Warning Point.
 - b. Wireless Emergency Alerts (WEA) Authorized local government authorities announce conditions that pose an immediate threat to public safety. Sent through FEMA's Integrated Public Alert and Warning System (IPAWS) to participating wireless carries.
 - a. Emergency Alert System (EAS)
 - i. The EAS is an all hazards alert and warning system that provides warnings throughout the county via radio, television, cable TV service, and the Phoenix National Weather Service NOAA Weather Radio. Pre-scripted, All Hazard and Palo Verde Messages are in place for use over the EAS. These pre-scripted messages can be found in critical incident management software as well as the EOC Manager's binder in the EOC.
 - ii. The Local Primary (LP) station serving Maricopa County are:
 - 1. Radio station KTAR (620 AM), KMPV (98.7 FM), and KTAR (92.3 FM).
 - 2. The Phoenix National Weather Service office broadcasts weather information 24 hours a day on 162.55 MHz.
 - iii. Local media voluntarily translates all EAS messages into Spanish. Procedures for activation of the EAS are found in the Maricopa County Department of Emergency Management Emergency Response Manual.
 - iv. Commercial radio, TV broadcasting stations and local cable systems will disseminate emergency warnings and information to the public in accordance with the procedures contained in the State of Arizona Emergency Alert System Operational Plan and the Maricopa/Pinal County Local Area Emergency Alert System Plan.



- b. The Community Emergency Notification System (CENS)
 - i. The Maricopa Association of Governments operates the CENS from 9-1-1 centers. The system will rapidly notify by telephone, utilizing 9-1-1 telephone records and those registered cell and Voice over Internet Protocol (VOIP) phones, those living or working near the scene of an emergency and provide them with information and any required emergency instructions in English, Spanish, or TTY devices.
- c. National Oceanic and Atmospheric Administration (NOAA) Radio Service
 - i. The Phoenix National Weather Service office broadcasts weather information 24 hours a day on 162.55 MHz from its transmitting antenna located on South Mountain. During severe weather, the routine weather broadcasts are interrupted for special information such as weather warnings. The service also disseminates emergency warnings and information on natural and man-made emergencies, both pre and post-incident by incorporating the EAS into its broadcasts.
- d. Maricopa County Warning Radio Net (47.66 MHz)
 - i. The radio net may be used to disseminate emergency information to all cities, towns, and other organizations on the net. Radios are located in the offices of the Maricopa County Department of Emergency Management as well as the County EOC and in each municipal dispatch center and Luke AFB.
- e. Jurisdiction Warning Points
 - i. Each municipality has established a local warning point in their community to receive and disseminate emergency information and warnings. Mobile sirens and public address systems may be used to further disseminate emergency information and warnings to the public.
- f. Arizona Emergency Information Network (AZEIN)
 - i. The Arizona Emergency Information Network (AZEIN) is the State of Arizona's online source for real-time emergency updates, preparedness and hazard information, and multimedia resources.
- g. Palo Verde Generating Station Outdoor Warning Siren System
 - i. MCDEM monitors, tests and activates the outdoor warning siren system within the 10-mile Emergency Planning Zone (EPZ) surrounding the Palo Verde Generating Station. The system is used to alert the public in the EPZ that an emergency has occurred at Palo Verde.

B. Direction and Control



1. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
2. This Annex may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding transportation for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Emergency Operations Center staff to provide support.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
 - d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.
 - e. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework



(NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.

- f. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. MCDEM will notify appropriate governmental agencies of impending emergency events or situations as follows:
 - a. Pass reports of significant or severe weather or flooding as received by the Flood Control District of Maricopa County to the National Weather Service (NWS) office with warning responsibility for Maricopa County.
 - b. Pass reports of terrorist or suspected terrorist activities to the MCSO, local office of the FBI and to DPS.
 - c. Pass reports of any significant emergency event or situation to the jurisdictions within Maricopa County.
 - d. The use of Notification of Unusual Event, Alert, Site Area Emergency and General Emergency Classification Levels in providing warning to the public will only be used for emergencies occurring at the Palo Verde Generating Station. Description of each Emergency Classification Level as well as procedures for use in notifying the public are outlined in the State of Arizona/Maricopa County Offsite Emergency Response Plan.

III. Financial Management

- A. During a response, each agency and department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in



accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.

- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



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Annex B - Support: Damage Assessment

I. Purpose and Scope

A. Purpose

1. The purpose of this Annex is to provide resources of member agencies to support emergency response needs in the Maricopa County.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOPs), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMTs) to provide a timely and appropriate response to an emergency or situation.
2. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of Emergency Operations Plan (i.e., Base Plan) and corresponding Appendices, Incident Annexes, Support Annexes and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
3. In a large event requiring local or State mutual aid assistance, this Annex will work with its support agency counterparts to seek and procure, plan, coordinate and/or direct the use of required assets.
4. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.
5. Damage Assessment is often separated into two categories, Preliminary Damage Assessment (PDA) and Detailed Damage Assessment (DDA). Preliminary Damage



Assessment begins immediately after the incident and sometimes may begin before the incident has finished. At a minimum, PDA information provides an overview of the incident, an assessment of the impact on the community, and provides the basis for declaring an emergency is beyond what the county can manage with its own resources. A Detailed Damage Assessment is a more thorough investigation of the impact of a disaster and provides validation of the PDA.

B. Direction and Control

1. The Coordinating Agency is Maricopa County Department of Emergency Management. The staff member serving as the Coordinator is appointed by and located in Maricopa County Emergency Operations Center. When support is necessary, the Coordinator coordinates all aspects of this Annex.
2. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within Maricopa County.
3. This Annex may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
4. During emergency activations, all management decisions regarding transportation for Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
5. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Emergency Operations Center staff to provide support.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services



status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.

- d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, each primary and support agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

E. Actions

1. Actions carried out are grouped into phases of emergency management: Preparedness, Response, Recovery and Mitigation. Actions specifically designated for Vulnerable Needs populations are listed separately in conjunction with the Annex actions. Each phase requires specific skills and knowledge to accomplish the tasks and requires significant cooperation and collaboration between all agencies and the intended recipients of service.

III. Responsibilities

(NOTE: Each Support Agency should review its own responsibilities and revise in conjunction with the Maricopa County Emergency Operations Plan.)

Maricopa County Department of Emergency Management will coordinate the necessary pre-event planning and will be responsible for collecting the Damage Assessment data after an incident.

Pre-event planning is necessary for performing a coordinated and timely assessment once an actual emergency occurs. This planning includes identifying Support Agencies prior to an incident, coordinating with and training identified staff from both the Primary and Support Agencies in



conducting assessments, as well as identifying critical facilities and structures. Examples of critical facilities include Airports, Schools, Hospitals, Sewage and Water Treatment Facilities, Nursing Homes, Bridges and Dams. The identified Support Agencies are as follows:

- a. Maricopa County Department of Emergency Management.
- b. Flood Control District of Maricopa County.
- c. Maricopa County Department of Transportation.
- d. Maricopa County Sheriff's Office.
- e. Maricopa County Environmental Services Department.
- f. Maricopa County Risk Management.
- g. Maricopa County Planning and Development.
- h. District, Municipal, Private and Volunteer Fire Departments.

Damage Assessment information will be sent to the State Department of Emergency and Military Affairs (DEMA). As appropriate, the Damage Assessment will be included to support a request for an Emergency Declaration. The Damage Assessment should include cost estimates and disaster impact data including impacts on the public entities' physical, economic, and financial losses. In addition, Damage Assessment Information sent to the state should also include specific damage sites and facilities, maps detailing the disaster sites, and any specific information that will be useful for State PDA teams. The information will be collected and transmitted to the Arizona Department of Emergency and Military Affairs and other supporting agencies within the first 12 – 36 hours following an incident

IV. Financial Management

- A. During a response, each agency and department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



Annex B - Support: Volunteer and Donations Management

I. Purpose and Scope

A. Purpose

1. The purpose of this Annex is to provide resources of member agencies to support emergency response needs in the Maricopa County.
2. During disasters of all sizes, the public and organizations who are not trained in disaster response or affiliated with a community group prior to an incident will spontaneously offer their time and skills in response to the emergency. These spontaneous volunteers and organizations are often incorporated into response efforts. This Appendix outlines the procedures for utilizing spontaneous unaffiliated volunteers and organizations during an emergency, if the situation allows, this Appendix may be activated before the emergency occurs.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOPs), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.
3. Maricopa County encourages individuals interested in volunteering personal service to participate through their local Citizen Corps Council programs and/or affiliate with a recognized nonprofit volunteer organization.

II. Concept of Operations

A. General

1. Maricopa County Department of Emergency Management (MCDEM) will assume overall responsibility for coordinating county volunteer resources during emergency/disaster response operations.
2. This plan does not supersede any policies regarding volunteer management procedures endorsed by local municipalities. Any volunteer management program at the city, town or tribal level remains the responsibility of those jurisdictions.
3. Maricopa County encourages individuals interested in volunteering personal service to participate through their local Citizen Corps Council programs and/or affiliate with a recognized nonprofit volunteer organization.



4. In close cooperation and with the support of municipalities the Maricopa County Department of Emergency Management will be the Primary Agency to open and operate Volunteer Reception Centers that register and assign spontaneous volunteers and organizations. This Volunteer Management Appendix will involve support agencies and organizations. The identified Support Agencies for this Appendix are as follows:
 - a. Hands on Greater Phoenix (HOP).
 - b. Member organizations of the Arizona Central Region Citizens Corps Council (ACRCCC).
 - c. Member organizations of the Arizona Voluntary Organizations Active in Disaster (AzVOAD).
 - d. Maricopa County Sheriff's Office.
 - e. Maricopa County Department of Human Resources.
5. At the time of an emergency/disaster which causes a surge of spontaneous unaffiliated volunteers or groups not previously involved in disaster response. The Maricopa County Department of Emergency Management will establish a Volunteer Coordinating Team (VCT) with support from municipal Citizen Corps programs, Volunteer Organizations Active in Disaster member groups as well as Hands on Greater Phoenix (HOP).
 - a. The VCT will establish the process for operating a Volunteer Reception Center (VRC) at a physical location or a virtual/on-line process. Individuals and organizations not previously affiliated with a volunteer agency that contact the county and offer to volunteer their services will be referred to the Volunteer Reception Center (VRC) for registration and referral to the appropriate relief agency based on current need and the person's qualifications.
 - b. The VCT using a VRC is responsible for the effective utilization of spontaneous volunteers in response to an incident.
 - c. With exception, the VCT does not coordinate the volunteer activities of the Medical Reserve Corps (MRC). Medical Reserve Corps volunteers are coordinated by their individual sponsoring agencies.
 - d. The organization/agency receiving volunteers, referred to them by the Volunteer Reception Center, will be responsible for verifying and/or vetting those individuals and groups.
6. MCDEM is the lead agency responsible for establishing the Donations Coordination Center (DCC) in coordination with the Salvation Army and if necessary in coordination with the state's Donations Coordination Team (DCT). The DCC will serve as the central location for management and coordination of unsolicited goods. The County Emergency Operations Center (EOC) will assist the Salvation Army, which has been contracted by the state to handle resource donations, in establishing and operating one or more donations staging areas in the county. If needed the EOC will coordinate the provision of 24-hour security to the donations staging areas.



7. Private relief organizations are experienced in managing donations and can receive process and distribute goods and services from their organizations to disaster victims. Maricopa County will direct offers of donated goods to the Salvation Army.
8. Maricopa County will not receive, manage, or distribute cash contributions during an emergency response.
9. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.
10. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF Annexes, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
11. In a large event requiring local or State mutual aid assistance, Support Annex B will work with its support agency counterparts to seek and procure, plan, coordinate or direct the use of required assets.
12. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.
13. The Maricopa County Department of Emergency Management will support the Volunteer Coordination Teams with technical and administrative support as available. This support also extends to local municipalities who, within their own authority, establish and operate Volunteer Reception Centers and Volunteer Coordination Teams.

B. Direction and Control

1. This Annex complies with the National Response Framework, and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.
2. This annex may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System structure, the Planning, Logistics, Finance/Administration, and Operations Section and associated staff at the Maricopa



County Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County

- a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Emergency Operations Center staff to provide support.
- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
- c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
- d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework, The National Incident Management System, the Incident Command System, and the Maricopa County MCEOP.
- e. Maricopa County Department of Emergency Management is the lead agency responsible for establishing the Donations Coordination Center (DCC) in coordination with the Salvation Army and if necessary in coordination with the state's Donations Coordination Team (DCT). The DCC will serve as the central location for management and coordination of unsolicited goods. The County Emergency Operations Center (EOC) will assist the Salvation Army, which has been contracted by the state to handle resource donations, in establishing and operating one or more donations staging areas in the county. If needed the EOC will coordinate the provision of 24-hour security to the donations staging areas.
- f. The county will provide support services to coordinate needs and requests from municipalities. Upon a request from a municipality, led by the Salvation Army, representatives of AzVOAD member organizations and local Citizen Corps volunteer groups if needed will assemble at the DCC to form a County Donations Coordination Team (DCT).



- g. The DCC will serve as the central location for management of the expanded system, and the DCT, led by the Salvation Army, will be responsible for administering donated goods and services with participating organizations.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office will notify the on-call Emergency Duty Officer or the Coordinator when the Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, each primary and support agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

III. Responsibilities

(NOTE: Each Primary and Support Agency should review its own responsibilities and revise in conjunction with the Maricopa County Emergency Operations Center)

IV. Financial Management

- A. During a response, each agency and department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



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Annex B – Mass Fatality Coordination

I. Purpose and Scope

A. Purpose

1. This Annex sets forth the policies and concepts for response to a Mass Fatality incident within Maricopa County. A Mass Fatality event may occur at any time and thus necessitates planning for a surge demand on fatality management services. This Appendix has been developed using historical and theoretical events to formulate the baseline for fatality surge needs and realistic worst case scenarios.
2. This Appendix is consistent with the US Department of Homeland Security's National Response Framework (NRF) and incorporates the principles of the National Incident Management System (NIMS). Emergency Support Function (ESF) #8. The Health and Medical Services Annex of the NRF, states that assistance to supplement state and local Mass Fatality resources will be coordinated by the Department of Health and Human Services, the Primary Agency for ESF #8.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOPs), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

C. Planning Assumptions

1. Mass Fatality management is the recovery, transportation, identification, appropriate processing, protection and coordination of the disposition of all human remains in a Mass Fatality surge situation. To accomplish these goals the Medical Examiner's Office and those departments, agencies and organizations shall:
 - a. Prevent further risk to public and responder health in the process of managing fatalities (including staff and those coming to assist).
 - b. Provide onsite fatality assistance, coordinate transport and storage as necessary, establish victim identities and causes of death; preserve all property found on or adjacent to the bodies; maintain legal evidence for criminal or civil court action; release remains promptly to the next of kin, if possible.
 - c. Provide respect for those who have died and provide compassion and support for their survivors throughout the process.



- d. Provide for appropriate record-keeping to meet legal and documentation requirements.
 - e. Provide timely and accurate public information to keep the survivors of the whole community informed about all critical events throughout the process.
2. Local jurisdictions may lack sufficient personnel, equipment, and storage capacity to handle significant numbers of deceased victims, especially if remains are contaminated.
3. Assistance from local, state, and federal governments may be required to assist in the search and recovery, transportation, tracking, removal, processing and identification. In some scenarios, the availability of federal resources to respond may be non-existent.
4. Bottlenecks within the system may appear at any point of the process, depending on scope and nature of the incident. For example, local hospitals and mortuaries may not have additional morgue storage; the vital records system may exceed surge capacity to register deaths and issue final disposition permits; the death care industry may exceed surge capacity to provide for final disposition of human remains.
5. In certain scenarios, deaths may be dispersed over a large geographic area, lacking a defined incident site (e.g., biological, pandemic, etc.). This may necessitate private or public assistance in transportation and storage of remains.
6. The need for accurate, sensitive, and timely public information can grow exponentially depending on the scope and nature of the event. The ability to deliver the information needed can also be challenged at one or any point of the system.
7. Large-scale emergencies may present unique logistical challenges with limited cold storage space, human remains pouches, Personal Protection Equipment (PPE), and related fatality management supplies. In this scenario, mutual aid resources and federal assets will both be strained and likely not available.
8. There could be significant disruption of publicly and privately owned critical infrastructure that could impede a mass fatality response.
9. Regulatory restrictions may impede the system when an emergency is not declared. With a local, state or federal declaration in place, there may remain the need to identify and modify certain legal and regulatory requirements.
10. A pandemic event will likely stress other government agencies, specifically in terms of continuity of operations and/or government.

II. Concept of Operations

A. General

1. The Maricopa County Office of the Medical Examiner (OME) can only accept cases within their jurisdictional responsibility. In a surge event, the OME will notify MCDEM when resources are exceeded and discuss the need for Mass Fatality coordination.



2. MCDEM, acting as the non-medical/non-health coordinating agency has the responsibility to coordinate, manage and provide information and resources in support of the OME. The Maricopa County Department of Public Health is defined as the medical coordinating agency.
3. In the event that resource needs of Maricopa County are exceeded, the county will notify the state and request assistance. As defined in the State of Arizona Emergency Response Recovery Plan, the Arizona Department of Emergency and Military Affairs has the responsibility to coordinate resource requests through state and federal sources.
4. Each department identified within this Appendix, shall develop and maintain department policies and complimentary Standard Operating Guidelines (SOG) in support of this Appendix. When reviews of this Appendix are performed, respective policies and Standard Operating Guidelines (SOG) should be included in the review to ensure that compatibility and integration are achieved.
5. In addition to those agencies identified, the integration of tribal health agencies into the exercise and implementation of this plan is encouraged to ensure a comprehensive response to a Mass Fatality incident.

III. Responsibilities

The following list identifies the responsibilities designated to each of the Primary and Support Agencies for this Annex.

1. Primary

1. Maricopa County Office of the Medical Examiner

- a. Responsible for any and all of the functions noted below, as dictated by the needs of an incident:
 - a. Onsite fatality assessment, evidence gathering and documentation, and personal property management.
 - b. Responsible for development and maintenance of a MCOME Mass Fatality Plan.
 - c. Coordinate or manage transportation of remains to an appropriate facility.
 - d. Verification of identity of the decedent.
 - e. Cause of death determination.
 - f. Release of the remains or coordination of final disposition.
 - g. Oversight and operation of ancillary sites designed to support a surge situation (e.g., collection site, temporary storage sites, etc.)

2. Maricopa County Department of Public Health



- a. Responsible for any and all of the functions noted below, as dictated by the needs of the event:
 - a. Activating the Public Health Department's Incident Command Center (ICC) as appropriate.
 - b. Manage and coordinate communications and information to healthcare, mortuary, funeral homes, and other vested response partners.
 - c. Support the surge capacity related to vital records system and documentation.
 - d. Manage federal agency inquiries and coordination as they relate to public health issues and their associated fatalities (CDC, etc.).
 - e. Manage and coordinate public health messaging related to mass fatality incidents.
 - f. Coordinate requests for medical resources as appropriate.
3. Maricopa County Department of Emergency Management
 - a. Responsible for any and all of the functions noted below, as dictated by the needs of the event:
 - b. Activate the Mass Fatality Annex.
 - c. Collaborate and coordinate response with all pertinent agencies.
 - d. Activate the Emergency Operations Center, as appropriate.
 - e. Make recommendations to the Board of Supervisors or their representative for a declaration of an emergency.
 - f. Commence coordination of immediate county response and the movement of non-medical resources as appropriate.
 - g. Assist MCDPH with needs obtaining medical resources not available in the jurisdiction.
 - h. Support the public information needs of the Office of the Medical Examiner.
 - i. Request support for the operation of a Family Assistance Center, as and if needed.
 - j. Support and facilitate for any needed ancillary operations and/or facilities (e.g., casualty collection facilities).
 - k. Coordinate information with the affected municipalities
4. Maricopa County Public Fiduciary



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

B. Support

State Resources - The State of Arizona departments/divisions are responsible for any and all of the functions noted below, as dictated by the needs of the event:

1. Arizona Department of Emergency and Military Affairs (DEMA)

- a. Activate Support Functions within the SERRP as appropriate.
- b. Activate SEOC/JIC as appropriate.
- c. Support regional response and coordinate between regions if event involves multiple counties.
- d. Coordinate requests for resources as processed by the counties, including any federal assets.
- e. Support the operation of a Family Assistance Center (FAC)
- f. DEMA SEOC will advise the Governor as to the magnitude of the event and if necessary, request Governor's emergency declaration
Arizona Department of Health Services
 - i. Coordinate with DEMA on appropriate
 - ii. Support the management and coordination of communication and information to healthcare, and other vested response partners.
 - iii. In conjunction with Regional Public Health Agencies, provide staff to the JIC.
 - iv. Support the operation of a Family Assistance Center (FAC).
 - v. Coordinate/manage licensed facility waivers.

2. State Board of Funeral Directors and Embalmers

- a. Responsible for issuing, obtaining waivers and/or exemptions from Arizona Revised Statutes (ARS) and the Arizona Administrative Code for licensees (Funeral Directors, cremationists, etc.).

C. Federal Resources



Request for and coordination of these resources is handled only through the Arizona Department of Emergency and Military Affairs, as requested or dictated by event factors. This request may be done through an Emergency Declaration, although a declaration is not necessary to request such resources (See SERRP).

1. Disaster Mortuary Operational Response Teams (DMORT)

- a. Provide technical assistance and personnel to recover, identify, and process deceased victims. DMORTs work within the Incident Command and management structure established by local authorities.
- b. DMORT capabilities include:
 - i. Victim identification.
 - ii. Forensic dental pathology.
 - iii. Forensic anthropology methods.
 - iv. Processing, preparation, and disposition of remains.
- c. DMORT support to the local Medical Examiner includes:
 - i. Augmenting existing local resources.
 - ii. Providing specialized personnel.
 - iii. Providing mobile morgue facility(s).
 - iv. Providing computer-based tools.
 - v. Providing family support.

2. Department of Defense (DOD) Mortuary Affairs Assistance

- a. DOD Mortuary Affairs units can provide support to domestic catastrophic incident response and recovery operations, when authorized by the Secretary of Defense. Services include search and recovery of remains and tentative remains identification. They can also set up a Personal Effects (PE) depot and assist morgue operations and temporary internment.
- b. National Transportation Safety Board (NTSB)
- c. In the event of a major transportation accident, the Family Assistance Act of 1996 created the Family Affairs Division within the National Transportation Safety Board (NTSB), whose responsibility is to assist the local authorities in the coordination of victim identification and family assistance.

D. Nongovernmental Resources



1. Death Care Industry

- a. The death care industry (funeral homes, crematories and cemeteries) is a critical component in a Mass Fatality event. The death care industry can:
 - I. Provide supplemental morgue storage.
 - II. Assist with transportation of human remains.
 - III. Assist OME office operations with staff for such support duties as escorting bodies, transcribing case file data and collecting ante mortem data.
 - IV. Assist with grieving families and gathering information from families regarding final disposition wishes.
 - V. Manage the final disposition of human remains.

2. Volunteer Agencies/Organizations

- a. Volunteer agencies can provide support to a Mass Fatality event in a variety of ways as requested by government entities.

NOTE: Each Primary and Support Agency should review its own responsibilities and revise in conjunction with the Maricopa County Emergency Operations Center)

IV. Financial Management

- A. During a response, each agency and department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



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Annex B - Emergency Declaration Process

Coordinating Agency:

Maricopa County Department of Emergency Management

Primary Agency:

Maricopa County Department of Emergency Management

I. Purpose and Scope

A. Purpose

1. The purpose of this annex is to provide information and documents on the emergency declaration process in Maricopa County.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOPs), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. State law, county resolution, and this plan empower the Chairman of the Board of Supervisors to declare a local emergency pursuant to Arizona Revised Statutes §26-311(A) if certain conditions exist. A declared local emergency permits county government to govern by proclamation and impose all necessary regulations to preserve the peace and order of the unincorporated areas of Maricopa County, including but not limited to:
 - a. Imposition of curfews.
 - b. Ordering the closing of any business.
 - c. Closing to public access any public building, street, or other public place.
 - d. Calling upon regular or auxiliary law enforcement agencies and organizations within or without Maricopa County for assistance.
 - e. Notifying the constitutional officers that the county office for which they are responsible may remain open or may close for the emergency.



2. An emergency may be declared due to fire, conflagration, flood, earthquake, explosion, war, bombing, acts of the enemy, or any other natural or man-made calamity or disaster, declaration of a Site Area Emergency, or higher, Emergency Classification Level from the Palo Verde Generating Station or by reason of threats or occurrences of riots, routs, affrays or other acts of civil disobedience which endanger life or property within the unincorporated areas of Maricopa County.
3. If such an emergency exists, the MCDEM Director or their designee will recommend to the Chairman of the Board of Supervisors that a local emergency be declared (see Emergency Declaration). This declaration will be forwarded by the Director, Department of Emergency Management or their designee, to the Arizona Department of Emergency and Military Affairs (DEMA) with a request that the Governor declare a State of Emergency in Maricopa County (see Proclamation and Request for Governor to Declare a State of Emergency). Financial and other public assistance, but no individual assistance, may be made available when the Governor declares a State of Emergency.
4. The Governor may request a Presidential Declaration of a major disaster in Maricopa County if conditions so warrant. Such a request will be based on a damage assessment and will indicate the degree of commitment of local and state resources in attempting to cope with the situation.
5. When a major disaster has been declared by the President, the Federal Emergency Management Agency (FEMA) will administer the federal level disaster relief programs in the affected area. Two major categories of benefits may be made available – Individual Assistance and Public Assistance.
6. Upon termination of the emergency, the Chairman of the Board of Supervisors shall prepare a declaration that the emergency no longer exists (see Declaration that Emergency No Longer Exists).



Emergency Declaration

WHEREAS, the Chairman of the Maricopa County Board of Supervisors does hereby find that the following dangerous condition or conditions exist in Maricopa County:

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that a local emergency exists in Maricopa County; and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of the local emergency, the Chairman of the Maricopa County Board of Supervisors shall govern by proclamation and shall have the authority to impose all necessary regulations to preserve the peace and order of Maricopa County.

Dated: _____

Chairman, Board of Supervisors
Maricopa County

Attest: _____
Clerk of the Board

Reference: ARS Section §26-311



Proclamation and Request for Governor to Declare a State of Emergency

WHEREAS, on _____, the Chairman of the Maricopa County Board of Supervisors found that the following dangerous condition or conditions exist in Maricopa County:

_____.

WHEREAS, pursuant to ARS Section §26-311, the Chairman of the Maricopa County Board of Supervisors declared a local emergency at that time; and

WHEREAS, it has been determined that the local emergency is beyond the control of the services, personnel, equipment, and facilities of Maricopa County, and that the local emergency requires the combined efforts of the state and Maricopa County;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that a copy of this Proclamation be forwarded to the Governor of Arizona with the request that the Governor proclaim a state of emergency pursuant to ARS Section §26-301(14); and

IT IS FURTHER RESOLVED THAT the Director of the Maricopa County Department of Emergency Management is hereby designated as the authorized representative of Maricopa County for the purpose of receipt, processing, and coordination of all inquiries and requirements necessary to obtain available state and federal assistance.

Dated: _____

Chairman, Board of Supervisors
Maricopa County

Attest: _____
Clerk of the Board

Reference: ARS Section §26-311



Declaration that Emergency No Longer Exists

WHEREAS, on _____, the Chairman of the Maricopa County Board of Supervisors found that the following dangerous condition or conditions existed in Maricopa County:

_____.

WHEREAS, pursuant to ARS Section §26-311, the Chairman declared a local emergency to exist in Maricopa County at that time; and

WHEREAS, the dangerous condition or conditions have ceased to exist;

NOW, THEREFORE, I, _____, Chairman of the Maricopa County Board of Supervisors,

HEREBY PROCLAIM AND DECLARE that the local emergency no longer exists; and

I DO FURTHER PROCLAIM that the activities of Maricopa County government and all its departments shall hereby return to business as usual.

Dated: _____

Chairman, Board of Supervisors
Maricopa County

Attest: _____
Clerk of the Board

Reference: ARS Section §26-311



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Annex B – Protective Actions (Evacuation and Sheltering)

I. Purpose and Scope

A. Purpose

1. The purpose of this annex is to provide information and guidance to Maricopa County Departments, as well as other governmental agencies, businesses, and first responders conducting protective actions that impact whole communities in Maricopa County. Protective actions, such as Evacuation, Shelter-in-Place, or a combination of the two may be needed for natural, technological or human caused events.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOPs), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. The Maricopa County Department of Emergency Management has conducted a Hazard Vulnerability Analysis of Maricopa County which identified hazards as well as their consequences on loss of life and property and has prioritized those hazards on probability, outcome, and level of community preparedness. This analysis is available in the Multi-Jurisdictional Hazard Mitigation Plan.
2. There are three basic types of protective actions available to Maricopa County. They are Evacuation, Shelter-in-Place, or a combination of the two.
 - a. Evacuation is defined as an organized, phased, and supervised withdrawal, dispersal, or removal of the whole community and their domesticated animal's i.e. household pets from dangerous or potentially dangerous areas, and their reception and care in safe areas.
 - b. Shelter-in-Place is defined as taking immediate shelter where you are; at home, work, school, or in between. It may also include sealing the room; in other words, take steps to prevent outside air from coming in, especially if chemical or radiological contaminants are released into the environment.
 - c. A combination of the two may be necessary to move those of the whole community members that are closest to the threat as soon as possible and those farther away a short time later.



3. Warning the public to evacuate or Shelter-in-Place is reliant upon technological dependent modes of communication (e.g., electricity, telephones, internet-based systems and radio towers.). When these systems are inoperable, vehicle public address systems and door-to-door contact are the only methods available and may cause a delay in evacuating populations within hazardous locations.
4. The authority for evacuations is set forth in ARS §26-311 local emergency; power of political subdivisions; state agency assistance.
5. Local municipalities and tribal jurisdictions are responsible for evacuation planning for their areas. However, certain county resources, such as roadways, may be used during localized evacuations therefore requiring coordination with the county.
6. Health care facilities have a legal responsibility to evacuate individuals to equivalent care facilities in the event of an emergency. The facility's evacuation plan typically details the procedure for evacuating those in their care to another equivalent care location within the immediate geographic area. The inability to transport those requiring continuous medical attention, in a timely manner, may force caregivers to consider "shelter-in-place" as a protective action until the caregivers can arrange appropriate transportation modes.
7. Planning consideration must be given to provide safe evacuation/transportation assistance to the unique population of unaccompanied minors. The county will work with law enforcement, the Department of Economic Security, Juvenile Probation and the American Red Cross to identify, register, provide safe accommodations at the shelter and eventually reunite unaccompanied minors with their parent or legal guardian.
8. An emphasis will be made to prompt first responders that persons with disabilities, access and functional needs are not separated from caregivers, mobility devices, other durable medical equipment and/or service animals during an evacuation, so long as the disaster or emergency event does not present an immediate threat to loss of life.
9. Consideration of animals is critical. If people cannot take their pets or Service Animals with them, they may choose not to evacuate. Veterinarian's offices, animal care shelters, zoos and colleges may contain large numbers of animals, so preplanning for their movement and sheltering is critical. Valley Metro (RTPA) will determine the procedures for transporting household pets in their vehicles. Maricopa County Department of Emergency Management (MCDEM) will coordinate the establishment and management of emergency animal shelters using available governmental and/or non-governmental animal care resources when possible.
10. The decision to implement a large-scale evacuation will be made in coordination with MCSO and responding fire agencies.
11. Evacuation routes will be identified and established by MCSO and responding fire agencies. Estimated timeframe for evacuation will be established and updated regularly during the evacuation process.
12. MCSO will coordinate with the MCEOC in acquiring appropriate sources of transportation to support the needs of the evacuation process.



B. Populations with Disabilities, Access and Functional Needs:

1. A whole community education program should be established to adequately inform persons with disabilities, access and functional needs, as well as caretakers for these groups, how to prepare for an emergency. Emergency preparedness for persons with disabilities, access and functional needs requires consideration and coordination with the county's overall planning efforts. By identifying persons in advance that may need medical assistance or transportation in an emergency, arrangements can be made prior to an emergency evacuation.
2. The majority of the whole community is assumed to be capable of evacuation under their own power, using personal vehicles and traveling with friends and family; however, there is a significant portion of the population that would require some level of assistance to evacuate during an emergency situation. Transportation resources will include buses, drivers and vehicles that are capable to transport persons with disabilities, access and functional needs, including the transport of wheelchairs/scooters or other large, durable medical equipment that may or may not be needed by an individual.

C. Evacuation

1. There are three types of evacuation: Voluntary, Recommended, and Mandatory.
 - a. **Voluntary** – voluntary evacuations are targeted toward people most vulnerable to a threat having a particularly long evacuation lead-time. No special measures are usually taken during voluntary evacuations, and people may remain if they so choose.
 - b. **Recommended** – recommended evacuations are issued when an event has a high probability of impacting people located in at-risk areas. Decisions of whether or not to leave are left to individuals. People may remain if they so choose. Some unique arrangements may be made in expectation of an escalating situation or hazards to a specific population. An example would be issuing a recommended evacuation for individuals with breathing difficulties in smoky areas caused by a wildfire.
 - c. **Mandatory** – mandatory evacuations are issued when authorities put maximum emphasis on encouraging evacuation and limiting ingress to potentially impacted areas. People may remain if they so choose.

D. Evacuation Timing

1. Advance Notice Evacuations:
 - a. Advance notice evacuations occur when information becomes available about a potential incident and the factors that may necessitate an evacuation are known in advance of the actual incident. Examples are incidents such as some wildfires, wide scale flooding and nuclear power plant incidents. Authorities should consider the following when making an evacuation decision:
 - b. The extent of the evacuation based on geographic area.



- c. Likelihood of impact.
 - d. Emotional and physical distress, financial costs to the whole community.
2. The Readiness Phase:
- a. Occurs when information becomes available that an event may occur where evacuation-and the scope of the evacuation must be considered. This could come days or hours before an event. This is when the Incident Command is established and begins advance planning.
 - b. The Activation and Mobilization Phase:
 - c. Involves activating those who execute the evacuation operational plan. The plan should be coordinated with responders and impacted jurisdictions. Officials should declare a voluntary, recommended, or mandatory evacuation and specify the geographic areas to be evacuated. Officials should also determine whether the evacuation will be performed in phases. At this point, the public should receive initial information that an evacuation may be ordered. This phase involves the dissemination of information to the public and all preparation for the actual evacuation. An advanced/early evacuation may be needed to accommodate children, unique populations and/or persons with disabilities, access and functional needs.
3. The Operations Phase:
- a. Consists of the implementation of all actions required to safely remove individuals from harm's way and provide shelter and comfort. During this phase, government officials should issue evacuation orders and execute the evacuation operations plan and provide support to those being evacuated. This involves ensuring the orderly movement of evacuees to designated reception sites beyond harm's way, and usually occurs within 6 to 72 hours.
4. No-Notice Evacuations:
- a. Used when little or no advance warning of the incident occurs. No-notice incidents can be either small-scale or wide-scale and can happen anywhere at any time. Responders will have a very limited time to prepare, plan and coordinate before an evacuation begins. Information about the incident may be insufficient or unavailable to decision makers. Authorities should consider the following when making an evacuation decision:
 - b. Public members are usually already at risk.
 - c. Except for rare instances when the public are advised to shelter in place, affected populations may have to be moved out of harm's way to a safer location immediately.
 - d. Resources during a no-notice evacuation event may be focused on dealing with the incident itself and unavailable for evacuation operations.



5. The Readiness Phase:

- a. Does not always occur during a little or no-notice evacuation. If it does occur, it may be brief and minimal in scope. This is the time when limited information about an incident becomes available, and officials use this information to determine whether an evacuation is necessary. Evacuation decisions will likely need to be made before a complete picture of the situation is available.

6. The Activation Phase:

- a. Encompasses everything leading up to the actual evacuation of the public. During this phase, relevant agencies and organizations should be made aware that an evacuation is taking place; a command structure should be established, representatives should be dispatched to the EOC. Evacuation routes should be decided upon, and a determination should be made about which resources will be needed as priorities.
- b. For no-notice evacuations, the evacuation may already be in process under control of the Incident Command (IC). EOCs may be partially staffed or fully staffed and already assisting. The emergency responders' primary function may be to address the lifesaving and operations caused by the incident, as opposed to directly supporting the evacuation, so resources may be limited. The IC should consider inbound responder access routes as to not impede evacuation of the public. If contamination of evacuees is an issue they may need to be isolated and decontaminated before moving on. In a large scale event such as an earthquake, there may be infrastructure damage limiting the egress routing. The EOC needs to work closely with the Incident Command for coordination of these activities.

7. Return Phase:

- a. The goal is to support the return of evacuees to their point of origination once it is determined to be safe to re-enter the community. Return operations may be conducted over days, months, or even years in the case of a mass evacuation for a catastrophic event. Public officials, including utilities, health and medical and public safety officials should analyze information and determine when communities may be permitted to return.

E. Shelter in Place:

1. Provides the population immediate protection and limits exposure to the hazard. Most hazardous plume passages (radiological, biological, or chemical) do not have the capability to maintain a persistent level of exposure.
2. May be an option when successive hazardous plumes, with sufficient time between releases, allow evacuation and there is insufficient lead-time prior to the first plume. Public sheltering will minimize exposure to the effects of the initial plume release and reduce the risk of exposure.



3. The decision to issue shelter in place instructions is based primarily upon the nature of the hazard as well as meteorological data. Public who are sheltering in place will be informed of protective actions through communication systems.
4. When the risk is reduced sufficiently that a return to routine activities is indicated, instructions will be issued to the whole community via the same communication systems used for the sheltering message.

III. Responsibilities

- A. The Lead Agency, the Maricopa County Sheriff's Office, supported by the identified Support Agencies, will ensure the following response and recovery activities will be completed during and reviewed after an evacuation:

1. MCSO

- a. Identify the emergency area, to include geographic boundaries.
- b. Issue public warning information.
- c. Communicate established evacuation routes, coordinate via the JIS.
- d. Coordinate transportation and transportation pick-up points for individuals without access to a private vehicle.
- e. Coordinate transportation for persons with disabilities, access and functional needs.
- f. Control access to and from affected area.
- g. Provide an orderly and safe return plan to the affected areas.
- h. Maintain documentation of all incurred evacuation expenses.
- i. Coordinate available transportation to assist evacuees in the evacuation and transportation of pets and livestock.
- j. Coordinate and manage the relocation of the unique population of incarcerated individuals during a crisis response.
- k. Assume primary responsibility for evacuation operations in affected unincorporated areas.
- l. Supplement other warning methods.
- m. Establish an Incident Command Post for control of agencies authorized to operate in the affected area.
- n. Coordinate available transportation to move evacuees and establish evacuation routes.



- o. Provide traffic control in and near the affected area.
- p. Provide security for the evacuated area, with emphasis on the protection of essential facilities.
- q. Assist political subdivisions having evacuation problems, within the limits of existing authority and capability.

B. Support Agency Tasks

1. Transportation Department

- a. Send a representative to the Sheriff's Office Incident Command Post.
- b. Set up and maintain roadblocks and any other equipment needed to control traffic in and around the evacuated area.

2. American Red Cross

- a. Coordinate with ESF #6 Primary Agency, and shelter for persons, who have been evacuated from the affected area.
- b. Feed shelter occupants.

3. The Salvation Army

- a. May support shelter operations for persons who have been evacuated from the affected area.

4. Environmental Services Department

- a. Monitor food-handling operations at established shelters.

5. Animal Care and Control

- a. Provides shelter, registration, and decontamination services for dogs and cats.

6. Valley Metro Regional Public Transportation Authority (RTPA)

- a. Provides transportation resources including drivers and vehicles that are capable to transport persons with disabilities, access and functional needs, including the transport of wheelchairs/scooters or other large, durable medical equipment that may or may not be needed by an individual.

7. Maricopa County Department of Emergency Management (MCDEM)

- a. Coordinate the establishment and management of an emergency pet shelter or shelters as close as practical to the American Red Cross Shelter(s) using available governmental and/or non-governmental animal care resources when possible.



- b. Coordinate the establishment and management of an emergency livestock shelter or shelters using available governmental and/or non-governmental animal care resources when possible.



Annex C - Specific Incidents: Excessive Heat Emergencies

I. Purpose and Scope

A. Purpose

1. The purpose of this Annex is to provide resources of member agencies to support emergency response needs in the Maricopa County.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex. Specifically, it discusses:
2. Encompassed in this Annex is information on standard operating procedures (SOP), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. The Department of Public Health will issue news releases to inform the whole community of how to deal with the heat wave. The initial news releases will occur prior to the anticipated start of high temperatures, and additional news releases will occur when a life-threatening heat emergency is imminent.
2. The Phoenix office of the National Weather Service (NWS) issues three types of heat-related messages. These messages are based on four factors: temperature, humidity, amount of cloudiness, and the expected duration of these conditions. The combination of factors that will trigger one of these heat-related messages varies according to the time of year. For example, a combination of factors that would result in an excessive heat warning in early May, might not result in one in mid-July. These three NWS products are:
 - a. Heat Advisory – issued when the temperature is forecast to be unusually hot but not life-threatening.
 - b. Excessive Heat Watch – issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.
 - c. Excessive Heat Warning – issued when a life-threatening heat emergency exists or is imminent.



3. The Department of Public Health will issue the appropriate heat emergency messages prior to the beginning of the summer heat season. Other components of this annex will be implemented when the National Weather Service issues an Excessive Heat Watch or an Excessive Heat Warning for the Phoenix metropolitan area. Services and activities provided under this annex may be continued for 48 hours after the expiration of the Excessive Heat Warning.
4. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.
5. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF Annexes, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
6. In a large event requiring local or State mutual aid assistance, this annex will work with its support agency counterparts to seek and procure, plan, coordinate or direct the use of required assets.
7. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.

B. Direction and Control

1. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.
2. This Annex may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.



4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County

- a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Operations Center staff to provide support.
- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
- c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
- d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, each primary and support agency will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.



4. The Phoenix office of the National Weather Service (NWS) issues three types of heat-related messages. These messages are based on four factors: temperature, humidity, amount of cloudiness, and the expected duration of these conditions. The combination of factors that will trigger one of these heat-related messages varies according to the time of year. For example, a combination of factors that would result in an excessive heat warning in early May, might not result in one in mid-July. These three NWS products are:
 - a. Heat Advisory – issued when the temperature is forecast to be unusually hot but not life-threatening.
 - b. Excessive Heat Watch – issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.
 - c. Excessive Heat Warning – issued when a life-threatening heat emergency exists or is imminent.

III. Responsibilities

(NOTE: Each Support Agency should review its own responsibilities and revise in conjunction with the Maricopa County Emergency Operations Plan)

IV. Financial Management

- A. During a response, each agency/department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



Annex C - Specific Incidents: Pandemic

I. Purpose and Scope

A. Purpose

1. The purpose of this Annex is to provide resources of member agencies to support emergency response needs in the Maricopa County.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex.
2. Encompassed in this Annex is information on standard operating procedures (SOP), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. The World Health Organization (WHO) has developed a Global Influenza Preparedness Plan that breaks down the pandemic threat into four Pandemic Planning Periods comprised of six Pandemic Alert Phases:
 - a. **Inter-pandemic Period** (Pandemic Alert Phases 1 and 2). No new influenza strains have been detected in humans, but virus strains in animals pose a risk to humans that may be low (Pandemic Alert Phase 1) or substantial (Pandemic Alert Phase 2).
 - b. **Pandemic Alert Period** (Pandemic Alert Phases 3, 4, and 5). New influenza strains have caused human infections. Human-to-human spread is non-existent or limited to rare instances of close contact (Pandemic Alert Phase 3), highly localized in small clusters (Pandemic Alert Phase 4), or localized in larger clusters (Pandemic Alert Phase 5). At Pandemic Alert Phase 5, the virus is becoming increasingly adapted to humans, and there is a substantial pandemic risk.
 - c. **Pandemic Period** (Pandemic Alert Phase 6). Increased and sustained human-to-human transmission in the general population.
 - d. **Post-pandemic Period**. Return to the inter-pandemic period (Pandemic Alert Phase 1).
2. In the United States, the Pandemic Alert Phases are based on the World Health Organization's Phases. The Secretary of the United States Department of Health and Human Services will determine that the nation is in the pandemic period (Pandemic Alert



Phase 6) when sustained human-to-human transmission is observed anywhere in the world. Several governmental organizations conduct pandemic surveillance on a routine basis and provide information about how to recognize, prepare for, and deal with a pandemic.

- a. Federal level: Centers for Disease Control and Prevention (CDC) and its parent organization, the Department of Health and Human Services (DHHS).
 - b. State level: Arizona Department of Health Services (ADHS).
 - c. County level: Maricopa County Department of Public Health.
3. There are four essential steps that employees and the rest of the whole community can take to reduce the spread of the disease:
 - a. Cover your mouth and nose with a tissue or handkerchief when coughing or sneezing.
 - b. Wash your hands frequently with warm water. Use alcohol-based hand sanitizers when soap and warm water are unavailable.
 - c. Stay home when you are sick.
 - d. Increase your social distance (avoid crowds and mass gatherings).
4. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.
5. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF Annexes, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
6. In a large event requiring local or State mutual aid assistance, Annex will work with its support agency counterparts to seek and procure, plan, coordinate or direct the use of required assets.
7. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.

B. Direction and Control



1. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.
2. This Annex may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Department of Emergency Management staff to provide support.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
 - d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.



- e. The Maricopa County Department of Emergency Management shall be represented in the Annex most pertinent to the support of disaster intelligence collection and scope of response.

2. State of Arizona

- a. During an emergency or disaster event, the primary and support agencies at the State Emergency Operations Center will report to the Operations Section Chief under the overall direction of the State Emergency Operations Center (SEOC) Manager.
- b. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall Arizona State Emergency Response and Recovery Plan. All such documents will be in compliance with the National Response Framework (NRF), the National Incident Management System (NIMS), the Incident Command System (ICS) and the Arizona State Emergency Response and Recovery Plan.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

III. Responsibilities

A. County Manager

1. Pandemic Alert Phase 5.
 - a. Make policy decisions regarding the following areas:
 - b. Increased use of telecommuting and/or paid administrative leave by county departments.
 - c. Liberalized use of Family and Medical Leave Act (FMLA) time by county employees to encourage them to stay away from the workplace when feeling sick.



- d. Making emergency funding available to departments likely to incur extraordinary expenses as a result of the pandemic (e.g. Medical Examiner's Office, Public Health, Correctional Health, etc.).

B. All Maricopa County Departments

1. Pandemic Alert Phase 3:

- a. Determine which functions of the department are critical, and conduct adequate cross-training of employees in these functions to ensure that critical tasks can be accomplished when a large percentage of the workforce is unavailable.
- b. Identify supplies and services essential to continued operations and, when necessary, identify backup means of ensuring them.
- c. Encourage department employees and their families to develop a family emergency plan and emergency kit capable of sustaining them for a minimum of 72 hours without outside assistance. The Department of Homeland Security's preparedness web site www.ready.gov is a good source of information for the plan and kit.
- d. Consider the procurement of supplies to prevent the spread of disease in the workplace – surgical masks, hand sanitizer bottles, etc.

2. Pandemic Alert Phase 5:

- a. Mandate or encourage increased use of telecommuting (pending County Manager's direction).
- b. Encourage employees to stay home when they feel sick. Send employees home if they appear to be sick.
- c. Consider implementing policies that limit face-to-face contact among employees as well as between employees and the rest of the whole community.

3. Pandemic Alert Phase 6:

- a. Curtail less essential services as required when the departmental workforce is reduced by the effects of the pandemic.
- b. Implement backup means of ensuring essential supplies and services.
- c. Provide information to the Public Information Office regarding services that have been curtailed.

C. Department of Emergency Management

1. Pandemic Alert Phase 3:



Emergency Operations Plan

- a. Provide assistance to the Public Health Department in the development of press releases and other educational materials related to pandemics.

2. Pandemic Alert Phase 5:

- a. Be prepared to activate the EOC in support of quarantine measures if instituted by the Public Health Department.

3. Pandemic Alert Phase 6:

- a. Activate the EOC if necessary.
- b. Establish contact with state and county agencies dealing with pandemic epidemiology and response.
- c. Set up and operate a volunteer phone bank to answer the public's questions about what they can do to prevent or recover from the disease. The phone bank must be accessible to the whole community, i.e. bilingual, TDD/TYY, Video/Caption Relay Service capability.
- d. Assist in the coordination of Citizen Corps volunteers for the distribution of informational flyers to the affected population, as well as other activities.
- e. Provide assistance to the Department of Public Health in the development of press releases related to the pandemic.

D. Public Information Office

1. Pandemic Alert Phase 5

- a. Alert the public to potential changes in services provided by the county as a result of personnel shortages caused by the pandemic.
- b. Assist the County Manager's office in the dissemination of policy guidance regarding special steps to be taken by county departments/agencies in response to the pandemic.

2. Pandemic Alert Phase 6:

- a. Continue with the tasks outlined during Pandemic Alert Phase 5.

- E. Department of Public Health - Develop a detailed pandemic response plan consistent with the pandemic response plans of the United States Department of Health and Human Services and the Arizona Department of Health Services. Monitor the Pandemic Alert Periods/Phases as declared by WHO and keep county departments/offices tasked in this annex informed of the current status.

1. Pandemic Alert Phase 3:



- a. Initiate an education campaign for the whole community, emphasizing steps they can take to prevent the spread of disease, and emphasize the need to develop family disaster plans and kits that will enable them to sustain themselves if essential public services (food, water, sanitation, etc.) are lost for several days at a time. The education campaign will be coordinated with the education campaigns of cities and towns throughout the county and will emphasize reaching out to the whole community.
2. Pandemic Alert Phase 5:
- a. If necessary, initiate quarantine measures to delay the arrival of the pandemic.
 - b. Intensify the education campaign for the whole community, emphasizing the same items as during Pandemic Alert Phase 3.
3. Pandemic Alert Phase 6:
- a. Department Director will make a request of a public health emergency to the Chairman of the Board of Supervisors (through County Manager) for a proclamation of an emergency, if deemed appropriate.
 - b. Provide an Incident Commander, the Public Health Office of Preparedness and Response (OPR) Director or designee, to the county level operation.
 - c. Coordinate and collaborate with MCDEM on the overall response to the emergency.
 - d. Increase surveillance efforts pertaining to pandemic-related deaths and illnesses, in cooperation with the Office of the Medical Examiner's and area hospitals.
 - e. Advise area hospitals of the pandemic and urge them to consider implementing surge measures to deal with an expected increase in patient volume.
 - f. Prepare to implement mass immunizations if a vaccine that is effective against the virus strain causing the pandemic is available.
 - g. Expand street outreach by Health Care for the Homeless staff.
 - h. Provide assistance to the Public Information Office in the development of press releases and other educational materials related to the pandemic.
 - i. Distribute antiviral medications, if available, to target populations.
 - j. Coordinate with Arizona Department of Health Services for the receipt and distribution of the Strategic National Stockpile if applicable.

F. Human Services Department

1. Pandemic Alert Phase 3.



- a. Post and distribute pandemic-related materials at all Human Services Department offices and affiliated offices, including Head Start classrooms, Community Action Program offices, Workforce Development One-Stop Centers, to include all programs affiliated with the Human Services Department.

2. Pandemic Alert Phase 6:

- a. Utilize available staff (e.g. CAP workers, Senior Adult Independent Living (SAIL) case managers) to assist with communication and welfare checks for unique populations, including the elderly, disabled, and home-bound individuals, through home visits and phone calls.

G. Maricopa County Sheriff's Office

1. Pandemic Alert Phase 6:

- a. If the Public Health Department implements mass immunizations, provide site security as outlined in the Cities Readiness Initiative Site Security Plan.
- b. Increase disease prevention measures in jails, in cooperation with the Correctional Health Department.
- c. Distribute informational flyers to affected populations within MCSO's jurisdiction (e.g. Sun City, Sun Lakes).

H. Correctional Health Services Department

1. Pandemic Alert Phase 3:

- a. Identify a pandemic influenza response team.
- b. Develop and implement a department strategic response plan.
- c. Develop and initiate an educational campaign for department staff.
- d. Coordinate planning with MCSO and Public Health.

2. Pandemic Alert Phase 4 and 5:

- a. Activate department pandemic influenza plan in coordination with MCSO and Public Health.
- b. Intensify staff education.
- c. Initiate enhanced surveillance for symptoms of influenza among inmates and staff, and reporting of results to Public Health.
- d. Coordinate with Public Health for provision of immunizations and anti-viral medications, if available, to inmates and staff.



3. Pandemic Alert Phase 6:

- a. Implement quarantine and segregation measures in coordination with MCSO. This will be accomplished in addition to continuation of the measures initiated in previous phases.

I. Protective Services

1. Pandemic Alert Phase 6:

- a. Implement the security plan.
- b. Develop a security plan for limited access to county buildings.

J. Medical Examiner's Office

1. Pandemic Alert Phase 3:

- a. Develop plans to augment facilities and staffing in preparation for handling a greatly increased caseload.

2. Pandemic Alert Phase 5:

- a. Ensure that additional resources from other jurisdictions and the private sector are available if the plan should be implemented.

3. Pandemic Alert Phase 6:

- a. Implement the plan that adds capacity for facilities and staff.
- b. Maricopa County Department of Transportation

4. Pandemic Alert Phase 6:

- a. Provide roadblock planning and setting of affected areas, in coordination with MCSO.

IV. Financial Management

- A. During a response, each agency/department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.



V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



Annex C - Specific Incidents: Severe Storms and Floods

I. Purpose and Scope

A. Purpose

1. The purpose of this is to set forth guidelines to prepare for, provide early warning of, and execute an effective response to storm or flood disasters.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex. Specifically, it discusses:
2. Encompassed in this Annex is information on standard operating procedures (SOP), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. Flooding has caused more damage than any other hazard in Maricopa County. No part of the County is free from the threat of flooding. There is a close correlation between the locations of significant floods and urbanized areas of the County.
2. Situational flooding may be caused by either: atmospheric conditions, dam emergency spillway operations, dam/levee overtopping, or dam/levee failure or all four.

The three following atmospheric conditions in the county tend to trigger flooding events:

- a. **Tropical storm remnants:** The worst flooding tends to occur when the remnants of a tropical storm enter the state. These events occur infrequently, mostly in the early autumn, but when they do occur the storms bring intense precipitation over large regions causing severe flooding.
 - b. **Winter rains:** Winter brings the threat of low intensity, but long duration rains covering large areas that cause extensive flooding and erosion, particularly when combined with snowmelt.
 - c. **Summer thunderstorms:** A third atmospheric condition that brings flooding to Maricopa County is the annual summer monsoon. In mid to late summer the monsoon winds bring humid subtropical air into the state. Solar heating triggers afternoon thunderstorms that can be devastating. As a result of too much rain, in too small an area, in too short a time, flash flooding may result.
3. The National Weather Service (NWS) Phoenix Forecast Office issues watches and warnings for storms and floods. A Watch is used to inform the public and cooperating agencies that current and developing weather is such that there is a threat of a flood or



storm. However, the occurrence of an event is neither certain nor imminent at the time. A Warning is a statement issued by the NWS that a storm or flood is occurring or is imminent. The following conditions could result in flooding and related emergency conditions at and downstream of a dam:

- a. Reservoir pool inundation.
 - b. Discharge from principal spillway(s).
 - c. Discharge from emergency or auxiliary spillway(s).
 - d. Potential or actual failure of the dam or levee.
4. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.
5. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF Annexes, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
6. In a large event requiring local or State mutual aid assistance, Annex will work with its support agency counterparts to seek and procure, plan, coordinate or direct the use of required assets.
7. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.

B. Direction and Control

1. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.
2. This Annex may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field Operations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the



Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.

4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.
5. Available weather information and situation evaluations by SRP, CAP, BIA, USACE and FCDMC will allow time for activation of the EOC before major water releases from these owner's dams are necessary.

C. Organization

1. County

- a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Flood Control District of Maricopa County staff to provide support.
- b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
- c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
- d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.
- e. The Maricopa County Department of Emergency Management shall be represented in the Annex most pertinent to the support of disaster intelligence collection and scope of response.

D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.



2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
3. Upon instructions to activate or place staff on standby, Flood Control District of Maricopa County will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

III. Responsibilities

A. Flood Control District of Maricopa County (FCDMC)

1. Prepare Before the Storm/Flood
 - a. Alert Flood Control District of Maricopa County personnel of the potential situation.
 - b. Establish liaison with SRP, BIA, SCIP, USACE, and CAP and obtain current storage and water release data.
 - c. Determine anticipated flooding effects from potential storms and provide data to MCDEM.
 - d. Provide, review, maintain and exercise emergency plans for dams, levees or other. These plans may include dam or flood retarding structure emergency spillway inundation maps and dam or levee break maps.
 - e. Provide recommendations regarding evacuations and road closures.
2. Response During the Storm/Flood
 - a. Deploy observers to areas of concern for field observations of storm/flood events.
 - b. Provide current flood potential or flood situation data to the emergency staff.
 - c. Inform the USACE District Chief in Los Angeles if the magnitude of the storm or flood so warrants.
3. Recover After the Storm/Flood
 - a. Establish priorities for recovery operations, and initiate recovery tasks at FCDMC structures and facilities.
 - b. Advise emergency staff relative to reoccupation of flood-affected areas.
 - c. Deploy damage assessment teams for examination of flood control structures and report findings to the EOC.
 - d. Submit After-Action Reports.



B. Maricopa County Department of Transportation

2. Prepare Before the Storm/Flood

- a. Alert department personnel, particularly barricade crews, of the situation.
- b. Curtail normal operations if required.
- c. Plan for immediate response to potential disaster situations.
- d. Implement emergency communications procedures.
- e. Assist the Sheriff's Office when requested.

3. Response During the Storm/Flood

- a. Alert forces necessary to support the department if the magnitude of the storm or flood is great.
- b. Provide the emergency staff with current highway and bridge information.
- c. Coordinate barrier locations and placement with local jurisdictions, Sheriff's Office and place barriers where hazardous road conditions exist.
- d. Assist the Sheriff's Office in traffic and hazardous area control, and in rescue and evacuation missions, upon request.
- e. Act as Lead Agency in maintaining inventory of traffic control devices and equipment and distribute to jurisdictions based on requirements.
- f. Coordinate requests for specialized mechanical equipment required for the recovery effort.

4. Recover After the Storm/Flood

- a. Establish priorities for recovery operations, and initiate recovery tasks.
- b. Report the status of highways and bridges.
- c. Assist the Sheriff's Office in required field operations upon request.
- d. Conduct damage assessment upon request and report damage information to the EOC.
- e. Assist political subdivisions to repair main transportation routes on a reimbursable basis.
- f. Submit After-Action Reports.

C. Parks and Recreation Department



1. Prepare Before the Storm/Flood

- a. Alert and warn department personnel and park patrons of the situation.
- b. Curtail normal operations where indicated.
- c. Plan for immediate response to the potential emergency.

2. Response During the Storm/Flood

- a. Continue alert and warning procedures.
- b. Maintain surveillance and assist patrons in evacuating parks.
- c. Keep the emergency staff informed of the situation.

3. Recover After the Storm/Flood

- a. Establish priorities for recovery requirements and initiate recovery tasks.
- b. Determine and report the status of facilities and other known situations to the emergency staff.
- c. Provide assistance to park users.
- d. Submit After-Action Reports.

D. Sheriff's Office (MCSO)

1. Prepare Before the Storm/Flood

- a. Receive and disseminate severe weather bulletins.
- b. Notify the MCDEM Director during normal working hours or the Duty Officer after normal working hours of potential hazardous conditions, including water releases by the SRP, SCIP, BIA, CAP, USACE or FCDMC
- c. Alert department personnel and potential support elements of the situation.
- d. Plan for immediate response to the potential emergency
- e. Alert and warn the affected whole community in unincorporated areas of the County
- f. Initiate evacuation procedures in areas likely to be affected when directed by the emergency staff.

2. Response During the Storm/Flood

- a. Continue alert and warning procedures.



- b. Establish, identify, and report the location of Incident Command Posts.
 - c. Secure affected areas
 - d. Execute rescue measures where required in the unincorporated areas.
 - e. Initiate or continue evacuation measures where appropriate
 - f. Assist law enforcement agencies of political subdivisions as requested.
 - g. Maintain contact with the EOC.
3. Recover After the Storm/Flood
- a. Establish Incident Command Posts for the control of recovery forces.
 - b. Control personnel and vehicular traffic in disaster areas.
 - c. Deny entry to the affected area until it is determined to be safe.
 - d. Continue rescue and evacuation efforts
 - e. Maintain contact with the emergency staff to provide current information and status
 - f. Submit After-Action Reports

E. Department of Emergency Management (MCDEM)

1. Prepare Before the Storm/Flood (Upon Activation)
- a. Receive and disseminate severe weather information
 - b. Provide, maintain and exercise system for warning the County of impending storms and flood hazards.
 - c. Keep the Chairman of the Board of Supervisors, the County Manager, the Arizona Department of Emergency and Military Affairs (DEMA), and other responsible authorities apprised of the situation.
 - d. Alert affected members of the whole community of the potentially hazardous conditions, and provide safety guidance and information.
 - e. Activate and check emergency communications systems
 - f. Establish liaison with SRP, CAP, BIA, SCIP, FCDMC, USACE, and affected political subdivisions, American Red Cross, and other entities likely to be involved.
 - g. Determine operational status of private, state, and federal supporting agencies.
 - h. Initiate evacuation measures where appropriate



- i. Ensure that involved departments, agencies, and activities are alerted to hazardous or potentially hazardous conditions.
 - j. Provide the Sheriff's Office and each downstream community with information on inundation areas from dams, levees, and flood retarding structures for incorporation in their Emergency Response Plans.
 - k. Receive and review the emergency action plans, flood response plans and any other emergency plan and updates. Disseminate emergency plans, as necessary, to stakeholders.
2. Response during the Storm/Flood
- a. Keep the Chairman of the Board of Supervisors, the County Manager, the Director of the Arizona Department of Emergency and Military Affairs, and other responsible authorities informed of the situation.
 - b. Continue the alert of political subdivisions, unincorporated communities, and affected members of the public.
 - c. Coordinate activities of field forces.
 - d. Recommend the establishment and location of Incident Command Posts by field forces.
 - e. Dispatch observers to areas of potential involvement when practicable.
 - f. Initiate or continue evacuation measures where appropriate.
 - g. Relay to the (NWS) reports of observed weather conditions in involved areas, to include storm activity, flash floods, and known casualty/damage reports.
3. Recover After the Storm/Flood
- a. Continue coordination of evacuation measures for affected areas.
 - b. Organize and dispatch damage assessment teams when applicable.
 - c. Initiate disaster assistance procedures for affected area
 - d. Coordinate welfare support to the affected population.
 - e. Coordinate recovery procedures by field forces.
 - f. Prepare and submit After-Action Reports to appropriate agencies.

(NOTE: All response agencies should review its own responsibilities and revise in conjunction with the Maricopa County Department of Emergency Management)



IV. Financial Management

- A. During a response, each agency/department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan.



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Annex C - Specific Incidents: Terrorism and CBRNE

I. Purpose and Scope

A. Purpose

1. The purpose of this Annex is to provide a response and recovery plan that will coordinate closely with local, state and federal response agencies to minimize the effects of a terrorist attack on the whole community.

B. Scope

1. This Annex addresses both emergency assistance and the maintenance and mitigation efforts for responses specific to this Annex. Specifically, it discusses:
2. Encompassed in this Annex is information on standard operating procedures (SOP), movement of responders, victims and supplies associated with response and recover efforts following a major disaster, egress and ingress information. Also included is information on major services by coordinating agencies critical to the welfare of the citizens of the Maricopa County.

II. Concept of Operations

A. General

1. National Terrorism Advisory System

- a. The National Terrorism Advisory System, or NTAS, replaces the color-coded Homeland Security Advisory System (HSAS). This new system will more effectively communicate information about terrorist threats by providing timely, detailed information to the public, government agencies, first responders, airports and other transportation hubs, and the private sector
- b. After reviewing the available information, the Secretary of Homeland Security will decide, in coordination with other federal entities, whether an NTAS Alert should be issued.
- c. NTAS Alerts will only be issued when credible information is available.
- d. These alerts will include a clear statement that there is an **imminent threat** or **elevated threat**. Using available information, the alerts will provide a concise summary of the potential threat, information about actions being taken to ensure public safety, and recommended steps that individuals, communities, businesses and governments can take to help prevent, mitigate or respond to the threat.
- e. The NTAS Alerts will be based on the nature of the threat: in some cases, alerts will be sent directly to law enforcement or affected areas of the private sector, while in others, alerts will be issued more broadly to the American people through both official and media channels



- f. Certain geographic regions or industry specific regions may have their threat level raised by the United States Department of Homeland Security based on threat analysis.
2. Arizona Homeland Security Regions
 - a. By order of the Governor of Arizona, the Arizona Department of Homeland Security (ADOHS) created five regions to advise ADOHS of planning and preparedness strategies to prevent, prepare for, and respond to terrorist incidents. Maricopa County is a region unto its own and is referred to as the Central Region. According to the ADOHS' web site, the purpose of the Central Region is "(provide) direction for enhancing regional capability and capacity to prevent terrorist attacks within the region; reduce the region's vulnerability to terrorism and all other critical hazards; minimize the damage and recover from terrorism and all other critical hazards that affect the safety, well-being, and economic security of the public in the region."
 - b. Some of the objectives of the central region are:
 - i. Improve and enhance communication interoperability employing standardized state-of-the-art equipment.
 - ii. Conduct threat/vulnerability/risk assessments.
 - iii. Integrate into a coordinated federal/state/regional system for the collection, analysis and dissemination of intelligence and information.
 - iv. Foster and support regional collaboration.
 - v. Review protocols to treat disease outbreak and biological or chemical weapons attacks on population and agriculture.
 - vi. Develop and improve regional plans and procedures.
3. The Federal Bureau of Investigation (FBI) will be the Lead Agency for the investigative and intelligence activities of the incident. The FBI will operate from an FBI Command Post or a Joint Operations Center.
4. The Maricopa County EOC will be primarily responsible for interagency coordination in addition to its primary function of setting priorities for response, concentrating on preservation of life and property, and the establishment of security.
5. Tactics used by terrorists to obtain their goals may include bombing, arson, hijacking, kidnapping, creating ecological disasters, occupation of a building, attacks on facilities, sabotage, hostage taking, assassination and perpetration of hoaxes. Terrorists often use threats to create fear among the public, to try to convince the public that their government is powerless to prevent terrorism, and to get immediate publicity for their cause.
6. Terrorist methods may include conventional weapons or, for more effect, Chemical, Biological, Radiological, Nuclear, or Explosive (CBRNE) devices or weapons. This Appendix deals primarily with terrorist incidents using CBRNE devices or weapons, but it is adaptable to terrorist incidents using conventional weapons.



7. Terrorist attacks usually occur without warning which necessitates planning for such an uncertain event to be as flexible and adaptive as possible.
8. Nuclear or radiological terrorism ranges from the actual detonation of nuclear weapons or devices to acts such as nuclear threats or extortion. Two examples are the release of radioactive substances to contaminate a drinking water supply and sabotage of a nuclear power plant. Radiological Dispersion Devices (RDDs) sometimes referred to as "dirty bombs" are devices that have radioactive materials that are spread through the use of conventional explosives. A nuclear explosion does not occur with such a device, but radioactive materials may be spread over a wide area, causing nuclear contamination and high radiation levels.
9. Biological weapons can be either infectious agents (replicating) such as bacteria, viruses or fungi, or toxins (non-replicating), which are poisons produced from replicating agents or other living organisms which are pathogenic to man.
10. Chemical weapons are defined as compounds that, through their chemical properties, produce lethal or damaging effects. They are classified by their effects: nerve agents (Tabun, Sarin, Soman, and VX), blood agents (Hydrogen Cyanide, Cyanogen Chloride, and Arsine), and choking agents (Phosgene) or blister agents (Mustards, Lewisite).
11. This Annex is consistent with the Maricopa County Emergency Operations Center's methodology, the requirements of the National Response Framework (NRF), the National Incident Management System (NIMS), and the Incident Command System (ICS). This structure and system supports incident assessment, planning, procurement, deployment, and coordination and support operations to the Maricopa County through the Maricopa County Emergency Policy Group, Area Operations and Regional Incident Management Teams (IMT) to provide a timely and appropriate response to an emergency or situation.
12. Procedures, protocols and plans for disaster response activities are to govern staff operations at the Maricopa County Emergency Operations Center and in the field. These are in the form of the base plan and corresponding Appendices, ESF Annexes, Support Annexes, Threat Annexes, and Standard Operating Guidelines, which describe capabilities. Periodic training and exercises are also conducted to enhance effectiveness.
13. In a large event requiring local or State mutual aid assistance, Annex will work with its support agency counterparts to seek and procure, plan, coordinate or direct the use of required assets.
14. Throughout the response and recovery periods, these agencies will evaluate and analyze information requests to move people, materials, equipment and other resources as necessary.

B. Direction and Control

1. This Annex complies with the National Response Framework (NRF), and the National Incident Management System (NIMS). The NIMS guides the direction and control system adopted by the Maricopa County Department of Emergency Management, which functions as the official disaster prevention, protection, response, preparedness, recovery, and mitigation organization within the Maricopa County.



2. This ESF may operate at two levels: 1) Maricopa County Emergency Operations Center; and 2) Field operations.
3. During emergency activations, all management decisions regarding transportation for the Maricopa County are made at the Maricopa County Emergency Operations Center by the coordinator. Under the Incident Command System (ICS) structure, the Planning, Logistics, Finance and Administration, and Operations Section and associated staff at the Maricopa County Emergency Operations Center assist the incident commander in carrying out the overall mission.
4. In accordance with a mission assignment, each primary and/or support organization assisting in the deployment of this Annex will retain administrative control over its own resources and personnel, but will be under the operational control of this Annex. Mission operational control may be delegated to the field by the Maricopa County Emergency Operations Center.
5. The Federal Bureau of Investigation (FBI) will be the Lead Agency for the investigative and intelligence activities of the incident. The FBI will operate from an FBI Command Post or a Joint Operations Center.

C. Organization

1. County
 - a. During an activation of the Maricopa County Emergency Operations Center, primary and support agency staff are integrated with the Maricopa County Emergency Operations Center staff to provide support.
 - b. During an emergency or disaster event, the Maricopa County Emergency Operations Center, Logistics Section Chief will coordinate resource support.
 - c. During the response phase, the Maricopa County Emergency Operations Center will evaluate and analyze information regarding transportation services requests. This Annex will develop and update assessments of the transportation services status in the impacted area and undertake contingency planning to meet anticipated transportation requirements.
 - d. The Maricopa County Department of Emergency Management will develop and maintain the Annex and accompanying Appendices, Annexes and Standard Operating Guidelines that govern response actions related to emergencies. Primary and support agencies should develop and maintain their own similar documents for internal use, which must be compatible with and in support of the overall MCEOP. All such documents will be in compliance with the National Response Framework (NRF), The National Incident Management System (NIMS), the Incident Command System (ICS), and the Maricopa County MCEOP.
 - e. The Maricopa County Department of Emergency Management shall be represented in the Annex most pertinent to the support of disaster intelligence collection and scope of response.



D. Alerts and Notifications

1. The County Warning Point (Maricopa County Sheriff's Office), will notify the on-call Emergency Duty Officer or the Coordinator when Maricopa County has been threatened or impacted by an emergency or disaster event as provided in the County Warning Point procedure.
2. This Annex will be activated or placed on standby upon notification by the Maricopa County Emergency Operations Center. The representatives or designees of the coordinating agency will manage the emergency activities. If additional support is required, the coordinating and primary agencies may jointly manage activities.
1. Upon instructions to activate or place staff on standby, Maricopa County Department of Emergency Management will implement procedures to notify all planning team members and, if necessary, mobilize all personnel, facilities and physical resources likely to be needed, based on the emergency circumstance.

III. Responsibilities

(NOTE: Each Agency should review its own responsibilities and revise in conjunction with the Maricopa County Emergency Operations Plan)

IV. Financial Management

- A. During a response, each agency and department fund disaster operations from their current operating budget and are responsible for recording and tracking agency expenditures. If a federally declared disaster exists, each agency is responsible for seeking reimbursement in accordance to the formula established by the Federal Emergency Management Agency (FEMA) via the FEMA-State Agreement.
- B. Expenditures by support entities will be documented by those entities and submitted directly to the Maricopa County Department of Emergency Management or a designated Finance Service officer as soon as possible.

V. References and Authorities

If Federal agencies become involved with any assistance during a disaster or emergency, a Presidential declared disaster is generally required which will be requested by the governor's office through the Cabinet Secretary of the United States Department of Homeland Security. To understand this process more, it is described within FEMA Publication P-682 National Response Framework and FEMA Publication P-683. To obtain further information on the Federal assistance process and how it is structured you can find both of these publications in the File Archive portion of this living plan



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Annex D - Tribal Relations

I. Purpose and Scope

A. Purpose

1. The purpose of this annex is to describe the policies, responsibilities, and concept of operations for effective coordination and interaction of county and local incident management activities with those of tribal governments and communities during potential or actual incidents on tribal lands. The processes and functions described in this Annex help facilitate the delivery of incident management programs, resources, and support to tribal governments and individuals of their whole community

II. Concept of Operations

- A. County departments and agencies conduct incident management operations involving state-recognized tribal governments in accordance with the County EOP and the National Incident Management System (NIMS). Tribal relations functions, resources, and liaison operations are coordinated through Emergency Support Function (ESF) 15 External Affairs.
- B. This Annex applies to all county departments and agencies working under the Maricopa County Emergency Operations Plan in response to an incident of countywide or statewide significance that involves tribes recognized by the state government.
- C. Since tribal government entities are fully integrated into the Emergency Operations Plan, this Annex addresses only those factors in the relationship between county departments and agencies and the federally recognized tribes that are unique or warrant special considerations.
- D. The guidance provided in this Annex does not contravene existing laws governing federal relationships with federally recognized tribes.
- E. The Maricopa County Department of Emergency Management (MCDEM) in cooperation with other county/state/federal departments and agencies, coordinate tribal relations functions for actual and potential incidents upon request from impacted tribal nation(s).
- F. The Governor must request a Presidential disaster declaration on behalf of a tribe under the Stafford Act; however, county/state/federal departments and agencies can work directly with tribes within existing agency authorities and resources in the absence of such a declaration.
- G. County departments and agencies comply with existing federal laws and executive orders mandating that the government deal with tribes on a government-to-government basis, reflecting the federally recognized tribes' right of self-government as sovereign domestic dependent nations. A tribe may, however, opt to and is encouraged to deal directly with state and county officials.
- H. County departments and agencies requested to participate in potential or actual incident response on tribal lands and consult and/or collaborate with tribal governments on matters affecting the tribes and must be aware of the social, political, and cultural aspects of an incident area that might affect incident management operations.



- I. County departments and agencies provide appropriate incident management officials with access to current databases containing information on tribal resources, demographics, and geospatial information.

III. Responsibilities

- A. MCDEM maintains primary responsibility for implementing consistent tribal relations policies and procedures during potential or actual incidents of statewide or national significance.
- B. MCDEM is responsible for coordinating data-sharing by other agencies and departments that have responsibilities for collecting and maintaining data relevant to incident management for incidents that involve tribes.
- C. MCDEM is responsible for coordinating and designating staff for the tribal relations element at the EOC. The tribal relations element may include representatives from other departments and agencies, as appropriate and as jurisdictions dictate.
- D. Through ESF #15, the EOC, in consultation with cooperating agencies, coordinates requirements for the tribal relations element within the EOC Operations Section or at the JFO.
- E. The tribal relations element at the EOC works directly with the designated representative of the affected tribal government. The designated tribal representative may be authorized by the tribal government to:
 1. Be responsible for coordinating tribal resources to address the full spectrum of actions to prevent, prepare for, respond to, and recover from incidents involving all hazards and incidents, including terrorism, natural disasters, accidents, and other contingencies.
 2. Maintain extraordinary powers to suspend tribal laws and ordinances, such as to establish a curfew, direct evacuations, and order quarantine.
 3. Provide leadership and play a key role in communicating to the tribal nation, and in helping the whole community of people, businesses, and organizations cope with the consequences of any type of domestic incident within the tribe's jurisdiction.
 4. Negotiate and enter into Mutual Aid Agreements with other tribes/jurisdictions to facilitate resource-sharing.
 5. Request state and/or federal assistance through the Governor when the tribe's capabilities have been exceeded or exhausted.
 6. Elect to deal directly with the federal government.

Support

1. Maricopa County Department of Emergency Management will support the tribal relations element with technical and administrative support as necessary to manage tribal relations.



Annex E – Local Emergency Planning Committee (LEPC) Plan

LETTER OF PROMULGATION

Hazardous materials, when properly controlled, are important in everyday life. Uncontrolled, they may cause injury, death, destruction, and lingering effects that may last for many years. To meet the risk, a concerted effort must be made to identify, locate, quantify, and have some knowledge of the hazardous materials in Maricopa County. The routes and modes of transportation of these chemicals must also be known in order to assess the overall possible danger posed by these materials.

Title III of the Superfund Amendments and Reauthorization Act of 1986 (Public Law 99-499) mandates that local jurisdictions develop a plan for the emergency response to accidental releases of hazardous materials.

Emergency planning for hazardous materials releases cannot be solved successfully by any one organization or group, but must be accomplished through the cooperative efforts of local, State, and Federal authorities working in cooperation with the private sector.

The results of this local planning effort are set forth in this Maricopa County Hazardous Materials Response Plan. The Plan will include the study of the problem itself, the resources available to handle the problem, and the emergency procedures that would be used in the case of a release.

This plan provides a starting point for Hazardous Materials Incident preparedness and response efforts. In order to achieve an optimal reasonable level of preparedness for potential Hazardous Materials Incidents, all emergency response agencies need to become familiar with its contents, train their personnel to meet these situations and develop an agency specific plan to reinforce and amplify the Maricopa County Emergency Operations Plan.

Like all emergency plans, this is a living document that will be revised and refined as we gain more knowledge about incidents and as new capabilities are developed to manage and mitigate the consequences. On-going efforts to build and enhance preparedness must include regular drills and exercises involving all agencies that will be involved in an actual response. These drills and exercises together with after-actions reports from actual hazardous materials incidents will be evaluated to provide a basis for future updates of this plan.

Local Emergency Planning Committee

Chairperson

Plan Approval Date:

10/5/10



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**Plan Updates and Changes**

Change Number	Date of Change	Change Description	Posted By
1	6/2005	Changes throughout document.	Tim Newbill
2	10/2006	Major changes to document (see memo dated 10/19/2006)	Cristina Herrera
3	01/10/07	County EOP Update	Cristina Herrera
4	01/04/08	AZSERC Review (see memo dated 12/13/07)	Cristina Herrera
5	04/22/09	AZSERC Review (see memo dated 10/02/08)	Cristina Herrera
6	10/12/09	AMEC Review (see Crosswalk dated 08/18/09)	Cristina Herrera
7	10/14/10	AZSERC Review (see memo dated 08/16/10)	Cristina Herrera
8	04/13/11	Updated Tabs C and I for the LEPC Hazmat Plan	Cristina Herrera
9	10/10/12	Full Update and approval to the LEPC Hazmat Plan	Meredith Bond
10	10/05/2016	Changes throughout plan; ARS and MCEOP references updated.	Bruce Monson
11	10/31-2018	Update Log, Exercises and Training section to include 2017 tabletop exercise.	Allen Young



Log of Drills, Exercises, and Training

Use the following table to record information about the disaster response drills and exercises held in the community.

<i>Type of Drill/Exercise and Date Held</i>	<i>Participation</i>	<i>Lessons Learned</i>
Chlorine Table Top Exercise May 25, 2007	Participants: 26 Evaluators: 2 Observers: 20 Controllers: 2 Admin Support: 2 Total: 52	Communications and Public Warning.
Anhydrous Ammonia Drill October 9, 2009	Participants: 35 Evaluators: 2 Observers: 5 Controllers: 2 Total: 44	Communications among responders and between the facility emergency coordinator.
Statewide Exercise (Flooding Component) November 3, 2011	Participants: 29 Evaluators: 2 Controllers: 2 Total: 33	Communications and Public Warning
Chlorine Release Table Top Exercise November 8, 2017	Participants: 16 Evaluators: 5 Controllers/Facilitators: 4 Total: 25	Plan Organization and Public Information/ Warning



Hazardous Materials Incidents

Purpose, Scope, Situation and Assumptions

Purpose

The purpose of this annex is to coordinate the public and private responses that may be required/requested to minimize the impact of hazardous materials (HAZMAT) accidents/incidents on health, safety, property and the environment; and to minimize the exposure of the populace to the effects of an accidental release of HAZMAT through the establishment of effective warning, evacuation, decontamination, and recovery procedures.

A Relationship to other plans

This annex has been developed to comply with SARA, Title III, planning requirements and to provide guidance to local municipalities and unincorporated areas of the county for response to accidents/incidents involving HAZMAT in general, and specifically those extremely hazardous substances (EHS) identified by the United States Environmental Protection Agency (EPA). And, this annex is under the Incident-specific Annex of the County Emergency Operations Plan written to describe the variables associated in response to specific incidents.

Scope

The scope of this annex C-6 Hazardous Materials Incidents is to provide coordination as part of the overall incident management effort. See Scope and Applicability in the Basic Plan of the Emergency Operations Plan for additional information.

Situation Overview

Title III of the Superfund Amendments and Reauthorization Act (SARA) of 1986, Emergency Planning and Community Right-to-Know (PL 99-499), was enacted to provide local government the authority to gather information concerning chemical hazards in the community, to plan for response to incidents involving those chemicals, and to provide a means for the general public to obtain information concerning hazardous materials in their communities.

Hazard Analysis Summary

Hazardous materials are produced, stored, transported, and used statewide every day. Annually, over two million tons of hazardous materials enter Arizona, while over 55,000 tons of hazardous waste is produced. Over half of the industrial employment in Arizona is devoted to high-tech industries that use hazardous materials and generate hazardous waste. The top three hazardous materials, according to a Commodity Flow Study of the Interstate 10 corridor, found that gasoline, propane and sulfuric acid were the most commonly transported by truck. A report produced by the Center for American Progress reported that chemicals like chlorine are almost always transported by railcars. According to Tier II chemical inventory reports a high volume of anhydrous ammonia and chlorine is used or stored in Maricopa County.



Incidents/accidents involving these materials can occur without warning at fixed facilities or along transportation routes and may result in dangerous conditions requiring immediate corrective action by emergency response personnel to protect residents and property.

The most probable locations of HAZMAT incidents in Maricopa County are:

- Transportation routes of hazardous substances as identified by those facilities subject to reporting/planning requirements by SARA, Title III and Title 49, Chapter 1, Arizona Revised Statutes.
- Fixed facilities with EHS and Occupational Safety and Health Administration (OSHA) listed hazardous chemicals in quantities that are in excess of threshold planning quantities (TPQ).

Tier II Chemicals

Reporting under Section 312 of the Emergency Planning and Community Right-to-Know Act, also known as SARA Title III or EPCRA requires owners or operators of a facility to submit an emergency and hazardous chemical inventory to the State Emergency Response Commission, the Local Emergency Planning Committees, and the local fire departments with jurisdiction over the facility. This inventory is submitted as a Tier II report that must be filed by March 1st of each year. State and local agencies have the authority to modify reporting requirements as long as the minimum federal guidelines are being addressed. It is important that the owner or operator be familiar with the "Right-to-Know" laws and that the reporting procedure the owner or operator decides to use satisfies state reporting requirements.

Hazardous chemicals covered by Section 312 are those for which facilities are required to prepare or have available material safety data sheets (MSDS) under Occupational Safety and Health Administration (OSHA) regulations and that were present at the facility at any time during the calendar year at or above specified thresholds. Federal rules require reporting these hazardous chemicals if the inventory exceeds 10,000 pounds at any one time, and for extremely hazardous chemicals when the inventory exceeds 500 pounds or the Threshold Planning Quantity (TPQ).¹ Specific lists of chemicals with SDS submissions are available to the general public. Pursuant to EPCRA 11044 ADEQ is the agency tasked with providing the general public with requested tier II reports. Requests for Tier II data can be made to the MCLEPC however the data released will be provided by ADEQ.

Vulnerability Analysis

Facilities with unique populations are subject to additional risk if they are located in close proximity to a facility storing hazardous materials. The Maricopa County Department of Emergency Management has the locations of schools, hospitals, nursing homes, urgent care facilities, and long-term care facilities stored in its geographical information system (GIS). This information can be accessed and provided to responding fire departments in the event of an incident at a facility storing hazardous materials. In addition, the MCLEPC used computer modeling of potential releases of hazardous materials and the Emergency Response Guidebook (2016) to evaluate off-site consequence analysis.

Capability Assessment



An automatic aid system exists among most of the fire departments in the Phoenix metropolitan area. Because of this system, the closest fire apparatus to the incident will respond, regardless of the municipality in which the incident is located. Most metropolitan fire departments are dispatched by either the Phoenix Fire Department alarm room or the Mesa Fire Department alarm room. There are approximately 29 hazardous materials teams in Maricopa County with an approximate number of 391 team members trained in hazardous materials.

Mitigation Overview

The Maricopa County LEPC is dedicated to reducing the risk of injury or loss of life to first responders during hazardous materials incidents by providing emergency response guidebooks to public safety agencies to be placed in their response vehicles for use. Also, the MCLEPC in order to reduce the number of and volume of hazardous materials will encourage the use of less hazardous alternatives to the chemicals currently used when possible.

Planning Assumptions

The existence of HAZMAT in facilities and in transport throughout Maricopa County creates the potential for a catastrophic toxic release. The amount of time available to assess the scope and magnitude of the incident will have a profound effect on the protective actions recommended.

Wind speed, wind direction, and the temperature gradient at the time of the incident will be primary factors in determining which evacuation routes/areas can be used. In the event of a serious or widespread HAZMAT incident, many residents in the risk area will choose to evacuate spontaneously without official orders or recommendations. In the event an evacuation is ordered or recommended, some of the at-risk population may relocate to private homes or hotel/motel facilities on their own. However, for planning purposes, reception and care resources will be identified for the entire at-risk population. The time factor in the development of a HAZMAT incident may preclude evacuation in the immediate vicinity, in which case shelter-in-place instructions will be issued via the Emergency Alert System (EAS) or Reverse 911 (see Protection of Residents and Conduct Public Warning paragraphs in this annex). Additions to the interstate highway system, local road networks and railroad systems increase the possibility of HAZMAT transportation accidents.

HAZMAT may enter and contaminate water supplies, irrigation systems, or sewage systems, necessitating shutdown of such facilities until they can be decontaminated. This Annex is compliant with the National Incident Management System (NIMS) including the use of the Incident Command System. This Annex meets the suggested planning guidelines and all requirements outlined in the Hazard Materials Emergency Planning guide issued by FEMA in 2001. All required components of Public Law 99-499 Title III §303 [42 U.S.C. 11003], commonly referred to as SARA III, are addressed in this Annex.

Concept of Operations

Agencies responding to HAZMAT incidents will use NIMS. The most current edition of the Emergency Response Guidebook (2016) will be used for initial determination of potential impact areas and evacuations. Other planning tools such as CAMEO, ALOHA, RMP Comp™, and trade industry guidance documents shall also be utilized. Local jurisdictions are responsible for



recommending and directing evacuation of areas within their respective jurisdictions. The Incident Commander (IC) will determine evacuation routes based on prevailing condition at the time of the incident, incorporate that decision into the Incident Action Plan (IAP), and ensure that evacuation instructions are conveyed to the affected population. For evacuations involving more than one local jurisdiction refer to Annex B, Protective Actions.

Assess and Control Hazards

The amount of time available to assess the scope and magnitude of the incident will have a profound effect on the protective actions recommended. A HAZMAT incident is primarily the responsibility of the jurisdiction in which it occurs. This remains true regardless of which other jurisdictions become involved in the response, containment, or recovery operations. However, the MCLEPC is required to develop and update an emergency plan that addresses a variety of requirements, including notification of the public that a release has occurred. This notification must include a coordinated notification system, including telephone ring-down systems, sirens, door-to-door notification, media-based notification and other appropriate methods.

Initial Notification

In the event of a HAZMAT incident a person shall report it immediately using the 911 emergency telephone number or any other appropriate means at hand. Facility owners, operators, and employees, etc., will initially respond in accordance with their facility emergency response plans (FERP) (Title 49, ARS), and will make immediate notification of reportable releases in accordance with SARA, Title III; Title 49, ARS; and Tab B to this Annex.

Incident Assessment

The emergency responders (fire or police) will take command once on scene and facility owners and operators will coordinate with emergency responders. The emergency responders must make an immediate assessment and activate the incident-appropriate coordinated notification system immediately, particularly when large inventories of dangerous chemicals have been released.

Select and Implement Protective Action

The information gathered in the immediate incident assessment will help the Incident Commander determine the protective actions for response personnel, the facility and surrounding community will take in response to the hazardous materials incident. Response personnel will wear the proper personal protective equipment (PPE) in accordance with emergency response references such as material safety data sheets, current Emergency Response Guidebook, and departmental standard operating guidelines (SOGs).

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

Several State and Federal agencies have oversight authority for responders and response operations. While these agencies retain their authorities, they are expected to work with local,



state, federal and private sector responders prior to and during response operations to ensure the adequate protection of all workers.

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

Unique Prevention and CI/KR Protection

The Arizona State Homeland Security Strategic Plan has goals and objectives that pertain to protecting critical infrastructure and key resources (CI/KR) owned and operated by the public and private sectors. Teams work with both the private and public sectors to evaluate potential terrorist targets, determine their risk and vulnerabilities and make recommendations on what additional security measures might be needed. The County EOP addresses private sector coordination in Annex B and encourages participating private sector organizations to develop and coordinate protective actions with Maricopa County government. Other specialized support available from government organizations is listed in the Maricopa County Resource Manual. In addition, see the Arizona mutual aid assistance compact for more guidance.

The State of Arizona has established the following specialized HAZMAT response units that are available to assist local governments. Requests for their assistance should be submitted to the Maricopa County Emergency Operations Center (EOC), if it has been activated. Requests for assistance when the Maricopa County EOC has not been activated should be handled through the ADEQ duty officer. State HAZMAT response unit leaders will act as State On-Scene Coordinators (SOSC) during response activities.

- Arizona Department of Public Safety (DPS), Hazardous Materials Unit, is designated as the SOSC for HAZMAT highway and rail transportation incidents.
- Arizona Department of Environmental Quality (ADEQ), Emergency Response Unit, will act as SOSC for fixed facility and non-transportation incidents.
- Arizona Radiation Regulatory Agency (ARRA) will assume the role of SOSC for all incidents where radioactive materials are of primary concern.
- Arizona Corporation Commission is designated as SOSC for all hazardous liquid pipeline incidents and for railroad incidents after a hazard is no longer present and cleanup determinations have been made.

The Agency for Toxic Substances and Disease Registry performs specific functions concerning the effect on public health of hazardous substances in the environment. These functions include public health assessments of waste sites, health consultations concerning specific hazardous substances, health surveillance and registries, emergency response to releases of hazardous substances, applied research in support of public health assessments, information development, and dissemination.

Radiological Incidents

Radiological incident emergency response procedures are consistent with those pertaining to any other type of HAZMAT incident. If it is suspected, or known, that radiological material is involved in an incident, the Arizona Department of Health Services and the Maricopa County Department of Emergency Management must be notified immediately (see Records and Reports paragraph



in this annex). Radiological incidents involving Palo Verde Generating Station will be handled in accordance with the Offsite Emergency Response Plan for Palo Verde Generating Station.

Protection of Residents

The two options available for protecting residents in risk areas around HAZMAT facilities are in-place sheltering and evacuation. The method chosen will depend on the time and means available to implement and evacuate, weather, time of day, the type and amount of hazardous materials involved, population density, and proximity of other vulnerable facilities (e.g. Hospitals, schools, and nursing homes). The Incident Commander will determine the type of protection the public should take, but, if time permits, the Mayor or the Chairman of the County Board of Supervisors will have the responsibility for making the decision as to which mode to employ. The Emergency Alert System (EAS) messages in Tab H provide direction to the public concerning both methods of protection. Warnings concerning contamination of food and water and any other health threats will be broadcast as required. The following general guidance for the public, for hazardous materials accidents or major fires, is to be supplied to the media and fire departments during a major incident involving hazardous materials:

- Any smoke or fumes can be harmful.
- Avoid inhaling smoke and fumes.
- Turn off your home's ventilation system if you smell smoke or fumes.
- Roll up your windows if you are in your car
- Close your windows and doors if you are in your home.
- STAY AWAY from the incident scene.

In addition, See Emergency Support Function 13 Public Safety and Security and Annex B, Protective Actions (Evacuation and Sheltering) for further guidance.

Conduct Public Warning

The Emergency Alert System (EAS) may be used to alert impacted residents of a HAZMAT incident depending on the situation and the time available. The messages at Tabs A through C to this annex are specifically for HAZMAT incidents and provide instructions to affected residents on protective actions to be taken. To broadcast a message utilizing EAS, local agencies must contact the Maricopa County Department of Emergency Management or their 24-hour control point. The county emergency management agency, upon determining that the message is suitable for an EAS broadcast, will then process the message into the EAS. The release of public information will be coordinated through a Joint Information Center (JIC), if one is established for the incident. Because of the time factor involved in the development of a HAZMAT incident, use of the EAS may not always be possible. In such cases, warning of residents in the affected areas will be by police and fire personnel with loudspeakers, sirens, telephone ring down systems and/or by door-to-door notification or other forms as appropriate. All residents should immediately turn on their radios/TVs at any time they become aware of an emergency in their area in the event that emergency instructions are broadcast.

Implement Short-term Stabilization and Incident Scene Operations



Short-term stabilization activities are performed by emergency responders; contamination should be minimized and cleanup expedited by emergency responders to the extent practicable. The responsibility/liability for cleanup lies with the spiller; see 40 CFR, Part 300 and Cleanup / Recovery paragraph below.

Containment

Emergency responders should make every effort to minimize the spread of spilled materials by:

- Preventing the material from entering any bodies of water such as lakes, rivers, or canals.
- Preventing the spread of the material over land into residential areas and its entry into storm sewers and other drainage systems.
- Preventing it from becoming airborne.

Cleanup / Recovery

The spiller accepts responsibility and must monitor cleanup to ensure environmental standards are met. If the spiller is unknown or refuses to accept responsibility, local funds are not available, and there is an immediate threat to public health and safety, the Incident Commander should request assistance from the Maricopa County EOC, if activated, or directly from the state through DPS.

Medical Facility Decontamination

Decontamination of individuals exposed to a hazardous material is primarily the responsibility of those who respond on-scene to the location of the release. However, it is common in hazardous material incidents with mass casualties for ambulatory, contaminated victims to self-evacuate and self-transport to the closest medical facility. In most instances, that facility will be an acute care hospital providing emergency care. It is essential that any facility that could reasonably expect to receive such patients have established policies and procedures for decontaminating those individuals. The following should be considered in developing a decontamination process:

- Using a hazard analysis process, determine in advance the hazardous materials present in the area served by the facility that are most likely to result in contamination of workers or local residents.
- Develop policies for securing the facility and routing contaminated patients to a designated decontamination area.
- Organize and train a sufficient number of staff members to triage, decontaminate, and treat victims of hazardous material incidents, especially those involving substances identified in the hazard analysis.
- Provide adequate personal protective equipment and training for personnel who will be responsible for decontaminating victims.
- Establish an area, either permanent or temporary, that will be used for decontaminating victims exposed to hazardous materials. Special consideration should be given to the following:



- Protection of victims from inclement weather if decontamination will take place out-of-doors.
- Victim privacy.
- Water temperature.
- Ventilation of the area.
- Space for non-ambulatory patients.
- Containment of runoff water, if appropriate.
- Develop procedures for decontamination of personnel, equipment, and, if necessary, contaminated areas of the facility.

These decontamination procedures plans may be requested by or submitted to the MCLEPC for review and comment.

Implement Recovery

Recovery activities are described in EOC Checklist for ESF #14 - Recovery and Mitigation found in the County EOP. Recovery assistance specific to Hazardous Materials response is available through EPA under the Local Government Reimbursement Program and the Arizona State Emergency Response Commission under the Governor's Emergency Fund. Sample forms are provided under Tab G: Cost Recovery Assistance Forms. Instructions can be obtained by visiting the Commission's website at www.azserc.org.

Records and Reports

If a reportable release of an extremely hazardous substance or a hazardous substance, as designated by the Environmental Protection Agency, occurs at a facility, the facility owner/operator/emergency coordinator shall, in accordance with SARA, Title III, and ARS 49-128, immediately notify the following agencies using the Owner/Operator Hazmat Incident Report:

- The emergency response agency (i.e., the local fire department) through 911 or other appropriate number if emergency response is required.
- The Maricopa County Local Emergency Planning Committee through the Maricopa County Department of Emergency Management at 602-273-1411 (24-hour number).
- The Arizona Emergency Response Commission through the Arizona Department of Environmental Quality Emergency Response Unit at 602-771-2330 (24-hour number).
- The National Response Center at 1-800-424-8802 (24-hour number).

After additional information becomes known, the owner or operator shall update the notice in writing within **seven calendar days** following discovery or development of the information.

In addition, a written follow-up report of the incident shall be submitted to the Arizona Emergency Response Commission and the Local Emergency Planning Committee (LEPC) **within thirty days** after the reportable release. The written follow up report will not be deemed accurate or complete until the MCLEPC has reviewed and approved it. The MCLEPC may request more information, in



writing, pertaining to the HAZMAT incident. The owner or operator shall provide the following information immediately:

- The specific location of the release.
- The chemical name or identify of the substance(s) released and description of the container or vessel from which the release occurred.
- Indication if the substance is on the list of extremely hazardous substances.
- An estimate of the quantity of substances which were released into the environment.
- The time and duration of the release.
- The medium or media into which the release occurred.
- Any known or anticipated acute or chronic health risks associated with the release and, if within the informant's knowledge, advice regarding medical attention necessary for exposed individuals.
- Proper precautions to take as a result of the release, including evacuation and other proposed response actions.
- The name and telephone number of the person or persons to be contacted for further information.

The written follow up report shall include the above information and the following information:

- Actions taken to respond to and contain the release.
- Any known or anticipated acute or chronic health risks associated with the release.
- If appropriate, advice regarding medical attention necessary for exposed individuals.
- Measures which have been or will be taken at the facility to avoid a recurrence of similar releases.

The Supplemental Radiological Incident Report shall be completed when an incident involves radioactive materials.

Incident Commanders will complete the Arizona Hazardous Materials Incident Form in accordance with established procedures. The Supplemental Radiological Incident Report will be submitted when radiological materials are involved.

Extraordinary financial obligations resulting directly from support of this plan must have prior approval of the city/town/county manager.

Emergency response personnel will comply with the training requirements for hazardous materials response as determined by the State of Arizona and OSHA Final Rule 29 CFR 1910.120, paragraph q.



Organization and Assignment of Responsibilities

Incident Command

The IC will determine evacuation routes based on prevailing conditions at the time of the incident, incorporate that decision into the incident action plan (IAP), and ensure that evacuation instructions are conveyed to the affected population. In accordance with the EOP guidance, ICS will be established at the onset of a hazmat response. The first arriving fire agency officer at the incident assumes the position of "Incident Commander" responsible for implementing the Incident Command System (ICS) and determining the incident level for initial size up. The IC will assign crew members to positions according to the level of the incident and the objectives required for control of the emergency until relieved by a higher ranking officer (normally a Chief Officer).

EOC Designation

The primary County EOC is located at 5630 E. McDowell Road, Phoenix and the alternate EOC facility is located at the City Of Glendale Public Safety Complex, 6835 N 57th Dr, Glendale, AZ 85301. There are various municipalities that are capable to set up an EOC in the event these two locations are nonfunctional.

Roles and Responsibilities

Local Entities

Fire Agencies

The majority of fire departments in Maricopa County operate under an automatic aid system, whereby the closest available unit responds to the incident regardless of jurisdiction. Additional units respond, if necessary, based on their proximity and their capability to bring the proper resources to bear on the incident.

Maricopa County Local Emergency Planning Committee (LEPC)

Maricopa County has been designated as an Emergency Planning District under the provisions of SARA, Title III, and ARS Title 49, Chapter 1, Article 2, and has established the Maricopa County Local Emergency Planning Committee (MCLEPC), which has the following functions:

- Preparing and updating this annex to the Maricopa County Emergency Operations Plan.
- Evaluating local resources to support this annex and recommending additional resources.
- Establishing and maintaining procedures for public access to Tier II information, and providing annual notification to the public that such information is available.
- Reviewing and maintaining files of all reports from HAZMAT facilities that come under the purview of SARA, Title III.
- Receiving and filing initial and written follow up reports of releases of EHS chemicals for subsequent action as may be appropriate.



Department of Emergency Management

Provide each local jurisdiction within Maricopa County copies of the most recent edition of Emergency Response Guidebook (2016). Distribution will be one guidebook for each emergency response vehicle. Provide basic information about CAMEO, ALOHA, RMP Comp and other resources. Maintain the Maricopa County Emergency Resources Manual, which will list specialized equipment, facilities, personnel, and organizations available for supporting hazardous materials incidents. Coordinate hazardous materials response training for HAZMAT response teams with the Arizona Department of Emergency Military Affairs. Maintain copies of facility emergency response plans required by Arizona Revised Statutes Title 49, Chapter 1, Article 2, Paragraph 49-127. Respond to a written request to inspect and/or copy a specific facility's emergency response plan, follow up emergency notice and the MCLEPC HAZMAT emergency response plan.

State of Arizona

Arizona Emergency Response Commission

Designate emergency planning districts. Approve appointment of members to local emergency planning committees (LEPCs). Administer SARA, Title III, and applicable portions of the Arizona Revised Statutes. Receive and manage information submitted by Tier II facilities statewide, as required by SARA, Title III.

Respond to a written request to inspect and/or copy a specific facility's Tier Two chemical inventory report.

Arizona Department of Emergency and Military Affairs (DEMA)

Coordinate statewide preparedness and response to all natural and technological disasters, to include HAZMAT releases. DEMA maintains the State Hazardous Materials Plan and administers the Governor's Emergency Fund for Hazardous Materials Response. This fund may be employed when a HAZMAT incident poses an immediate threat to public health, safety, and the environment and there is no party to accept responsibility for cleanup or the local jurisdiction does not have the financial resources or other capabilities to accomplish the cleanup. Manage a statewide all hazards Training and Exercise Calendar.

Federal Entities

Federal On-Scene Coordinators

The federal government has established federal on-scene coordinators (FOSC) to assist local jurisdictions in controlling and recovering from HAZMAT incidents. The FOSC has authority to use Federal Hazardous Substances Response Trust Funds in order to mitigate immediate threats to life and the environment.

Military



The Commander, Luke Air Force Base (LAFB), has primary responsibility for incidents involving military weapons. If such an incident occurs within the county, responders should evacuate the area to a distance of at least 4,000 feet, notify LAFB, and maintain security of the site until relieved by military forces. The 91st Civil Support Team is a full-time Arizona National Guard unit designed to augment local and regional terrorism response capabilities. The 91st CST provides rapid confirmatory analysis of chemical and radiological hazards, as well as presumptive identification of biological agents at a WMD incident.

Other Stakeholders

Facility Owners/Manager and Operators

Comply with all reporting and planning requirements in SARA, Title III, and Arizona Revised Statutes, Title 49, Chapter 1, Article 2.

Superintendents of School Districts and Principals of Schools

Develop evacuation and shelter-in-place procedures for each school, to include provisions for mass transportation and rapid evacuation to an area at least one mile upwind of the affected facility. Plans should also prohibit students from using their own vehicles in order to keep classes together and maintain accountability of the student population.

Salt River Project

Provide advice and assistance to Incident Commanders/EOCs in situations in which contamination of water in canals and laterals is a possibility.

Responsibilities vs. Function Matrix

Primary and secondary roles are described for each emergency support function; details about the ESF structure and each ESF are located in Annex A of the County EOP. A matrix identifying primary and secondary roles and functions specific to a hazardous materials response is provided in Tab A.

Communications

Communications among Responders

Maricopa County Department of Emergency Management has developed a Tactical Interoperable Communications Plan which identifies seven separate radio systems that are installed in the County EOC. In addition, a statewide interoperability system is available for multi-agency use across the State of Arizona. This system provides a common state radio channel(s), specifically for the purpose of coordinating activities during identified incidents.

Public Information/Community Relations

The Joint Information System (JIS) will be used to provide emergency public information. Additional detailed information can be found in Annex B: Support, within this EOP.



Non-Emergency Telephone Roster

An accurate and up-to-date telephone roster for fire agencies and agencies that may provide assistance is located in Tab I of this Annex. These telephone numbers shown are non-emergency numbers.

Administration, Finance and Logistics

Prescribed administrative and fiscal procedures will be followed by county agencies and municipalities as mentioned in their respective EOP's. County agencies involved in a HAZMAT response are recommended to obtain prior approval before assuming extraordinary financial obligations.

Administration

The MCLEPC is the community emergency coordinator, ensuring that the provisions of SARA, Title III and this annex are implemented in Maricopa County. The Maricopa County Department of Emergency Management was designated by the Board of Supervisors to be the lead county agency assisting the MCLEPC in discharging its responsibilities. All agencies participating in a HAZMAT incident or exercise resulting in an activation of this annex will provide reports, summaries, and estimates as requested by the MCLEPC to compile after-action reports.

Finance

During activation of this annex, all fiscal and administrative requirements will be coordinated through the Finance/Administration Section under the Incident Command System. This section will determine the necessary financial support for the EOC. There are several sources at state and federal levels for cost recovery by political subdivisions and municipalities for costs incurred in emergency response, incident assessment, control, containment and abatement efforts directly related to hazardous material emergency response. Forms and instructions can be found on the Arizona State Emergency Response Commission website and EPA website. Other means of cost recovery may be accomplished by adopted local ordinance, resolution, or other mechanism which stipulates collection of costs incurred by its fire department will be recovered through the responsible party.

Logistics

Detailed information regarding Logistics can be found in the County EOP Basic Plan. The need for additional resources including specialized resources, facilities, supplies etc. will be determined by the on-site Incident Commander and may be requested through the Maricopa County Department of Emergency Management, which can request additional resources from state agencies or other counties based on the Arizona Emergency Management Master Mutual Aid Agreement between state and counties and the Arizona Mutual Aid Compact between state and jurisdictions.

There are 25 member Fire Departments of the Phoenix and Mesa Auto-Aid Dispatch Consortiums.



Support fire agencies will respond in a coordinated and rehearsed manner to the increasing needs as identified by the Incident Commander. Their response will not require a formal request for assistance but rather will be a part of the automatic-aid agreements currently in place within the Phoenix/Mesa Auto-aid Consortiums. Requests for assistance where mutual aid agreements are not in place will be coordinated through the Maricopa County Department of Emergency Management.

Capabilities are strong within the greater Phoenix metro area due to automatic and mutual aid. However, response capabilities are weaker for fire agencies in the rural areas and that do not participate in the automatic aid system. The MCLEPC will when funding is available conduct a capability and needs assessment to better address and identify potential solutions or actions.

Resource Management

Incorporated municipalities will direct emergency operations and manage resources within their respective jurisdictions. County support is given when all city/town resources are committed and the need for additional help is foreseen. Detailed information regarding the managing of resources can be found in the Basic Plan and ESF #7 of the County EOP. Maricopa County Department of Emergency Management through the EOC if activated will coordinate requests for critical resources and mutual aid.

Plan Development and Maintenance

This annex is monitored, evaluated and updated on an annual basis through the MCLEPC Plans Subcommittee. The Plans Subcommittee reviews the plan and recommends changes to the Committee at a regular Committee meeting. The Committee will take action and then forward a revised Plan to the AZSERC for final approval. Revised copies are then disseminated after both the MCLEPC and the AZSERC have approved the Plan. At each regular meeting of the MCLEPC, the public is provided an opportunity to comment on the plan. Approved updates will be tracked on the plan's official "Plan Updates and Changes" page.

Test the Plan

This annex will be exercised at least every two years for a HAZMAT incident at a different facility each time if possible. The MCLEPC shall provide at least thirty days' notice of these exercises to the AZSERC. Each municipality is encouraged to develop and conduct an annual HAZMAT exercise to test local procedures. When possible, an effort will be made to follow the Homeland Security Exercise and Evaluation Program guidelines. After an exercise, drill or actual emergency, the MCLEPC will coordinate the inclusion of any After Action Reviews into the plan. Any exercises, drills or actual emergencies whereby the Plan was tested will be recorded on the plan's official "Drills, Exercises and Training" form.

Training Programs for Local Emergency Response and Medical Personnel

Each response agency will be responsible for maintaining and advancing the level of competency of their own personnel as required by 29 CFR 1910.120(Q). Medical treatment facilities should prepare emergency response plans for HAZMAT-related mass casualty situations (see Medical Facility Decontamination paragraph in this Annex for suggested decontamination procedures).



These emergency response plans may be requested and submitted to the MCLEPC for review and comment. Plans should include the following at a minimum:

- Procedures for isolating contaminated casualties and protection of the staff and hospital facilities from contamination.
- Procedures for testing personnel and equipment for contamination.
- Decontamination of personnel, equipment and facilities, and testing for completeness of decontamination.
- Emergency recall of personnel, especially those with specialized training in HAZMAT incidents.
- Treatment of HAZMAT-peculiar injuries, such as chemical burns or the inhalation of toxic substances.
- Procedures for periodically testing the plan.

Ambulance providers should ensure that all personnel are familiar with procedures for handling contaminated victims; protecting equipment from contamination; and decontamination of personnel, equipment and vehicles. Ambulances transporting contaminated casualties must notify the receiving medical facility as quickly as possible of the number of casualties, type of contamination and any other injuries requiring treatment.

Authorities and References

Authorities are listed in the Basic Plan and subsections. Arizona Revised Statutes, Title 49 and Federal Law 99-288 (Superfund Amendments and Reauthorization Act of 1986 (SARA) Title III, Emergency Planning and Community Right to Know Act.

The plan does not recommend specific data for field response. However, the following references and resources can be utilized in a HAZMAT response (these are examples only): NIOSH Pocket Guide to Chemical Hazards, United States Department of Transportation Emergency Response Guidebook, CAMEO, ALOHA Air Modeling, Safety Data Sheets, and Facility Emergency Response Plans etc.



Acronyms

Some of the following acronyms are unique to this Annex only:

ADHS	Arizona Department of Health Services
ALOHA	Aerial Location of Hazardous Atmosphere
ARS	Arizona Revised Statutes
AZSERC	Arizona State Emergency Response Commission
CAMEO	Computer Aided Management of Emergency Operations
CERCLA	Comprehensive Environmental Response, Compensation and Liability Act
CHEMTREC	Chemical Transportation Emergency Center
DEMA	Arizona Department of Emergency and Military Affairs
DPS	Department of Public Safety
EHS	Extremely Hazardous Substance
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EPA	Environmental Protection Agency
EPCRA	Emergency Planning and Community Right-to-know Act
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FERP	Facility Emergency Response Plan
HAZMAT	Hazardous Materials
IC	Incident Commander
ICS	Incident Command System
MCLEPC	Maricopa County Local Emergency Planning Committee
NRC	National Response Center
OSHA	Occupational and Safety Health Administration
RQ	Reportable Quantity
SARA	Superfund Amendments and Reauthorization Act
SIC	Standard Industrial Classification
SOG	Standard Operating Guidelines
TPQ	Threshold Planning Quantity
USDOT	United States Department of Transportation
WMD	Weapons of Mass Destruction



Definitions

Arizona State Emergency Response Commission: State of Arizona Commission established by the Thirty-eighth Arizona Legislature pursuant to requirements of SARA, Title III. It includes representation from the Arizona Departments of Environmental Quality (ADEQ), Health Services, Public Safety and Transportation, and is chaired by the Director ADEQ. The Commission deals with issues that include: technical support and training, development of appropriate legislation, review of local plans, and establishment of community right-to-know information systems.

Arizona Division of Emergency Management: This state office coordinates statewide preparedness and response to all natural and technological disasters.

Arizona Dept. of Environmental Quality (ADEQ): This state office coordinates statewide preparedness and response to all HAZMAT releases.

Comprehensive Environmental Response, Compensation and Liability Act of 1980, PL 96-510: Provides federal authority to respond to releases or threatened releases of hazardous substances and pollutants or contaminants that may endanger public health, welfare or the environment (commonly known as the "Superfund").

Chemical Transportation Emergency Center: A facility of the Chemical Manufacturer's Association (CMA) based in Washington, D.C., which provides information and assistance in dealing with transportation accidents, 24-hours a day.

Emergency and Hazardous Chemical Inventory (Tier II) Reports: Chemical specific reports required to be submitted under Section 312 of SARA, Title III. Reports are due by March 1st each year for the previous calendar year. All facilities with EHS and hazardous chemicals above established thresholds must submit these reports.

Emergency Operations Center: A central facility from which key officials can gather information, make decisions, and direct and coordinate response and recovery efforts.

Emergency Operations Plan: Multi-hazard, functional plan that treats emergency management activities generally, with the unique aspects of individual disasters contained in hazard-specific annexes. It describes the emergency organization and the means of coordination with other entities. It assigns functional responsibilities and details tasks to be carried out as accurately as permitted by the situation.

Evacuation: Government recommended or ordered movement of persons and property from a hazard area to an area of safety.

Exclusion Area: That area within a hazard area, which, as determined by the Incident Commander or the Director, has or may have a high degree of danger or which must be heavily controlled for other reasons.



Extremely Hazardous Substance: A substance on the list described in Section 302(a) (2) of SARA, Title III and published in 40 CFR Part 355, Appendices A and B. This list currently contains more than 300 chemicals. Because of their extremely toxic properties, these chemicals were chosen to provide an initial focus for chemical emergency planning. If these chemicals are released in certain amounts, they may be of immediate concern to the community. Releases must be reported immediately.

Facility: All buildings, structures and other stationary items which are located on a single site, or contiguous or adjacent sites, and which are owned or operated by the same person. For purpose of emergency planning, the term also includes motor vehicles, rolling stock and aircraft.

Facility Emergency Coordinator: A designated representative from each facility with an EHS in a quantity exceeding its Threshold Planning Quantity who participates in the emergency planning process.

Hazard Analysis: The procedure for identifying potential sources of a HAZMAT release, determining the vulnerability of an area to such a release and comparing hazards to determine the overall risk to a community.

Hazard Identification: Provides information as to which facilities have extremely hazardous substances (EHS), what they are, how much there is and how it is stored at each facility. Mandatory facility reporting under SARA, Title III provides most of the information needed.

Hazardous Chemicals: These chemicals are not on a list, but defined by Occupational Safety and Health Administration (OSHA) regulations as chemicals which represent a physical or health hazard. Under this definition many thousands of chemicals can be subject to reporting requirements. Inventories of these chemicals and material safety data sheets for each of them must be submitted if they are present in the facility in certain amounts.

Hazardous Materials: Substances or materials, which, because of their chemical, physical, or biological nature, pose a potential risk of life, health, or property if they are released. Explosive substances, flammable or combustible substances, poisons and radioactive materials are all classified as hazardous materials.

Hazardous Material: Any substance as determined by the US Department of Transportation under Title 49 CFR to be capable of posing an unreasonable risk to health, safety and property if transported in commerce.

Hazardous Substances: Substances listed under previous Superfund hazardous waste cleanup regulations (Section 103(a) of the Comprehensive Environmental Resources and Conservation Liability Act Superfund). Releases of these chemicals above certain amounts must be reported immediately because they may represent an immediate hazard to the community.

Incident Commander: The individual who is responsible for management of the tactical field operations of all involved departments and supporting agencies/organizations at or near the



scene of an emergency. The Incident Commander functions from the Incident Command Post and reports directly to the EOC staff.

Incident Command System (ICS): A nationally recognized system of managing small to large-scale events through the systematic development of a complete, functional organization. The system uses common terminology; is modular in nature; and has a unified command structure, manageable span of control, consolidated action plans, comprehensive resource management and integrated communications.

Joint Information Center: A facility organized to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should co-locate at the JIC.

Joint Information System: Is a process where all responding agencies, political jurisdictions, and elected officials collaborate on the messaging to be shared with the public. Joint press releases will be issued through this system and when necessary, the JIS will be the mechanism used to deliver joint press conferences.

Local Emergency: The existence of conditions of disaster or of extreme peril to the safety of persons or property which are beyond the capability of the town to handle and will require the assistance of other political entities.

Local Emergency Planning Committee: A committee formed under provisions of Section 301, SARA, Title III to implement local government compliance with the act. Maricopa County Local Emergency Planning Committee (MCLEPC) is responsible for the development and maintenance of this annex and providing community right-to-know information.

Maricopa County Local Emergency Planning District: The political subdivision of the state which includes all of Maricopa County and its incorporated cities and towns, so designated to facilitate preparation and implementation of HAZMAT emergency plans.

National Response Center: A communications center for activities related to response actions. It is located at Coast Guard headquarters in Washington, D.C., and receives and disseminates notices of discharges and/or releases to the appropriate On-Scene Coordinator (OSC); disseminates OSC and Regional Response Team (RRT) reports to the National Response Team (NRT) when appropriate, and provides facilities for the NRT to use in coordinating national response efforts. The toll-free number, 1-800-424-8802, can be reached 24 hours a day for reporting actual or potential pollution accidents.

Occupational Safety and Health Administration: Federal agency that regulates occupational exposure to hazardous chemicals.

OSHA Hazard Communications Standard: The OSHA (q.v.) standard cited is 29 CFR 1910.1200, which requires communication of risks from hazardous substances to workers in regulated facilities.

Person: Any individual, trust, firm, joint stock company, corporation, partnership, association, State, municipality, commission, political subdivision of a State, or interstate body.



Plume: Effluent cloud resulting from a continuous source release.

Radioactive Material: Material which emits radiation (subatomic particles or pure energy) in the process of stabilization.

Release: Any spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping, or disposing into the environment (including the abandonment or discarding of barrels, containers and other receptacles) of any hazardous chemical.

Reportable Quantity: The quantity of a hazardous substance that triggers reporting under CERCLA or the Emergency Planning and Community Right-to-Know Act (EPCRA). If a substance is released in a quantity equal to or exceeding its RQ, the release must be immediately reported in accordance with EPCRA Section 304, ARS Section 49-128 and CERCLA Section 103(a).

Response: The efforts to minimize the risks created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.

Standard Industrial Classification Code: A system of classifying similar businesses and industries into general categories or divisions which are further broken down into more specific categories and to which each is assigned a four-digit identification number.

Standard Operating Guideline (SOG): A checklist or set of instructions, having the force of a directive, which spells out in detail the steps that need to be taken to accomplish a task

Superfund: The trust fund established under CERCLA and extended under SARA to provide money for cleanup operations.

Superfund Amendments and Reauthorization Act of 1986 (SARA), Title III, Emergency Planning and Community Right-to-Know: An act of the US Congress that requires the development of local plans for hazardous materials response and the development

Threshold Planning Quantity: A quantity designated for each chemical on the EHS list. Any facility having EHS on hand at or in excess of the TPQ is required to notify the AZSERC, the MCLEPC and the fire department/district having jurisdiction over the area in which the facility is located that such facility is subject to the emergency planning requirements of SARA, Title III and ARS, Title 49, Chapter 1, Article 2.

Toxic Release Inventory Report (Form R): Submitted by certain facilities as required by Section 313 of SARA, Title III. Reports are due by July 1st of each year for the previous calendar year and list routine toxic chemical emissions.

Toxicity: The ability of a substance to cause damage to living tissue, impairment of the central nervous system, severe illness or death when ingested, inhaled or absorbed through the skin.

Vulnerable Zone: An area over which the airborne concentration of a chemical involved in an accidental release could reach the level of concern (LOC).



Vulnerability Analysis: Assessment of elements in the community that are subject to damage should a HAZMAT release occur. The analysis includes gathering information about the extent of the vulnerable zone, conditions that influence the zone, size and type of the population within the zone, private and public property that might be damaged, and the environment that might be affected.

WMD: Weapons of Mass Destruction are characterized in five major areas, which include chemical, biological, radiological, nuclear, and explosive weapons (CBRNE). WMD is defined as any weapon or device that is intended, or has the capability, to cause death or serious bodily injury to a significant number of people through the release, dissemination, or impact of – (A) toxic or poisonous chemicals or their precursors; (B) a disease organism; or (C) radiation or radioactivity.



TABS

The following section will contain tabs as listed below that are referenced throughout this Annex.

Tab A: Emergency Support Matrix

Tab B: Transportation Routes

Tab C: Facilities Listings

Tab D: Owner/Operator HAZMAT Accident/Incident Report Form

Tab E: Arizona HAZMAT Incident Report Form

Tab F: Supplemental Radiological Incident Report Form

Tab G: Cost Recovery Assistance Forms

Tab H: Emergency Alert Messages Templates

Tab I: Hazardous Materials Response Agencies



Tab A: Emergency Support Matrix

<u>Departments/Divisions</u> P = Primary Agency S = Support Agency	Initial Notification of Response Agencies	Direction and Control	Communications among Responders	Warning Systems Emergency Public Information	Public Information and Community Relations	Resource Management	Health and Medical	Response Personnel Safety	Personal Protection of residents	Fire and Rescue	Law Enforcement	Ongoing Incident Assessment	Human Services	Public Works
MCLEPC		S		S								S		
MCDEM		S		S	S							S		
AZSERC		S										S		
ADEM		S										S		
EPA												S		
Federal OSC												S		
Facility Owners/Operators	P													
School Districts									S					
Utility Companies												S		
Military										S	S			
Hospitals/Clinics							P							
Fire Agencies		P	P		S	S	S	P		P		P		
Air Quality Services								S	P					
Environmental Services								S	P					
Public Health							P							
Public Works														P
Risk Management/Safety								S						
Phoenix Dispatch				P		S								
Local EOC's	S	S	S	S	S	S	S	S	S	S	S	S	S	S
Law Enforcement				P				S			P			
EMS/Ambulance Service							S							
91 st WMD CST							S							
Regional MMRS							S			S				
AZVOAD													P	
Poison Control Center	S			P	P		S	S	S			S	S	



Tab B: Transportation Routes

Hazardous materials move in and through Maricopa County primarily by truck and secondarily by rail. Very little is transported by air. Routes used include all interstate highways; federal, state and county highways; and most streets in each municipality. At present, the only areas with hazardous cargo restrictions are that portion of Interstate 10 from 7th Street to 7th Avenue under the Deck Park Tunnel in downtown Phoenix and that portion of Arizona Highway 202 (Red Mountain Freeway) from Dobson Road to McClintock Drive. Two major railroad lines cross the County. Routes used to transport hazardous materials to and from facilities that use, produce or store extremely hazardous substances at or above the planning threshold quantity are identified in their



Emergency Operations Plan

facility emergency response plans. If the routes are not present in facility emergency response plan the MCLEPC will request the information to be included.

**Tab C: Facilities Listings**

In accordance to Section 303 of Title III SARA/EPCRA, the plan must identify facilities that are subject to EPCRA. This information is treated as classified for official use only but is available to emergency planners and will not be included in this appendix. The Maricopa County Department of Emergency Management has the locations of schools, hospitals, nursing homes, urgent care facilities, and long-term care facilities stored in its Geographical Information System (GIS). This information can be accessed and provided to responding fire departments in the event of an incident at a facility storing hazardous materials or for planning purposes. The facility information is maintained by the Maricopa County Department of Emergency Management. Some HAZMAT facilities are located within the county's floodplains. A HAZMAT incident occurring during a flood could cause contamination of the Salt and Gila Rivers or their tributaries. Under EPCRA, concerned residents and the general public may request chemical information with respect to a specific facility by submitting a written request to the MCLEPC or the AZSERC. Requestor may initiate a request for information by contacting the MCLEPC at 602-273-1411.

Phoenix	853	Sun City West	6
Chandler	148	Wickenburg	6
Mesa	231	Youngtown	4
Tempe	143	New River	4
Scottsdale	144	Wittman	4
Gilbert	188	Cave Creek	3
Glendale	95	Rio Verde	3
Peoria	40	Waddell	3
Buckeye	48	Aguila	3
Tolleson	35	Mobile	3
Sun City	34	Cave Creek	3
Goodyear	37	Arlington	2
Surprise	28	Carefree	2
Avondale	24	Anthem	2
Gila Bend	11	Paradise Valley	2
Fountain Hills	8	Perryville	2
Sun Lakes	8	Litchfield	1
El Mirage	7	Higley	1
Morristown	7	Congress	1
Laveen	7	Red Rock	1
Other	10	Sentinel	1
Queen Creek	6	Wintersburg	1
Tonopah	6	Guadalupe	0
Apache Junction	6	Total Facilities	2,182



Tab D: Owner/Operator HazMat Accident/Incident Report Form

HAZMAT ACCIDENT/INCIDENT	
Date:	Time of Report:
Report Taken By:	
CALLER INFORMATION	
Name/Title	_____
Organization	_____
Call Back Number	_____
SUSPECTED RESPONSIBLE PARTY	
Name	_____
Organization	_____
Address	_____
Phone	_____
INCIDENT LOCATION	
Address	_____
Building Number	_____
RELEASE MATERIAL(S)	
Chemical	_____
Quantity Released	_____
Time and Duration of the Release	_____
Medium or Media Into Which The Release occurred	_____
Off Facility Site Release?	_____
SOURCE/CAUSE OF INCIDENT	
_____ _____ _____	
KNOWN OR ANTICIPATED HEALTH RISKS	
Delayed (Chronic)/Immediate (Acute)	_____
Injuries/Deaths	_____
Evacuation	_____
TRANSPORTATION RELEASE	
Carrier	_____
Truck/Trailer Number	_____ Railroad Car Number _____
Origin/Shipper	_____
Destination	_____
Bill-Lading/Waybill Number	_____

Note: Inform the caller, if from industry, they have 30 days to submit a written follow up report



Tab E: Arizona HAZMAT Incident Report Form

Arizona Hazardous Materials Incident Report Form

Report Taken by:	NRC#	Agency Report #	*AZSERC Mission #
Fire Dept/Agency:	Business Address:	Business Phone No:	Date & Time Call Received:

Caller Information:

Caller Name:	Title:	Organization:
Business Address:	Phone No:	Date and time of Incident:

Incident Information:

General Site Location Description/Directions:			
Street Address:	City:	County:	State:
Zip Code:	Latitude:	Longitude:	Milepost:

Potential Responsible Party Information:

Organization Name:		Business/Street Address:		
City:	County:	State:	Zip Code:	Office No:
Cellular No:	Email:	Other:		

Incident Description Information:

Incident Type/Description:
Incident Source/Cause:
Affected Medium, Extent, Name Body of Water, Etc. (air, water, soil)

Materials Involved:

Material/Chemical Name/C.A.S. No:	Amount Released:
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Damage Description:

Injuries:	Deaths:	Other Damages:
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Remedial Actions and Response Dates:

--

Notification by Caller:

Possible Health Risks, and Environmental Hazards:
Proper Precautions, Medical Advise or Evacuation:
Who Notified:

(OVER)



Arizona Hazardous Materials Incident Report Form

Agencies notified by Potentially Responsible Party:	NRC:	LEPC:	AZSERC:	ADEQ:
	DPS:	ADOT:	ARRA:	FIRE DEPT.:
	OTHER:			

ADDITIONAL INFORMATION:

FORM COMPLETED BY:	FORM COMPLETED ON (DATE):
NATIONAL RESPONSE CENTER NOTIFIED? 1-800-424-8802	
CONTACT THE AZ DEPT OF ENVIRONMENTAL QUALITY: 602-771-2330	
OBTAIN AN AZSERC MISSION NUMBER: CALL 1-800-411-2336 Ext. 346 or PAGE: 602-215-5718	
FOR TRANSPORTATION/RAIL RELATED INCIDENTS, CONTACT AZ DEPT OF PUBLIC SAFETY: 602-223-2212	
SEND COMPLETED FORMS TO: Mark Howard, Executive Director Arizona Emergency Response Commission 5636 East McDowell Road Phoenix, AZ 85008 FAX: 602-392-7519	



Tab F: Supplemental Radiological Incident Report Form

Supplemental Radiological Incident Report Form						
TIME OF EVENT				DATE		
PERSON CALLING						
ORGANIZATION				PHONE		
DESCRIPTION OF INCIDENT						
NUMBER OF INJURED		INJURED TO		EVACUATED TO		
RADIOACTIVE MATERIALS INVOLVED:						
	1		2		3	
NAME/ISOTOPE						
GAS, LIQUID OR SOLID						
SEALED OR UNSEALED						
ACTIVITY (CURIES)						
SERIAL NUMBER						
OTHER HAZARDOUS MATERIALS INVOLVED:						
NAME/ISOTOPE						
GAS, LIQUID OR SOLID						
SEALED OR UNSEALED						
ACTIVITY (CURIES)						
SERIAL NUMBER INVOLVED						
ITEM DESCRIPTION, MAKE, MODEL, SERIAL #, ETC.						
VEHICLE DESCRIPTION						
ON-SCENE CONTROLLER: NAME						
AGENCY						
PHONE OR RADIO FREQ						
RESPONSE AGENCIES ON-SCENE						
FOLLOW UP REPORT						
TIME						
REPORT						



Tab G: Cost Recovery Assistance Forms


ARIZONA DIVISION OF EMERGENCY MANAGEMENT HAZARDOUS MATERIALS PRE-EVENT APPLICANT REGISTRATION FORM		
Applicant Name _____		
County _____	Date Submitted _____	
Applicant Physical Location		
Street Address _____		
City _____	State <u>ARIZONA</u>	Zip Code _____
Mailing Address (if different from Physical Location)		
Street Address _____		
Post Office Box _____	City _____	State <u>AZ</u> Zip Code _____
Primary Contact/Applicant's Authorized Agent		
Name _____		
Title _____		
Business Phone _____		
Fax Number _____		
E-Mail Address _____		
Alternate Contact		
Name _____		
Title _____		
Business Phone _____		
Fax Number _____		
E-Mail Address _____		
SUBMIT TO: Arizona Division of Emergency Management Beth Zimmerman, Recovery 5636 East McDowell Road, Bldg. 507 - DFO Phoenix, Arizona 85008-3495		
For ADEM Use Only	Received By: _____ (Initials & Date)	Check if App Agent <input type="checkbox"/> April 2000 Form Received Form # AZ-204-24



Emergency Operations Plan

EPA Form 9310-1, Application for Reimbursement to Local Governments

Please type or print all information

		United States Environmental Protection Agency Washington, D.C. 20460 Application for Reimbursement to Local Governments for Emergency Response to Hazardous Substance Releases Under CERCLA Sec. 123		Form Approved OMB No. 2050-0077 Approval expires	
1. Local Government Identification					
a. Name of Local Government			b. Contact Name and Telephone Number		
c. Official Address			d. Date of Application		
2. Release Description					
a. Date and Time of Occurrence or Discovery			b. Location		
c. Source or Cause of Release					
d. Hazardous Substances Released and Quantity (Petroleum, crude oil, or any unspecified fractions thereof are <u>excluded</u>)					
e. Threats to Human Health and Environment					
f. Attach any additional material pertinent to the release					
3. Response Description					
a. Date and Time of HazMat Response Initiation		b. Was anyone notified of the response? G EPA G NRC G Other			
c. EPA Region		d. Date and Time Contact Made		e. Date of Response Completion (Local government has received all data, reports, and charges for response)	
f. Jurisdiction in Which Response Occurred			g. Is your local government a participant in the Title III Emergency Response Plan? (Check one) G Yes G No		
h. Responding Agencies and Jurisdictions					

EPA Form 9310-1



i. Summary of Response Actions

j. Temporary Measures for Which Reimbursement is Sought

4. Cost Information

a. Total Response Cost
\$

b. Total Reimbursement Requested
\$

c. Complete and attach Table 1, "Detailed Cost Breakdown"

d. Complete and attach Table 2, "Cost Recovery Summary"

e. Attach other pertinent financial information

5. Certification and Authorization (To be completed by highest ranking official of applying local government)

I hereby certify that:

- 1) All costs are accurate and were incurred specifically for the response for which reimbursement is being requested;
- 2) Reimbursement for costs incurred for response activities does not supplant local funds normally provided for response;
- 3) Cost recovery was pursued as presented in the attached Table 2; and
- 4) Reimbursement funds for which costs are later recovered will be returned to EPA.

I further certify that I am authorized to request this reimbursement and to receive funds from the Federal Government.

Printed or Typed Name of Highest Ranking Local
Government Official or Authorized Representative

Signature of Highest Ranking Local Government Official or
Authorized Representative

Title

Date

Burden Statement:

The Agency requires applicants for reimbursement to submit an application package that demonstrates consistency with program eligibility criteria and certifies compliance with the reimbursement requirements. This information collection is necessary to ensure proper use of the Superfund and appropriate distribution of reimbursement awards among applicants. EPA will receive and closely evaluate reimbursement requests in accordance with 40 CFR 310 to ensure that the most deserving cases receive awards.

The public reporting and recordkeeping burden for this collection of information is estimated to average 9 hours per response annually. Burden means the total time, effort, or financial resources expended by persons to generate, maintain, retain, or disclose or provide information to or for a Federal agency. This includes the time needed to review instructions; develop, acquire, install, and utilize technology and systems for the purposes of collecting, validating, and verifying information, processing and maintaining information, and disclosing and providing information; adjust the existing ways to comply with any previously applicable instructions and requirements; train personnel to be able to respond to a collection of information; search data sources; complete and review the collection of information; and transmit or otherwise disclose the information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggested methods for minimizing respondent burden, including through the use of automated collection techniques to the Director, OPPE Regulatory Information Division, U.S. Environmental Protection Agency (2137), 401 M St., S.W., Washington, D.C. 20460. Include the OMB control number in any correspondence. Do not send the completed form to this address.



ATTACHMENT 1 TO FORM 9310-1 COST ELEMENT CODES AND COMMENTS
[Cost Element Codes for use in Table 1]

Code	Cost category	Cost element	Comments
PC	Personnel Compensation.	PC1: Overtime—for services in excess of the local agency's standard work day or work week. PC2: Experts and consultants—for services rendered on a per diem or fee basis or for services of an intermittent, advisory nature.	Compensation of overtime costs incurred specifically for a response will be considered only if overtime is not otherwise provided for in the applicant's operating budget.
TR	Transportation	TR1: Passenger vehicle rental—for transportation of persons during evacuation. TR2: Nonpassenger vehicle rental—for transportation of equipment or supplies.	Passenger and nonpassenger vehicle rental costs will be considered for private vehicles not owned or operated by the applicant or other unit of local government.
RC	Utilities	RC1: Utilities—for power, water, electricity and other services exclusive of transportation and communications.	Utility costs will be considered for private utilities not owned or operated by the applicant or other unit of local government.
OS	Other Contractual Services.	OS1: Contracts for technical or scientific analysis—for tasks requiring specialized hazardous substance response expertise. OS2: Decontamination services—for specialized cleaning or decontamination procedures and supplies to restore clothing, equipment or other serviceable gear to normal functioning.	May include such items as specialized laboratory analyses and sampling.
SM	Supplies and Materials.	SM1: Commodities—for protective gear and clothing, cleanup tools and supplies and similar materials purchased specifically for, and expended during, the response.	May include such items as chemical foam to suppress a fire; food purchased specifically for an evacuation; air purifying canisters for breathing apparatus; disposable, protective suits and gloves; and sampling supplies.
EQ	Equipment	EQ1: Replacement—for durable equipment declared a total loss as a result of contamination during the response. EQ2: Rent—for use of equipment owned by others.	Equipment replacement costs will be considered if applicant can demonstrate total loss and proper disposal of contaminated equipment. Equipment rental costs will be considered for privately owned equipment not owned or operated by the applicant or other unit of local government.



Table 1
Detailed Cost Breakdown

Temporary Emergency Measure	Cost Incurred By	Cost Element (See Attachment 1)	Amount

EPA Form 9310-1

Attach supporting documentation (e.g., invoices, sales receipts, rental agreements)



Table 2
Cost Recovery Summary

**Note: This “Cost Recovery Summary” must accompany each request for reimbursement.
You Must Fill Out Each Section Of This Form.**

Name and Title of Source Contacted	Date(s) Contacted	Brief Summary of Response	Details Attached
Attempts to Recover Costs from Potentially Responsible Parties (including PRP insurance) -----			
Attempts to Recover Costs from State Funding Sources -----			
Attempts to Recover Costs from Local Government Insurance -----			

EPA Form 9310-1



Tab H: Emergency Alert Messages Templates

Emergency Alert System (EAS) Message #1 - Take Shelter

Area Affected by the emergency: _____

Date and time of the message being issued: _____

How long should the alert last: _____

1. Your attention please. This is an activation of the Emergency Alert System
2. Stand by for an important message from the Maricopa County Emergency Operations Center:
3. The _____ has announced a hazardous material emergency at _____. Persons living or working within a _____ mile radius of this location should take shelter.
4. You do NOT have to evacuate just get inside a building. This means, if you are outside, go inside a building and close all doors and windows.

Turn off the air conditioning system if it is running.

Lower the thermostat on any heaters that use air from outside.

Keep pets and livestock inside a building if possible.

Do not use the phone unless it is a medical or major emergency. Phone lines must be kept open for emergency calls.

5. For those driving through this area roll up your windows, close air vents and turn off the air conditioner. If you are in a car, or cannot get inside a building, put a towel or piece of clothing over your nose and mouth until indoors.
6. This has been an announcement by the Maricopa County Emergency Operations Center regarding the recommendations for the sheltering of all people living or working within a _____ mile radius of _____. Stay tuned to this station for further information.

(Runs 60 seconds)



Emergency Alert System (EAS) Message #2 – Evacuation

Area Affected by the emergency: _____

Date and time of the message being issued: _____

How long should the alert last: _____

1. Your attention please: This is an activation of the Emergency Alert System.
2. Stand by for an important message from the Maricopa County Emergency Operations Center.
3. A hazardous materials situation is happening right now at: _____.
4. This affects persons living in the areas:

5. Please use the following evacuation routes for your neighborhood:

6. The following centers have been set up for those being evacuated:

7. Those living in the evacuated area should prepare to spend at least three days away from home. Evacuation instructions include the following:

Report to evacuation center for registration, even if you do have plans to stay at the center. Gather what your family will need for a few days. This may include:

Clothing, Bedding, medicines, personal items, important papers, checkbook, cash and supplies for children and infants.

Don't forget to turn off your lights and your heating and air conditioning before you leave.

This has been an announcement by the Maricopa County Emergency Operations Center. Stay tuned to this station for further information.

(Runs 50 seconds w/o relevant information)



Emergency Alert System (EAS) Message #3 - School Evacuation

Area Affected by the emergency: _____

Date and time of the message being issued: _____

How long should the alert last: _____

1. Your attention please. This is an activation of the Emergency Alert System.
2. Stand by for instructions from the Maricopa County Emergency Operations Center. This is an evacuation announcement for people within a _____ mile radius of _____.
3. Children attending schools within that radius are subject to a separate evacuation plan.
4. Children attending _____ will be taken to _____.
_____ will be taken to _____.
_____ will be taken to _____.
5. Children at these schools will be taken directly to the reception and care centers just stated. These centers are outside the evacuated area. Parents are to meet their children at these centers. Again....
Children attending _____ will be taken to _____.
_____ will be taken to _____.
_____ will be taken to _____.
6. DO NOT REPORT TO YOUR CHILD'S SCHOOL or call the school. Your child will be waiting for you at the centers previously mentioned.
7. This has been an announcement by the Maricopa County Emergency Operations Center. Stay tuned to this station for further information or instructions.

(Runs 1:06 w/o schools or centers being listed)

**Tab I: Hazardous Materials Response Agencies**

Municipal Fire Departments	Phone Number
Avondale	623-333-6000
Buckeye	623-349-6700
Chandler	480-782-2122
El Mirage	623-583-7968
Fountain Hills	480-837-9820
Gila Bend	602-256-7856
Gilbert	480-503-6300
Glendale	623-930-3411
Goodyear	623-932-2300
Guadalupe	480-839-1112
Mesa	480-644-2101
Peoria	623-773-7273
Phoenix	602-262-6297
Queen Creek	480-358-3360
Scottsdale	480-312-8000
Surprise	623-222-4000
Tempe	480-858-7200
Tolleson	623-936-8500
Wickenburg	928-684-7702
Youngtown	623-974-2321
Districts/Volunteer Departments	Phone Number*
Aguila Fire District	928-685-2300
Buckeye Valley Rural Fire District	623-386-5906
Circle City/ Morristown Volunteer Fire Department	602-388-9000
Daisy Mountain Fire District	623-465-7400
Harquahala Valley Fire District	928-372-4726
Sun City Fire Department	623-974-2321
Arizona Fire and Medical Authority	623-544-5400
Sun Lakes Fire District	480-895-9343
Tonopah Valley Fire District	623-393-0105

**Assistance**

Federal Bureau of Investigation/Duty Desk	623-466-1999
Department of Public Safety - Watch Commander	602-223-2212
Department of Public Safety – Dispatch	602-223-2163
United States Air Force: Luke Air Force Base – 24 hours	623-856-5800/5600
Department of Environmental Quality	602-771-2330
Spill Release Emergency Response Unit – 24 hours	1-800-234-5677
Maricopa County Department of Emergency Management	602-273-1411
National Response Center (EPA) – 24 hours	1-800-424-8802
CHEMTREC	1-800-424-9300
Arizona Department of Health Services – Bureau of Radiation Control	602-255-4845 After hours thru DPS Watch Commander 602-223-2212/2190
91st Civil Support Team, Weapons of Mass Destruction	602-267-2428
Agency for Toxic Substances and Disease Registry	1-800-232-4636
Good Samaritan Poison and Drug Information Center	1-800-222-1222
24 hours	