BASIC PLAN

2022

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

(CEMP)

THIS PAGE INTENTIONALLY LEFT BLANK

APPROVAL & IMPLEMENTATION

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

This Emergency Management Plan is hereby approved. This Plan is effective immediately and supersedes all previous editions.

Mayor	Date
City Manager	Date
Director, Emergency Management	Date

THIS PAGE INTENTIONALLY LEFT BLANK

RECORD OF CHANGES			
Description of Change	**Date of Change**	**Entered By**	**Date Entered**
Five-year update	8/11/2017	Nick Robison	8/11/2017
Five-year update	6/28/2022	Nick Robison	6/10/2022

THIS PAGE INTENTIONALLY LEFT BLANK

TABLE OF CONTENTS

EXECUTIVE SUMMARY 12
CEMP Components 12
AUTHORITIES AND REFERENCES 13
Authorities 13
Federal 13
State 13
Local 14
References 14
Federal 14
State 15
Local 15
INTRODUCTION 16
Purpose 17
Scope 17
Assumptions 18
CEMP Development Methodology 18
SITUATION 20
Vulnerability Analysis 20
Hazard Identification and Risk Assessment Matrix Methodology 21
Hazard Identification Risk Assessment Matrix 21
Hazard Mitigation Steering Committee 21
Geographic Information 22
Demographics 23
Economic Profile 24
Emergency Management Support Facilities 24
Disaster History in the City of Plano 25
CONCEPT OF OPERATIONS 26
Emergency Authorities 26
Emergency Declaration 26
Disaster Declaration 26
General Concept of Operations 26
ICS – EOC Interface 27
EOC Functions 28

EOC Locations 28
Organization 28
Lines of Succession 34
Mayor 34
Emergency Management Coordinator 34
Department / Agency Heads 34
Direction and Control 34
Emergency Operations Center Activation 34
Emergency Management Readiness Levels 35
Emergency Operations Center Readiness Levels 36
Level IV (Normal Operations/ Monitoring) 36
Level III (Emergency / Crisis Operations) 36
Level II (Disaster Operations) 36
Level I (Catastrophic Event Operations) 37
Emergency Operations Center Operations 37
Emergency Operations Center Activation Staffing 37
Key Roles 38
Evacuation 38
Notification and Warning 38
Response Actions 39
Re-entry 40
RESPONSIBILITIES 40
Coordination with County, State, and Federal Support of Local Operations 40
Plan Development and Maintenance 41
Record / Document Keeping for Government Functions and Post-Disaster Operations 41
Mutual Aid Agreements / Memorandum of Understanding 41
Agency / Department Responsibilities 42
General 42
Assigned Responsibilities 43
Executive Group 43
EMERGENCY SUPPORT FUNCTIONS 44
ESF #1 Transportation 44
ESF #2 Communications and Warning 45
ESF #3 Public Works and Engineering 45
ESF #4 Firefighting 45

ESF #5 Emergency Management 46
ESF #6 Shelter and Mass Care 46
ESF #7 Logistics & Resource Management 47
ESF #8 Medical Services 47
ESF #9 Search and Rescue 47
ESF #10 Hazardous Materials 48
ESF #12 Utilities & Energy 48
ESF #13 Public Safety & Security 48
ESF #14 Recovery 48
ESF #15 Public Information 49
Support Annex – Volunteer Management 49
Support Annex – Donations Management 50
Support Annex – Private Sector Coordination 50
Support Annex – Damage Assessment 50
Support Annex – Financial Management 51
Incident Annex – Public Health 51
Incident Annex – Terrorism 51
Volunteer Agencies 52
Volunteers in Plano (VIP) 52
Plano Community Emergency Response Team (CERT) 52
American Red Cross (ARC) 52
The Salvation Army (SA) 52
Radio Amateur Civil Emergency Service (RACES) / Amateur Radio Emergency Service (ARES) 53
ADMINISTRATION AND SUPPORT 53
Agreements and Contracts 53
Reports 53
Hazardous Materials Spill Reporting 53
Initial Emergency Report 53
Situation Report 53
Other Reports 53
Post-Incident Evaluation 54
Records 54
Record Keeping for Emergency Operations 54
Activity Logs 54

Incident Costs 54
Emergency or Disaster Costs 54
Preservation of Records 55
Consumer Protection 55
Financial Management 55
TRANING, EXERCISES, AND EVALUATIONS 57

ATTACHMENTS

Attachment-1 Distribution List
Attachment-2 National Incident Management System
Attachment-3 Explanation of Terms
Attachment-4 Summary of Agreements and Contracts

EMERGENCY SUPPORT FUNCTIONS (ESF)

ESF #1 Transportation
ESF #2 Communications and Warning
ESF #3 Public Works and Engineering
ESF #4 Firefighting
ESF #5 Emergency Management
ESF #6 Shelter and Mass Care
ESF #7 Logistics & Resource Management
ESF #8 Medical Services
ESF #9 Search and Rescue
ESF #10 Hazardous Materials
ESF #12 Utilities & Energy
ESF #13 Public Safety & Security
ESF #14 Recovery
ESF #15 Public Information

SUPPORT ANNEXES

Volunteer Management
Donations Management
Private Sector Coordination
Damage Assessment
Financial Management

INCIDENT ANNEXES

Public Health
Terrorism

THIS PAGE INTENTIONALLY LEFT BLANK

EXECUTIVE SUMMARY

The City of Plano is vulnerable to a variety of hazards that can potentially threaten the citizens, businesses, and the environment of the City. The City of Plano Comprehensive Emergency Management Plan (CEMP) establishes the framework to ensure that the City of Plano will be adequately prepared to deal with these hazards. The CEMP outlines City agencies' general roles and responsibilities when preparing for, responding to, or recovering from a large-scale emergency or disaster. The CEMP coordinates emergency and disaster activities with volunteer organizations and businesses serving the City of Plano.

The CEMP addresses the four mission areas of emergency management (preparedness, response, recovery, and mitigation). These areas parallel activities outlined in the "State of Texas Emergency Management Plan" and the “National Preparedness Goal.” The CEMP also describes how national, state, local, and other resources may be coordinated under the National Incident Management System (NIMS) in response to a disaster.

CEMP Components

The CEMP is divided into the following sections: The Basic Plan, Emergency Support Function appendices, Support annexes, and Incident annexes.

Basic Plan

The Basic Plan describes how the City of Plano will mitigate, prepare for, respond to, and recover from the impacts of a large-scale emergency or disaster. In addition, the Basic Plan contains sections that address areas such as the responsibilities of the City government, method of operations, financial policies that will be adhered to during times of emergency or disaster, and continuity of government.

Figure 1. CEMP Components

Emergency Support Functions (ESF)

The Basic Plan organizes City Emergency Operations into Emergency Support Functions. These ESFs contain all information required by the State of Texas Preparedness Guidelines. The ESF format is also consistent with the National Response Framework. The City of Plano has identified an initial 14 Emergency Support Functions as described in the appendices. Each of the 14 ESFs, at a minimum, contains a method of operation and the responsibilities of the primary and support agencies that may respond in support of the City government.

*Note: The CEMP does not include ESF #11 – Agriculture. The city follows the federal numbering and naming scheme for ESFs 1-15. Later inclusion of ESF 15 is not a typo, rather an alignment with state and federal guidance.

Support Annexes

The Support annexes address those functions that are common to every type of incident and provide support for all ESFs. A description of how the departments, volunteer organizations, and nongovernmental organizations coordinate and execute common functional processes and

administrative requirements necessary to ensure efficient and effective incident management.**Incident Annexes**

The Incident annexes address contingency or hazard situations requiring specialized response and recovery procedures. They describe policies, situations, concepts of operations, and responsibilities pertinent to incidents.

AUTHORITIES AND REFERENCES

Authorities

Federal

- Chemical Safety Information, Site Security, and Fuels Regulatory Relief Act, 42 U.S.C. 5101 – 5127
- Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), 42 U.S.C. 103
- Emergency Management and Assistance, 44 Code of Federal Regulations (CFR)
- Emergency Planning and Community Right-to-Know Act, 42 U.S.C. 116
- Federal Radiological Emergency Response Plan (FRERP)
- Hazardous Waste Operations & Emergency Response, 29 Code of Federal Regulations (CFR) 1910.120
- Homeland Security Act of 2002, (as amended – includes Post Katrina Emergency Management Reform Act 2006), 6 U.S.C. 101
- Homeland Security Presidential Directive (HSPD) 3 – Homeland Security Advisory System
- Homeland Security Presidential Directive (HSPD) 5 – Management of Domestic Incidents
- Homeland Security Presidential Directive (HSPD) 7 – Critical Infrastructure Identification, Prioritization, and Protection
- Homeland Security Presidential Directive (HSPD) 21 – Public Health and Medical Preparedness
- National Incident Management System (NIMS), October 2017
- National Strategy for Homeland Security, July 2002
- Nuclear / Radiological Incident Annex of the National Response Framework
- Presidential Policy Directive (PPD8): National Preparedness
- Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended - includes Disaster Mitigation Act of 2000 and Sandy Recovery Improvement Act of 2013), 42 U.S.C 5121
- Standard on Disaster/Emergency Management and Business Continuity Programs: NFPA 1600

State

- Administrative Code, Title 37, Part 1, Chapter 7 (Division of Emergency Management)
- Government Code, Chapter 418 (Emergency Management)
- Government Code, Chapter 421 (Homeland Security)
- Government Code, Chapter 433 (State of Emergency)

- Government Code, Chapter 791 (Inter-local Cooperation Contracts)
- Health & Safety Code, Subtitle D, Chapter 81 (Communicable Diseases)
- Health & Safety Code, Chapter 778 (Emergency Management Assistance Compact)
- Governor's Executive Order (RP-32) Relating to Emergency Management and Homeland Security
- Governor's Executive Order (RP-40) Relating to the National Incident Management System
- Governor's Executive Order (RP-57) Relating to Evacuations
- Senate Bill 11 and House Bill 1471 (Statewide Mutual Aid, Emergency Management Planning)
- State of Texas Emergency Management Plan, February 2020
- Texas Homeland Security Strategic Plan 2021-2025

Local

- City of Plano Ordinance # 2012-12-13 dated December 18, 2012
- City of Plano Local Government Code 330-000 Procurement of Goods and Services
- City of Plano Local Government Code 330-001 Grant Fund Procurement Process
- City of Plano Local Government Code 330-002 Procurement Card Policy
- Mutual Aid Agreement between the City of Plano and Collin County dated December 3, 2004
- National Incident Management System (NIMS) Resolution # 2005-6-21(R) Adopted by City Council and signed on June 27, 2005
- Inter-Jurisdictional Agreement/Mutual Aid Agreement between the Cities of Plano and Melissa dated March 22, 2005
- North Central Texas Public Works Mutual Aid Agreement dated March 24, 2014

References

Federal

- FEMA, Public Assistance and Policy Guidance, June 2020
- FEMA, Comprehensive Preparedness Guide 101: Developing and Maintaining Emergency Operations Plans, November 2010
- FEMA, National Preparedness Goal, September 2015
- FEMA, National Prevention Framework, June 2016
- FEMA, National Protection Framework, June 2016
- FEMA, National Mitigation Framework, June 2016
- FEMA, National Response Framework, October 2019
- FEMA, National Disaster Recovery Framework, June 2016
- U. S. Department of Homeland Security, National Incident Management Systems (NIMS), December 2008
- U. S. Department of Homeland Security, National Priorities List

State

- Texas Division of Emergency Management, Local Emergency Management Planning Guide, TDEM-10
- Texas Division of Emergency Management, Preparedness Standards for Emergency Management in Texas, TDEM-100
- Texas Division of Emergency Management, Emergency Management Planner's Guide and Project Plan
- State of Texas Functional Needs Support Services Took Kit, April 2017
- 79th Texas Legislature, House Bill 3111

Local

- City of Plano Hazard Mitigation Action Plan, 2022
- City of Plano Continuity of Operations (COOP), 2013
- City of Plano Disaster Debris Management Plan (DDMP), 2013
- City of Plano Disaster Recovery and Redevelopment Plan (DRRP), 2020

INTRODUCTION

The City of Plano Comprehensive Emergency Management Plan (CEMP) is based on the principle that local governments are initially responsible for responding to an emergency. As a result, each level of government will accomplish the functions for which it is responsible, requesting assistance from the next higher level of government. This shall only occur after available resources at the local level are inadequate to cope with the effects of the situation. Local government authorities should know where and how to obtain assistance if needed.

Chapter 418.106, Texas Statute, mandates the development of the City of Plano Comprehensive Emergency Management Plan. The CEMP establishes a framework through which the City of Plano may prepare for, respond to, recover from, and mitigate large-scale emergencies and disasters that can adversely affect the health, safety, and general well-being of citizens, businesses, and visitors. Large-scale emergencies or disasters can result from natural, technological, or man-made hazards. The CEMP provides guidance to the City of Plano, volunteer, and private sector partners on procedures, organization, and responsibilities that will prevent, minimize, and/or relieve personal hardship and property damage associated with large-scale emergencies, disasters, or the imminent threat associated with these events.

Chapter 418.1015, Texas Statute, mandates that the presiding officer (mayor) of the governing body of an incorporated city (city council) is designated as the Emergency Management Director for the officer's political subdivision. An Emergency Management Director serves as the Governor's designated agent in the administration and supervision of duties under Chapter 418. An Emergency Management Director may designate a person to serve as Emergency Management Coordinator (EMC). The EMC shall serve as an assistant to the Emergency Management Director for emergency management purposes. For the City of Plano, the Department of Emergency Management Director serves as the EMC.

The CEMP clearly defines the roles of City agencies, including elected officials, using Emergency Support Functions, Support Annexes, and Incident Annexes. The CEMP is functional in a multi-jurisdictional setting where cross-jurisdiction coordination is necessary. This is achieved using the National Incident Management System.

For consistency with federal, state, and local response structures, the CEMP follows the National Incident Management System framework. Should an incident occur in the City of Plano that requires multiple jurisdictions, functional agencies, and emergency responder disciplines, it is critical that the operations of the incident be coordinated effectively and efficiently across public, private, and volunteer agencies on the local, state, and federal levels of government. The NIMS integrates all emergency agencies into a unified framework for incident management from an all-hazards approach. This framework forms the basis for interoperability and compatibility that may enable a diverse set of public, private, and volunteer agencies to conduct integrated and effective incident management operations. The use of NIMS is a nationwide effort that is federally mandated for local, state, and federal government agencies per Homeland Security Presidential Directive 5: Management of Domestic Incidents (HSPD-5).

The CEMP describes the strategies that the City of Plano will use to mobilize its resources and conduct activities to mitigate, prepare for, respond to, and recover from large-scale emergency and disaster incidents. This will be done through a functional approach using the Emergency Support Functions (ESFs). Each ESF will be led by a primary agency selected based on its authorities, resources, and capabilities in the functional area. In addition, these primary agencies may be assisted by several support agencies who can aid in the supplementation of resources (personnel, equipment, and supplies).

This plan is based on certain assumptions and the existence of specific resources and capabilities that may be subject to frequent change. Actual measures taken by the City of Plano to respond to each situation may be tailored to each emergency. As such, a great deal of flexibility is built into implementing this plan. Some deviation in implementing the operational concepts identified in this plan may be necessary to protect the public.

The EMC is responsible for developing and maintaining this plan, assuring that prompt and effective actions can and will be taken to respond and recover from the effects of a significant or catastrophic emergency.

Purpose

The concepts and procedures specified by this CEMP apply to the City of Plano and are adaptable to all hazards that might affect the City of Plano. The CEMP seeks to achieve the following goals:

- Reduce the vulnerability of people and communities of the City of Plano to loss of life, injury, or damage and loss of property resulting from natural, technological, and man-made emergencies, disasters, or catastrophes
- Prepare for prompt and efficient response and recovery activities to protect lives and property affected by emergencies, disasters, or catastrophes
- Respond to emergencies, disasters, and catastrophes using all systems, plans, and resources necessary to preserve and protect the health, safety, and well-being of persons affected by the incident
- Recover from emergencies by providing for the rapid and orderly implementation of restoration and rehabilitation programs for persons and property affected by emergencies
- Outline recovery assistance available to individuals, businesses, and governments, and to the local government actions involved in obtaining such assistance

Scope

- The CEMP establishes fundamental policies, program strategies, and assumptions.
- The CEMP establishes a concept of operations spanning the direction and control of an emergency or disaster from initial monitoring and preparedness through post-disaster response, recovery, and mitigation.
- The CEMP follows a structure and implements requirements from the National Incident Management System per Homeland Security Presidential Directive 5.
- The CEMP defines intra-governmental coordination and inter-governmental coordination mechanisms to help facilitate the delivery of immediate assistance, including direction and control of intra-city, inter-city, county, state, and federal response and recovery assistance.
- The CEMP assigns specific functional responsibilities to appropriate city agencies and organizations and outlines methods to coordinate with the private sector and volunteer organizations.
- The CEMP addresses the various types of emergencies that are likely to occur, from localized emergencies to minor, major, or catastrophic disasters. These include severe weather, ice storms, expansive soils, flooding, drought, hazardous materials spills, terrorism, and many more outlined in the Hazard Identification and Risk Assessment sections of the CEMP.

- The CEMP identifies actions that City response and recovery organizations will take, in coordination with private, volunteer, county, state, and federal counterparts, regardless of the magnitude of the disaster.
- The CEMP identifies emergency support facilities, including critical facilities, staging areas, Disaster Recovery Centers (DRC), and landing zones.

Assumptions

- The City of Plano has developed the capability to execute this Plan to save lives, mitigate suffering, minimize the loss of property, and recover from the effects of an emergency. This Plan has been developed in a comprehensive all-hazards approach to cover the variety of hazards to which the City of Plano is exposed.
- The necessary mutual aid agreements and memorandum of understanding (MOU) have been negotiated with other political jurisdictions and private organizations by the City of Plano and by organizations that have functional responsibilities in this Plan.
- Elements of State government have particular expertise and resources available that may be utilized in relieving emergency or disaster-related problems that are beyond the capability of the City of Plano. State support capabilities and access arrangements for state and State-coordinated Federal assistance are described in the current State of Texas Emergency Management Plan.
- When an emergency threatens the City of Plano, applicable provisions of this Plan will be applied, the Emergency Operations Center (EOC) may be activated, and a Local State of Emergency may be declared as appropriate to the severity of the situation.
- Should City resources be inadequate to cope with a disaster, county, regional, state and federal assistance will be available through requests utilizing existing mutual aid agreements, memoranda of understanding, and leveraging existing policies and procedures to procure assistance.
- This Plan will be used as the basis for specific implementing procedures and complimenting plans developed by functional entities.
- A major disaster can occur at any time and any place. In many cases, warning dissemination to the public and implementation of increased readiness measures may be possible. However, some emergencies occur with little or no warning.

CEMP Development Methodology

Plan development and maintenance is a primary functional responsibility of the City of Plano EMC. Active and ongoing participation in the emergency planning process and plan maintenance is required of all departments and agencies that have responsibilities in the CEMP. This process involves a team of participants from all sectors of the community and at all levels of authority in those sectors in a set of interrelated activities as described in the following:

- The EMC maintains an emergency management staff, in addition to a committee of designated representatives of City of Plano agencies, critical businesses and industries, and volunteer and other concerned private groups. The organizations provide vital members to the emergency management committee.
- Those identified with ESF primary and support responsibilities comprise the core emergency management planning team. The core team also have key roles in planning, training, and evaluation activities.

- In consultation with the core team, the EMC drafts the Basic Plan and revisions, defining the Plan Purpose and Scope, providing analysis of hazards and financial and resource management issues, as well as a Concept of Operations and the Assignment of Responsibilities associated with the execution of the Concept, among other elements.
- Based on the contents of the draft Basic Plan, the Primary Agency for each plan annex will work with the City of Plano Department of Emergency Management (DEM) to draft and finalize each ESF Appendix, Support Annex, or Incident Annex. In addition, each draft Appendix is reviewed by all affected agencies to advance overall coordination and understanding. In the drafting and review process, the Basic Plan, too, undergoes scrutiny for adequacy of policy, content, coverage, and concepts. The result of this reiterative draft-and-review activity is a production of a final draft Basic Plan with Appendices.
- The City Attorney then reviews the Basic Plan with Appendices, the City Manager, elected officials, and department and agency principles for official written concurrence preliminary to presentation to the City Council for adoption by Resolution or Ordinance. Recognizing that the planning process is unending, Plan adoption may be undertaken even though some elements may be incomplete.
- Departments and agencies will develop Standard Operating Procedures (SOP) as necessary to support the Plan. Some SOPs will be developed concurrently with the Basic Plan and the Appendices; others will follow its formal adoption. SOPs that pertain solely to internal department or agency operations in executing plan responsibilities are not included in distributed copies of the plan.
- Annexes / Tabs and other Plan Addenda are developed to support elements of the Basic Plan, an Appendix, or SOP, generally concurrent with the development of each element. Since the data in Annexes / Tabs may be short-lived, identification of effective date/expiration date must be stated clearly and procedures set to ensure updating is done appropriately.
- The final draft plan is submitted to the City ordinance/resolution process after the EMC has addressed all issues raised in the final review step. A public hearing and comment period precede City Council's action to adopt. Upon adoption, the Mayor promulgates the CEMP by signature, and copies are distributed for the record, for users, and for public access. Obsolete Plans and Plan elements are recovered in exchange for new editions. Receipt of replacement Plan elements is indicated by the signature of the Department or Organization head. Changes will be sent to all persons named in the Attachment-1 Distribution List at the end of this Plan. The matrix used indicates which elements of the Plan were distributed to each Department or Organization head.
- Complete rewriting and reprinting of the Plan and submission to the City Council for formal adoption are done by exception, usually every five (5) years. The EMC accomplishes interim adjustments to the Plan as necessary to keep the Plan current following draft, coordination, and review processes outlined in the preceding.

Table 1 contains a list of the departments and agencies which participated in the overall development and approval of the CEMP:

Table 1. CEMP Collaborating Agencies

CEMP Collaborative Agencies	
City of Plano	
Animal Services	Human Resources
Budget & Research	Library Services
Building Inspections	Media Relations
City Attorney	Municipal Court
City Council	Neighborhood Services
City Manager's Office	Parks & Recreation/Convention & Tourism
City Secretary	Planning
Communications & Community Outreach	Police
Economic Development	Policy & Government Relations
Emergency Management	Procurement & Project Management
Engineering	Public Safety Communications
Environmental Health & Sustainability	Public Works
Finance	Special Projects
Fire-Rescue	Technology Services

SITUATION

The City of Plano is exposed to many hazards, all of which have the potential for disrupting the community, causing casualties, and damaging or destroying public or private property. A ranking of hazards in Plano is provided in the Hazard Mitigation Action Plan. In addition, other hazards have been added that were not included in the study resulting in the updated ranking as of 2022 included in Table 2. in this document. More detailed information is provided in the Hazard Mitigation Action Plan (HMAP), published separately. The paragraphs below briefly describe the City of Plano's Hazard Analysis.

Vulnerability Analysis

According to the North Central Texas Council of Governments, the City of Plano's 2022 estimated population is 290,850. The City of Plano can experience a loss of life and property from various hazards.

Several factors have been identified that increase the vulnerability/exposure of the City of Plano to both natural and man-made disasters. These include:

- The City of Plano has an extensive corporate and small business infrastructure. Damage to any combination of these from a significant emergency or disaster could result in considerable economic impacts.
- The City of Plano has limited Red Cross-certified shelter capacity.

Hazard Identification and Risk Assessment Matrix Methodology

Identification of the hazards - natural, man-made (including criminal, attack, and terrorist), and technological - expected to impact the City of Plano, directly or indirectly, is the first step in the emergency planning process. The second major step is an analysis of the social and economic effects of such an impact on the City. Finally, the analysis step leads to identifying resources needed to deal with each hazard and the cascade effect of hazard combinations.

The hazard analysis focuses on identifying the hazards and combinations that are most likely to occur and may cause serious harm when they do occur. Hazards seldom occur in isolation from one another. For example, severe weather can produce flooding, a hazardous materials release, and utility disruptions.

Hazards analysis is an ongoing activity that requires updating. It leads to the development of resource requirements. Resources include personnel and skills, facilities and equipment, time, funding, and public relations. Certain resources are critical to emergency management operations.

Hazard Identification Risk Assessment Matrix

The primary goal of emergency management in the City of Plano is to ensure that the agencies and departments of the City of Plano's public, private, and volunteer sectors are prepared to respond to and recover from large-scale emergencies and disasters. This section of the CEMP presents the hazards that could affect the City of Plano and some of the anticipated consequences of each hazard. These consequences can potentially have an adverse effect on the City of Plano's citizens, infrastructure, and environment.

Hazard Mitigation Steering Committee

The Director of Emergency Management is designated as the Hazard Mitigation Coordinator and serves as the single coordinator for this function for the City of Plano. The Hazard Mitigation Steering Committee (HMSC) consists primarily of department representatives within the City. The HMSC provides a pool of city staff with skills in a wide variety of disciplines that may be required to achieve effective hazard mitigation objectives. The Hazard Mitigation Coordinator will develop, review, update and distribute the Hazard Identification and Risk Assessment and Hazard Mitigation Plan.

Table 2. Hazard Identification and Risk Assessment (HIRA) Rankings

HAZARD IDENTIFICATION RISK ASSESSMENT			
Threats/Hazards	**Rank**	**Threats/Hazards**	**Rank**
Tornado	1	Hail	9
Severe Winter Storm	2	Drought	10
Public Health Emergency	3	Transportation Incident	11
Severe Thunderstorm (Includes Wind & Lightning)	4	Explosive Incident	12
Flooding	5	Terrorism	13
Hazardous Materials Incident	6	Civil Disorder	14
Cyber Incident	7	Active Shooter/ Hostile Event	15
Extreme Temperatures	8	Expansive Soils	16

Geographic Information

The City of Plano is located in North Central Texas, most of the city lying Collin County, and a small western portion is in Denton County. The City of Plano is bounded on the north by the cities of Frisco, McKinney, and Allen. The City of Plano is bounded on the east by the City of Murphy and Parker, on the south by the Cities of Richardson and Dallas, and on the west by the Cities of the Colony and Carrollton.

The City of Plano encompasses 71.6 square miles, with 1 square mile being surface water. The City of Plano's land use pattern is as follows:

Table 3 City of Plano Land Use

CITY OF PLANO LAND USE	
Land Use Type	**Acres**
Retail	1,789.84
Retail / Office	1,122.84
Office	1,164.89
Light Commercial	348.18
Commercial Employment	2,691.46
Business Government	133.11
Regional Employment	613.18
Regional Commercial	979.80
Central Business District	752.85
Corridor Commercial	1,963.63
Research / Technology	803.98
Mixed-Use	538.57
Single-Family	26,734.48
Multifamily	1,978.17
Agricultural	2,339.56
City / Public Facilities	548.83

Demographics

- There are two mobile home parks in the City of Plano, with 412 mobile homes.
- There are 28 long-term care and assisted living facilities in the City of Plano with 1,525 beds.
- The City of Plano has nine hospitals with a total of 1,464 beds. The five largest hospitals are in Figure 2.
- The City of Plano's jail has a maximum capacity of 58 prisoners.
- The median age is 39 years.
- For every 100 females, there are 95.7 males.
- For every 100 females age 18 and over, there are 89.6 males (2013 US Census American Community Survey).

Table 4. City of Plano Demographics – 2019 US Census American Community Survey

CITY OF PLANO DEMOGRAPHICS	
Age in Years	**Percentage of Population**
0 – 17	23.8%
18 – 24	6.1%
25 – 44	29.1%
45 – 64	27.4%
65 +	13.6%

Figure 2. The five largest hospitals in Plano in order by bed count

603 Beds	**Medical City Plano** 3901 W 15th St, Plano, TX 75075
366 Beds	**Texas Health Resources Plano** 7601 Preston Rd, Plano, TX 75024
110 Beds	**Baylor Heart Hospital Plano** 1100 Allied Dr, Plano, TX 75093
160 Beds	**Baylor Scott & White Medical Center Plano** 4700 Allied Dr, Plano, TX 75093
72 Beds	**Children's Medical Center Plano** 3901 W 15th St, Plano, TX 75075

Economic Profile

- The unemployment rate for the City of Plano is an estimated 5%.
- The average home market value in the City of Plano is $397,673 (Collin Central Appraisal District).
- The per capita income in the City of Plano averages about $49,455, with a median of $96,438 per household.

Table 5. The City of Plano Employment by Occupation – 2019 US Census American Community Survey

EMPLOYMENT BY OCCUPATION		
Occupation	**Number**	**Percentage**
Employed people aged 16 years and over	154,610	-
Management / Professional / Technical	88,741	57.4%
Service Occupations	19,760	12.8%
Sales and Office Occupations	28,945	18.7%
Construction/Maintenance/Production/Transportation	17,164	11.1%

Emergency Management Support Facilities

Emergency Management Support Facilities include landing zones, staging areas, and a series of critical facilities. All of these are identified on maps, which are kept in the City of Plano Department of Emergency Management at 4125 West Parker Road, Plano, Texas 75093.

Disaster History in the City of Plano

Table 6 shows the history of disasters that affected the City of Plano and their estimated costs.

Table 6. Historical disasters that affected the City of Plano

HISTORICAL OCCURRENCES OF DISASTERS		
Date	**Disaster Type**	**Estimated / Damages**
2/13/2021-2/17/2021	Winter Storm	Record-low temperatures and snow and ice made roads impassable, and the state's electric grid lost the power supply leaving millions without access to electricity. Damage was widespread (debris removal, frozen pipes, water shortage, sanding).
9/21/2018	Flooding	Highway 75 at SH 190 was shut down North and Southbound due to high water, leaving several vehicles stranded.
4/21/2017	Hail	Severe thunderstorms developed in multiple waves along a surface dry line during the afternoon and evening hours. Large hail up to tennis ball size fell at the City fleet yard, impacting numerous vehicles.
03/23/2016	Hail	The City of Plano was impacted by a thunderstorm that caused property damage, resulting in economic losses in the millions. Hail shattered windows of cars, homes, and businesses, as well as damaged rooftops.
05/29/2015	Flooding	Estimated Total Costs $110,332 related to flooding damages at Pecan Hollow Golf Course and damages to various parks and trails.
02/23/2015 -02/25/2015	Winter Storm	Damages were minimal, but impacts to the community included several days without schools and businesses open, treacherous travel on roads and highways, and damages to electrical utility infrastructure.
12/05/2013-12/07/2013	Winter Storm	$720,597 (debris removal, emergency protective measures-sanding, and emergency protective measures-non sanding
01/31/2011 02/04/2011	Ice Storm/Heavy Snow	Estimated Total Cost (includes regular labor, overtime labor, materials, equipment use, etc.) $223,769.07
04/10/2008	Straight Line Winds	Approximately $1,076,999 in damages and repairs in Plano
05/02/2007	Straight Line Winds	Outages to more than 200 traffic control signals, estimated costs in repairs, and time to City $140,184
08/23/2005 - 2006	Hurricanes Katrina / Rita	$5.5 million in costs related to hosting sheltering operations
06/09/1975	Tornado (F0)	Reported touchdown of Tornado (Custer/Parker), but no reports of damage. No cost estimates were found
04/18/1970	Tornado (F1)	Reports of Wind and Rainstorm damage. Damage to Wilson Junior High School. No cost estimates were found
04/27/1969	Tornado (F2)	A rainstorm accompanied by high winds and hail Villa Casita Mobile Home Park suffered extensive damage. No cost estimates were found

CONCEPT OF OPERATIONS

This section describes the methods for managing emergency activities during an emergency or disaster's response, recovery, and mitigation phases. The major elements of this section include levels of emergencies or disasters, the organization's structure, notification and warning, direction and control, and initial and continuing actions necessary for the response, recovery, and mitigation efforts.

Emergency Authorities

- Key federal, state, and local legal authorities pertaining to emergency management are listed in the Authorities and References section of this Plan.
- Texas Statutes and the Executive Order of the Governor Relating to Emergency Management provide local government, principally the chief elected official, with a number of powers to control emergencies. If necessary, we shall use these powers during emergencies. These powers include:

Emergency Declaration

In the event of a riot or civil disorder, the Mayor may request the Governor to issue an emergency declaration for this jurisdiction and take action to control the situation. Use of the emergency declaration is explained under Concept of Operations, Response Actions of this Plan.

Disaster Declaration

When a disaster has caused severe damage, injury, or loss of life or it appears likely to do so, the Mayor may issue an executive order or proclamation declaring a local state of disaster. The Mayor may subsequently issue orders or proclamations referencing that declaration to invoke certain emergency powers granted to the Governor in the Texas Disaster Act of 1975 on an appropriate local scale in order to cope with the disaster. These powers include:

- Suspending procedural laws and rules to facilitate a timely response.
- Using all available resources of government and commandeering private property, subject to compensation, to cope with the disaster.
- Restricting the movement of people and occupancy of premises
- Prohibiting the sale or transportation of certain substances
- Implementing price controls
- A local disaster declaration activates the recovery aspects of this plan. A local disaster declaration is required to obtain state and federal disaster recovery assistance.
- Authority for Evacuations: State law allows a mayor to order the evacuation of all or part of the population from a stricken or threatened area within their respective jurisdictions.

General Concept of Operations

- This Plan is based on the principle that all emergencies and disasters occur at the local government level. Therefore, the City of Plano has primary responsibility for local emergency preparedness, response, recovery, and mitigation.
- This Plan works under the assumption that each Office and Department of local government has developed the internal preparedness, response, and recovery procedures it needs to

implement this Plan and ensure internal capability to perform the Office / Department's functions.

- All departments must have plans developed and in place to effectively respond to and recover from an emergency or disaster.
- The city government accomplishes the functions for which it is responsible and requests relief from the next higher level of government only when resources at the City level are, or will be, inadequate to cope with a specific event.
- The City of Plano works and coordinates with Collin and Denton Counties, along with other municipalities and counties, state organizations, and federal organizations on a regular basis in dealing with preparedness, response, recovery, and mitigation issues.
- Routine emergencies may be underway concurrently with City preparations for, response to, and recovery from a major event that is of such proportions that full activation of the EOC is affected. All pre-existing routine emergencies must be integrated into the management of the overall event by establishing priorities, allocating resources, analyzing the impact of the emergencies, and informing the public.
- The City of Plano will use the methods prescribed by the National Incident Management System (NIMS) to manage its emergencies and disasters. The City of Plano adopted the NIMS via Resolution 2005-6-21(R) on June 27, 2005. This includes the implementation and use of the Incident Command System.

ICS – EOC Interface

The Emergency Operations Center (EOC) may be activated for major emergencies and disasters. When the EOC is activated, it is essential to establish a division of responsibilities between the Incident Command Post and the EOC. A general division of responsibilities is outlined below.

- **The Incident Commander is generally responsible for field operations, including:**
  - Isolating the scene.
  - Directing and controlling the on-scene response to the emergency and managing the emergency resources committed there.
  - Warning the population in the area of the incident and providing emergency instructions to them.
  - Determining and implementing protective measures (evacuation or in-place sheltering) for the population in the immediate area of the incident and for emergency responders at the scene.
  - Implementing traffic control in and around the incident scene
  - Requesting additional resources
  - Organizing search and rescue.
- **The EOC is generally responsible for:**
  - Providing resource support
  - Issuing community-wide warning
  - Issuing instructions and providing information to the public
  - Organizing and implementing large-scale evacuation
  - Organizing and implementing shelter and mass care arrangements for evacuees
  - Coordinating traffic control for large-scale evacuations

- Requesting assistance from the State and other external sources
- Providing human services such as health & medical services
- Providing strategic and executive direction and control.

In some large-scale emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes. In such situations, more than one Incident Command Post operation may be established.

If this situation occurs, a transition to an Area Command or a Unified Area Command is desirable, and the allocation of resources to specific field operations may be coordinated through the EOC.

EOC Functions

The City of Plano EOC, in conjunction with the City of Plano Public Safety Communications, serves as the official warning point during activation and provides 24-hour communication capabilities. In addition, the City of Plano EOC serves as the central focus point for coordinating and directing emergency preparedness, response, recovery, and mitigation activities. The functions during an activation include, but are not limited to the following:

- Executive and policy decision-making
- Receipt and dissemination of emergency information and instructions
- Direction and control of emergency preparedness, response, recovery, and mitigation activities in the City of Plano
- Coordination with appropriate public safety agencies or emergency-related officials, agencies, and organizations
- Collection and analysis of data to formulate a common operating picture
- Management of emergency resources (i.e., personnel, facilities, equipment, and supplies)
- Issuance of emergency public information, instructions, and directives for the protection of lives and property

EOC Locations

- Primary EOC Location

  The City of Plano Emergency Operations Center is located at 4125 West Parker Road, Plano, Texas, 75093. The EOC is located on the northwest corner of Parker Road and Coit Road behind Fire Station 12.

- Alternate EOC Location

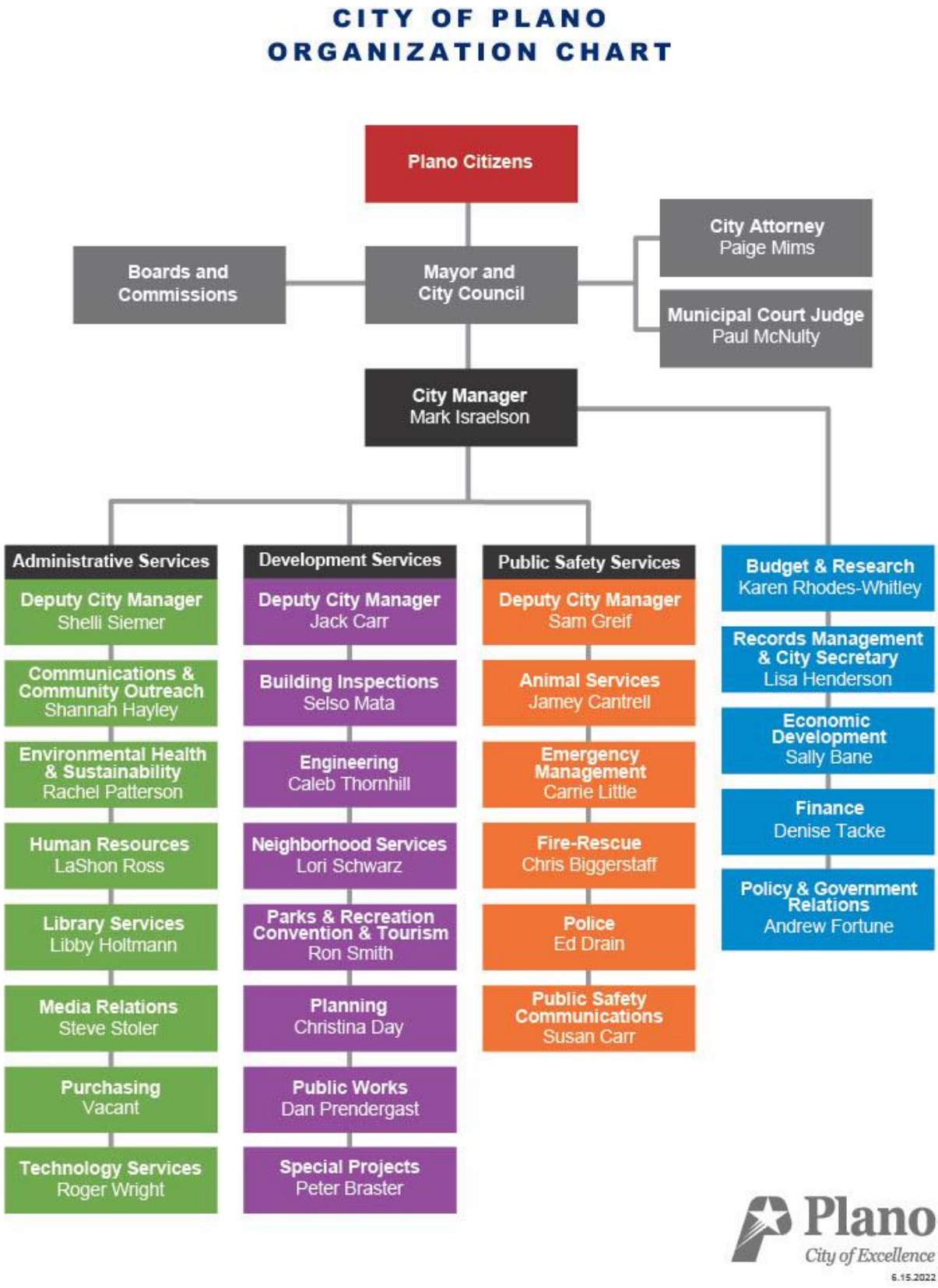
  The Alternate City of Plano Emergency Operations Center is located at the City of Plano Technology Services Center at 1117 E. 15th Street, Plano, Texas 75074, in the Technology Services Training Room.

Organization

The Director of Emergency Management serves in an advisory role to the Mayor, City Council, and City Management during emergencies and disasters

The organizational chart (Figure 2.) identifies government officials by title, which will ensure continuous leadership authority and responsibility during emergencies. These same personnel will be responsible for activating the CEMP and directing preparedness, response, recovery, and mitigation operations.

Figure 3. City of Plano Organization Chart



The following table contains the emergency support functions that may be activated during an emergency or disaster.

Table 7. City of Plano Emergency Support Functions

CITY OF PLANO EMERGENCY SUPPORT FUNCTIONS (ESFS)		
ESF #	**Title**	**Primary Department(s)**
ESF #1	Transportation	Public Works, Engineering
ESF #2	Communications and Warning	Public Safety Communications, Technology Services
ESF #3	Public Works and Engineering	Public Works, Engineering
ESF #4	Firefighting	Fire Department
ESF #5	Emergency Management	Emergency Management
ESF #6	Shelter and Mass Care	Parks and Recreation, Fire Department
ESF #7	Logistics and Resource Management	Procurement and Project Management
ESF #8	Medical Services	Fire Department
ESF #9	Search and Rescue	Fire Department
ESF #10	Hazardous Materials	Fire Department
ESF #12	Utilities & Energy	Public Works, Policy and Government Relations
ESF #13	Public Safety and Security	Police Department
ESF #14	Recovery	Emergency Management
ESF #15	Public Information	Media Relations, Communications and Community Outreach
Support Annex	Volunteer Management	Parks and Recreation
Support Annex	Donations Management	Library Services
Support Annex	Private Sector Coordination	Economic Development, Special Projects
Support Annex	Damage Assessment	Building Inspections
Support Annex	Financial Management	Finance, Budget and Research
Incident Annex	Public Health	Environmental Health and Sustainability
Incident Annex	Terrorism	Police Department, Fire Department

Table 8. City of Plano Emergency Support Function Primary and Support Agencies

	City of Plano ESF Primary and Support Agencies																			
	ESF #1 - Transportation	ESF #2 -Communications and Warning	ESF #3 - Public Works and Engineering	ESF #4 - Firefighting	ESF #5 Emergency Management	ESF #6 Shelter and Mass Care	ESF #7 Logistics & Resource Management	ESF #8 Medical Services	ESF #9 Search and Rescue	ESF #10 Hazardous Materials	ESF #12 Utilities & Energy	ESF #1Public 3Safety & Security	ESF #14 Recovery	ESF #15 Public Information	Support Annex Volunteer Management	Support Annex Donations Management	Support Annex Private Sector Coordination	Support Annex Damage Assessment	Support Annex Financial Management	Incident Annex Public Health	Incident Annex Terrorism
Animal Services					S	S		S					S	S					S		
Budget & Research					S		S						S						P		
Building Inspections					S				S				S				S	P	S		
City Attorney					S	S		S				S	S				S		S	S	S
City Manager's Office	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S	S
City Secretary					S		S	S					S	S					S		
Communications & Community Outreach		S			S	S		S					S	P				S	S	S	S
Emergency Management	S	S	S	S	P	S	S	S	S	S	S	S	P	S	S	S	S	S	S	S	S

	City of Plano ESF Primary and Support Agencies																			
	ESF #1 - Transportation	ESF #2 -Communications and Warning	ESF #3 - Public Works and Engineering	ESF #4 - Firefighting	ESF #5 Emergency Management	ESF #6 Shelter and Mass Care	ESF #7 Logistics & Resource Management	ESF #8 Medical Services	ESF #9 Search and Rescue	ESF #10 Hazardous Materials	ESF #12 Utilities & Energy	ESF #1Public 3Safety & Security	ESF #14 Recovery	ESF #15 Public Information	Support Annex Volunteer Management	Support Annex Donations Management	Support Annex Private Sector Coordination	Support Annex Damage Assessment	Support Annex Financial Management	Incident Annex Public Health	Incident Annex Terrorism
Engineering	**P**		**P**		**S**					**S**	**S**		**S**					**S**	**S**		
Environmental Health & Sustainability					**S**	**S**		**S**		**S**			**S**	**S**		**S**			**S**	**P**	**S**
Finance					**S**		**S**						**S**			**S**			**P**		
Fire Department				**P**	**S**	**P**	**S**	**P**	**P**	**P**			**S**	**S**					**S**	**S**	**P**
Human Resources					**S**								**S**						**S**		
Library Services					**S**								**S**	**S**	**S**	**P**			**S**		
Media Relations		**S**			**S**								**S**	**P**					**S**		
Municipal Court					**S**							**S**							**S**		
Neighborhood Services					**S**	**S**							**S**		**S**	**S**		**S**	**S**		
Parks & Recreation					**S**	**P**	**S**						**S**	**S**	**P**	**S**		**S**	**S**		

	City of Plano ESF Primary and Support Agencies																			
	ESF #1 - Transportation	ESF #2 -Communications and Warning	ESF #3 - Public Works and Engineering	ESF #4 - Firefighting	ESF #5 Emergency Management	ESF #6 Shelter and Mass Care	ESF #7 Logistics & Resource Management	ESF #8 Medical Services	ESF #9 Search and Rescue	ESF #10 Hazardous Materials	ESF #12 Utilities & Energy	ESF #1Public 3Safety & Security	ESF #14 Recovery	ESF #15 Public Information	Support Annex Volunteer Management	Support Annex Donations Management	Support Annex Private Sector Coordination	Support Annex Damage Assessment	Support Annex Financial Management	Incident Annex Public Health	Incident Annex Terrorism
Planning	**S**		**S**		**S**								**S**					**S**	**S**		
Police	**S**				**S**	**S**			**S**	**S**		**P**		**S**		**S**			**S**	**S**	**P**
Policy & Government Relations					**S**						**P**		**S**				**S**		**S**	**S**	**S**
Procurement & Project Management			**S**		**S**	**S**	**P**	**S**					**S**						**S**	**S**	**S**
Public Safety Communications		**P**	**S**	**S**	**S**		**S**		**S**	**S**		**S**		**S**					**S**	**S**	**S**
Public Works	**P**		**P**	**S**	**S**		**S**		**S**	**S**	**P**	**S**	**S**					**S**	**S**	**S**	**S**
Special Projects					**S**								**S**			**S**	**P**	**S**	**S**		
Technology Services	**S**	**P**	**S**	**S**	**S**	**S**	**S**	**S**	**S**	**S**	**S**	**S**	**S**	**S**		**S**	**S**	**S**	**S**	**S**	**S**

The City of Plano will organize Emergency Operations Center staff to support field operations. Additional elements will be activated as necessary to ensure comprehensive planning and support during incident response and recovery. The following figure shows the City of Plano Emergency Support Functions and how they fit into the overall City of Plano Incident Command System structure.

Lines of Succession

Mayor

- Mayor Pro Tem
- Deputy Mayor Pro Tem
- City Council Members (in order of Election or Appointment)
- City Manager
- Deputy City Manager(s)
- Emergency Management Coordinator

Emergency Management Coordinator

- Asst. Emergency Management Coordinator(s)
- Fire Chief
- Police Chief
- Deputy City Manager – Public Safety Services

Department / Agency Heads

- The lines of succession for each Department's Directors and Agency Heads shall follow the SOPs established by those departments and agencies.

Direction and Control

Emergency Operations Center Activation

The following individuals are authorized to activate the EOC

- Mayor
- City Manager
- Deputy City Manager(s)
- Emergency Management Coordinator
- Police Chief
- Fire Chief

The City of Plano EOC can be activated for emergency and disaster coordination. Typically, the reasons for activation include one or more of the following:

- Mass casualty (injuries or fatalities)
- Widespread damage
- Need for situational awareness of developing threats or actual event
- Special events

Emergency Management Readiness Levels

The City of Plano follows the definitions of "emergency" and the various types of "disasters" consistent with the State of Texas Emergency Management Plan.

Table 9. Emergency Management Readiness Levels

EOC ACTIVATION LEVELS			
Readiness Levels	**Level Description**	**Example Incident**	**Response Notification**
Level 4 *Normal Operations - Monitoring*	• Local emergency exists • ICS and responders on the scene are capable of managing the incident	• Motor vehicle accident • Grass fire • Approaching severe weather • Special events • Multi-alarm fire • Major police or ESU response	• The standard response of appropriate city departments • Local emergency responders at the scene • An ICP may be established
Level 3 *Emergency / Crisis Operations*	• Escalation to non-routine emergency • Multi-departmental response	• Severe weather warning • Major HazMat release • Isolated evacuation(s) • Suspected communicable disease response • Law enforcement incidents requiring mutual aid and multiple operational periods • Mass-casualty incident • Multi-alarm fire requiring mutual aid and operational periods	• Departments review their internal departmental emergency plans and procedures • Emergency Management monitors the situation • City management updated by DEM
Level 2 *Disaster Operations*	• Help from other jurisdictions, agencies, or mutual aid may be necessary • Regional disaster response may be required • Multi-site incident	• Confirmed WMD/Bio event • Extensive, severe weather damages • Large scale evacuation • Mass care / Sheltering needed	• Response of multiple City departments • Mayor and City Council notified by city management • City Management representative to EOC
Level 1 *Catastrophic event Operations*	• Wide area disaster • State and/or federal help required	• Large tornado or significant severe weather damages • CBRNE/ Terrorism Incident • Extended Mass Care or sheltering operations • Widespread infectious disease outbreak	• City Management reps to EOC • Mayor and City Council notified by city management • Outside agencies requested for assistance

Emergency Operations Center Readiness Levels

For consistency with State Operations Center activation levels, the City of Plano EOC activation levels will go from Level IV (monitoring), Level III (Emergency / Crisis Operations), Level II (Disaster Operations), to Level I (catastrophic event).

Level IV (Normal Operations/ Monitoring)

Level IV (Normal Operations/ Monitoring) indicates that notification will be made to all city departments for informational purposes only in the event they are required to take action as part of their everyday responsibilities.

Level III (Emergency / Crisis Operations)

Level III activation indicates a higher level of coordination is needed in response to a threat or event.

- Incidents are able to be handled by City departments with little or no assistance from other departments, mutual aid, or contracts.
- Key staff is alerted, and personnel and equipment availability is reviewed. Staffing at some facilities may be increased to provide additional situation monitoring.
- Contingency plans and procedures are reviewed.
- Equipment shortages and supply needs should be filled, if possible
- Review, evaluate, and update appropriate plans and procedures to ensure the ability to meet anticipated challenges of a specific hazard.
- Begin tracking costs.
- Emergency public information should commence.
- Appropriate officials and agency representatives are briefed on anticipated risks, situations, expected impacts, and contingency measures.

Level II (Disaster Operations)

Level II activation indicates that a response is required to an incident that has affected, or is a threat, to the City of Plano. This level of activation may require resources from external agencies.

- Additional support functions will be needed (activated based on need)
- Staffing of emergency facilities is increased, hours of operation are expanded, and increased coordination is required.
- Requests for inter-departmental assistance may be initiated. Mutual aid agreements may be activated. Additional resources may be requested from the County and/or State.
- Appropriate officials and agency representatives are briefed on the current situation and anticipated impact.
- Local government operations may be impaired due to incident response or facilities being affected by the incident.
- Activated agencies in the EOC shall develop staffing plans for 24-hour operations

Level I (Catastrophic Event Operations)

Level I activation indicates that the scope of the emergency or disaster has expanded to the point that all appropriate emergency response and recovery assets are committed to the incident.

- Interagency coordination and situation reporting will be increased to meet demands for information on the current situation.
- Additional response and recovery assets will need to be obtained through contract or mutual aid requests.
- Impairment of local government operations is probable due to incident response, facility damage, or evacuated personnel.
- Activated agencies will be required to staff the EOC 24/7

Emergency Operations Center Operations

EOC functional operations are assigned for each of the Emergency Support Function located in the attachments section each ESF document. An example of content and tasks are as follows:

- Staffing patterns of the EOC to ensure 24-hour operations
- Internal information flow in the EOC
- Activation / deactivation measures
- Security / EOC Access
- EOC setup
- Emergency power capabilities
- Procedures for disseminating warnings to necessary officials and organizations
- Procedures for the activation of the public notification system and who has the authority to activate it

Emergency Operations Center Activation Staffing

Activation of the EOC means that it is staffed by the Department of Emergency Management and representatives of CEMP functions, and others from the public, private, and volunteer sectors that are or are expected to be, involved in a specific incident.

- Off-Duty emergency telephone numbers for organizational heads are on file in the DEM and in Public Safety Communications. Not listed in this plan are private phone numbers.
- Staffing may change as an incident progresses. Persons directed to staff the EOC are to arrive with knowledge of their organization's capabilities, resources, and mutual aid agreements. They are to remain in the EOC until released and must be authorized to act with full authority for the organization they represent.
- Departments and agencies not directed to the EOC will be expected to conduct business from their normal or designated alternate headquarters in coordination with the DEM.
- The tiered EOC staffing is depicted in the EOC Standard Operating Procedures.

Key Roles

Preparedness, Response, Recovery, and Mitigation Activities

- The EMC should coordinate the mitigation, preparedness, response, and post-disaster recovery activities of all elements of local government and should initially serve as the City of Plano's single point of contact on these recovery activities as they relate to local, State, and Federal officials.
- Emergency Management should facilitate the transition between response and recovery. Both response and recovery may occur at the same time.
- Emergency Management will also facilitate the coordination between local field offices and state and federal disaster field office development. Location names will be relayed to the necessary state and federal liaisons.

Evacuation

- The Mayor, by authority of Texas Government Code 418, may order the evacuation of all or part of the City of Plano from a stricken or threatened area if the mayor considers the action necessary for preserving life or other disaster mitigation, response, or recovery purposes. Additionally, The Mayor may control ingress to and egress from a disaster area within Plano and control the movement of persons and the occupancy of premises in that area.
- Acquiring, Review, and Filing Emergency and Disaster SOPs and Checklists
- The City of Plano Department of Emergency Management is responsible for acquiring and reviewing all of the City of Plano's emergency SOPs and checklists related to emergency and disaster mitigation, preparedness, response, and recovery. The DEM is also responsible for assisting with the development of emergency SOPs and checklists for other City agencies. The DEM keeps other agency SOPs and checklists on file. These SOPs and checklists are updated as necessary.
- Maintaining the Operational Readiness of the City of Plano Emergency Operations Center
- The maintenance of operational readiness of the City of Plano EOC is the responsibility of the City of Plano Department of Emergency Management.

Notification and Warning

- The City of Plano Public Safety Communications (PSC) will serve as the City of Plano’s 24-hour warning notification and receipt point. The Director of PSC will also serve as the coordinator for *ESF #2 Communications and Warning.* The Public Safety Communications Department is located in the basement of the City of Plano Municipal Center. An alternate 24-Hour Warning Point is located at the City of Plano EOC.
- Primary warning receipt systems for the EOC include regular telephones, cellular telephones, facsimile machines, Amateur Radio Emergency Services (ARES), email notification systems, networked incident management software.
- The use of Telecommunications Device for the Deaf (TDD) machines and operators will be used to disseminate warnings to the hearing impaired. Visually impaired people will be notified of warnings via weather radio, broadcast radio, Plano City Call, and television.

- Warning dissemination will occur through various means, including the City of Plano Outdoor Warning System, NOAA Weather Radio, social media, email, radio, and television media outlets. The State Operations Center will be notified of a variety of incidents through the Garland TDEM District Coordinator. All notifications are at the discretion of the EMC.

Response Actions

- Steps for Declaring a State of Local Emergency
  - The Director of the Department of Emergency Management should, when deemed necessary, begin the process of requesting a State of Local Emergency using the following measures:
    - Solicit draft State of Local Emergency (document) input from City departments, including recommendations to modify, suspend, or cancel the enforcement of ordinances and other rules in which they have an interest or responsibility
    - Draft the State of Local Emergency document
    - Request a State of Local Emergency before the City of Plano City Council
    - Disseminate the original and all subsequent declarations to law enforcement, other affected entities, and the media. A sample State of Local Emergency Document can be found in the DEM library.
- Closing of Schools and Businesses
  - Closing of schools will be made by the Independent School Districts located within the City of Plano with advice from the Department of Emergency Management. Both the Frisco and Plano Independent School Districts are on the DEM and Public Safety Communications notification list for all impending and actual threats.
  - Businesses will close using the decision of their owners/managers
- Requesting County and/or State of Texas Assistance
  - No requests will be made directly to the County or the State. All requests for County or State Assistance must be made through the City of Plano EMC, or designee
  - If local resources are inadequate to deal with an emergency situation, the City may request additional assistance. Initial assistance requests are routed from the local jurisdiction to the county emergency management office for fulfillment. If the county office is unable to fulfill the request for resources, requests for assistance may then be directed to the state.
  - State assistance furnished to local governments is intended to supplement local resources and not substitute for such resources, including mutual aid resources, equipment purchases or leases, or resources covered by emergency service contracts. Requests for state assistance should be made to the Disaster District Committee (DDC) Chairperson, who is located at the Department of Public Safety District Office in Garland, Texas. The State of Texas Assistance Request (STAR) form, available in the WebEOC platform should be used to request state assistance if at all feasible. In essence, state emergency assistance to local governments begins at the DDC level, and the key person to validate a request for, obtain, and provide that state assistance and support is the DDC Chairperson.
  - A request for state assistance must be made by the Chief Elected Official (the Mayor). While the use of the STAR form is preferable when making assistance requests, requests may also be made by email, telephone, or fax.

The DDC Chairperson has the authority to utilize all state resources within the district to respond to a request for assistance, with the exception of the National Guard. The use of National Guard resources requires the approval of the Governor.

- The Disaster District staff will forward requests for assistance that cannot be satisfied by state resources within the District to the State Operations Center in Austin for action.

Re-entry

Re-entry to evacuated areas is a controlled activity for residents, people who work in the area and for, contractors, and others seeking to work in the evacuated area. Re-entry will be undertaken only during daylight hours.

- The Plano Police Department will manage appropriate Traffic Control Points (TCP).
- Proof of residency in the area or area of employment must be presented at the TCP in order to gain re-entry. For residents, a driver's license listing an address in the evacuated area is acceptable for re-entry. Lacking that, specific documentation of residency in the evacuated area can be established by photo ID along with a utility bill addressed to the bearer at the area address or a lease or proof of building ownership. Employees of businesses in the evacuated area must present a photo ID issued by that business for the address in the evacuated area or a photo ID along with other proof of employment at the business address in the evacuated area, such as a paycheck stub.
- Re-entry to evacuated areas will begin and will be conducted only during daylight hours and as damage assessment, debris removal, and the status of utility permits. When the evacuated area is large or involves multiple sectors, re-entry is likely to take place in phases. Local broadcasts and other means of public information dissemination will be used to announce which areas are open for re-entry and when re-entry will commence.

RESPONSIBILITIES

This Plan is based on the principle that all emergencies and disasters occur at the local government level. Therefore, the City of Plano has primary responsibility for local emergency preparedness, response, recovery, and mitigation.

Each Office and Department of local government must develop internal preparedness, response, and recovery procedures to implement this Plan and ensure internal capabilities to perform the Office or Department functions.

Coordination with County, State, and Federal Support of Local Operations

- The City of Plano will remain in constant contact with the Collin County Emergency Management, Denton County Fire Marshal's Office and Office of Emergency Management, and the State of Texas Division of Emergency Management during the threat, onset, response, and recovery of any large emergency or disaster.
- The City of Plano will request County and State assistance through the City of Plano Emergency Management Coordinator or designee. The EMC will then analyze the request and forward it to the County and the State **only when** all other City resources are depleted.
- The City of Plano will also coordinate with County, State, and Federal agencies for the following situations:
- Establishing Disaster Recovery Centers (DRC) and Disaster Field Offices (DFO) (Lead: Emergency Management)

- Escorting Damage Assessment Teams and Impact Assessment Teams (Lead: Building Inspections)
- Coordinating Community Relations Teams (Lead: Parks and Recreation)
- Locating and setting up Emergency Housing (Lead: Emergency Management and Neighborhood Services)
- Requesting and locating additional resources as needed by the City of Plano, surrounding cities, Collin / Denton County, or the State of Texas (Lead: Emergency Management)
- Determining the need for Public and Individual Assistance (Lead: Emergency Management and Policy Group)
- Determining Unmet Needs (Lead: Emergency Management and Neighborhood Services)
- Coordinating with mitigation assessment teams (Lead: Emergency Management / Hazard Mitigation Working Group)

Plan Development and Maintenance

Plan development and maintenance is a primary responsibility of the City of Plano Department of Emergency Management. Active and ongoing participation in the emergency planning process and in Plan production and evaluation is required of all who have responsibilities in Plan implementation. The process involves a team of participants from all sectors of the community and at all levels of authority in those sectors.

The final draft plan is submitted to the City Council for review. After all, issues raised in the final review step have been addressed by the EMC, a public hearing and comment period will precede City Council's approval. Upon approval, the Mayor promulgates the CEMP by signature, and copies are distributed for the record, for users, and for public access. Changes will be sent to all persons on the distribution list as named in Attachment-1 at the end of this Plan.

Complete rewriting and reprinting of the Plan and submission to the City Council for a formal review are done by exception, usually every five years.

Record / Document Keeping for Government Functions and Post-Disaster Operations

All levels of government must ensure the protection of the records vital to disaster preparation and response so that normal operations may resume after a disaster. Additionally, additional records may be essential to recovery from the effects of a disaster. Due to this, all City of Plano departments and agencies have developed a Continuity of Operations Plan (COOP) that the DEM will review for consistency and content.

Mutual Aid Agreements / Memorandum of Understanding

- Mutual Aid Agreements (MAA) and Memorandum of Understanding (MOU) will be entered into by duly authorized officials and will be formalized in writing.
- The DEM shall review all mutual aid agreements prior to their execution for consistency with the National Incident Management System.
- Unless otherwise provided, agreements remain in effect until rescinded or modified. A recorded review and updating is required when circumstances of the agreement change or during the anniversary date of the mutual aid agreement.
- Officials who have signed Mutual Aid Agreements are responsible for ensuring that a current copy is on file in the DEM.

- Any agencies responding to mutual aid requests (outside of daily automatic mutual aid) must notify the DEM, so resources are tracked in case of an incident within the City of Plano.
- All mutual aid requests will be processed through the ESF #7 *Logistics & Resource Management* desk or the EMC. This is done to ensure continuity in response and to avoid duplication in resources sent

Agency / Department Responsibilities

The following is a general listing of responsibilities for various entities within the City of Plano. More specific details on responsibilities may be found in the Emergency Support Functions annexes.

General

- **Mitigation**

  The City of Plano will conduct mitigation activities as an integral part of our emergency management program. Mitigation is intended to eliminate hazards, reduce the probability of hazards causing an emergency situation, or lessen the consequences of unavoidable hazards. Mitigation should be a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation. The City's mitigation program is outlined in the Hazard Mitigation Action Plan.

- **Preparedness**

  The City of Plano shall conduct preparedness activities to develop the response capabilities needed in the event of an emergency. Among the preparedness activities included in our emergency management program are:

  - Providing emergency equipment and facilities through grants and other means
  - Emergency planning, including maintaining this plan, its annexes, and appropriate SOPs
  - Conducting or arranging appropriate training for emergency responders, emergency management personnel, other local officials, and volunteer groups who assist us during emergencies
  - Conducting periodic drills and exercises to test the effectiveness of plans and training programs

- **Response**

  The City of Plano will respond to emergency situations effectively and efficiently. Most of this Plan and its annexes focus on planning for the response to disasters. Response operations are intended to resolve an emergency situation while minimizing casualties and property damage. Response activities include warning and notification, public health, medical services, firefighting, law enforcement, shelter and mass care, emergency public information, search and rescue, as well as other associated functions.

- **Recovery**

  If a disaster occurs, the City of Plano will carry out a recovery program that involves both short-term and long-term efforts. Short-term operations seek to restore vital services to the community and provide for the basic needs of the public. Long-term recovery focuses on restoring the community to its normal state. The Federal Government, pursuant to the Stafford Act, provides the vast majority of disaster recovery assistance.

The recovery process includes assistance to individuals, businesses, and to government and other public institutions. Examples of recovery programs include temporary housing, restoration of government services, debris removal, restoration of utilities, disaster mental health services, and reconstruction of damaged roads and bridges. The City's recovery program is outlined in ESF #14 Recovery and the Disaster Recovery and Redevelopment Plan.

Assigned Responsibilities

The general responsibilities assigned to the Executive Group, Emergency Support Functions, Support Annexes, Incident Annexes, and other Agencies.

Executive Group

- **Mayor's Office**
  - Establish objectives and priorities for the emergency management program and provide general policy guidance on the conduct of that program.
  - Monitor the emergency response during disaster situations and provide direction where appropriate.
  - With the assistance of the Public Information Officer, keep the public informed during emergencies.
  - With the assistance of the City Attorney and EMC, declare a Local State of Emergency, request the Governor declare a state of emergency, or invoke the emergency powers of government when necessary.
  - Request assistance from other local governments or the State when necessary.
  - Direct activation of the EOC.
- **City Manager and Deputy City Managers**
  - Function as the coordination point between the Mayor, City Council, and the City department and office heads and private and volunteer sector representatives.
  - Implement the policies and decisions of the governing body relating to emergency management.
  - Support the EMC in assignment of emergency management program tasks to departments and agencies.
  - Assist in ensuring that departments and agencies participate in emergency planning, training, and exercise activities**.**
- **Director, Emergency Management**
  - Serve as the staff advisor to the Mayor on emergency management matters.
  - Keep the Mayor and City Manager apprised of the City's preparedness status and emergency management needs.
  - Organize and oversee the City of Plano Department of Emergency Management program and identify personnel, equipment, and facility needs.
  - Coordinate local planning and preparedness activities and the maintenance of this plan.
  - Prepare and maintain a resource inventory
  - Arrange appropriate training for local emergency management personnel and emergency responders

- Coordinate periodic emergency exercises to test the effectiveness of plans and training programs
- Manage the EOC, develop procedures for its operation, and conduct training for those who staff it
- Coordinate the operational response of local emergency services
- Coordinate activation of the EOC and supervise its operation
- Perform day-to-day liaison with the state emergency management staff and other local emergency management personnel
- Coordinate with organized volunteer groups and businesses regarding emergency operations
- City Attorney
- Provide a two-person successor list to the DEM.
- Provide legal counsel as required throughout the emergency with particular emphasis on State of Local Emergency (SLE) / disaster declarations and re-entry issues.

EMERGENCY SUPPORT FUNCTIONS

The City of Plano Emergency Support Functions, Support Annexes, and Incident Annexes that could be activated during an emergency or disaster

ESF #1 Transportation

- **Coordinator**(s): Public Works, Engineering
- **Scope:**
  - Monitor and report status of damage to the transportation system and infrastructure as a result of the incident
  - Identify temporary alternative transportation solutions that can be implemented by others when systems or infrastructure are damaged, unavailable, or overwhelmed
  - Perform any necessary coordination of resources in relation to aviation, maritime, surface, railroad, and pipeline transportation with internal and external agencies
  - Mobilize, deploy, maintain and track transportation resources available to the City for use during emergency operations
  - Coordinate the restoration and recovery of the transportation systems and infrastructure
  - Coordinate and support prevention, preparedness, response, recovery, and mitigation activities among transportation stakeholders within the authorities and resource limitations of ESF #1 agencies
  - ESF #1 is not responsible for movement of goods, equipment, animals, or people; however, coordination with ESF #6 Shelter and Mass Care is necessary
  - Mobilize, deploy and maintain transportation resources available to the City for use during emergency operations
  - Perform necessary actions to assist with emergency evacuation and reentry

ESF #2 Communications and Warning

- **Coordinator(s):** Public Safety Communications, Technology Services
- **Scope:**
  - Coordinate the restoration and recovery of the City of Plano communications infrastructure
  - Provide interoperable communications support to City of Plano and incoming mutual aid during times of emergency or disaster
  - Assess the potential impact to and damage assessment of the communications infrastructure
  - Coordinate and support prevention, mitigation, response, and recovery activities among ESF #2 stakeholders within the authorities and resource limitations of ESF #2 agencies
  - Address cyber security issues that result from or occur in conjunction with incidents
  - Provide 24 / 7 warning coordination and dissemination to employees and the public about impending or actual threats
  - Coordinate a multi-faceted warning system to include functional needs populations
  - Monitor weather and other information feeds for hazards or threats that may adversely affect lives and property in the City of Plano

ESF #3 Public Works and Engineering

- **Coordinator(s):** Public Works, Engineering
- **Scope:**
  - Coordinate the restoration and recovery of the City of Plano Public Works infrastructure
  - Work with the Department of Emergency Management to execute emergency contract support for lifesaving and life-sustaining resources (i.e., debris management)
  - Provide technical assistance and expertise, construction management, and contracting and real estate services
  - Provide emergency repair of damaged public infrastructure and critical facilities.
  - Assess the potential impact to and damage assessment of Public Works and City of Plano infrastructure
  - Coordinate and support prevention, mitigation, response, and recovery activities among ESF #3 stakeholders within the authorities and resource limitations of ESF #3 agencies

ESF #4 Firefighting

- **Coordinator(s):** Fire Department
- **Scope:**
  - Manages and coordinates firefighting activities including containment, suppression, coordination of evacuation in hazard areas, and delivery of emergency medical service
  - Provides personnel, equipment, and supplies in support of firefighting operations during a major emergency or disaster

ESF #5 Emergency Management

- **Coordinator(s):** Emergency Management
- **Scope:**
  - Coordinate overall mitigation, preparedness, response, and recovery activities in the City of Plano. This includes emergency and disaster planning, training, and exercises.
  - Identify, or assist in identifying resources for alert, activation, and subsequent deployment for quick and effective response and recovery
  - Complete Incident Action Planning efforts during activation of the EOC
  - Coordinate with the Accounting Division to ensure departmental tracking of eligible disaster costs and subsequent reimbursement
  - Coordinate operations of the EOC during times of activation, as well as on a day to day basis
  - During EOC activation, provide system and resources for information collection, analysis, and management
  - Facilitate requests for mutual aid resources from the City of Plano. Also facilitate mutual aid requests from the City to Collin / Denton County or the State of Texas.

ESF #6 Shelter and Mass Care

- **Coordinator(s):** Parks and Recreation, Fire Department
- **Scope:**
  - In conjunction with the American Red Cross (ARC), coordinate risk and host sheltering operations for the City of Plano.
  - Assist volunteer, local, state, and federal agencies in performance of mass care. This may include identifying resources for feeding operations and bulk distribution of emergency items.
  - Assist volunteer, local, state, and federal agencies in providing emergency assistance. This may include registration and tracking of evacuees, emergency services for pets and service animals, coordination of donated goods and services, and coordination of voluntary agency assistance (through Support Annex Volunteer Management and Support Annex Donations Management).
  - Assist volunteer, state, and federal agencies in providing human services. This may include setting up centers for people to apply for programs to replace destroyed personal property, obtain disaster loans, food stamps, crisis counseling, disaster unemployment, disaster legal services, and other state and / or federal benefits.
  - Coordinate identification of populations who require special attention following an emergency or disaster (i.e., medical needs, shut-ins, non-English speaking populations, prisoners, etc.).
  - Coordinate with appropriate agencies for managing functional needs populations following an emergency or disaster (evacuation, relocation, etc.).

ESF #7 Logistics & Resource Management

- **Coordinator(s):** Procurement and Project Management
- **Scope:**
  - Set forth a framework to manage resources within the City of Plano during and after an emergency or disaster
  - Establish a framework for integration of internal and external logistics partners, as warranted, through increased collaboration in the planning, sourcing, acquisition, and utilization of resources.
  - Accelerate communication among all service support elements in order to minimize recovery efforts in the impact area, and re-establish self-sufficiency as rapidly as possible.
  - Review contracts, memorandum of understanding, Memorandum of Agreement (MOA), and interagency agreements as necessary to ensure consistency with City of Plano Purchasing rules, regulations, and state law.

ESF #8 Medical Services

- **Coordinator(s):** Fire Department
- **Scope:**
  - Providing assistance in and/or coordinating the following areas following an emergency or disaster:
  - Assessment of medical needs
  - Health surveillance
  - Medical care personnel
  - Medical equipment and supplies
  - Patient evacuation
  - Patient care
  - Safety and security of drugs, biologics, and medical devices
  - Blood and blood products
  - All-hazard medical consultation, technical assistance, and support
  - Behavioral health care
  - Mass fatality management, victim identification, and decontamination of remains

ESF #9 Search and Rescue

- **Coordinator(s):** Fire Department
- **Scope:**
  - Prepare for and coordinate Search and Rescue operations as required during incidents in the City of Plano, including:
    - Structural Collapse (Urban) Search and Rescue (USAR)
    - Waterborne Search and Rescue
    - Inland / Wilderness Search and Rescue

ESF #10 Hazardous Materials

- **Coordinator(s):** Fire Department
- **Scope:**
  - Prepare for, respond to, and recover from a threat to public health, welfare, or the environment caused by actual or potentially hazardous materials incidents.
  - Prevent, minimize, or mitigate hazardous materials releases
  - Work with other agencies to coordinate and implement cleanup and waste disposition.
  - Provide initial decontamination of personnel, equipment, and citizens who may be exposed to hazardous materials.

ESF #12 Utilities & Energy

- **Coordinator(s):** Public Works, Policy and Government Relations
- **Scope:**
  - Collect, evaluate, and share information on energy system damage/outages and provide estimations on the impact (time and location) of outages within affected areas.
  - Provide information concerning the restoration process, such as projected schedules, percent of completed restoration, and geographic information on the restoration.

ESF #13 Public Safety & Security

- **Coordinator(s):** Police Department
- **Scope:**
  - Serve as the primary authority for enforcement of laws and ordinances in the City of Plano.
  - Staff traffic control points / access points to scenes as warranted by the incident.
  - Provide site / scene security as required by the incident.
  - Provide for investigative process should one be required for the incident (typically involving criminal activity).
  - Mitigate or prevent criminal activity through patrol and other crime prevention measures.

ESF #14 Recovery

- **Coordinator(s):** Emergency Management
- **Scope**
  - Establishes a concept of operations spanning the coordination of an emergency or disaster for the post-disaster recovery and mitigation actions taken by the City of Plano.
  - Activates in accordance with the CEMP to facilitate the recovery process from any incident, and to apply for and obtain financial reimbursement from state and federal assistance programs for qualifying events.
  - Coordinates accurate assessments of the impact and damages caused by the event in order to develop a clear and quantifiable operating picture.

- Defines coordination mechanisms to help facilitate the delivery of immediate assistance, including direction and control of local, county, state, and federal response and recovery assistance.
- Assigns specific functional responsibilities to appropriate City departments and agencies, as well as outlines methods to coordinate with the private sector and volunteer organizations.
- Identifies actions that City response and recovery organizations will take in coordination with private, volunteer, county, state, and federal counterparts, regardless of the magnitude of the disaster.
- Provides guidance in assembling and organizing records that provides thorough documentation of recovery activities and facilitates the financial reimbursement process
- Sustains open communication that fosters new ideas, provides viable solutions to challenges and identifies successful best practices throughout the recovery process

ESF #15 Public Information

- **Coordinator(s):** Communications & Community Outreach, Media Relations
- **Scope:**
  - Establish Joint Information System (JIS) and Joint Information Center (JIC) to communicate emergency information to various audiences following an emergency or disaster. These audiences include private sector, public sector, citizens, and other agencies as required.
  - Coordinate with City, state, and federal agencies to compile emergency information to ensure consistent message delivery.
  - Produce press releases and other outreach information as required in order to communicate emergency information.
  - Coordinate media press conferences with other departments and agencies as required.

Support Annex – Volunteer Management

- **Coordinator(s):** Parks and Recreation
- **Scope:**
  - Inventory, update, and maintain a database of offers of services and goods.
  - Develop a liaison with other ESFs regarding available donated resources and goods.
  - Maintain a daily log of activities and action plans, including scheduling staff and submitting situation reports to ESF #5 Emergency Management.
  - Assist in the coordination of field activities related to volunteer management including establishing a volunteer hotline, database, and Volunteer Reception Center (VRC).
  - Ensure appropriate information intended for public distribution is given to ESF #15 Public Information.
  - Oversee Unmet Needs Committee that will work to fulfill needs that may arise that may not be normally covered under government scopes of services.

Support Annex – Donations Management

- **Coordinator(s):** Library Services
- **Scope:**
  - Inventory, update, and maintain a database of offers of services and goods.
  - Develop a liaison with other ESFs regarding available donated resources and goods.
  - Maintain a daily log of activities and action plans, including scheduling staff and submitting situation reports to ESF #5 Emergency Management.
  - Assist in coordination of field activities related to donated goods including a donations hot line, database, Donation Collection Center(s), Staging Areas, and donations liaisons.
  - Ensure appropriate information intended for public distribution is given to ESF #15 Public Information.
  - Oversee Unmet Needs Committee that will work to fulfill needs that may arise that may not be normally covered under government scopes of services.

Support Annex – Private Sector Coordination

- **Coordinator(s):** Economic Development, Special Projects
- **Scope:**
  - Identify businesses and industries that may be shut down due to physical damage to their property.
  - Work with ESF #15 Public Information to develop public awareness campaigns to inform businesses of available programs for business assistance (if activated by state or federal resources).
  - Collection and compilation of information regarding business losses due to a disaster event.
  - Identify Public-Private Partnerships (PPP) that can be built to assist in emergency and disaster preparedness, response, and recovery.

Support Annex – Damage Assessment

- **Coordinator(s):** Building Inspections
- **Scope:**
  - Develop multi-disciplinary impact and damage assessment teams that are trained to perform an efficient assessment of damages and losses following large-scale emergencies and disasters.
  - Perform an initial impact assessment (sometimes referred to as Preliminary Damage Assessment) of the City of Plano following a large-scale emergency or a disaster to determine areas affected, and damages or losses to housing and businesses.
  - Coordinate with local, state, and federal agencies to complete a detailed damage assessment of city infrastructure, housing, and businesses.
  - Compile reports and submit to ESF #5 Emergency Management for submittal to State and federal agencies as required. Reports shall include estimated dollar values for losses.

Support Annex – Financial Management

- **Coordinator(s):** Finance, Budget & Research
- **Scope:**
  - Responsible for tracking time and costs, executing purchases, and compiling financial records.
  - Assists with the compilation of emergency or disaster-related financial information.
  - Assists ESF #5 Emergency Management with funding aspects of emergency or disaster programs and funds.

Incident Annex – Public Health

- **Coordinator(s):** Environmental Health & Sustainability
- **Scope:**
  - Providing assistance in and/or coordinating the following areas following an emergency or disaster:
    - Assessment of public health needs
    - Health surveillance
    - Medical care personnel
    - Health equipment and supplies
    - Patient care
    - Food safety and security
    - All-hazard public health consultation, technical assistance, and support
    - Behavioral health care
    - Vector control
    - Potable water/wastewater and solid waste disposal
    - Shelter Inspections

Incident Annex – Terrorism

- **Coordinator(s):** Police Department, Fire Department
- **Scope:**
  - Identify the operational strategies for the City of Plano's response to actual or threatened terrorist incidents.
  - Describe potential threats to the City of Plano and the Dallas-Fort Worth Region.
  - Describe warning, command, control, communications, and coordination activities to actual or threatened terrorist incidents.
  - Define information-sharing partnerships among emergency management and law enforcement partners.
  - Clarify roles and responsibilities for responding entities.

Volunteer Agencies

Volunteers in Plano (VIP)

Volunteers in Plano (VIP) have three staff members available to respond 24/7 to an emergency. The staff has training in managing volunteers regarding recruitment, orientation, training, and placement. VIP will provide an online database to call out volunteers. The database can receive online volunteer applications, real-time position postings, and scheduling, among many other features.

Plano Community Emergency Response Team (CERT)

The City of Plano CERT is a volunteer organization that trains Plano citizens in basic first aid, search and rescue protocol, and shelter management. Plano CERT also works to educate our volunteers to better equip themselves to help their families and community. Plano CERT may be involved in the follow:

- Assist when called up by the City of Plano with any needs regarding an emergency either in Plano or Collin County
- Assist in shelter operations
- Assist with donation management
- Assist in conducting coordinated damage estimation and assessment
- Assist with limited search and rescue
- Assist with crowd control

American Red Cross (ARC)

In coordination with the DEM and ESF #6, the American Red Cross may determine when and where shelters shall be opened. American Red Cross could coordinate the operation of a shelter(s) within the City by coordinating with local faith-based organizations and other facilities that have been deemed as shelters. Also, through coordination with DEM and organizations, the American Red Cross may set operating hours and capacities for shelters, arrange for food and other shelter services. Other tasks may include:

- Operating a shelter locator service.
- Assist with the coordinated damage estimation and assessment efforts.
- Provide public services in accordance with the Chapter Disaster Plan.
- Maintain liaison with the EOC throughout the emergency period.
- Open and operate shelters and service centers in accordance with National ARC programs and policies.

The Salvation Army (SA)

The Salvation Army provides emergency assistance including mass and mobile feeding, temporary shelter, counseling, missing person services, medical assistance, and the warehousing and distribution of donated goods including food, clothing, and household items. It also provides referrals to government and private agencies for special services.

Radio Amateur Civil Emergency Service (RACES) / Amateur Radio Emergency Service (ARES)

The Radio Amateur Civil Emergency Service provides amateur radio support for emergency operations, including communications support in the EOC.

ADMINISTRATION AND SUPPORT

Agreements and Contracts

- Should local resources prove to be inadequate during an emergency; requests will be made for assistance from other local jurisdictions, other agencies, and industry in accordance with existing mutual-aid agreements and contracts and those agreements and contracts concluded during the emergency. Such assistance may include equipment, supplies, or personnel.
- Mutual aid agreements and memoranda of understanding will be entered into by duly authorized officials and will be formalized in writing.
- All mutual aid agreements will follow the National Incident Management System guidelines. Unless otherwise provided, agreements remain in effect until rescinded or modified. A recorded review and update is required when circumstances of the agreement change, and at least annually on the anniversary date of each mutual aid agreement, unless otherwise noted in the mutual aid agreement.
- In an emergency or disaster situation, the ESF #7 Resource Management Coordinator will make and keep track of all emergency mutual aid contacts and resources that are to be used.

Reports

Hazardous Materials Spill Reporting

If a City department or agency is responsible for a release of hazardous materials of a type or quantity that must be reported to state and federal agencies, that department or agency shall make the required report. See ESF #10 Hazardous Materials, for more information. If the party responsible for a reportable spill cannot be located, the Incident Commander shall ensure that the required report(s) are made.

Initial Emergency Report

This short report should be prepared and transmitted by the EOC when an on-going emergency incident appears likely to worsen and assistance may be needed from other local governments or the State.

Situation Report

A situation report should be prepared and distributed by the EOC during major emergencies or disasters.

Other Reports

Several other reports covering specific functions are described in the annexes to this plan.

Post-Incident Evaluation

All post-incident evaluations shall follow guidelines set forth by the Homeland Security Exercise and Evaluation Program (HSEEP). Following each incident, an After-Action Review and Report (AAR) will be developed. As a result of the AAR, a Corrective Action Plan and an Improvement Plan will be developed to ensure that lessons learned are incorporated into future preparedness, response, and recovery efforts. Needed corrective actions are followed up by each agency's administration and the DEM.

Records

Record Keeping for Emergency Operations

The City of Plano Finance Department is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support emergency operations. This shall be done in accordance with the established local fiscal policies and standard cost accounting procedures.

Activity Logs

The Incident Command Post and the EOC shall maintain accurate logs recording key response activities, including:

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

Incident Costs

All departments and agencies shall maintain records summarizing the use of personnel, equipment, and supplies during the response to day-to-day incidents to obtain an estimate of annual emergency response costs that can be used as in preparing future department or agency budgets.

Emergency or Disaster Costs

For major emergencies or disasters, all departments and agencies participating in the emergency response shall maintain detailed costs for emergency operations to include:

- Personnel costs, especially overtime costs.
- Equipment operations cost.
- Costs for leased or rented equipment.

- Costs for contract services to support emergency operations.
- Costs of specialized supplies expended for emergency operations.

These records may be used to recover costs from the responsible party or insurers or as a basis for requesting financial assistance for certain allowable response and recovery costs from the state and/or federal government.

Preservation of Records

- In order to continue normal government operations following an emergency situation disaster, vital records must be protected. These include legal documents as well as property and tax records. The principal causes of damage to records are fire and water; therefore, essential records should be protected accordingly. Each agency responsible for the preparation of annexes to this plan will include the protection of vital records in its SOPs.
- If records are damaged during an emergency situation, the City of Plano will seek professional assistance to preserve and restore them.

Consumer Protection

Consumer complaints regarding alleged unfair or illegal business practices often occur in the aftermath of a disaster. Such complaints will be directly referred to the Consumer Protection Division of the Office of the Attorney General.

Financial Management

- It is the practice of City of Plano employees to use the same process to fill out and file financial reports in daily activities as it is during emergency situations. These procedures are compatible to state and federal financial procedures. Municipal finance agents' work together to ensure continuity in financial procedures during emergency and disaster events.
- The City of Plano Purchasing Department and Accounting Division will work as a team to support preparedness, response, recovery, and mitigation activities on an everyday basis. This includes any training and guidance as needed. All disaster costs will be captured and handled through a Disaster / Emergency Account set up through the Accounting Division.
- The Purchasing Department will provide procurement support for supplies, facilities, equipment, and supplies needed by City agencies. Items that may be included are meals, vehicle repair parts, construction materials, and rental equipment.
- City of Plano emergency operations are funded by the budgeted allocations of each agency having functional responsibilities in emergency operations.
- The City may allocate and expend funds as appropriate for local emergency operations in accordance with Texas Government Code 418. As a general rule, funding availability may be assumed for all emergency response efforts.
- Close expenditure controls must be exercised during any emergency operation. The City Manager, or authorized Deputy City Manager, operating from the EOC, is the approved point for expense authorization. The City of Plano Finance Director will provide a technical overview of this area. No emergency staff shall make funding commitments without the coordination of the Finance Director, City Manager, or authorized Deputy City Manager(s).
- Complete and accurate accounts of emergency expenditures and obligations, including personnel and equipment costs, must be maintained.

Accounting is required on a daily (sometimes more regular) basis to identify and document personnel costs, supplies and materials used, and equipment hours committed to each specific preparation, response, and recovery task. Equipment use charges must be associated with an equipment operator. All personnel hours must be identified with a specific and definable task.

- When responding to another jurisdiction for mutual aid, the responding party **must obtain a mission number or tracking number**. This will be used to identify costs. Once costs are figured at the end of the event, the department head shall forward all costs to the Finance Department, which will compile costs and send them to the hosting jurisdiction. In cases of mutual aid requests from the State of Texas, the City of Plano Finance Department shall forward costs, along with the appropriate paperwork to the Department of Emergency Management (paperwork can be obtained from the DEM). The DEM will then forward the appropriate paperwork to the State of Texas Division of Emergency Management (TDEM).
- Following an event, the Finance Department will coordinate with all City of Plano agencies to compile costs and proper documentation needed for reimbursement under public assistance procedures. A member of the Finance Department, the DEM, and pertinent agency officials will be present during the reimbursement application process with the Federal Emergency Management Agency (FEMA) and / or the TDEM.
- When Federal Public Assistance is provided under the Disaster Relief Act, local projects approved by FEMA are subject to both state and federal audit (except small projects approved under Section 419 of Public Law 92-288 which require only federal audit).
- There are several funding agreements that are made available to counties and other local jurisdictions during peacetime, as well as disasters. Most of these agreements come in the form of grants. The following is a list of examples of funding agreements that can and / or will assist the City of Plano in emergency and disaster mitigation, preparedness, response, and recovery:
    - **Program / Technical Funding:**

      On occasion, funding becomes available from the Federal and State government to implement programs on the local level. Such ongoing programs include the State Homeland Security Grant Program (SHSP), Law Enforcement Terrorism Prevention Program (LETPP), and Urban Area Security Initiative (UASI) program. The City of Plano is awarded money from these competitive programs regularly in order to enhance its program capabilities.
    - **Mitigation Program Funding:**

      This category includes programs such as the Pre-Disaster Mitigation Fund (PDM), Flood Mitigation Assistance Program (FMA) and the Hazard Mitigation Grant Program (HMGP). The City of Plano reviews its projects at least twice a year to determine if there are any outstanding projects that might qualify for these types of programs.

The City of Plano works with TDEM to identify funding sources that can be used to implement programs and enhance already-existing programs. Any programs that are made available are reviewed by the City of Plano Department of Emergency Management and used as needed in order to enhance emergency mitigation, preparedness, response, and recovery capabilities in the City of Plano.

TRANING, EXERCISES, AND EVALUATIONS

This element of the CEMP addresses the general and specific training of CEMP stakeholders. The City of Plano Department of Emergency Management, in conjunction with the City of Plano Human Resources Department, will be responsible for developing and notifying others of training opportunities as they arise.

- Training to develop disciplinary preparedness for mission operations is the individual responsibility of the Department Directors. The DEM will conduct ongoing and other requested "in-service" training to assist in the integration of discipline-specific training with specifics of emergency management. Training includes emergency exercises and post-event reviews.
- All exercises will follow guidelines set forth by the Homeland Security Exercise and Evaluation Program. Following each drill, tabletop exercise, functional exercise, or full scale exercise, an After Action Review and Report will be developed. As a result of the AAR, a Corrective Action Plan and an Improvement Plan will be developed to ensure that lessons learned are incorporated into future preparedness, response, and recovery efforts. Needed corrective actions are followed up by Administration and the DEM.
- ESF teams will train with the DEM at the start of each severe weather season in basic NIMS / ICS principles as well as their ESF functions and relationships with other ESF and internal EOC operations.
- The City of Plano has developed a Five-Year Exercise and Training program that will incorporate all City departments and include stakeholders from all levels of government and the private and volunteer sectors.

THIS PAGE LEFT INTENTIONALLY BLANK

ATTACHMENT (1) Abbreviations

Table 10. Document Acronyms and Abbreviation

ACRONYMS/ABBREVIATIONS	
AAR	After Action Report
ARC	American Red Cross
ARES	Amateur Radio Emergency Services
CEMP	Comprehensive Emergency Management Plan
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
COOP	Continuity of Operations
DDC	Disaster District Committee
DDMP	Disaster Debris Management Plan
DEM	Department of Emergency Management
DHS	Department of Homeland Security (DHS)
DRC	Disaster Recovery Center
EMC	Emergency Management Coordinator
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
FMAP	Flood Mitigation Assistance Program
HMGP	Hazard and Mitigation Grants Program
HSEEP	Homeland Security Exercise and Evaluation Program
HSPD	Homeland Security Presidential Directive
IA	Incident Annex
ICP	Incident Command Post
ICS	Incident Command System
JIC	Joint Information Center
JIS	Joint Information System
MAA	Mutual Aid Agreement
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NFPA	National Fire Protection Act
NIMS	National Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NRF	National Response Framework
PPD	Presidential Policy Directive
RACES	Radio Amateurs in Civil Emergency Services

ACRONYMS/ABBREVIATIONS	
SA	Support Annex
SOG	Standard Operating Guideline
SOP	Standard Operating Procedure
STAR	State of Texas Assistance Request
TDEM	Texas Division of Emergency Management
TSA	The Salvation Army
TFS	Texas Forest Service
USAR	Urban Search and Rescue
VRC	Volunteer Reception Center

ATTACHMENT (2) Definitions

- **Area Command (Unified Area Command):** An organization established (1.) to oversee the management of multiple incidents that are each being managed by an ICS organization, or (2.) to oversee management or large or multiple incidents to which several Incident Management Teams have been assigned. Sets overall strategy and priorities for the incident, allocates critical resources according to priorities, ensures that incidents are properly managed, and ensures that objectives are met and strategies followed. Area command becomes Unified Area Command when multiple jurisdictions are involved.
- **Disaster Districts:** Disaster Districts are regional state emergency management organizations mandated by Executive Order of the Governor relating to Emergency Management whose boundaries parallel those of the Highway Patrol Districts and Sub Districts of the Texas Department of Public Safety.
- **Disaster District Committee (DDC):** The DDC consists of a Chairperson (the local Highway Patrol Captain or Command Lieutenant), and agency representatives that mirror the membership of the State Emergency Management Council. The DDC Chairperson, supported by committee members, is responsible for identifying, coordinating use of, committing, and directing state resources within the district to respond to emergencies and disasters.
- **Emergency Operations Center (EOC):** Specially equipped facilities from which government officials exercise direction and control and coordinate necessary resources in an emergency or disaster situation.
- **Emergency Public Information:** Information that is disseminated to the public via the news media before, during, and/or after and emergency or disaster.
- **Emergency Situations:** As used in this Plan, this term is intended to describe a range of occurrences, from a minor incident to a catastrophic disaster. In includes the following:

  Incident: An incident is a situation that is limited in scope and potential effects. Characteristics of an incident include:

  - Involves a limited area and/or limited population.
  - Evacuation or in-place sheltering is typically limited to the immediate area of the incident.
  - Warning and public instructions are provided in the immediate area, not community wide.
  - One or two local response agencies or departments acting under an incident commander normally handle incidents. Requests for resource support are normally handled through agency and/or departmental channels.
  - May require limited external assistance from other local response agencies or contractors.
  - For the purposes of the National Response Framework (NRF), incidents include the full range of occurrences that require an emergency response to protect life or property.

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

  - Involves a large area, significant population, or important facilities.
  - May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
  - May require community-wide warning and public instructions.
  - Requires a sizable multi-agency response operating under an incident commander.

- May require some external assistance from other local response agencies, contractors, and limited assistance from state or federal agencies.
- The EOC may be activated to provide general guidance and direction, coordinate external support, and provide resource support for the incident.
- For the purposes of the NRF, an emergency (as defined by the Stafford Act) is "any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to protect property and public health and safety, or to lessen or avert the threat of catastrophe in any part of the United States."

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

- Involves a large area, a sizable population, and/or important facilities.
- May require implementation of large-scale evacuation or in-place sheltering and implementation of temporary shelter and mass care operations.
- Requires community-wide warning and public instructions.
- Requires a response by all local response agencies operating under one or more incident commanders.
- Requires significant external assistance from other local response agencies, contractors, and extensive state or federal assistance.
- The EOC will be activated to provide general guidance and direction, provide emergency information to the public, coordinate state and federal support, and coordinate resource support for emergency operations.
- For the purposes of the NRF, a major disaster (as defined by the Stafford Act) is any catastrophe, regardless of the cause, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster federal assistance.

Catastrophic Incident: For the purposes of the NRF, this term is used to describe a natural or manmade incident, including terrorism that results in extraordinary levels of mass casualties, damage, or disruptions that severely affect the population, infrastructure, environment, economy, national morale, and/or government functions.

- **Hazard Identification and Risk Assessment:** A document, published separately from this plan that identifies the local hazards that have caused or possess the potential to adversely affect public health and safety, public or private property, or the environment. A brief description of the Hazard Risk Assessment can be found below under Situations and Assumptions
- **Hazardous Material (HazMat):** A substance in a quantity or form posing an unreasonable risk to health, safety, and/or property when manufactured, stored, or transported. The substance, by its nature, containment, and reactivity, has the capability for inflicting harm during an accidental occurrence. Is toxic, corrosive, flammable, reactive, an irritant, or a strong sensitizer, and poses a threat to health and the environment when improperly managed. This includes toxic substances, certain infectious agents, radiological materials, and other related materials such as oil, used oil, petroleum products, and industrial solid waste substances.

- **Inter-local agreements:** Arrangements between governments or organizations, either public or private, for reciprocal aid and assistance during emergency situations where the resources of a single jurisdiction or organization are insufficient or inappropriate for the tasks that must be performed to control the situation. These Inter-Local agreements are commonly referred to as Mutual Aid Agreements (MAA).
- **Stafford Act:** The Robert T. Stafford Disaster Relief and Emergency Assistance Act authorizes federal agencies to undertake special measures designed to assist the efforts of states in expediting the rendering of aid, assistance, emergency services, and reconstruction and rehabilitation of areas devastated by disaster.
- **Standard Operating Procedures (SOPs):** Approved methods for accomplishing a task or set of tasks. SOPs are typically prepared at the department or agency level. The SOPs may also be referred to as Standard Operating Guidelines (SOGs).

ATTACHMENT (3) CEMP Distribution List

Table 11. CEMP Distribution List to Internal Agencies

DISTRIBUTION LIST			
Organization / Agency	**Point of Contact**	**CEMP Components**	**Number of Copies**
Animal Services	Director	All	1
Budget & Research	Director	All	1
Building Inspections	Director	All	1
City Attorney	City Attorney	All	1
City Council	City Manager	All	1
City Manager's Office	City Manager	All	1
City Secretary	City Secretary	All	1
Communications & Community Outreach	Director	All	1
Economic Development	Director	All	1
Engineering	Director	All	1
Environmental Health and Sustainability	Director	All	1
Emergency Management	Director	All	1
Finance	Director	All	1
Fire- Rescue	Fire Chief	All	1
Human Resources	Director	All	1
Library Services	Director	All	1
Media Relations	Director	All	1
Municipal Court	Judge	All	1
Neighborhood Services	Director	All	1
Parks & Recreation Convention & Tourism	Director	All	1
Planning	Director	All	1
Police	Police Chief	All	1
Policy & Government Relations	Director	All	1
Procurement & Project Management	Director	All	1
Public Safety Communications	Director	All	1
Public Works	Director	All	1
Special Projects	Director	All	1
Technology Services	Director	All	1

Table 12. CEMP Distribution List to Stakeholders

DISTRIBUTION LIST		
Organization / Agency	**CEMP Components**	**Number of Copies**
AT&T	All	1
Atmos	All	1
Baylor Scott and White Regional Medical Center	All	1
Collin College	All	1
Collin County Emergency Management	All	1
Collin County Public Health	All	1
Collin County Voluntary Organizations Active In Disasters	All	1
Children's Medical Center Legacy	All	1
CoServ Electric	All	1
Dallas Area Rapid Transit	All	1
Denton County Emergency Management	All	1
Denton County Public Health	All	1
Denton County Volunteer Organizations Active In Disasters	All	1
Frisco Independent School District	All	1
Medical City Plano	All	1
North Texas Tollway Authority	All	1
Plano Chamber of Commerce	All	1
Plano Independent School District	All	1
Oncor	All	1
Southern Methodist University	All	1
Spectrum	All	1
Texas Health Presbyterian Plano	All	1
The Heart Hospital Baylor Plano	All	1
The Salvation Army	All	1
Verizon	All	1

ATTACHMENT (4) National Incident Management System (NIMS)

Background

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

Components

- **Command and Management:** The incident management structures employed by NIMS can be used to manage emergency incidents or non-emergency events such as celebrations. The system works equally well for small incidents and large-scale emergency situations. The system has built-in flexibility to grow or shrink depending on current needs. It is a standardized system, so personnel from a variety of agencies and geographic locations can be rapidly incorporated into a common management structure.
    - **Incident Management System.** A system that can be used to manage emergency incidents or non-emergency events such as celebrations.
    - **Features of ICS:** ICS is a management system that can be used to manage emergency incidents or non-emergency events such as celebrations. The system works equally well for small incidents and large-scale emergency situations. The system has built-in flexibility to grow or shrink depending on current needs. It is a standardized system, so personnel from a variety of agencies and geographic locations can be rapidly incorporated into a common management structure. Among the primary attributes of ICS are:
    - **Common Terminology:** ICS requires the use of common terminology, such as the use of standard titles for facilities and positions within an organization, to ensure efficient and clear communications.
    - **Organizational Resources:** All resources including personnel, facilities, major equipment, and supply items used to support incident management activities must be "typed" with respect to capability. This typing will minimize confusion and enhance interoperability.
    - **Manageable Span of Control:** Span of control should ideally vary from three to seven. Anything less or more requires expansion or consolidation of the organization.
    - **Organizational Facilities:** Common terminology is used to define incident facilities, the activities conducted at these facilities, and the organizational positions that can be found working there.
    - **Use of Position Titles:** All ICS positions have distinct titles.
    - **Reliance on an Incident Action Plan:** The incident action plan, which may be verbal or written, is intended to provide supervisory personnel a common understanding of the situation and direction for future action.

The plan includes a statement of objectives, organizational description, assignments, and support material such as maps. Written plans are desirable when two or more jurisdictions are involved, when state and/or federal agencies are assisting local response personnel, or there has been significant turnover in the incident staff.

- **Integrated Communications:** Integrated communications includes interfacing disparate communications as effectively as possible, planning for the use of all available systems and frequencies, and requiring the use of clear text in communications.
- **Accountability:** ICS is based on an orderly chain of command, check-in for all responders, and only one supervisor for each responder.
- **Unified Command:** Unified Command is a variant of ICS used when there is more than one agency or jurisdiction with responsibility for the incident or when personnel and equipment from a number of different agencies or jurisdictions are responding to it. This might occur when the incident site crosses jurisdictional boundaries or when an emergency situation involves matters for which state and/or federal agencies have regulatory responsibility or legal requirements.

  ICS Unified Command is intended to integrate the efforts of multiple agencies and jurisdictions. The major change from a normal ICS structure is at the top. In a Unified command, senior representatives of each agency or jurisdiction responding to the incident collectively agree on objectives, priorities, and an overall strategy or strategies to accomplish objectives; approve a coordinated Incident Action Plan; and designate an Operations Section Chief. The Operations Section Chief is responsible for managing available resources to achieve objectives. Agency and jurisdictional resources remain under the administrative control of their agencies or jurisdictions, but respond to mission assignments and direction provided by the Operations Section Chief based on the requirements of the Incident Action Plan.
- **Area Command:** An Area Command is intended for situations where there are multiple incidents that are each being managed by an ICS organization or to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command becomes Unified Area Command when incidents are multijurisdictional.

  The organization of an Area Command is different from a Unified Command in that there is no operations section, since all operations are conducted on-scene, at the separate incident command posts (ICP).
- **Multiagency Coordination Systems.** Multiagency coordination systems may be required for incidents that require higher level resource management or information management. The components of multiagency coordination systems include facilities, equipment, EOCs, specific multiagency coordination entities, personnel, procedures, and communications; all of which are integrated into a common framework for coordinating and supporting incident management.
- **Public Information**. The NIMS system fully integrates the ICS Joint Information System (JIS) and the Joint Information Center (JIC). The JIC is a physical location where public information staff involved in incident management activities can collocate to perform critical emergency information, crisis communications, and public affairs functions. More information on JICs can be obtained in the DHS National Incident Management System Plan, dated March 2004.

- **Preparedness:** Preparedness activities include planning, training, and exercises as well as certification of response personnel, and equipment acquisition and certification. Activities would also include the creation of mutual aid agreements and Emergency Management Assistance Compacts. Any public information activities such as publication management would also be preparedness activities.
- **Resource Management:** All resources, such as equipment and personnel, must be identified and typed. Systems for describing, inventorying, requesting, and tracking resources must also be established.
- **Communications and Information Management:** Adherence to NIMS specified standards by all agencies ensures interoperability and compatibility in communications and information management.
- **Supporting Technologies:** This would include any technologies that enhance the capabilities essential to implementing the NIMS. For instance, voice and data communication systems, resource tracking systems, or data display systems.
- **Ongoing Management and Maintenance:** The NIMS Integration Center provides strategic direction and oversight in support of routine review and continual refinement of both the system and its components over the long term.

ATTACHMENT (5) Agreements and Contracts

Table 13. Summary of Agreements and Contracts

SUMMARY OF AGREEMENTS AND CONTRACTS	
Agreement Title / Number	
Description	
Effective Date	
Summary of Provisions	
Authorized Officials	
Costs	
Agreement Title / Number	
Description	
Effective Date	
Summary of Provisions	
Authorized Officials	
Costs	
CONTRACTS	
Contract Title / Number	
Description	
Effective Date	
Summary of Provisions	
Authorized Officials	
Costs	
Contract Title / Number	
Description	
Effective Date	
Summary of Provisions	
Authorized Officials	
Costs	

NOTE: Due to the dynamic nature of this information, Attachment 5 is published separately and is located in the DEM Library.