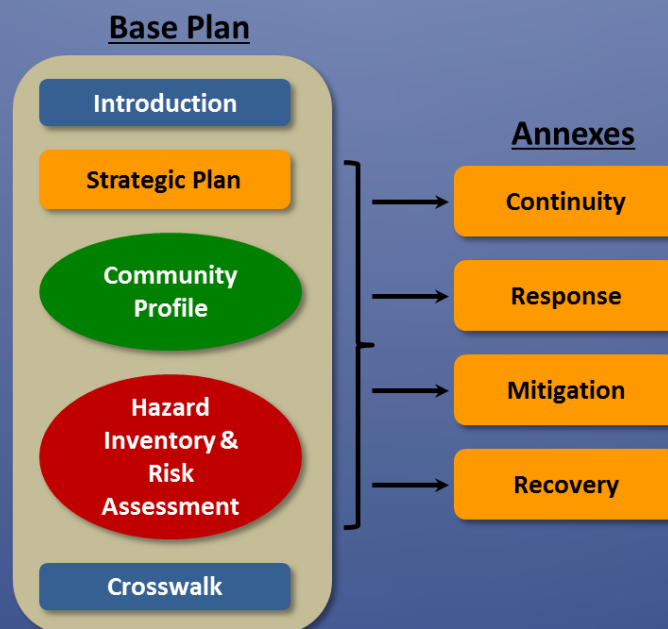


City of Bellevue 2013 Comprehensive Emergency Management Plan (CEMP)



This Plan is a comprehensive approach to the content and organization of all emergency management planning documents for the City of Bellevue Emergency Management Program.

The Continuity Annex and the Terrorism Manual are exempt from public disclosure pursuant to RCW 42.56.420 as adopted or hereinafter amended. Request for public disclosure of this document or parts thereof should be referred to the City of Bellevue Emergency Manager or Director of Emergency Services. Distribution or changes to this document without the express written consent of the City of Bellevue Emergency Manager or Director of Emergency Services is prohibited.

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CEMP Continuity Annex

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CEMP Response Annex

Document owner: Jennifer Jennings Carr

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1.0 Introduction

1.1 Purpose

The purpose of this Response Annex is to provide a strategic level overview of how emergency response is conducted and coordinated in the City of Bellevue.

1.2 Scope

The Response Annex includes this introduction and the Emergency Support Function (ESF) documents. Each ESF is identified in Table 1 along with the lead agency within the City.

Table 1. City of Bellevue ESF Department Lead(s)

ESF #	ESF Title	Lead Department(s)
ESF 1	Transportation	Transportation Department
ESF 2	Communications, Information Systems, and Warning	Office of Emergency Management (Fire Department)
ESF 3	Public Works and Engineering	Utilities Department and Transportation Department
ESF 4	Firefighting	Fire Department
ESF 5	Emergency Management	Office of Emergency Management (Fire Department)
ESF 6	Mass Care, Housing, and Human Services	Parks & Community Services Department
ESF 7	Resource Support	Finance Department and Human Resources Department
ESF 8	Public Health and Medical	Fire Department
ESF 9	Search and Rescue	Fire Department
ESF 10	Hazardous Materials Response	Fire Department
ESF 11	Agriculture and Natural Resources	Parks & Community Services Department
ESF 12	Energy	Transportation Department
ESF 13	Public Safety, Law Enforcement, and Security	Police Department
ESF 15	Public Affairs	City Manager's Office
ESF 20	Defense Support to Civil Authorities	Police Department

2.0 Concept of Operations

2.1 Incident Management Activities

The National Incident Management System (NIMS) provides a consistent nationwide template to enable federal, state, tribal, and local governments; the private-sector; and non-governmental organizations (NGO) to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of cause, size, location, or complexity. The City of Bellevue adopted NIMS as the basis for incident management in the City and use of the Incident Command System (ICS) in managing emergency situations by Administrative Order No. 05-01 on September 19, 2005. NIMS, mandated by Homeland Security Presidential Directive (HSPD)-5, provides a consistent, nationwide approach for federal, state, local, and tribal governments; the private sector; and NGOs to effectively and efficiently

prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. NIMS represents a core set of concepts, principles, and terminology that enables effective, efficient, and collaborative incident management.

All departments and the City will operate within the ICS structure, as set forth in NIMS. The Incident Commander (IC) will be responsible for the management and coordination of field activities. The IC will be supported by the EOC and its staff to facilitate an efficient and effective response. In a multi-department, multi-jurisdiction or multi-agency incident/event, Unified Command may be established to develop a common set of incident objectives and strategy, make joint decisions, and maintain unity of command. On-scene management of emergencies will normally follow ICS as outlined in NIMS and as required by the Revised Code of Washington (RCW) 38.52.070 for responses to multi-agency/multi-jurisdiction operations and the Washington Administrative Code (WAC) 296-62-3112 for responses to hazardous materials incidents per Bellevue City Code 3.96, Hazardous Materials Incident Command Agency. The IC is the on-scene manager responsible for direction and control at the scene of the incident.

It is the City's policy to continue to provide vital services to the community during emergency situations while maintaining a primary concern for the safety of City employees and their families. All City employees are encouraged to ensure the safety and welfare of their families and homes. After making any necessary arrangements, all City employees are required to report to work, pursuant to departmental operating procedures.

In the event of 800MHz radio system failure in an emergency situation, alternative communications resources will be used to attempt to reestablish communications between the Emergency Operations Center (EOC), Incident Command Posts, individual units, and Department Command Centers. These may include VHF radio, cellular phones, amateur radio, email, and runners.

Once an incident occurs, the priorities shift from prevention, preparedness, and incident mitigation to immediate and short-term response activities to preserve life, property, the environment, and the social, economic, and political structure of the City. Depending on the threat, simultaneous activities may be initiated by local, state, and federal government partners in conjunction with private and non-profit partners to assess regional and national-level impacts, as well as to assess and take appropriate action to prevent and protect against other potential threats.

2.2 ESF Responsibilities

Each ESF in the City relies on a structure of coordination and support through field incident command, City Command Centers, and the City EOC as an incident or event unfolds. Department Directors or their designees will provide direction and control over department resources and coordination with the EOC in support of their related ESFs. Department personnel will operate according to specific directives, department standard operating procedures, and by exercising reasonable personal judgment when unusual or unanticipated situations arise and command and policy guidance is not available.

Each ESF lead department is responsible for the following major activities:

- Coordinating ESF activities with the EOC and other response functions and support agencies
- Activating and staffing command centers as appropriate
- Establishing communication with and gathering information and situation status from departments and agencies assigned to the ESF
- Leveraging specialized local response teams
- Assessing impacts to infrastructure and facilities
- Providing designated personnel to the EOC
- Providing alert and warning information to public and private partners
- Requesting additional resources as needed

Further details on the specific responsibilities action items and/or objectives can be found in the ESF and supporting manuals.

2.3 Attachments to the ESFs (Operational Manuals)

All of the ESFs are strategic-level documents. Based on the OEM document structure, specific ESFs require additional details that are of an operational nature (i.e., more detailed in processes). The operational-level documents are designated as manuals, and the CEMP currently identifies the following manuals as attachments to the corresponding ESFs (see Table 2).

Table 2. ESFs and Related Manuals

ESF #	ESF Title	Manual(s)
ESF 2	Communications, Information Systems, and Warning	Communications Manual (forthcoming)
ESF 5	Emergency Management	EOC Manual
ESF 6	Mass Care, Housing, and Human Services	CPOD Manual, Pet Shelter Manual
ESF 7	Resource Support	Resource Manual (forthcoming)
ESF 13	Public Safety and Law Enforcement	Terrorism Manual, Evacuation Manual

OEM may determine that additional manuals are required and may be written at a later date. Each manual will be reviewed every two years in order to reflect current processes. Each manual is part of the performance improvement cycle.

3.0 Emergency Management Accreditation Program (EMAP) Areas of Responsibility and ESF Crosswalk

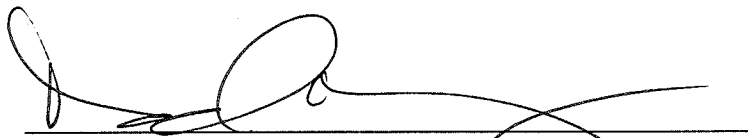
OEM uses the EMAP Standard as guidance in the formulation of the CEMP towards compliance and certification in the future. Based on this, the ESFs are cross walked with EMAP areas of responsibility in order to ensure all areas are addressed within the respective ESFs. Table 3 demonstrates a crosswalk between the 2013 EMAP Standard operational planning areas of responsibility (4.6.3) and the corresponding ESF area at the City of Bellevue based on content/responsibility.

Table 3. EMAP and ESF Crosswalk

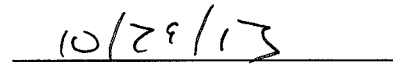
EMAP Area of Responsibility	ESF(s)
Direction/control and coordination	ESF 5
Information and planning	ESF 5
Detection and monitoring	ESF 5
Alert and notification	ESF 2
Warning	ESF 2
Communications	ESF 2, ESF 15
Emergency public information	ESF 15
Resource management	ESF 7
Evacuation	ESF 13
Mass care	ESF 6
Sheltering	ESF 6
Needs and damage assessment	Recovery Annex
Mutual aid	ESF 5
Military support	ESF 20
Donation management	ESF 7
Voluntary organizations	ESF 7
Law enforcement	ESF 13
Firefighting/fire protection	ESF 4
Search and rescue	ESF 9
Public health and medical	ESF 8
Agriculture	ESF 11
Animal management	ESF 11
Food, water, and commodities distribution	ESF 6, ESF 7, ESF 8, ESF 11
Transportation resources	ESF 1
Energy and utilities services	ESF 12
Public works and engineering services	ESF 3
Hazardous materials	ESF 10
Special needs populations	ESF 6, ESF 8
Fatality management and mortuary services	ESF 8

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Emergency Support Function (ESF) 1: Transportation



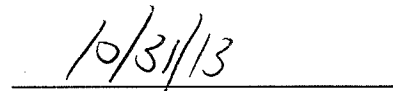
Signature, Dave Berg, Transportation Department Director



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Kristi Oosterveen, City of Bellevue Transportation Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 1: Transportation

Lead Agency	Support Agencies
Transportation Department	Utilities Department
	Police Department
	Fire Department
	Finance Department
	Parks & Community Services Department
	All Departments

1.0 Introduction

1.1 Purpose

Provide guidance and direction to ensure effective coordination and operation of the transportation system during emergency situations.

1.2 Scope

This ESF addresses the following activities: assessment and reporting of damage to all transportation systems within the City that pose a risk to the safety, health, and welfare of the public; requesting and coordinating assistance from the County, State and Federal governments; coordinating alternate transportation services; and coordinating and implementing the restoration and recovery of the City's transportation infrastructure.

2.0 Policies

Activities within ESF 1 will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). Primary emergency transportation responsibilities will be coordinated by the City of Bellevue Transportation Department. When local resources have been or are expected to be exhausted or overwhelmed, including automatic and mutual aid, assistance can be requested through the King County Emergency Coordination Center (KCECC) or the Washington State Emergency Operations Center (EOC). The day-to-day organizational structure of Bellevue City Departments will be maintained as much as feasible for emergency situations.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's transportation system will likely sustain damage or be impacted, which may result in disruption or shut-down of portions of the system. Emergency response and recovery activities that require the use of the transportation system will likely be impacted and coordination will depend on the type and conditions of the incident.

4.0 Concept of Operations

4.1 General

The City of Bellevue will endeavor to clear and restore streets after an emergency with an emphasis on priority access routes. When activated, situations and requests involving all transportation system issues will be coordinated through the Transportation Command Center (TCC) and the EOC. The TCC will ensure proper prioritization of all the requests. Resources will be requested from the EOC, which may include a request for state or federal resources. If the KCECC is not functioning or is not able to assist, the request for resources may be made directly to the Washington State EOC. If the situation reaches a regional need, the City understands resources may be reallocated.

4.2 Organization

The Transportation Department is the lead agency for coordinating transportation system issues/operations within the City of Bellevue. The Transportation Department Director will designate an EOC representative(s) to coordinate communications, field operations, and resources from the EOC when it is activated.

5.0 Responsibilities

5.1 Lead Agency – Transportation Department

The Transportation Department will lead damage assessment of streets, city-owned bridges, tunnels, pedestrian/bicycle routes, traffic signals, and other transportation facilities. The department will provide emergency repair and restoration of city-owned transportation facilities and may coordinate the repair of facilities owned by other agencies that are essential to the functioning of the City's transportation network:

- Coordinate the assessment of major structural damage to roads and bridges and oversee the contracting of design and repair if accomplished through outside services.
- Select detour routes and make appropriate changes to traffic control devices to improve the safety and efficiency of the transportation network.
- Decide, in coordination with the EOC, when to reopen roads that have been closed and coordinate activities required to accomplish this task.

As the extent of the transportation needs during an emergency are identified, the Transportation Department will identify the most efficient and effective method of operating the transportation system to appropriately respond to the emergency. If the emergency causes widespread and/or prolonged

electric power failure, communications and traffic signals will be impacted potentially causing traffic gridlock; however, prioritized signal locations will be operating on generators established by the TCC following operating procedures. Such outages will impact all emergency response services.

The Transportation Department will coordinate operational strategies with other city departments, the Washington State Department of Transportation (WSDOT), Washington State Patrol (WSP), King County Department of Transportation Road Services Division, Sound Transit, King County Metro, and adjacent City public works departments to ensure an integrated transportation system operating effectively. The Transportation Department or EOC, if activated, will notify all appropriate agencies, departments, and affected individuals at the earliest opportunity to provide early warning of system changes and roadway conditions, closures, and/or detours. The TCC will notify the EOC of the initial status of the street network and provide updates as conditions change.

Additional resources or assistance may be obtained through existing mutual aid agreements and/or contracts through private contractors. Requests for additional assistance should be coordinated through the EOC and/or EOB. The Transportation Department will coordinate with other agencies, such as Metro/King County Transit and the Bellevue School District, and with the Finance Department to identify private sector vendors for alternate means of transportation as necessitated by the conditions of the emergency, which includes planning with the Parks & Community Services Department for people who require accessible transportation. The Transportation Department Standard Operating Procedures and Priority Routes Maps will be used as a guide to prioritize restoration of the transportation system.

The Transportation Department will:

- Conduct immediate field assessments of the status of the street network as directed by the TCC reporting status back to the TCC.
- Take immediate action necessary to protect the public from unsafe conditions and notify the TCC as soon as possible regarding actions taken.
- Maintain an inventory of equipment (signs, barricades, paint, etc.) that are readily available for use in response to road closures, detour route marking, etc. in the case of an emergency. To the extent possible, staff will deliver this equipment to the site(s) and implement detours or road closures requested by the TCC in a timely manner.
- Provide for the safe and effective operation of streets and walkways through the removal of debris.
- Conduct minor street and structural repairs whenever it has been decided by the Transportation Department to perform such services in-house and notify the TCC as soon as possible or whenever immediate restoration is critical and possible.

5.2 Support Agency – Utilities Department

As available and in coordination with the TCC and Utilities Department Command Center, the Bellevue Utilities Department will:

- Conduct immediate field assessments, as directed by the Transportation Department, of the status of the street network and report findings to the TCC.
- Take immediate action as necessary to protect the public from unsafe conditions and notify the TCC as soon as possible regarding emergency action taken.
- Implement detours and road closures as directed by the TCC.
- Provide for the safe and effective operation of streets and walkways through the removal of debris.
- Conduct minor street and structural repairs whenever it has been decided by the Transportation Department to perform such services in-house and notify the TCC as soon as possible or whenever immediate restoration is critical and possible.

5.3 Support Agency – Police Department

The Bellevue Police Department will:

- Notify appropriate departments of system deficiencies as soon as possible and make recommendations for mitigation of impacts.
- Provide support for traffic control and identification/assessment of systems operation.
- Provide assistance in implementing road closures and detours for roadways.
- Provide support of field operations as appropriate.
- Provide perimeter control due to unsafe conditions.
- Provide support in establishing on-scene communication command posts.
- Work with Transportation Department to identify and mitigate high hazard accident locations and safety concerns.

5.4 Support Agency – Fire Department

The Bellevue Fire Department will:

- Provide support in debris removal and emergency protective measures when appropriate.
- Provide support in establishing on-scene command posts.
- Provide support in evacuating citizens from potential flood or environmental hazard areas as appropriate.

5.5 Support Agency – Finance Department

The Bellevue Finance Department will maintain a list of private sector providers of accessible vehicles.

5.6 Support Agency – Parks & Community Services Department

The Parks & Community Services Department will supply supplemental support in debris removal and citizen services as appropriate.

5.7 Support Agency – All Departments

All Bellevue Departments will notify the Transportation Department of system deficiencies as soon as possible and make recommendations for mitigation of impacts.

6.0 References

EOC Manual

Transportation Department Emergency Operations Handbook

City of Bellevue Transportation Department Standard Operating Procedures

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Emergency Support Function (ESF) 2: Communication, Information Systems, and Warning



Signature, Michael Eisner, Fire Chief

10-16-13

Date



Signature, Luke Meyers, Emergency Manager

10/17/13

Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. The City of Bellevue Office of Emergency Management, a part of the City of Bellevue Fire Department, is the ESF lead and is responsible for the updates.

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ESF 2: Communications, Information Systems, and Warning

Lead Agency	Support Agencies
Office of Emergency Management	NORCOM
	Civic Services Department (Fleet and Communications Division)
	Information Technology Department
	Fire Department
	Police Department
	Transportation Department
	Washington State Fusion Center
	Eastside Amateur Radio Support (EARS)
	All Departments

1.0 Introduction

1.1 Purpose

Provide guidance for the types of communications, information systems, and warning capabilities for the City of Bellevue during emergency situations.

1.2 Scope

This ESF addresses the communication and information capabilities of the City of Bellevue including, but are not limited to: 911, radio, voice, video and data links, telephone and cellular systems, electronic systems, and amateur radio.

2.0 Policies

Activities within ESF 2 – Communications, Information Systems, and Warning will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will use the Incident Command System (ICS). Primary emergency communications and warning responsibilities will be coordinated by the City of Bellevue Emergency Manager or the Emergency Operations Center (EOC) Manager if the Bellevue EOC is activated. Priority in use of resources is life safety first, followed by re-establishment of essential government functions, the protection of property, the environment, and the economy. The day-to-day organizational structure of Bellevue City Departments will be maintained as much as feasible for emergency situations. Subsequent crisis communications will be coordinated with the Chief Communications Officer and/or City Public Information Officers (PIO) in accordance with ESF 15 – Public Affairs.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's communication and information systems will likely sustain damage or be impacted, which will result in disruption or shut-down of portions of some or all communication and information systems. Emergency response and recovery activities that rely on the use of the communication systems will likely be impacted and be difficult to coordinate. Vulnerable populations must be included in all alert and warning mechanisms, as not every person that will need to communicate with the City uses English as a primary language or they may have reading, speaking, seeing, and/or hearing disabilities.

4.0 Concept of Operations

4.1 General

The Office of Emergency Management (OEM) ensures all emergency communication and information systems are in working order in coordination with multiple system owners. Routine day-to-day modes of communication will continue to be used to the fullest extent possible during emergencies, although usage will depend on the survivability of the equipment and service. The existing telephone service along with the City's radio systems will provide the basis for attempting to maintain effective communications. If City resources cannot meet the communication and information needs for a given situation, requests for assistance can be made to the King County Emergency Coordination Center (KCECC) or directly to the Washington State EOC.

4.2 Organization

The Bellevue EOC will coordinate emergency communications systems during an incident. All emergency information will be coordinated with the EOC Manager when the EOC is activated for enhanced clarity and effectiveness. Whenever possible, Communications staff from the City Manager's Office and departmental PIOs send emergency communications and/or press releases in multiple languages in order to address the diversity of languages spoken in Bellevue. Emergency public safety information is sent through multiple methods, including: email, texts, video and broadcast fax to media broadcasters including local ethnic media, and the Regional Public Information Network (RPIN).

If necessary, notification of citizens regarding emergency information and instructions may be handled at the incident scene through electronic platforms, door-to-door by uniformed City personnel, mobile public address systems, or any other means available to the command agency at the time.

NORCOM—which provides day-to-day 911 telephone answering, dispatching, and communications support for fourteen regional fire departments and five police departments — will support EOC emergency communication processes. NORCOM is equipped with emergency generators and with an uninterrupted power supply (UPS). The UPS batteries supply emergency power to NORCOM and, without generator or commercial power charging, will provide power for a period of approximately three hours depending on the building load. The backup generator emergency power system is capable of supplying power for four to five days and is dependent upon the amount of fuel supply in the underground fuel tanks at City Hall and availability of fuel following an incident.

The National Warning System (NAWAS) is the primary system used by the Federal Government to disseminate warning information. Warnings received over NAWAS are received at the King County Warning Point, which, in turn, disseminates the warning to local warning points. Warnings for Bellevue are received by NORCOM, which, in turn, notifies the EOC Management. OEM also routinely receives messages from the Northwest Warning, Alert & Response Network (NWARN) from the Washington State Fusion Center regarding any current emergencies or suspicious activities in the US and disseminates this information appropriately.

The Washington State Fusion Center supports the public safety and homeland security missions of federal, state, local, tribal agencies and private sector entities by serving as the state's single fusion center; detecting, deterring, and preventing terrorist attacks and significant criminal activity; performing threat assessment and information management services, including supporting the protection of critical infrastructure and key resources; and providing support to all hazards preparation, planning, response, and recovery efforts. The fusion leverages the Homeland Security Information Network (HSIN), a platform to send out information. The HSIN is the trusted network for homeland security mission operations to share Sensitive but Unclassified information. Federal, state, local, tribal, territorial, international, and private sector homeland security partners use HSIN to manage operations, analyze data, send alerts and notices, and in general, share the information they need to do their jobs.

The City Command Vehicle is a mobile command vehicle that allows the City to have enhanced and improved situational awareness while leveraging a number of communication and information systems when responding to and managing emergency incidents. This vehicle provides communications interoperability by connecting a number of radio systems and other situational awareness in the field. The vehicle can provide airborne video downlink, telephone, internet, access, 360-degree video from the field, CAD workstation capability as backup dispatch, and satellite television to facilitate interagency interaction.

Weather advisories, watches, and warnings are provided via voice, data, and radio by the National Weather Service and received by OEM On-Call Staff. OEM On-Call Staff monitor those messages on a 24-hour basis and determine when to notify appropriate public safety personnel. The National Weather Service (Seattle Office) is also capable of sending civil emergency notices to their network of weather radios at the request of local public safety officials. The newer generation weather radios are self-activated when warnings are initiated. National Oceanic and Atmospheric Administration (NOAA) Weather Radios are monitored during and prior to incidents and are located in City Hall, the City EOC, the Bellevue Service Center, and City Community Centers. The Transportation Department has a contract with a private firm for detailed weather forecast for operational field support. NORCOM also has a satellite weather system available.

5.0 Responsibilities

5.1 Lead Agency – Office of Emergency Management

- Leverage the following communication and information systems for all hazard alert and warning activities:

- 800 MHz Radios,
 - Amateur Radio,
 - Bellevue Command Vehicle,
 - CEMNET,
 - Communication Lists,
 - Emergency Alert System (EAS)/Emergency Notification System (ENS),
 - GETS/WPS,
 - GovDelivery,
 - HSIN, NAWAS, NWARN,
 - MyStateUSA,
 - PBX/Lync,
 - Portable Highway Advisory Reader Board with AM Radio,
 - Reverse 911 System,
 - RPIN,
 - Satellite Phone,
 - Social Media (Twitter, Facebook, YouTube),
 - UHF Backup Radio System,
 - Wireless Emergency Alert (WEA) System.
- Notify City of Bellevue employees of all hazard alerts and warnings.
- Request volunteer amateur radio networks when necessary.
- Establish restoration priorities for emergency data, telephone, and radio systems in conjunction with the Information Technology Department and the Civic Services Department or other appropriate service providers.

5.2 Support Agency – NORCOM

- Advise EOC on status and capability of emergency communications system.
- Arrange additional communications capabilities when necessary.
- Disseminate warning information received through NAWAS, EAS, the National Weather Service, etc., to local emergency officials in accordance with standard operating procedures.
- Issue EAS warnings and Amber Alerts as requested by local incident commanders in coordination with King County Sheriff's Office Communications Center (NORCOM acts as back up to KCSO).
- Maintain the EAS System and Reverse 911 System.

5.3 Support Agency – Civic Services Department (Fleet and Communications Division)

The Bellevue Civic Services Department will:

- Maintain the 800 MHz radio system.
- Maintain operation of all radio and microwave-link communications equipment owned or used by the City and those jurisdictions supported by NORCOM per contract agreements.

- Recommend relocation or redistribution of radio resources used by City departments as necessary to most effectively maintain adequate communications in emergency situations.

5.4 Support Agency – Information Technology Department

The Bellevue Information Technology Department will coordinate repair and restoration of telephone and/or computer systems as well as the use and distribution of loaned cell phones during emergencies.

5.5 Support Agency Police Department and Fire Department

The Bellevue Police Department and Bellevue Fire Department will coordinate use of the City Command.

5.6 Support Agency – Transportation Department

The Bellevue Transportation Department will:

- Maintain the Transportation Operations & Maintenance Weather Distribution Group for sending alerts regarding messages impacting Transportation Operations.
- Maintain and operate the 1270 AM portable, advisory radio system. There are two portable Highway Advisory Reader Board with AM Functionality in the City, owned by Transportation Department and Fire Department.

5.7 Washington State Fusion Center

The Washington State Fusion Center will provide information regarding current emergencies or suspicious activities in the US to OEM through the Northwest Warning, Alert & Response Network (NWARN) and the Homeland Security Information Network (HSIN).

5.8 Support Agency – EARS

The Eastside Amateur Radio Support (EARS) Group will:

- Assist OEM and provide auxiliary communications support during emergencies.
- Activate resources through the OEM On-Call Staff or MyStateUSA.
- Maintain amateur radio capabilities in the EOC, each of the nine fire stations, and the City Command Vehicle.
- Coordinate with OEM regarding drills and exercises to test all capabilities.

5.9 Support Agency – All Departments

All Bellevue Departments will:

- Train personnel in proper radio protocol, including limiting communications during emergencies and yielding to Departmental Command Center communications.
- Maintain all available departmental equipment in serviceable and ready condition.
- Maintain a list of staff that speaks multiple languages, including American Sign Language.

- Assure proper working order of all departmental equipment and frequencies through tests or normal operations.
- Develop and maintain an inventory of departmental communications capabilities and resources.
- Train all departments on how to use the ATT Language Line.

6.0 References


EOC Manual

EARS Manual

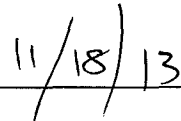
Central Puget Sound Emergency Alert System Plan

NORCOM Procedures Manual

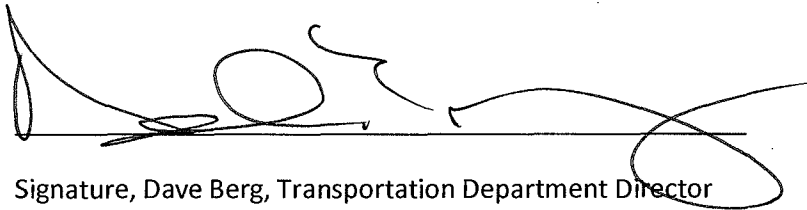
Emergency Support Function (ESF) 3: Public Works and Engineering



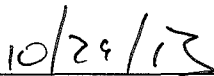
Signature, Nav Ota, Utilities Department Director



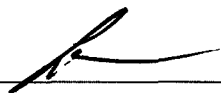
Date



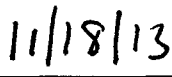
Signature, Dave Berg, Transportation Department Director



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Joe Harbour, City of Bellevue Utilities Department, and Kristi Oosterveen, City of Bellevue Transportation Department, are the current ESF leads and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 3: Public Works and Engineering

Lead Agencies	Support Agencies
Utilities Department	Development Services Department
Transportation Department	Fire Department
	Police Department
	Parks & Community Services Department

1.0 Introduction

1.1 Purpose

Provide for effective coordination and operation of utilities required to meet essential needs during emergencies and provide for the orderly restoration of utilities affected by the emergency.

1.2 Scope

This ESF addresses Bellevue Utilities and Transportation activities and responsibilities including coordination among City Departments and private utility companies and other agencies.

2.0 Policies

Activities within ESF 3 – Public Works and Engineering will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The day-to-day organizational structure of Bellevue City Departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be overwhelmed and local mutual aid has been exhausted, assistance can be requested through the King County Emergency Coordination Center (KCECC) or the Washington State Emergency Operations Center (EOC).

The Utilities and Transportation Directors respectively or designee will provide direction and control over department resources and coordination with the EOC. Department personnel will operate according to specific directives, department standard operating procedures (SOP) and by exercising reasonable personal judgment when unusual or unanticipated situations arise and command and policy guidance is not available. Command Centers and Field Command Posts may be established for the coordination of field operations. The Command Center will provide regular status reports and provide timely reports regarding emergency public information to the Bellevue EOC. Collocation of field command posts will be the preferred method of field operations when multiple departments/agencies have field command posts established. Communications between the Transportation and Utilities Command Centers and the EOC will be through established channels as stated in the Transportation and Utilities Department's Emergency Management Plans. Staff will be mobilized per protocols stated in each department's Emergency Management Plans.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's utilities infrastructure and transportation systems may sustain damage or be impacted which could result in disruption or shut-down of portions of some or all utilities and transportation systems. Emergency response and recovery activities that rely on the use of the utilities systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one utility system may cause disruption or damage to another utility/transportation system due to the interrelated nature and dependency of one system on another. Some residents with health vulnerabilities may face a greater impact from loss of utility system service than others. Examples include individuals who depend on home dialysis.

4.0 Concept of Operations

4.1 General

The following utility systems operate in the City of Bellevue:

Public Utilities	Private Utilities
Water	Electric Power
Wastewater	Natural Gas
Surface Water	Solid Waste
	Telephone (fixed location and mobile/cellular)
	Cable Services
	Fiber Optic Services
	Petroleum Pipeline

These systems, with the exception of cellular telephone and solid waste, generally have the following aspects in common:

- They provide services to individual properties, both public and private, and the public right-of-way.
- They are dendritic in nature (i.e., each system has a trunk or trunks from which distribution or collection branches service each property).
- All or substantial portions of each system reside underground.

The City contracts with a private vendor to provide collection of solid waste throughout the City service area. The collection of garbage is an exclusive right granted by the City to the vendor via this contract, and service is available to all residential and commercial customers.

4.2 Organization

The Bellevue Utilities Department is the lead agency for the coordination of all public utility activities within the City of Bellevue. Bellevue Utilities also provides water and wastewater services to some areas outside of the City limits. The Transportation Department is the lead agency for the coordination of all private utility activities within the City of Bellevue. Both the Utilities Department Director and Transportation Department Director will designate an EOC representative to coordinate communications, field operations, and request resources from the EOC when it is activated.

5.0 Responsibilities

5.1 Lead Agency – Utilities Department

The Bellevue Utilities Department will:

- Maintain operation of, and implement repairs to, the public water system, to provide safe drinking water and fire flow.
- Maintain operation of, and implement repairs to, the public wastewater system to provide public sanitation needs and control wastewater pollution to the environment.
- Maintain operation of, and implement repairs to, the public drainage system to minimize flooding and property damage. Respond to environmental emergencies in coordination with other departments (with exception to hazardous materials response, Fire is lead).
- Monitor weather service updates and provide updated information to the EOC.
- Monitor rainfall rates and stream levels to determine if citizen warning and/or evacuation are necessary due to potential flooding; coordinate with EOC for implementation.
- Provide for priority restoration of critical facilities. When emergency drinking water distribution to the public is needed, set up one or more emergency water distribution stations and test/monitor water safety prior to public water distribution by Parks employees.
- Provide emergency public information through the EOC regarding matters of public health hazards related to damaged utilities.
- Assist other divisions or City departments when requested, e.g., Hazardous Material Response, Urban Search and Rescue, and Emergency Shelter Operations.
- Document costs and activities.
- Provide damage assessment for Capital Improvement Project and Developer Extensions, engineering and contract services management.
- Provide or contract for major recovery work and/or services.

Public Utilities

Bellevue Utilities will provide damage assessment of public utility facilities. The department will provide for emergency repair and restoration of all city-owned public utility facilities. Priority will be given to facilities that provide critical and essential services. Bellevue Utilities will coordinate with King County/Metro, Seattle Water Department, Cascade Water Alliance, Washington State Departments of Health and Ecology, King County Public Health and local water purveyors, as appropriate, to identify and

resolve issues where regional and local facility operations could affect one another. The Utilities Department will communicate health and environmental hazards to the EOC for messaging to appropriate agencies.

Utilities will direct solid waste collection services in coordination with the EOC when activated. Additional resources or assistance may be obtained through existing mutual aid agreements. Any external requests for a public agency presence (labor and/or equipment) or materials will be coordinated through the EOC. Emergency water demand reduction measures are addressed in detail in the City of Bellevue Water Shortage Contingency Plan (WSCP). Authority to develop and enforce the WSCP is contained in the City of Bellevue Utility Codes, Sections 24.02.060 and 24.02.090. During drinking water quality emergencies, Bellevue Utilities will follow the procedures described in the City of Bellevue Drinking Water Quality Emergency Response Plan.

5.2 Lead Agency – Transportation Department

In partnership with the EOC Manager, the Bellevue Transportation Department will:

- Support coordination mechanisms (franchise agreements, letters of understanding, contracts, etc.) with private utilities and other private businesses responsible for electricity, natural gas, telephone, cable, and petroleum pipeline. The purpose of these mechanisms is to ensure all response and recovery operations are conducted in an orderly manner and in citywide priority sequence to the greatest extent possible.
- Coordinate and provide debris removal and disposal in the public right-of-way.
- Prioritize private utility service restorations based upon the city's priority facilities map.
- Coordinate inventory control, delivery and setup of traffic control devices and materials as directed by the Transportation Command Center or Incident Command.
- Assist other divisions or City departments when requested, e.g., Hazardous Material Response, Urban Search and Rescue, and Emergency Shelter Operations.
- Document costs and activities.
- Provide damage assessment for Capital Improvement Project and Developer Extensions, engineering and contract services management.
- Provide or contract for major recovery work and/or services.

Private Utilities

Response and recovery coordination with private utilities/businesses responsible for electricity, natural gas, telephone, cable, and petroleum pipeline will be coordinated through the EOC. If a private utility has a representative at the EOC, that representative will coordinate with all other members of the EOC as an equal player. If a private utility is not represented at the EOC, the Transportation Department will be the primary contact with that utility on behalf of the EOC. Private utility providers include Puget Sound Energy, Olympic Pipe Line Company, AT&T Broadband Cable, CenturyLink, and Verizon. Emergency demand reduction measures for private utilities are regulated by the Washington Utilities and Transportation Commission.

5.3 Support Agency – Development Services Department

The Bellevue Development Services Department will:

- Provide support in the initial damage assessment of City infrastructure.
- Provide assessment of damage or endangered structures due to flooding or land movement.
- Provide support in field operations activities as appropriate.

5.4 Support Agency – Fire Department

The Bellevue Fire Department will:

- Provide support in debris removal, emergency protective measures, and utility restoration when appropriate.
- Provide support in establishing on-scene command posts.
- Provide support in evacuating citizens from potential flood or environmental hazard areas as appropriate.

5.5 Support Agency – Police Department

The Bellevue Police Department will:

- Provide support in evacuation from potential flood or environmental hazard areas as appropriate.
- Provide assistance in implementing road closures and detours for roadways.
- Provide support of field operations as appropriate.
- Provide perimeter control due to unsafe conditions.
- Provide support in establishing on-scene communication command posts.

5.6 Support Agency – Parks & Community Services Department

The Bellevue Parks & Community Services Department will provide support in debris removal, traffic control, road closures, and utility restoration efforts when requested and appropriate. After Utilities staff set up one or more emergency water distribution stations, Parks & Community Services Department will distribute emergency drinking water to the public.

6.0 References

EOC Manual

Bellevue Utilities Emergency Management Plan, Volumes 1 and 2

Bellevue Utilities Water Security Manual (confidential document updated in June 2010 and maintained by the Utilities Department, Operations and Maintenance Division, Operations Manager for Water, Wastewater, and Telemetry)

Transportation Emergency Management Plan

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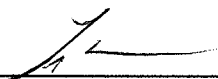
Emergency Support Function (ESF) 4: Firefighting



Signature, Michael Eisner, Fire Chief

10-16-13

Date



Signature, Luke Meyers, Emergency Manager

10/17/13

Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Deputy Chief Risen, City of Bellevue Fire Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 4: Firefighting

Lead Agency	Support Agencies
Fire Department	Utilities Department
	Police Department
	King County Fire Service Coordinator
	King County Zone 1 Coordinator
	Office of Emergency Management

1.0 Introduction

1.1 Purpose

Provide firefighting and rescue capability and effective coordination of fire response resources within the City of Bellevue.

1.2 Scope

This ESF addresses firefighting activities in the City of Bellevue, including automatic and mutual aid fire response and regional and state fire mobilization.

2.0 Policies

Activities within ESF 4 – Firefighting will be conducted in accordance with the National Incident Management System (NIMS), the National Response Framework (NRF), and the Incident Command System (ICS). The day to day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted, field operations may request additional resources through the NORCOM. When unable to obtain resources through Fire Dispatch, the Bellevue Emergency Operations Center (EOC) will request resources through the KCECC; who will in turn request resources through the Puget Sound Fire Defense Board under State Mobilization.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services. Major emergencies may precipitate multiple fires requiring fire suppression and/or building collapse requiring heavy rescue and emergency medical services.

3.2 Planning Assumptions

During an emergency, Bellevue’s utilities, transportation, and communications systems may sustain damage or be impacted, which could result in reduction of effectiveness and availability of firefighting

services. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system or part of the infrastructure may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. The threat of terrorism exists given the presence of high-profile corporations in the City, specifically in the Central Business District. Acts of terrorism could include, but are not limited to, improvised explosive devices (IED), arson, and the release of hazardous materials.

4.0 Concept of Operations

4.1 General

The Fire Department is the lead agency for fire suppression, technical and heavy rescue, emergency medical and hazardous materials response activities within Bellevue. The department may work in coordination with other City departments and outside agencies. The Fire Department has automatic and mutual aid agreements with numerous agencies throughout King, Pierce and Snohomish Counties. Request for assistance may be through existing mutual aid agreements via the Regional Communications Center. In situations when mutual aid is not available, requests will be coordinated through the EOC once activated.

4.2 Organization

The Bellevue Fire Department provides fire protection services by contract to the cities of Medina and Newcastle, and the towns of Clyde Hill, Beaux Arts, Hunts Point, and Yarrow Point. Coordination with contractual jurisdictions during emergencies will be handled through the Bellevue EOC. Fire and rescue services are provided from nine fire stations strategically located throughout the fire department's service area. Coordination with contractual jurisdictions during emergencies will be handled through the Bellevue EOC. Overall supervision of on-duty resources is provided by the Battalion Chief or Captain assigned to Battalion 1 until relieved by a Deputy Chief or the Fire Chief. The Fire Department provides emergency medical services to its citizenry. Citizens requiring Advanced Life Support (ALS) receive a response from ALS quartered in the City with additional support available from other regional ALS units.

5.0 Responsibilities

5.1 Lead Agency – Fire Department

The Bellevue Fire Department will:

- Provide fire suppression and control, and immediate life safety services within Bellevue and fire service contract areas.
- Coordinate and/or provide urban search and rescue, and technical rescue services.
- Develop a list of resources, which includes apparatus, equipment, personnel, and supply sources.
- Provide regular status reports and information regarding operational and resource needs to the EOC.

- Provide a representative to the EOC to assist in the prioritization and coordination of citywide response efforts as well as regional coordination with King County when appropriate.

Communications will be through established channels. The notification method used to mobilize off-duty personnel will be by telephone or pager. Backup notification will be by emergency public information procedures.

The Fire Chief or designee will provide direction and control over department resources and coordination with the EOC. Department personnel shall operate according to specific directives, department standard operating procedures (SOP) and by exercising reasonable personal judgment when unusual or unanticipated situations arise and command and policy guidance is not available.

Command posts may be established for the management of field operations. The Incident Commander will provide regular status reports to Command Centers or the EOC as the emergency situation allows. The coordination of resources and requests for assistance will normally be through the EOC when the resource cannot be immediately obtained through the Dispatch Center. A unified command will be the preferred method of field operations when multiple departments/agencies have command posts established.

King County is divided into three (3) Fire Zones. Bellevue is located within Fire Zone 1. The [King County Fire Resources Plan](#) (separately published document) provides for the coordination of countywide fire resources during localized emergencies. The [Washington State Fire Services Resource Mobilization Plan](#) provides for the coordination of statewide and interstate fire resources during localized emergencies. During localized emergencies expanding beyond the City limits of Bellevue but within Zone 1, fire resources will be requested via NORCOM. When resources in Zone 1 are exhausted or unavailable, the Zone 1 Fire Coordinator will contact the county coordinator to coordinate the zone-wide allocation of incoming fire resources.

Requests for assistance from King County will be through the Bellevue EOC. The King County Fire Service Coordinator will coordinate the distribution of incoming fire resources in major emergencies involving areas greater than a single Fire Zone. Coordination for Zone 1 activities will be through the King County Zone 1 Coordinator and the King County ECC. Communications for this coordination will normally be between Bellevue EOC and King County ECC.

5.2 Support Agency – Utilities Department

The Bellevue Utilities Department will:

- Maintain water supply and all components of the water distribution system for firefighting purposes.
- Provide equipment and staff support as needed.

5.3 Support Agency – Police Department

The Bellevue Police Department will:

- Provide incident scene security, traffic control, and evacuation.
- Request temporary air space restrictions through the Washington State EOC when necessary.
- Contact NORCOM to issue public safety or warning calls at the direction of the Incident Commander using the Reverse 911® community calling system.
- Investigate with the Fire Department suspicious fires for cause and origin.

5.3 Support Agency – King County Fire Service Coordinator

The King County Fire Service Coordinator will coordinate countywide allocation of fire resources coming from out of the area through KCECC.

5.5 Support Agency – King County Zone 1 Coordinator

The King County Zone 1 Coordinator will coordinate the zone-wide allocation of fire resources during regional emergencies through NORCOM or the Bellevue EOC when activated.

5.6 Support Agency – Office of Emergency Management

The OEM will:

- Provide initial coordination and notification to outside agencies providing operational support based on requests from field personnel.
- Support operations through the request and coordination of resources not available through mutual aid.
- Provides coordination with King County EOC and King County Fire Service Coordinator.
- Activate EOC when requested.

6.0 References

EOC Manual

[Bellevue Fire Department Standard Operating Procedures](#)

[King County Fire Resources Plan](#)

[King County Fire Chiefs Association](#)

[Washington State Fire Services Resource Mobilization Plan](#)

[Puget Sound Regional Catastrophic Disaster Coordination Plan](#)

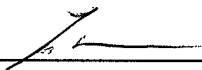
Emergency Support Function (ESF) 5: Emergency Management



Signature, Michael Eisner, Fire Chief

10-16-13

Date



Signature, Luke Meyers, Emergency Manager

10/17/13

Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. The City of Bellevue Office of Emergency Management, a part of the City of Bellevue Fire Department, is the ESF lead and is responsible for the updates.

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ESF 5: Emergency Management

Lead Agency	Support Agencies
Office of Emergency Management	All Departments

1.0 Introduction

1.1 Purpose

Provide guidance for the direction and control of emergency management activities within the City of Bellevue including collecting, analyzing, reporting, and disseminating response, continuity, mitigation, and recovery information.

1.2 Scope

This ESF applies to the Office of Emergency Management and all City of Bellevue Departments and provides general guidance on the emergency management structure and related functions in the Bellevue Emergency Operations Center (EOC).

2.0 Policies

Activities within ESF 5 – Emergency Management will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). When local resources have been or are expected to be exhausted or overwhelmed, including automatic and local mutual aid through NORCOM, assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted, KCECC will request resources through the Washington State EOC, which can request resources from multiple states through the Emergency Management Assistance Compact (EMAC) and/or from the federal government if necessary. The City of Bellevue EOC can make resource requests through Revised Code of Washington (RCW) Chapter 38.56 Intrastate Mutual Aid System, the King County Regional Disaster Coordination Framework, the Puget Sound Regional Catastrophic Disaster Coordination Plan, and directly to the Washington State EOC.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue’s communications, transportation, and utilities systems may sustain damage or be impacted, which could result in disruption or shut-down of portions of some or all of these systems. Emergency response and recovery activities that rely on the use of the communications, transportation, and/or utilities systems will likely be impacted and may be difficult to coordinate.

Disruption or damage to one system may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. Response efforts to provide assistance for immediate and urgent needs of medical aid, water and food, shelter, sanitation, and transportation may be delayed following an emergency. Information essential for proper planning and response will likely be limited or conflicting and may be difficult to obtain due to the circumstances of the emergency. People affected by the emergency will require multiple forms of communication, transportation, and support.

4.0 Concept of Operations

4.1 General

The Office of Emergency Management will maintain the Bellevue EOC and supporting documentation, processes, and procedures. The Office of Emergency Management will ensure that the EOC is ready for use at all times in order to support direction, control and coordination, information planning, detection and monitoring, and mutual aid, as needed.

4.2 Organization

The EOC is activated at the request of the Director of Emergency Services, City of Bellevue Emergency Manager, or any City department director or designee when the level of operations requires it. Designated staff report to the EOC to coordinate response efforts and support field operations.

The EOC has three levels of activations: Level 1-Monitoring, Level 2-Elevated Status, and Level 3-Full Activation. The level of activation will be determined by the nature and extent of the emergency. See the EOC Manual for additional details regarding the determination of activation status.

When activated, the EOC monitors potential or developing incidents and supports and coordinates response and recovery efforts within the City. To identify urgent response requirements during an emergency and to plan for continuing response and recovery activities, the EOC will work to collect, process, and disseminate situational information through a common operating picture to City Departments, the public, regional partners and stakeholders, the KCECC, and the Washington State EOC, as appropriate.

5.0 Responsibilities

5.1 Lead Agency –Office of Emergency Management

- Maintain programmatic responsibility for emergency management coordination within the City of Bellevue and all EOC processes.
- Staff sections of the EOC organizational structure and designate staff to serve in EOC management positions, as needed.
- Assist the EOC Manager or delegate in determining activation level and staffing needed and managing the EOC.

- Assist the EOC Manager or delegate in developing EOC operational objectives for each operational period.
- Assist the EOC Manager or delegate in establishing the EOC briefing schedule.
- Conduct operational meetings with EOC management staff to provide direction and evaluate priorities.
- Assist the EOC Manager or delegate in coordinating with the policy group (including the EOB) regarding issues and policy direction, and provide policy group with status reports of response and recovery efforts.
- Provide regular Snapshots to regional partners and liaisons as well as an Incident Action Plan for each operational period.
- Coordinate with regional, county, state, and federal emergency management organizations as needed.
- Disseminate completed Proclamation of Emergency to the KCECC and Washington State EOC.
- Develop and implement an EOC demobilization plan.

Proclamation of Civil Emergency

The Proclamation of Civil Emergency can be completed by the Mayor or the City of Bellevue Emergency Manager and is the legal method that authorizes the use of extraordinary measures to accomplish tasks associated with emergency response. The Proclamation is normally a prerequisite to state and federal emergency assistance. The Proclamation of Civil Emergency must be ratified by the City Council as soon as feasible following the emergency. Bellevue City Code 9.22.010 states that in the absence of the Mayor, such proclamations may be made by the Director of Emergency Services or his/her designee. Bellevue City Code 9.22.030 states that the Mayor will cause any proclamation made, to be delivered to all news media within the City and will use other methods as necessary, to give notice of such proclamation to the public.

The Proclamation authorizes the City to take necessary measures to combat an emergency, protect persons and property, provide emergency assistance to victims, and exercise the powers vested in RCW 38.52.070 without regard to formalities prescribed by law (except mandatory constitutional requirements). These include, but are not limited to, rationing of resources and supplies, curfew, budget law limitations, competitive bidding process, publication of notices, provisions pertaining to the performance of public work, entering into contracts, incurring obligations, employment of temporary workers, rental of equipment, purchase of supplies and materials, levying of taxes and the appropriation and expenditure of public funds. The City of Bellevue Emergency Manager in cooperation with the City Attorney will be responsible for the preparation of Emergency Proclamations. The Emergency Manager is responsible for the notification of appropriate county, state, and federal agencies following the local Proclamation of Emergency.

Requests for Emergency Assistance

In the event a situation is beyond the capability of local and pre-designated mutual aid resources, the Director of Emergency Services through the City of Bellevue Emergency Manager or EOC Manager will

request additional resources through the KCECC for county, state, and federal assistance as necessary. If necessary, requests may be made directly to the Washington State EOC. Assistance can also be requested of neighboring cities and zones according to the Regional Coordination Framework for Disasters and Planned Events for Public and Private Organizations in King County, Washington, the Washington State Intrastate Mutual Aid System, and the Puget Sound Regional Catastrophic Disaster Coordination Plan. Requests to the Governor to declare a State of Emergency are made by Washington State Emergency Management. This declaration by the Governor is necessary to obtain federal emergency relief funds. Out of State resources can be requested through the Washington State Emergency Management through Emergency Management Assistance Compact (EMAC).

EOC Procedures

See the EOC Manual for specific management and processes in the Bellevue EOC. Position-specific SOPs and checklists provide more details of the delineated roles and responsibilities for each position in the EOC.

5.2 Support Agencies – All City of Bellevue Departments

- Carry out responsibilities as outlined in the CEMP Base Plan and the ESFs. Each ESF has detailed responsibilities for the lead and support agencies for response activities during an emergency.
- Provide designated representatives to the EOC as requested.
- Department Directors or their designees will report the following information to the EOC: situation status, resource status (personnel, equipment and facilities), preliminary damage assessment, projected needs, and initial action plans.
- Department Directors will ensure that each individual designated in the department line of succession is aware of the responsibilities of the position, department operating procedures, and the operational policies of the City of Bellevue CEMP.
- The Information Technology Department is the lead agency for providing information and assistance regarding the protection of electronic data and computer equipment.

6.0 References

Bellevue City Code: 3.98, 9.22

EOC Manual

Regional Coordination Framework for Disasters and Planned Events for Public and Private Organizations in King County, Washington

Washington State Intrastate Mutual Aid System

Puget Sound Regional Catastrophic Disaster Coordination Plan

National Response Framework



2013 EOC Manual

City of Bellevue

The EOC Manual is an attachment to the Emergency Support Function (ESF) 5, Emergency Management, within the Comprehensive Emergency Management Plan (CEMP). The EOC Manual defines the processes used in the EOC for monitoring status to full activation. While it is the Office of Emergency Management's (OEM) intention to provide the most current printed version in the EOC, please refer to the electronic files in the OEM SharePoint site to ensure the latest version.

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EOC Manual

Document owner: Jennifer Jennings Carr
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1.0 Introduction

1.1 Purpose

The purpose of the Emergency Operations Center (EOC) Manual is to describe the processes used in the City of Bellevue EOC. The City of Bellevue EOC is activated by the Office of Emergency Management (OEM) at the request of the Director of Emergency Services (i.e., City Manager), OEM Emergency Manager, or any City Department Director or designee, when the level of operations requires it. Designated staff report to the EOC to coordinate response and recovery efforts and support field operations. Personnel from EOC Staff cadre may be requested to support EOC activities during an incident. Personnel in the Emergency Operations Board (EOB) may assist as members of the Policy Group with decision making during EOC activation. The level of activation will be determined by the nature and extent of the incident.

1.2 Scope

This manual is implemented when any EOC activity is needed or at the discretion of the City of Bellevue Emergency Manager. Activities within the City of Bellevue EOC follow an Incident Command Structure (ICS)/Emergency Support Function (ESF) hybrid model in order to effectively support response and recovery of field activities. The ICS structure allows flexibility with the type and size of incident so that the level of response is in accordance with the level of support needed in the field. It also allows for clear delineation of lines of authority. The ESF structure allows the EOC response to be tailored to departmental specialties, which enables a more effective level of EOC support for field response and recovery. Within this ICS/ESF hybrid model, ESF positions are placed within various ICS functions in the EOC. The City of Bellevue EOC uses the ICS/ESF hybrid model to meet the intent of Federal Emergency Management Agency (FEMA) and the National Incident Management System (NIMS) while utilizing best practices within City Departments.

1.3 EOC Mission

The mission of the City of Bellevue EOC includes the following:

- Provide alert and warning to stakeholders
- Maintain situational awareness
- Coordination and collaboration among City Departments to aid in response efforts and resourcing
- Ensure Continuity of Operations (COOP) and Continuity of Government (COG)

1.4 Authority

The City of Bellevue Director of Emergency Services has ultimate authority of incident response coordination activities in the EOC. The OEM Emergency Manager—through the City of Bellevue Director of Emergency Services—has statutory responsibility for emergency management coordination within the City of Bellevue and is responsible for processes within the EOC. The incident-specific EOC Manager (based on qualifying expertise per the type of incident) has authority over all EOC activities during an incident. The EOC Manager coordinates with the Director of Emergency Services and members of the

EOB who are participating in the Policy Group for resolution to issues that may arise during an incident. The City of Bellevue Emergency Manager or a designee may assist the EOC Manager with EOC processes on an as-needed basis.

1.5 Regulatory Requirements

The City of Bellevue OEM complies with the intent of Chapter 38.52 Revised Code of Washington (RCW) and Title 118 Washington Administrative Code (WAC) and will:

- Establish procedures for continuity of government and operations.
- Establish an emergency management organization and facility, either independently or in partnership with other local jurisdictions.
- Prepare plans and procedures, including an all-hazard City of Bellevue **Comprehensive Emergency Management Plan (CEMP)**, and maintain a comprehensive emergency management program.
- Communicate with the State EOC on the status of activities during or following any incident.
- Issue local emergency proclamations and request state assistance when appropriate.
- Preserve essential records.

1.6 Hazards and Risks

See the City of Bellevue **CEMP** Hazard Inventory and Risk Analysis for an overview of the hazards most likely to impact the City of Bellevue and activities undertaken for mitigation, preparedness, response, and recovery from these hazards, vulnerabilities, and consequences.

1.7 OEM Performance Improvement Cycle

The City of Bellevue OEM shall utilize a performance improvement cycle to ensure best practices are used for the most efficient and effective support of an incident (see Figure 1). This cycle enables continual performance enhancements by introducing improvement activities in a timely manner. OEM personnel will assist any EOC Staff in understanding any changes implemented to the EOC processes by providing sufficient training and exercises. The feedback from training and the lessons learned from an exercise hotwash and/or After Action Report will highlight additional processes to be corrected.

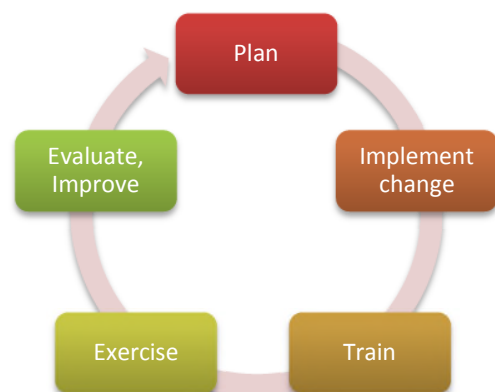


Figure 1. Performance Improvement Cycle

1.8 Confidentiality

Many situations discussed in the EOC are of a sensitive nature. Policy issues under discussion, estimated damages, unconfirmed deaths, and pending operational decisions should not be discussed outside of the EOC except to meet operational needs. All EOC discussions and decisions are to be considered confidential in nature and protected at all times. If there is any question about whether specific

information should be transmitted, ask the EOC Manager. Photography and videography are forbidden in the EOC without the written consent of the EOC Manager.

1.9 Conduct in the EOC

All City of Bellevue employees will adhere to the [City of Bellevue Code of Ethics](#). Outside agencies are expected to comply with their own code of ethics as well as the City of Bellevue's ethical standards.

2.0 Concept of Operations

2.1 Horizontal and Vertical Value of the EOC

The primary purpose of the EOC is to provide efficient and effective resource allocation in support of response and recovery during an incident. To aid response efforts, the EOC is designated as the central location for information gathering, incident analysis, and response coordination (see Figure 2). The EOC works in conjunction with City of Bellevue departmental Command Centers, and a representative from each department who is supporting a Command Center shall be available to respond to the EOC for enhanced coordination. The EOC and Command Centers coordinate to enhance field operations. The EOC also coordinates incident messaging through the use of news releases, social media, press conferences, and other tools to communicate with the field, media, the public, and stakeholders. Information gathered is used by the Policy Group to make decisions concerning response actions and to identify and prioritize the use of local and regional resources needed to mitigate the incident.

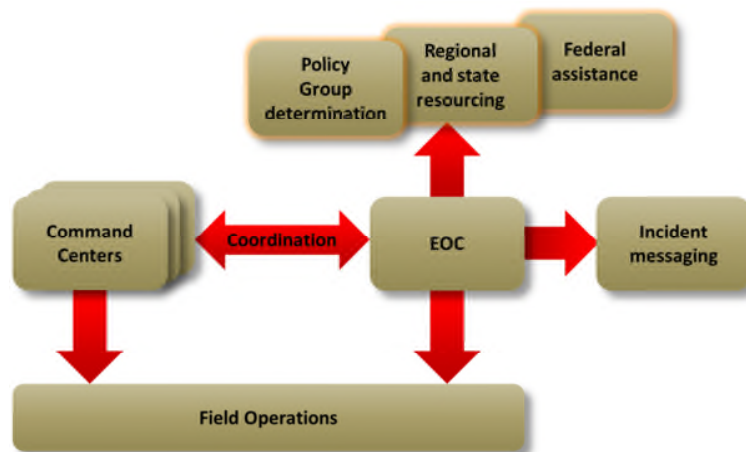


Figure 2. Value of EOC Assistance

Although City of Bellevue departmental Command Centers may have established memorandums of agreement with various regional and state assistance programs, the EOC can provide a more effective support based on its relationship with the following:

- Policy Group: The EOC presents issues to the Policy Group for determination and resolution, as necessary, through an established process.
- Regional and state entities: The EOC provides enhanced collaborative efforts with regional and state assistance based on professional relationships with external EOCs.
- Federal programs: The EOC provides expedited federal assistance through established programs, such as the Stafford Act, as necessary.

2.2 Primary and Alternate EOC

The Primary EOC for the City of Bellevue is located on the third floor of City Hall (Room 3E-106). The Alternate EOC can be established as needed on the second floor of the Bellevue Service Center in the

Parquet Room. Go Kits with supplies needed for an alternate EOC in the event the primary is unavailable are located in the closet of the Parquet Room (near the elevators) of the Bellevue Service Center (see the [Alternate EOC SOP](#)).

2.3 EOC Organization

The EOC organization follows the concepts of the ICS, NIMS, and the ESFs with some modifications. The City of Bellevue EOC uses FEMA's ICS and span of control parameters for all EOC activations. The EOC Manager is ultimately responsible for all EOC efforts to support field activities and coordinate resources for appropriate response and recovery. Responsibilities are delegated as needed based on the extent and impact of the incident. Per best practices, the advised span of control for each position is three to seven personnel (see Figure 3).

Note: Because EOC staffing is scalable depending upon the type of incident and support needs, smaller incidents may have only a portion of the positions listed below, while larger incidents may require a full staffing of the positions. The overall structure and operation of the EOC should not differ between a small incident versus a large incident. Also, while the Policy Group is part of the EOC—generally in a break-out room—it is shown in an advisory capacity only. Liaisons from external agencies may also be present in the EOC during emergencies.

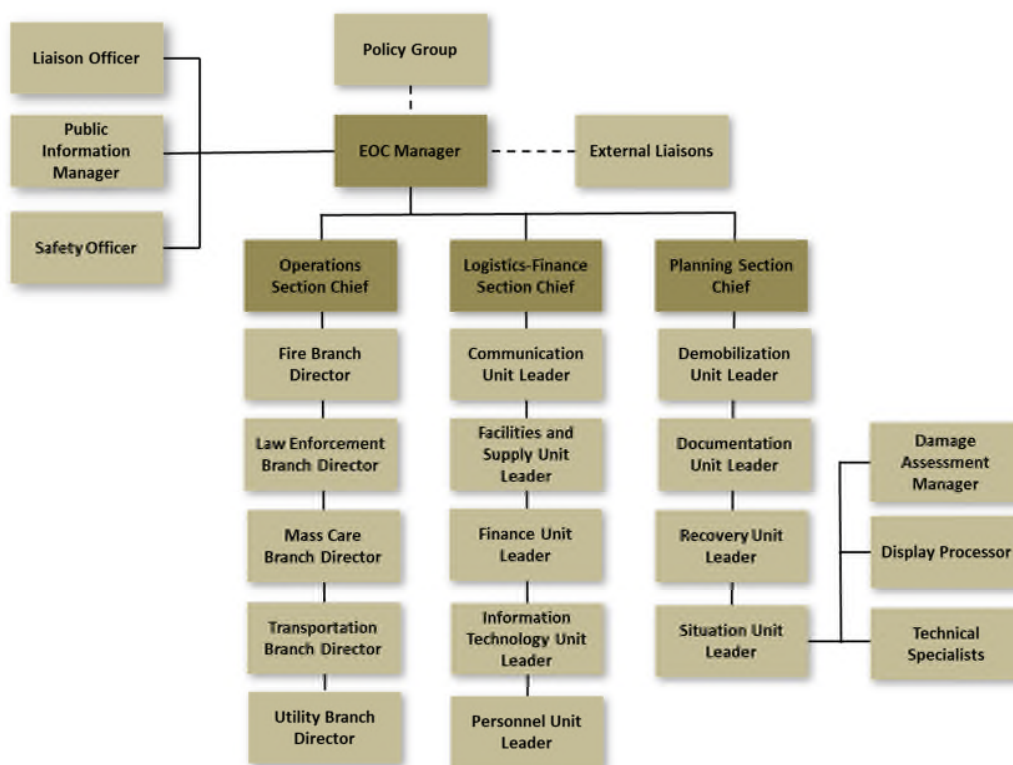


Figure 3. EOC Organization (ICS/ESF Hybrid Model)

Position-specific EOC duties are identified in position-based standard operating procedures (SOPs). See Section 5.2 of this manual for links to the SOPs.

2.4 EOC Management

The EOC Staff is comprised of EOC Management and General Staff. EOC Management positions are established to assign responsibility for key activities not specifically identified in the General Staff functional elements. EOC Management positions (see Figure 4) include the EOC Manager, the Public Information Manager, the Safety Officer and the Liaison Officer, in addition to various others as required and assigned by the EOC Manager. EOC Management develops the overall incident objectives and strategy; approves the Snapshot and Incident Action Plan (IAP); and approves resource orders, demobilization, and press releases.

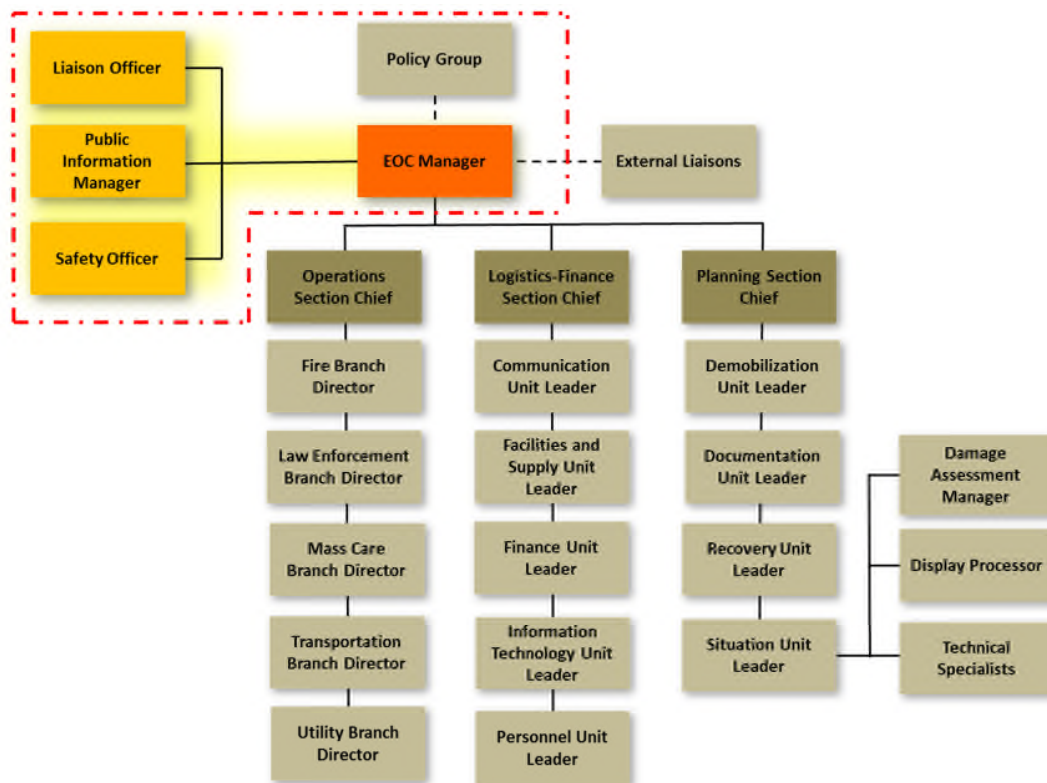


Figure 4. EOC Management

2.4.1 EOC Manager

The EOC Manager is responsible for the overall management of the incident, the development and implementation of strategic goals and objectives, approving the Snapshot and Incident Action Plan (IAP), and for approving the ordering and release of resources. The EOC Manager has authority over all EOC activities during an incident. All undelegated functions become the responsibility of the City of Bellevue EOC Manager. The EOC Manager represents the EOC when interacting with the Director of Emergency Services, the EOB, and the Policy Group. If the Operations, Planning, and/or Logistics-Finance Sections do not have a section chief designated for the incident, the EOC Manager is responsible for the respective section activities. The EOC Manager may have an assistant to act as a scribe or fill

administrative duties, as needed. Other positions within EOC Management include: Liaison Officer, Public Information Manager, and the Safety Officer.

2.4.2 Liaison Officer

The Liaison Officer is responsible for all liaison activities, which includes coordinating outside agency representatives assigned to the City of Bellevue EOC and handling requests from other incident agency representatives. The Liaison Officer reports to the EOC Manager. If this position is not delegated to specific personnel, the EOC Manager is responsible for all Liaison Officer duties.

2.4.3 Public Information Manager

The Public Information Manager is responsible for the development and release of information about the incident to the media, public, and other agencies and organizations. The Public Information Manager is also responsible for the activation and operations and the Joint Information Center (JIC) or Joint Information System (JIS). The decision for a JIC or JIS is dependent upon the level of operations and the direction of the EOC Manager.

2.4.4 Safety Officer

The Safety Officer is responsible for all EOC safety and health issues and has the authority to modify unsafe operations. The Safety Officer reports to the EOC Manager. If this position is not delegated to specific personnel, the EOC Manager is responsible for all Safety Officer duties.

2.5 General Staff

The General Staff represents and is responsible for the functional aspects of the ICS/ESF hybrid model. In the City of Bellevue EOC, the General Staff consists of the Operations, Logistics-Finance, and Planning Sections, which are staffed by personnel within various City of Bellevue departments based on areas of expertise. General guidelines related to General Staff positions include the following:

- Only one person will be designated to fill each General Staff position.
- General Staff positions may be filled by qualified persons from any agency or jurisdiction.
- Members of the General Staff report to Section Chiefs, who report directly to the EOC Manager. If a General Staff position is not activated, the Section Chief is responsible for that position's duties. If the Section Chief is not activated, the EOC Manager will have responsibility for that functional activity.
- Deputy positions may be established for each of the General Staff Section Chief positions. Deputies are individuals fully qualified to fill the Section Chief position. Deputies can be designated from other jurisdictions or agencies, as appropriate, which can provide greater interagency coordination.
- General Staff members may exchange information with any person within the organization, while direction takes place through the chain of command.
- General Staff positions should not be combined. For example, to establish a "Planning and Logistics-Finance Section," it is better to initially create the two separate functions, and if

necessary for a short time place one person in charge of both. That way, the transfer of responsibility will be easier.

2.6 General Staff: Operations Section

The Operations Section (see Figure 5) is part of the General Staff in the EOC assists with developing strategy and identifies, assigns, and supervises the resources needed to accomplish the incident objectives.

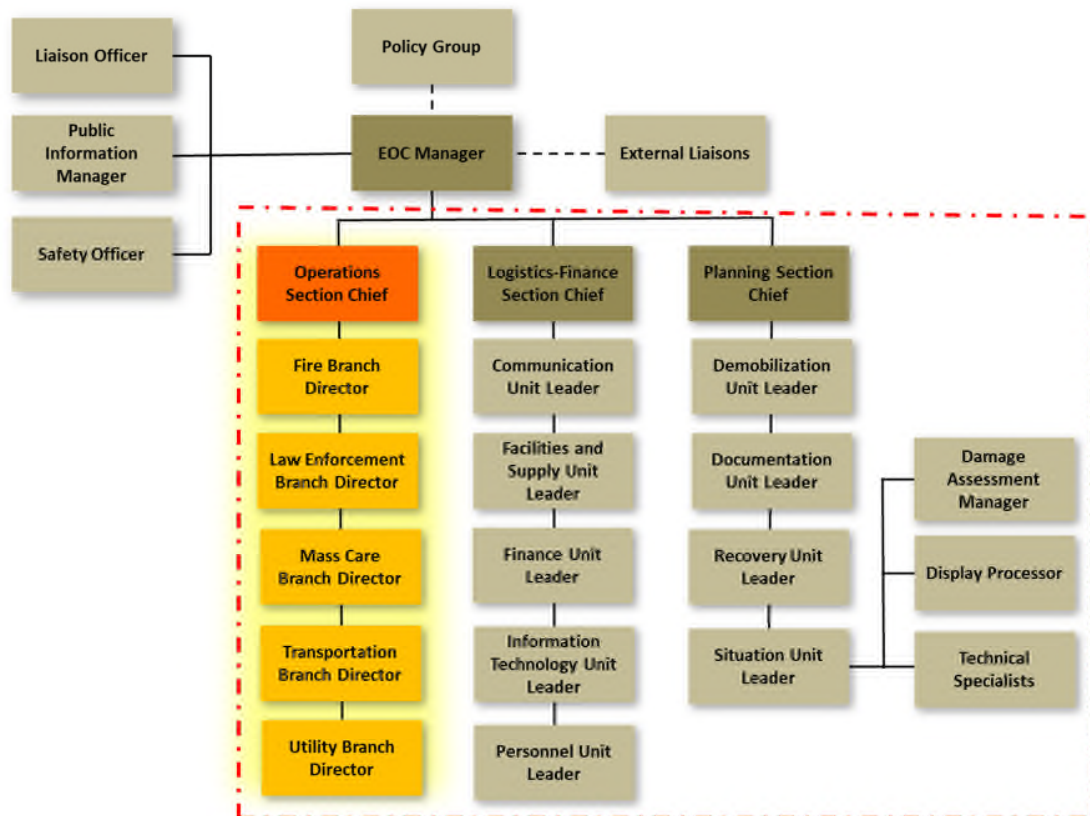


Figure 5. General Staff: Operations Section

2.6.1 Operations Section Chief

The Operations Section Chief reports to the EOC Manager. The Operations Section Chief assists in the development of the Snapshot and IAP, monitors field operations, and facilitates requests for additional operational resources, such as people, property, and infrastructure. The Operations Section Chief coordinates with the Logistics-Finance Section Chief for any personnel and property resources outside of the City of Bellevue as well as additional supplies, food, sanitation, fuel and clothing during an incident. The Operations Section Chief also coordinates with the Logistics-Finance Section Chief for personnel-based resource needs in the EOC. The Operations Section Chief may designate a deputy, who may assume responsibility for some or all of the actions for the Operations Section. Other positions in the Operations Section include Branch Directors with specific subject matter expertise and an assistant to

the Operations Section Chief to act as a scribe or fill administrative duties for that section. The determination to have an assistant is made by the individual Section Chiefs.

2.6.2 Branch Director

The Operations Section Chief may, depending upon the type of incident, request that the Branch Director positions be filled by subject matter experts within the designated areas: fire, law enforcement, mass care, transportation, utilities, and/or other areas as needed. The Branch Director is responsible for the implementation of Snapshot and IAP topics assigned to their particular area. The Branch Director supports field operations by monitoring status and facilitating requests for additional operational resources. Branch Directors may also work together to merge Department resources by creating a Task Force approach to resolving field operations. Each Branch Director may have support personnel in the EOC that represent subject matter experts, which are designated as Unit Leaders. The Branch Director reports to the Operations Section Chief.

2.7 General Staff: Logistics-Finance Section

The Logistics-Finance Section (see Figure 6) is part of the General Staff in the EOC and procures resources of people and property that are external to the City of Bellevue, develops cost analyses, ensures that activities specified in the Snapshot and IAP are within the financial limits established by the EOC Manager, develops contracts, and pays for any resources.

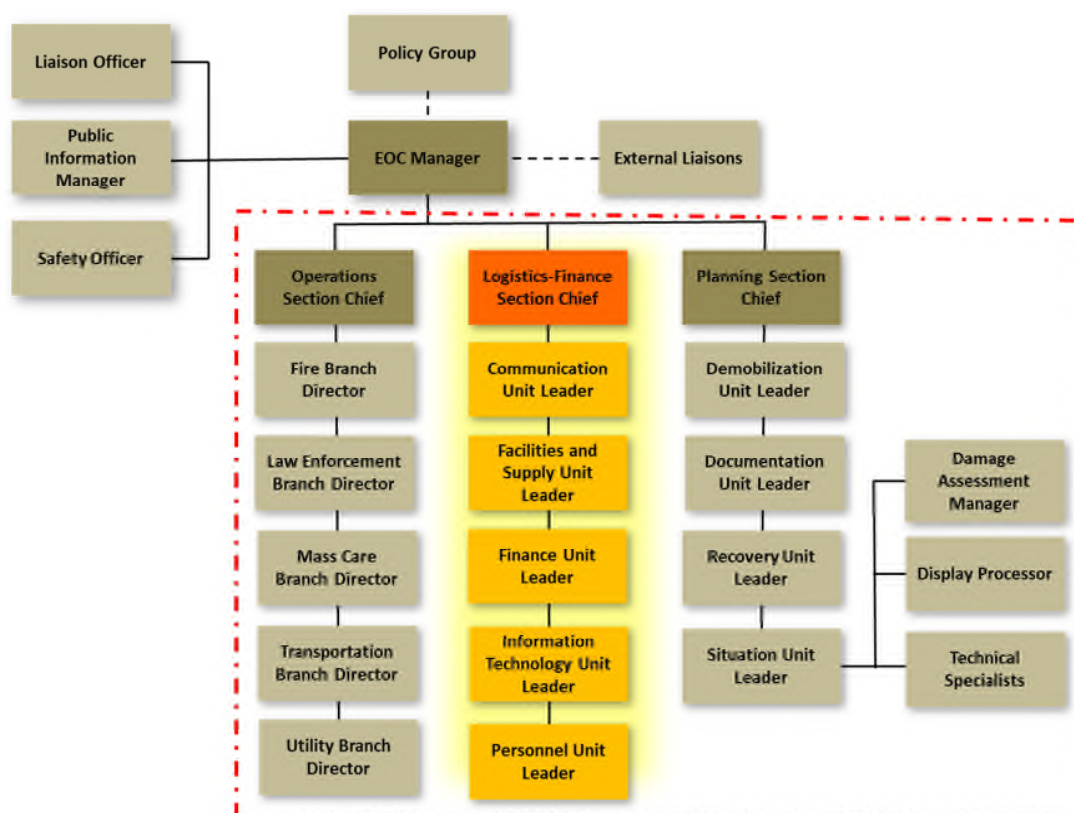


Figure 6. General Staff: Logistics-Finance Section

2.7.1 Logistics-Finance Section Chief

The Logistics-Finance Section Chief reports to the EOC Manager. The Logistics-Finance Section Chief is responsible for all associated activities in the Logistics-Finance Section within the EOC and assists in the development of the Snapshot and IAP. The Logistics-Finance Chief coordinates with the Operations Section Chief for any personnel and property resources outside of the City of Bellevue as well as additional supplies, food, sanitation, fuel and clothing, and personnel resources during an incident. The Logistics-Finance Section Chief may designate a deputy, who may assume responsibility for some or all of the actions for the Logistics-Finance Section. Other positions within the Logistics-Finance Section include: Communications Unit Leader, Facilities and Supply Unit Leader, Finance Unit Leader, the Information Technology (IT) Unit Leader, Personnel Unit Leader, and an assistant to the Logistics-Finance Section Chief to act as a scribe or fill administrative duties for that section. The determination to have an assistant is made by the individual Section Chiefs.

2.7.2 Communications Unit Leader

The Communications Unit Leader is responsible for developing plans for the efficient use of communications equipment and facilities, overseeing the installation of equipment and the supervision of EOC communications. The Communications Unit Leader may assist the Personnel Unit Leader with the Organization and Communications Matrix. The Eastside Amateur Radio Support (EARS) Group, a volunteer-based group for the City of Bellevue, reports to the Communications Unit Leader. The Communications Unit Leader reports to the Logistics-Finance Section Chief. If this position is not delegated to specific personnel, the Logistics-Finance Section Chief is responsible for all Communications Unit Leader duties.

2.7.3 Facilities and Supply Unit Leader

The Facilities and Supply Unit Leader is responsible for the layout and activation of incident facilities, including the EOC as well as coordinating the procurement of resources and supplies requested by field units and the EOC while maintaining an inventory of those resources. The Facilities and Supply Unit Leader will order, receive, store, and distribute supplies and equipment and will provide cost information to the Finance Unit Leader. The Facilities and Supply Unit Leader reports to the Logistics-Finance Section Chief. If this position is not delegated to specific personnel, the Logistics-Finance Section Chief is responsible for all Facilities and Supply Unit Leader duties.

2.7.4 Finance Unit Leader

The Finance Unit Leader is responsible for all financial and cost analysis aspects of the incident, such as maintaining an audit trail, billing, invoice payments, and documentation of labor, materials, and services used during the incident. The Finance Unit Leader is the designated lead for preparing documentation for cost reimbursement in the event of a federally declared incident in conjunction with the City of Bellevue Emergency Manager. The Finance Unit Leader works with the Recovery Unit Leader in the Planning Section to organize and prepare reimbursement documentation. The Finance Unit Leader reports to the Logistics-Finance Section Chief. If this position is not delegated to specific personnel, the Logistics-Finance Section Chief is responsible for all Finance Unit Leader duties.

2.7.5 Information Technology (IT) Unit Leader

The IT Unit Leader is responsible for overseeing the installation and support of technology equipment for the EOC. The IT Unit Leader reports to the Logistics-Finance Section Chief. If this position is not delegated to specific personnel, the Logistics-Finance Section Chief is responsible for all IT Unit Leader duties.

2.7.6 Personnel Unit Leader

The Personnel Unit Leader is responsible for: 1) the location of EOC personnel resources, 2) the preparation and processing of EOC personnel status change, and 3) maintenance of a master check-in of EOC personnel resources. The Personnel Unit Leader is responsible for preparation of the Organization and Communications Matrix as part of the IAP. The Personnel Unit Leader reports to the Logistic-Finance Section Chief. If this position is not delegated to specific personnel, the Logistics-Finance Section Chief is responsible for all Personnel Unit Leader duties.

2.8 General Staff: Planning Section

The Planning Section (see Figure 7) is part of the General Staff in the EOC and provides status reports, manages the planning process, fulfills EOC-related personnel resource requests, and produces the IAP.

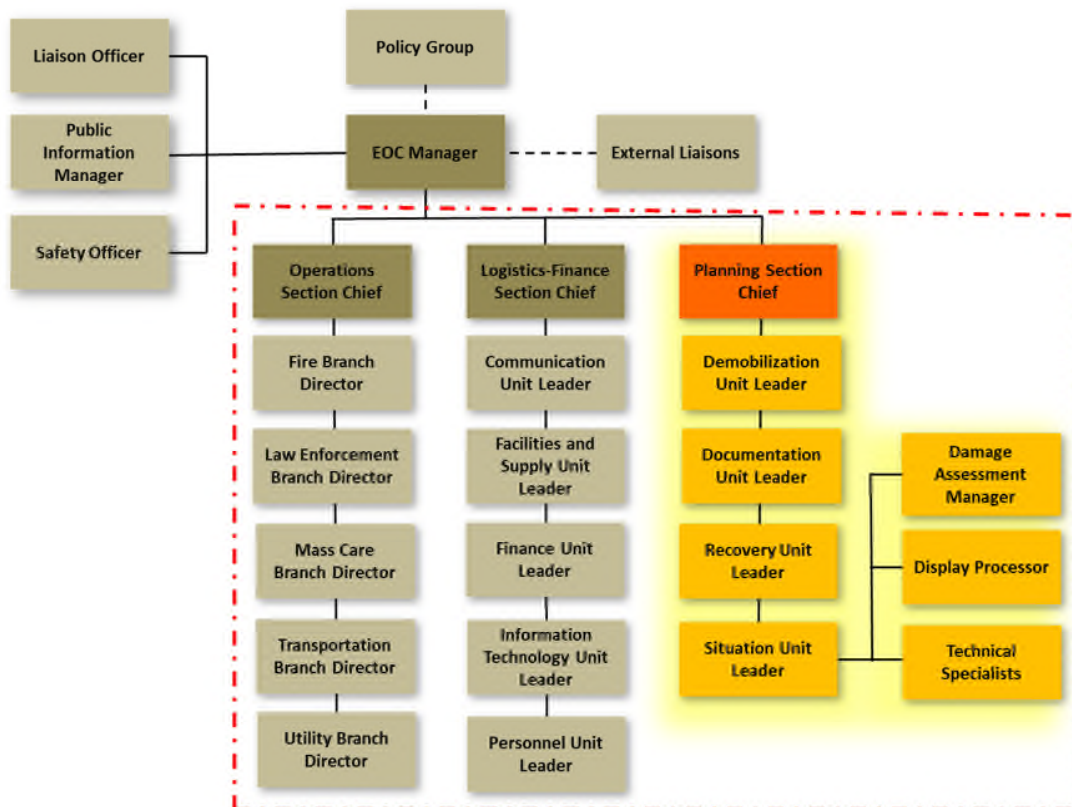


Figure 7. General Staff: Planning Section

2.8.1 Planning Section Chief

The Planning Section Chief reports to the EOC Manager. The Planning Section Chief is responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and status of resources. Information is necessary to: 1) understand the current situation, 2) predict probable course of incident impact, and 3) prepare alternative strategies for the incident. The Planning Section Chief coordinates with the Operations Section Chief and Logistics-Finance Section Chief for personnel-based resource needs. The Planning Section Chief coordinates planning meetings and compiles the Snapshot and IAP for the EOC Manager. The Planning Section Chief may designate a deputy, who may assume responsibility for some or all of the actions for the Planning Section. Other positions in the Planning Section include the Demobilization Unit Leader, the Documentation Unit Leader, the Recovery Unit Leader, the Situation Unit Leader, the Damage Assessment Unit Leader, the Display Processor, Technical Specialists, and an assistant to the Planning Section Chief to act as a scribe or fill administrative duties for that section. The determination to have an assistant is made by the individual Section Chiefs.

2.8.2 Demobilization Unit Leader

The Demobilization Unit Leader is responsible for the development, implementation, and monitoring of an EOC demobilization plan. The Demobilization Unit Leader reports to the Planning Section Chief. If this position is not delegated to specific personnel, the Planning Section Chief is responsible for all Demobilization Unit Leader duties.

2.8.3 Documentation Unit Leader

The Documentation Unit Leader is responsible for: 1) maintaining accurate and complete incident files, 2) providing duplication services to EOC personnel, and 3) packaging and storing incident files for legal, analytical, fiscal, and historical purposes. The Documentation Unit Leader reports to the Planning Section Chief. If this position is not delegated to specific personnel, the Planning Section Chief is responsible for all Documentation Unit Leader duties.

2.8.4 Recovery Unit Leader

The Recovery Unit Leader is responsible for coordinating recovery efforts. The Recovery Unit Leader shall prepare and maintain documentation of all incident information for reimbursement from FEMA and/or the Washington State Emergency Management Division (EMD). The Recovery Unit Leader is also responsible for working with the Finance Unit Leader in the Logistics-Finance Section to organize and prepare reimbursement documentation. The Recovery Unit Leader provides periodic briefings for the EOC Manager and general EOC staff addressing recovery planning issues and supervises the Recovery Unit and all recovery operations until the EOC is deactivated. If this position is not delegated to specific personnel, the Planning Section Chief is responsible for all Recovery Unit Leader duties.

2.8.6 Situation Unit Leader

The Situation Unit Leader is responsible for the collection and organization of incident status and situation information. The Situation Unit Leader is also responsible for the evaluation, analysis, and

display of that information for use by the EOC Staff. The Situation Unit Leader assists the Planning Section Chief with the Snapshot and the IAP. The Situation Unit Leader manages the Damage Assessment Manager, the Display Processor, and Technical Specialists. If these positions are not filled, the Situation Unit Leader is responsible for the duties of each position. The Situation Unit Leader reports to the Planning Section Chief. If this position is not delegated to specific personnel, the Planning Section Chief is responsible for all Situation Unit Leader duties.

2.8.7 Damage Assessment Manager

The Damage Assessment Manager is responsible for collecting, collating, and reporting damage resulting from the incident and for supervising and directing the activities of the damage assessment teams. Damage Assessment Teams report to the Damage Assessment Manager. The Damage Assessment Manager reports to the Situation Unit Leader. If this position is not delegated to specific personnel, the Situation Unit Leader is responsible for all Damage Assessment Manager duties.

2.8.8 Display Processor

The Display Processor is responsible for the display of incident status information obtained from City services, field observers, resource status, videos, and photographs. The Display Processor reports to the Situation Unit Leader who reports to the Planning Section Chief. If this position is not delegated to specific personnel, the Situation Unit Leader is responsible for all Display Processor duties.

2.8.9 Technical Specialists

Technical Specialists are advisors with special skills needed to support incident operations. Technical Specialists may report to the Situation Unit Leader or the Planning Section Chief, or be reassigned to other sections of the EOC, as needed.

3.0 Five Stages of EOC Activities

The concept of operations for the City of Bellevue EOC activities fall into five stages (see Figure 8 below).

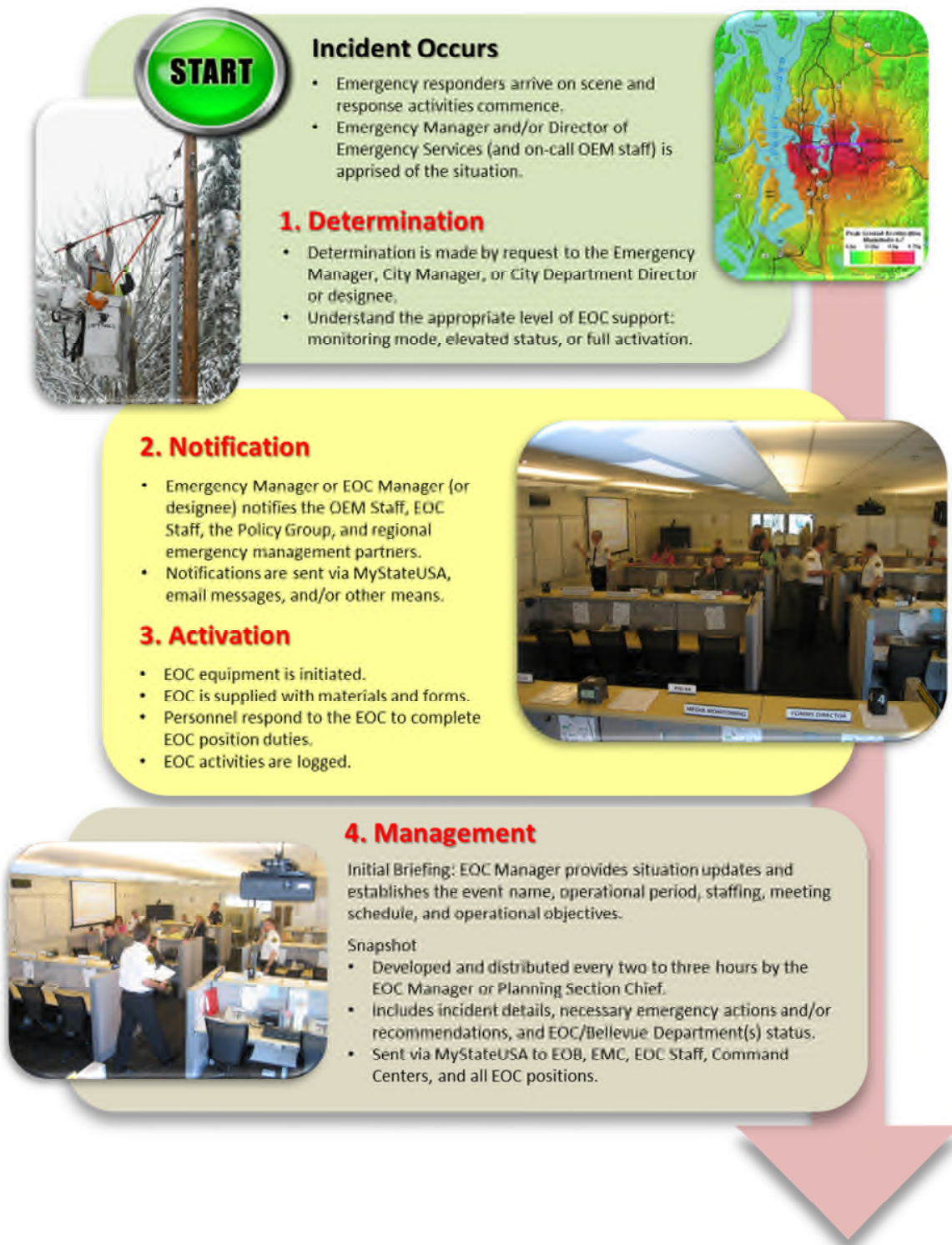


Figure 8. Five Stages of EOC Activities

These five stages provide a platform for consistency in the way in which the EOC functions during the three activation levels: level 1 – monitoring mode, level 2 – elevated status, or level 3 – full activation (see Section 3.2.2 for full definition). A consistent approach in EOC activities makes it much easier for EOC Staff to respond comfortably and in a unified manner for many different types of incidents. A simple, consistent approach to response enables EOC staff to be successful even though they may have not responded for quite some time. All EOC activities fall within one of the five stages. Each stage will be further described in the following sections.

3.1 Anatomy of an Incident from the EOC

This is an example of an incident with EOC activation. Note the five stages of EOC activities.



4. Management, Cont.

Incident Action Plan (IAP) Development

- Logistics-Finance Section completes the Organizational and Communications Matrix Form.
- The Operations Section, Logistics-Finance Section, and the Planning Section use the Resource Request Form, depending upon the type of resource being requested.
- The Operations Section Chief completes the Operational Planning Form.
- All completed forms are sent to the Planning Section.

Finalizing the IAP

- Planning Section compiles the Incident Objectives, Organizational and Communications Matrix, the Resource Request Form, and the Operational Planning Form and assembles the current IAP.
- Completed IAP is presented to EOC Manager for approval and the approved IAP is distributed in the same manner as the Snapshot.

Ongoing Snapshot Development

- The EOC Manager or Planning Section Chief continues to update the Snapshot. The most current version is incorporated into the IAP.



EOC Briefing

- EOC Manager briefs EOC Staff on approved IAP.
- EOC Manager ensures resources are in place for implementation.

New Operational Period Begins

- EOC Staff coming off shift are debriefed.
- Incoming EOC Staff are briefed for situational awareness.

Execute and Assess Progress

- Monitoring ongoing operations.
- Evaluate progress against stated objectives in IAP.

Note: Operational periods continue until Demobilization is requested.

5. Demobilization

- EOC Management, Operations Section, and the Logistics-Finance Section provide situational awareness to the Planning Section Chief.
- Planning section creates the demobilization plan.
- EOC Manager approves the demobilization plan.
- Resources are returned to a ready status.

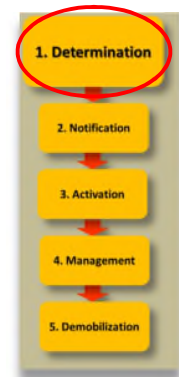
**Incident is Concluded
in the EOC**



3.2 Determination

3.2.1 Gather Information

The individual making the determination should gather available information about the incident to assist in decision making about staffing needs. Incident information may be available through phone calls, emails, other City of Bellevue department personnel, and/or external agencies, such as City of Seattle, King County, Washington State EMD, FEMA, etc. Based on the available information, the individual making the determination will choose the most appropriate operational status for the EOC.



3.2.2 Determine Operational Status

The City of Bellevue EOC is designed to be operational at different levels and operate with different levels of staffing depending upon the type of incident and the needs of the field responders. The EOC has three status levels, which are determined by the nature and extent of the incident:

- Level 1 – monitoring mode: OEM On-Call Staff continuously monitor, either remotely or from the EOC with additional OEM Team Members, any local and regional activities and maintain communication with Bellevue Departments and regional partners.
- Level 2 – elevated status: A smaller incident and/or event may require limited EOC Staff, including OEM Team Members, to respond to the EOC. The section chief roles may be filled without additional staff.
- Level 3 – full activation: This is a larger incident and/or event requiring additional personnel to fill roles within the EOC organization chart. OEM and department representatives are paged to respond to the EOC. The section chiefs require subsequent positions to be filled in order to coordinate response and recovery efforts.

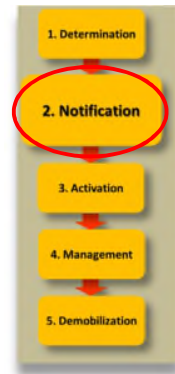
The City of Bellevue Emergency Manager, Director of Emergency Services, or any City Department Director or designee can request activation of the City of Bellevue EOC when there is an incident or event that requires additional support to day-to-day response or recovery capabilities. The determination for Level 3 - full activation of the EOC can be accomplished remotely (i.e., from home) depending upon the specific circumstances of the incident, such as inclement weather on a weekend. The individual making the determination should then promptly travel to the EOC for notification and activation processes or hand these processes off to a designee.

3.2.3 Contact OEM Emergency Manager and/or Director of Emergency Services

The individual making the determination to staff the EOC shall then contact the City of Bellevue Emergency Manager and address the reasons why the EOC should be activated, who is needed based on the type of incident, and the time frame in which to activate. If the City of Bellevue Emergency Manager is not notified prior to activation, provide him/her with a briefing as soon as possible. If necessary, discuss the situation with the Director of Emergency Services (or designee) for potential Policy Group responsibilities. Brief the EOC Manager once he/she arrives to the EOC on determination activities.

3.3 Notification

The initial person in the EOC may act as the EOC Manager until a more appropriate person arrives. The EOC Manager or designee must notify OEM staff and EOC Staff in order to initiate staffing/activation of the EOC. The City of Bellevue EOC uses MyStateUSA (<https://www.mystateusa.com/edit/>) as the primary mechanism for notification, with a login required. Current alert and warning tools are notated in **ESF 2, Communications, Information Systems, and Warning**. The primary groups of people who must be notified regarding EOC activities include: OEM Staff, EOC Staff, EMC, Policy Group (EOB), Command Centers, and Regional Emergency Management partners (including NORCOM and SPAN groups, as necessary).



3.3.1 Notify OEM Staff of Activation

OEM On-Call Staff shall provide a brief situation status report with remaining OEM Staff, possibly asking for the remaining OEM Staff to respond to EOC for additional assistance. OEM Staff can generally work in any position within the EOC and can provide assistance for revised processes. Notification process can be verbal, email, or by a phone call.

3.3.2 Request Personnel for EOC Staffing

The OEM On-Call Staff or the Emergency Manager (if in the EOC) shall determine the appropriate staff for the EOC based on the type of incident and incident specifics (i.e., size, hazard, possible duration, etc.). The levels of EOC status are important to understand when determining the appropriate level of response in the EOC. Level 1, monitoring mode, is accomplished by OEM personnel or with minimal assistance by other City of Bellevue Departmental personnel and does not necessarily require the use of the EOC as monitoring can be virtual. If level 2, elevated status, or Level 3, full activation, is required the OEM On-Call Staff or

Emergency Manager will use MyStateUSA to request EOC Staff presence in the EOC. The OEM On-Call Staff or Emergency Manager can delegate this process to another position in the EOC if needed. The level of staffing is dependent upon the type and severity of the hazard/emergency (see Figure 9).

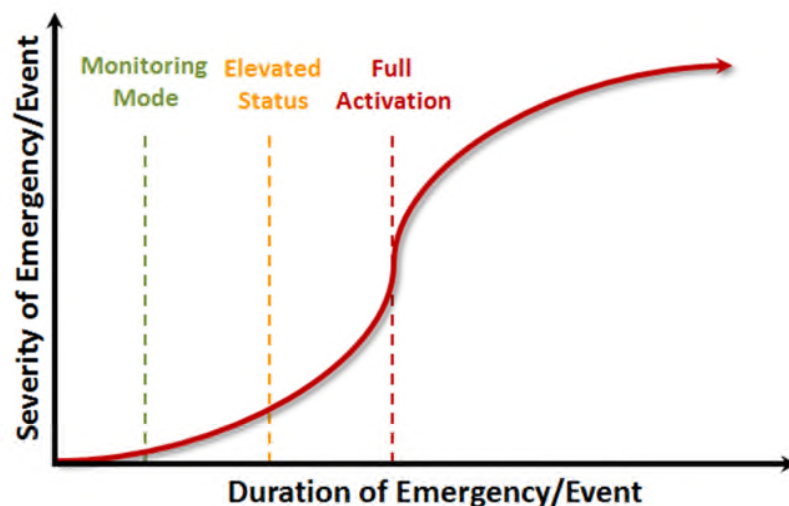


Figure 9. EOC Staffing based on Duration and Severity of an Incident

3.4 Activation

The activation process includes readying either the Primary or Alternate EOC for use during an incident and/or event. Regardless of the location of the EOC, the first person to respond, the OEM On-Call Staff is generally the person who sets up the EOC, but EOC Staff should be familiar with activation processes in the event an OEM On-Call Staff is unavailable.

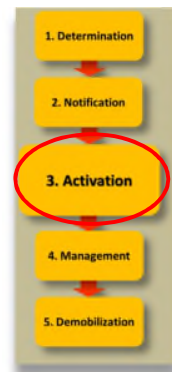
The initial person in the Primary EOC must turn on the lights by using the two dimmer light switches over the sign-in desk near the main exit of the Primary EOC (see the bottom of Figure 10). Provide a laptop computer for an electronic sign in process. In the event that there is no power, provide the sign-in form with pens and directions on the paper sign-in procedure. Use the [EOC Sign-In/Out Form](#) for both electronic and hard copy processes. The initial person shall then retrieve keys from lock box located in the OEM Literature Room (see Figure 10) and open the EOC Storage Room and amateur (HAM) radio room (top row - Yellow Tags), and replace keys in lockbox. Using the [EOC Equipment and Resource Quick Guide](#) for detailed instructions about each piece of equipment in the EOC, as needed, the initial person should then turn on equipment in each pod, including:

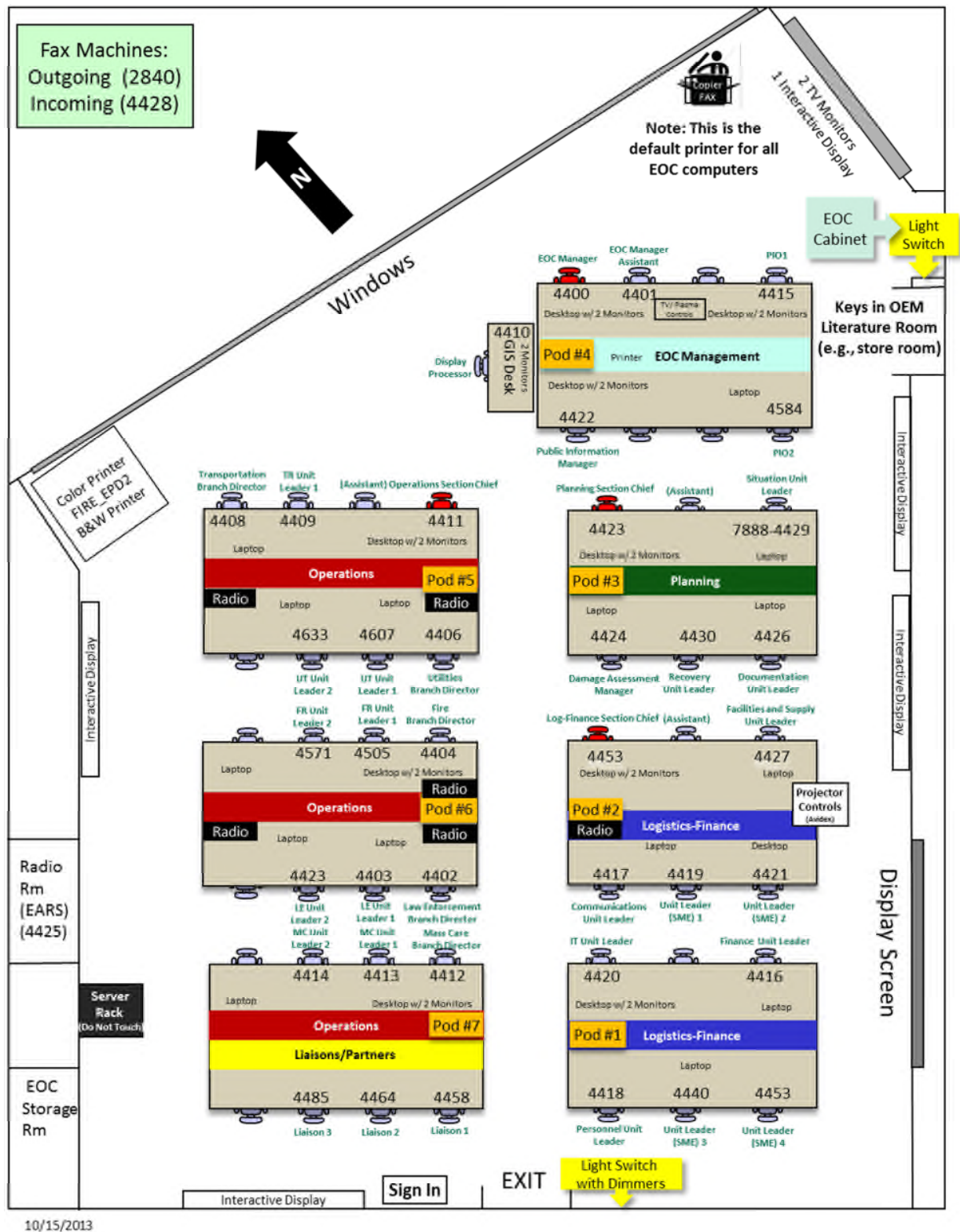
- Computers;
- Radios;
- 800MHz radio base stations;
- Televisions; and
- Interactive Displays.

The initial person in the EOC shall also supply the EOC with materials and forms prior to EOC activation:

- Resupply [Message Form](#) for each Pod (in the EOC Cabinet);
- Verify each Pod has pens, notepaper, dry erase markers;
- Turn the Interactive Displays on;
- Clean whiteboards, as needed; and
- Make coffee in kitchenette located by the elevator, across from the men's room, and as time permits consider refreshments, drinks, etc.

The first person in the EOC performing readiness activities should, if time allows, board known incident details on a white board or an Interactive Display for incoming EOC Staff. This person should follow-up with the identified and requested EOC Staff if no contact has been made.





3.5 Management

3.5.1 Operational Periods and Planning Cycles

Figure 11 is an example of a planning cycle during one operational period, represented here by the FEMA Planning “P.” Most operational periods are based on a 12-hour cycle, although the timeframe can be adjusted based on the type of incident and available support. EOC management activities shown below enable a consistent approach to supporting the incident within each operational period. A consistent approach enables a more effective response and coordination despite unique circumstances of individual incidents. It also provides enhanced performance of EOC Staff as they will have a common understanding of their roles and responsibilities within the EOC.

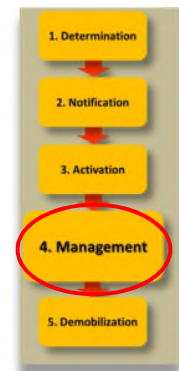


Figure 11 illustrates the five FEMA phases with the overlay of the Bellevue EOC processes. The incident initiates Phase 1, which comprises the first three Bellevue EOC stages (Determination, Notification, and Activation). The EOC is activated and the initial briefing is provided, thus initiating the first operational period. Various EOC activities take place in each of the five phases. FEMA Phases 2-4 occur during the Bellevue EOC Management Stage. A minimum of four Snapshots is recommended for each operational period, which equates to approximately one Snapshot per three hours of the operational period. The last Bellevue EOC Stage, Demobilization, is not represented in the FEMA Planning “P.”

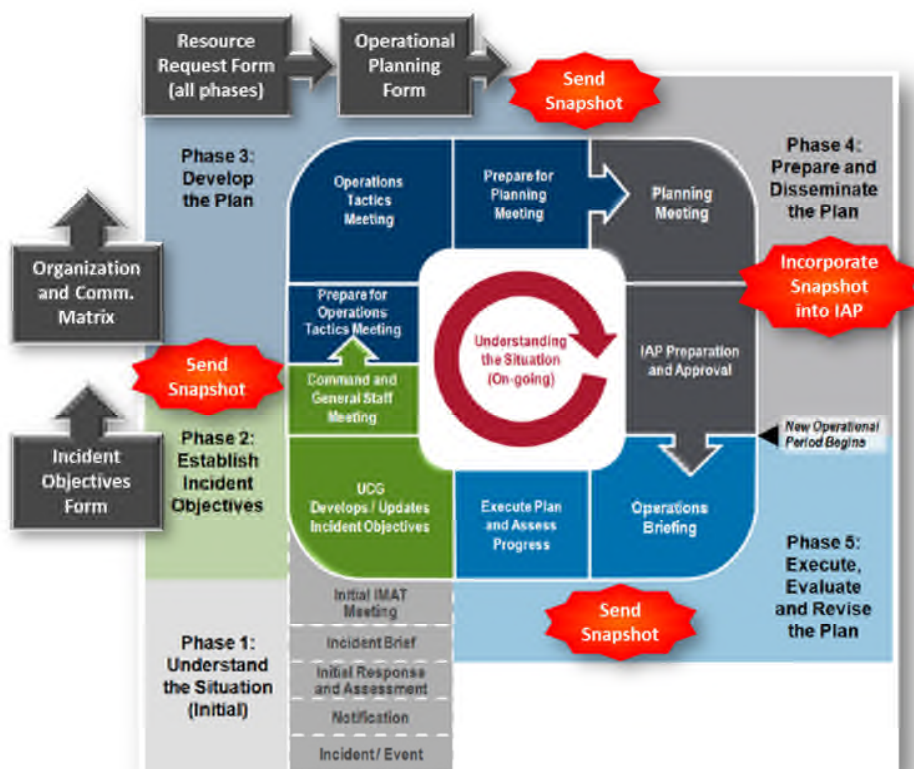


Figure 11. Initial Operational Period Activities

The relationship between the Bellevue EOC states and the FEMA phases is documented to the right. Most of the FEMA Phases occur within the Management Stage of the Bellevue EOC.

If the incident requires more than one operational period, the operational period looks more like the FEMA Planning "O" shown in Figure 12. With subsequent operational periods, only four phases are needed, as Phase 1 constitutes the occurrence of the incident and initial response.

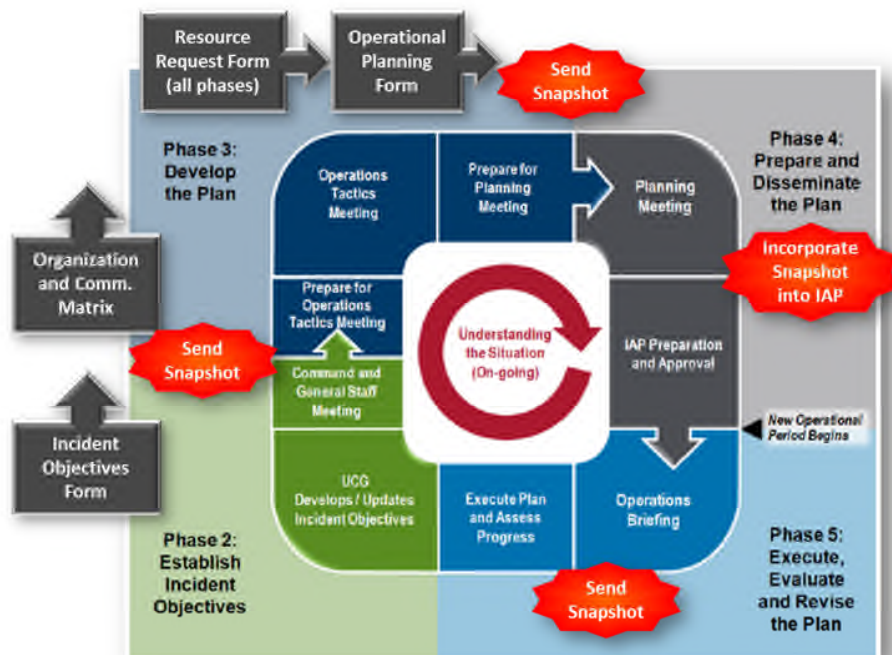
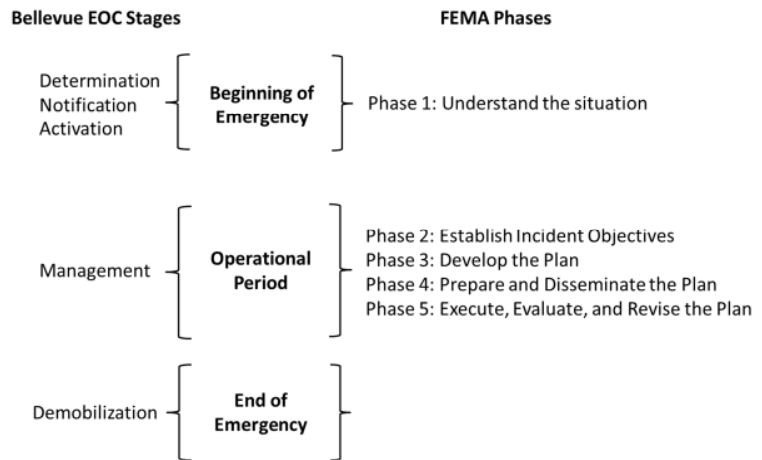


Figure 12. Subsequent Operational Period Activities

3.5.2 EOC Forms

All EOC Staff are responsible for understanding the forms used in the EOC. Each form is part of a larger EOC management process. The forms used in the EOC include the following:

- EOC Sign-In/Out Form;
- Message Form;
- Snapshot;

- IAP Report;
- Incident Briefing Form;
- Incident Objectives Form (content feeds the IAP);
- Organization and Communications Matrix (content feeds the IAP);
- Resource Request Form (content feeds the IAP); and
- Policy Briefing Form.

Each form is described on the following pages.

EOC Sign In/Out Form

Purpose: The EOC Sign In/Out Form is used to track accountability of personnel who are participating in the EOC. It may be presented on a paper document, computer, or a Smart Board and must be filled out upon entry to and exit from the EOC. It is the responsibility of the person readying the EOC for activation to provide the form near an entrance to the EOC.

Message Form

Purpose: The EOC Message Form manages information as it is flowing into the EOC and ensures proper documentation and accountability. The message form may be used to request resources, request or provide information, provide a report from a Department Command Center or a neighboring jurisdiction, ask questions that require research.

Note: All calls received during an emergency/event need to be documented using the Message Form. At times, depending on the situation, the EOC may request that a tally be kept of certain types of inquiry calls to ascertain public information needs and increased situational awareness.

Preparation: The initial portion of the EOC Message Form can be completed by anyone associated with the EOC who receives information or messaging.

Distribution: The EOC Message Form may be sent to the Operations, Logistics-Finance, or Planning Section depending on the nature of the message/information. All completed original forms must be given to the Documentation Unit Leader or Planning Section Chief.

Snapshot

The Snapshot contains three elements:

- 1) Incident summary (description of the incident) with potential hazard impacts and/or consequence analysis
- 2) Emergency actions or recommendations
- 3) Status of Continuity of Operations (COOP)/Continuity of Government (COG) (i.e., status of the EOC, City Departments, and Command Centers)

Purpose: The Snapshot provides a timelier update (every three hours at a minimum) of current emergency activities as well as Continuity of Operations (COOP) and Continuity of Government (COG) for the City of Bellevue. The Snapshot provides regional partners with the current capabilities of the Bellevue EOC and response assets.

Preparation: The EOC Manager is ultimately responsible for completing the Snapshot. The EOC Manager may delegate this to the Planning Section Chief. Once the form is completed, the EOC Manager sends the form to the Planning Section Chief for incorporation into the IAP. Send all completed original forms to the Documentation Unit Leader or Planning Section Chief.

Distribution: The EOC Manager or Planning Section Chief (if delegated) distributes the Snapshot at a minimum of four times during an operational period to the following groups using MyStateUSA, email, and/or fax:

- Internal groups: EMC, Policy Group (EOB), EOC Staff, EOC Positions, Bellevue Command Centers
- External groups: King County Emergency Coordination Center, Washington State Emergency Management Division, Private Sector, SPAN, and other identified partners.

IAP Report

Purpose: The IAP is the primary planning document for each operational period in the EOC and is a directive, “downward-looking” tool to assist operational decision making. It can also assist senior leadership in understanding emergency objectives and issues. It includes the following forms, along with other information, to be completed by the responsible EOC Section(s):

- Incident Objectives Form, prepared by EOC Management and Planning Section;
- Organization and Communications Matrix, prepared by the Logistics-Finance Section; and
- Resource Request Form, prepared by the Operations Section, Logistics-Finance Section, and Planning Section.

Preparation: The Planning Section Chief is responsible for compiling the IAP over the course of the operational period. Section Chiefs review the IAP, either independently or as a group depending upon the incident activities, prior to the EOC Manager’s review. The EOC Manager provides approval of the IAP. The EOC Manager or the Planning Section Chief then briefs the IAP to the EOC at the end of the operational period.

Distribution: The EOC Manager or Planning Section Chief (if delegated) sends the IAP—one per operational period—to the following groups using MyStateUSA, email, and/or fax (the same audience for the Snapshot):

- Internal groups: EMC, Policy Group (EOB), EOC Staff, EOC Positions, Bellevue Command Centers.
- External groups: King County Emergency Coordination Center, Washington State Emergency Management Division), Private Sector, SPAN, and other identified partners.

Incident Briefing Form

Purpose: The Incident Briefing Form is designed to provide guidance for the EOC Manager when briefing EOC Staff. This is an optional form for use in the EOC. If the EOC Manager has prior briefing experience and feels comfortable doing so, this form is not required.

Preparation: The Incident Briefing Form is used by the EOC Manager order to brief the current incident information to personnel in the EOC. If the form is completed, the EOC Manager sends the form to the Planning Section Chief.

Distribution: The Incident Briefing Form may be given to all supervisory personnel at the Section, Branch, Division/Group, and Unit levels. All completed original forms must be given to the Documentation Unit Leader or Planning Section Chief.

Incident Objectives Form

Purpose: The Incident Objectives Form describes the basic incident strategy, incident objectives, and command emphasis/priorities during the next operational period.

Preparation: The Incident Objectives Form is completed by the EOC Manager following each briefing conducted to prepare the Incident Action Plan (IAP). Once the form is completed, the EOC Manager sends the form to the Planning Section Chief for incorporation into the IAP.

Distribution: The Incident Objectives Form may be reproduced with the IAP and given to all supervisory personnel at the Section, Branch, Division/Group, and Unit levels. All completed original forms must be given to the Documentation Unit Leader or Planning Section Chief.

Organization and Communications Matrix

Purpose: The Organization (Org) and Communications (Comm) Matrix provides both the EOC organization with names and contact information as well as radio, email, and telephone information for communication systems outside the actual EOC.

Preparation: The Org and Comm Matrix is completed by Personnel Unit Leader (if delegated) or the Logistics-Finance Section Chief. The Communications Unit Leader shall assist the Personnel Unit Leader in preparation of this form. This form is part of the Incident Action Plan (IAP). Once the form is completed and the EOC staff is briefed on current staffing, the Personnel Unit Leader sends the form to the Planning Section Chief for incorporation into the IAP.

Distribution: The Org and Comm Matrix may be reproduced and given to all supervisory personnel at the Section, Branch, Division/Group, and Unit levels. All completed original forms must be given to the Documentation Unit Leader or Planning Section Chief.

Resource Request Form

Purpose: The Resource Request Form documents the request, approval, and movement of resources, both personnel and supplies as well as internal and external, in the EOC.

Preparation: Anyone who requires a resource may complete the Resource Request Form. Complete the form depending on the type of resource:

- For EOC personnel requests or for internal supplies requests, complete *shaded areas* and send the form to the *Logistics-Finance Section Chief*.
- For internal equipment from other City Departments or non-EOC personnel requests, complete *shaded areas* and send the form to the *Operations Section Chief*.
- For external resource requests, complete *entire form* and send it to the *Logistics-Finance Section Chief*.

Distribution: Once the form is completed, send to the EOC Manager for approval. Then send the form to the Finance Unit Leader for expense tracking. The Finance Unit Leader will send the form to the Planning

Section Chief for incorporation into the IAP if the resource is unfilled by the end of the operational period.

Policy Briefing Form

The Policy Group (EOB included) may be requested to work with the EOC depending upon the type and scale of the incident. Circumstances may arise during an incident that necessitates a decision to be made from the Policy Group, who will convene in a conference room near the EOC or other location. If a decision is needed from the Policy Group, the EOC Manager completes the **Policy Briefing Form** and works with the Policy Group to determine the appropriate resolution. The EOC Manager then takes the Policy Group's determination back to the EOC, brief the EOC on the discussion topics, and assign duties to EOC personnel to complete the process.

Purpose: The Policy Briefing Form describes the current EOC status, and key issues that require decision making and recommendations on behalf of the City of Bellevue Policy Group.

Preparation: The Policy Briefing Form is completed by the EOC Manager with help of his or her assistant, who then takes the form to the Emergency Operations Board members, as appropriate, and provides an incident or event report. The EOC Manager clearly describes the issue that requires a recommendation and works with the Policy Group for the appropriate option and actions to be taken by the EOC. The EOC Manager, with help of assistant, will complete all fields and ensure field #11 is clearly documented from the Policy Group.

Distribution: The Policy Briefing Form is provided to all appropriate EOC personnel for action steps. All completed original forms must be given to the Documentation Unit Leader or Planning Section Chief.

Note: The Director of Emergency Services or designee may be requested to approve the **Proclamation of State of Civil Emergency** or the **Declaration of Emergency** (both documents to be completed by the EOC Manager with the assistance of City Emergency Manager as necessary). Both of these processes assist in expediting resource allocation and financial support/reimbursement activities. The EOC Manager will provide these forms to the Policy Group for completion and signature.

3.5.3 EOC Processes with Forms (Putting It All Together)

The following diagrams provide a high-level conceptual representation of how each of the ten EOC forms works in tandem within each Section and, ultimately, the entire management structure in the EOC. Because of the unique qualities of each EOC activation based on the type of emergency or event and the number of positions filled by EOC Staff, these processes may not exclusively represent how a specific management process in the EOC will work each time. They are merely to provide an oversight and general understanding.

Information Flow

Figure 13 outlines information flowing into the EOC, when to use the Message Form, and how to appropriately manage the information if it represents a resource request.

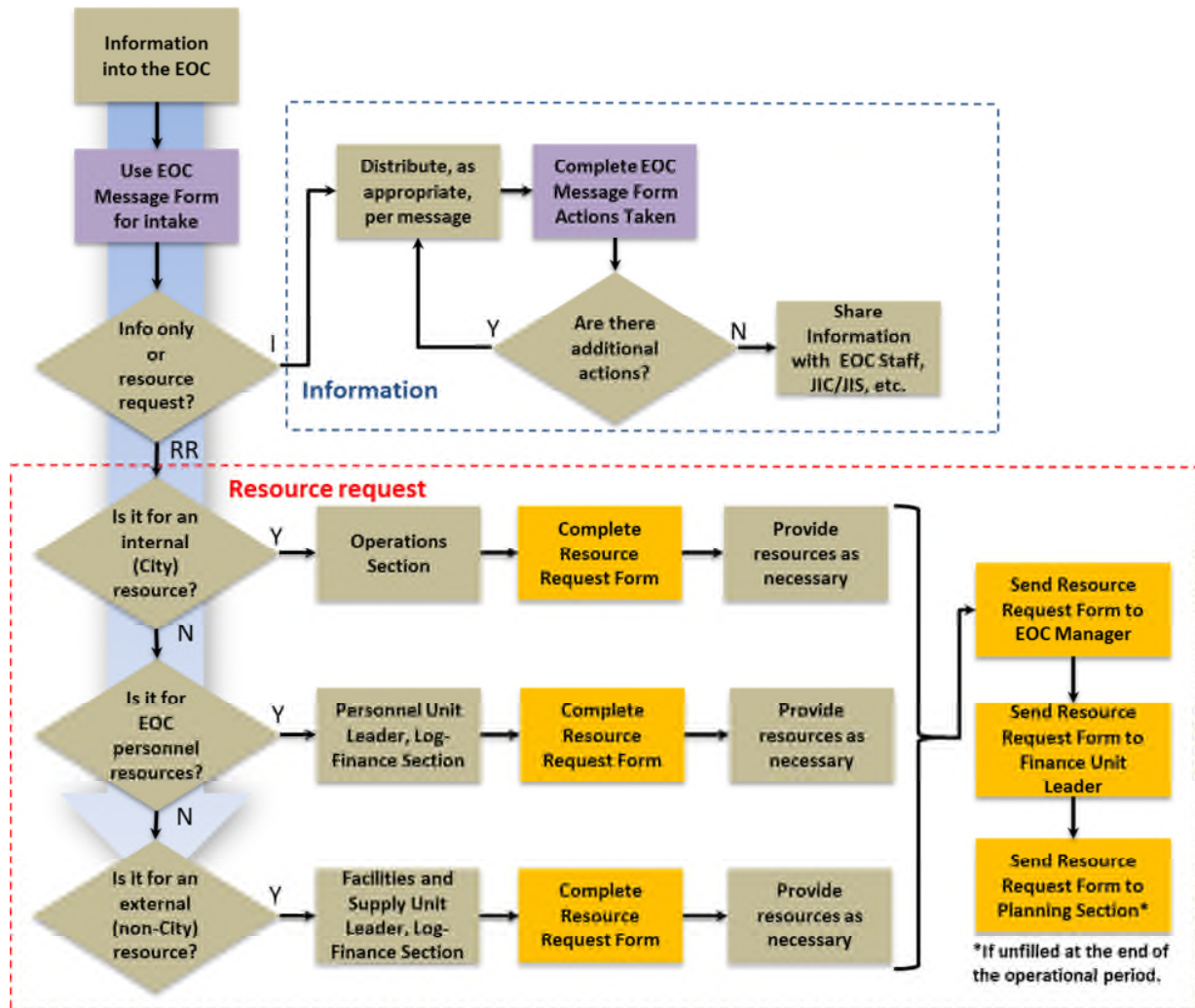


Figure 13. Information Flow in the EOC

The process outlines also demonstrates how the Message Form assist in the resource request process with the Resource Request Form.

IAP Process

The IAP process involves each Section in the EOC to complete five forms. The following forms must be completed by the responsible EOC Section as shown in Figure 14:

- Operational Objectives Form = EOC Management and Planning Section
- Snapshot = EOC Management and Planning Section
- Organization and Communications Matrix = Logistics-Finance Section
- Resource Request Form = Operations Section, Logistics-Finance Section, and Planning Section

The Planning Section then compiles the forms and adjusts additional information per the IAP Form.

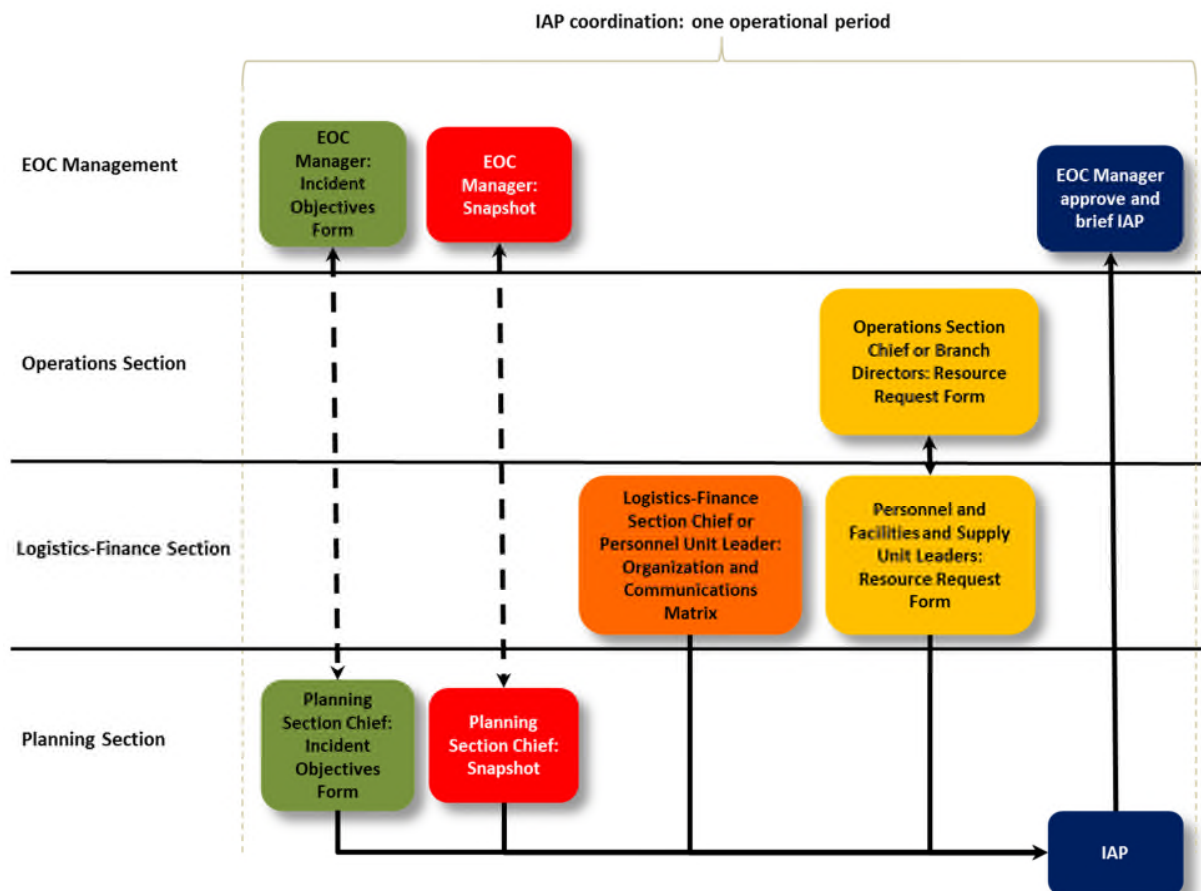


Figure 14. IAP Coordination in the EOC

EOC Manager Process

Figure 15 is representative of the general responsibilities of the EOC Manager. This is not an all-inclusive diagram. The other EOC Management positions have unique duties that are not represented in this structure, but those positions tend to use other forms and documentation that are not part of the IAP process. Additional diagrams can be developed for each EOC Management position, as needed.

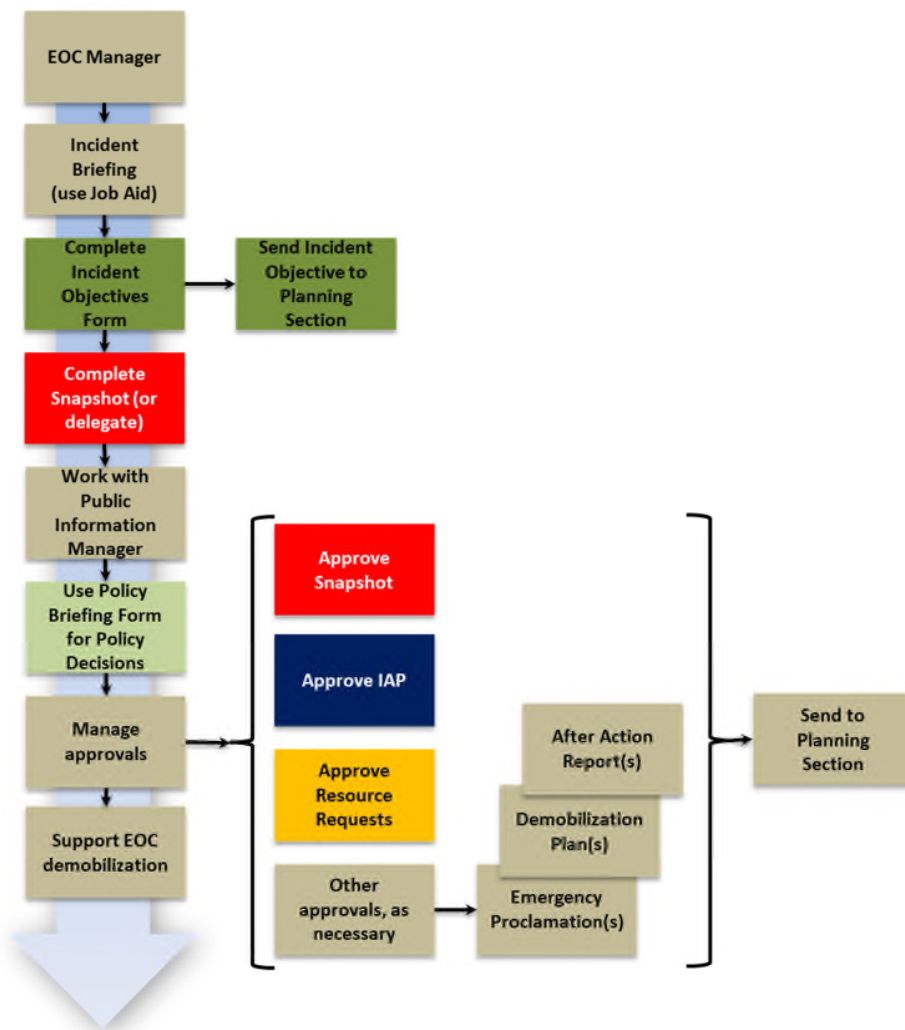


Figure 15. EOC Manager Activities

Operations Section Chief Process

Figure 16 is representative of the general responsibilities of the Operations Section Chief. This is not an all-inclusive diagram. The Branch Directors will assist the Operations Section Chief in the completion of the Resource Requests, but their responsibilities would be difficult to create a visual process, as they would be specific and unique to the Branch activities.

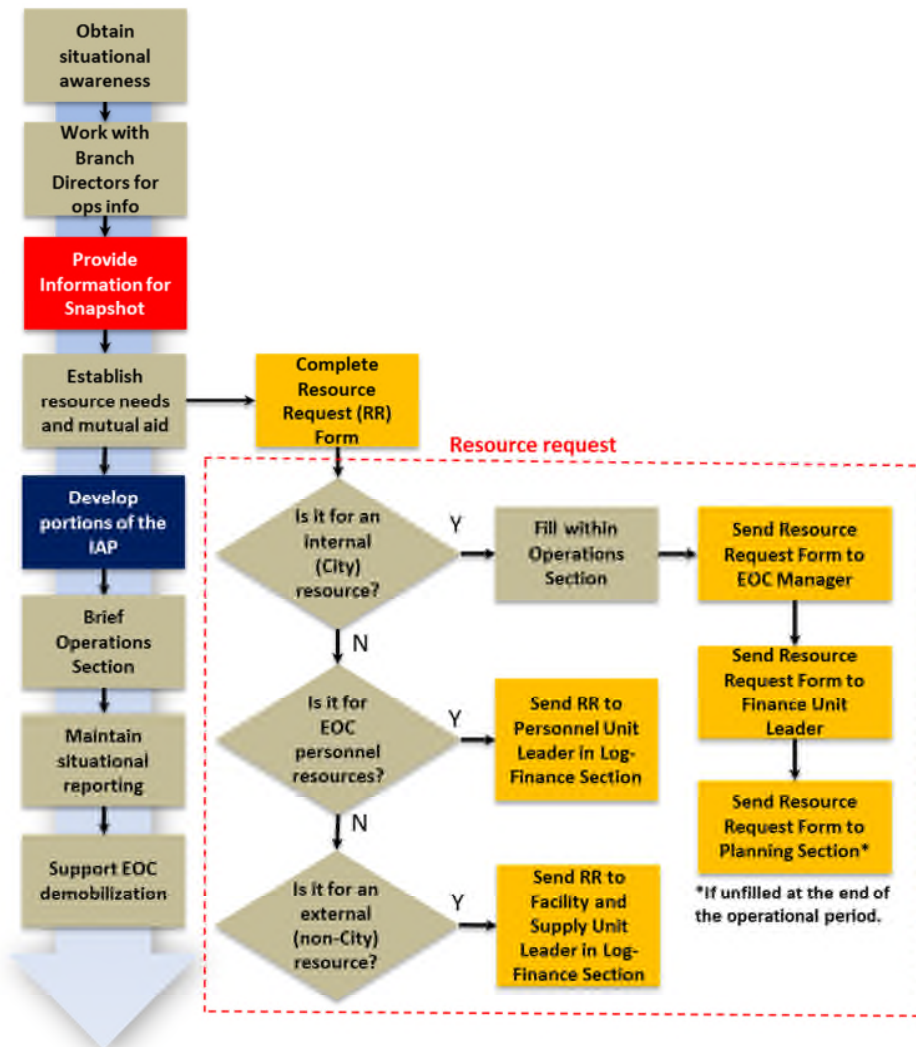


Figure 16. Operations Section Chief Activities

Logistics-Finance Section Chief Process

Figure 17 is representative of the general responsibilities of the Logistics-Finance Section Chief. This is not an all-inclusive diagram. Additional diagrams can be developed for each Logistics-Finance Section position, as needed.

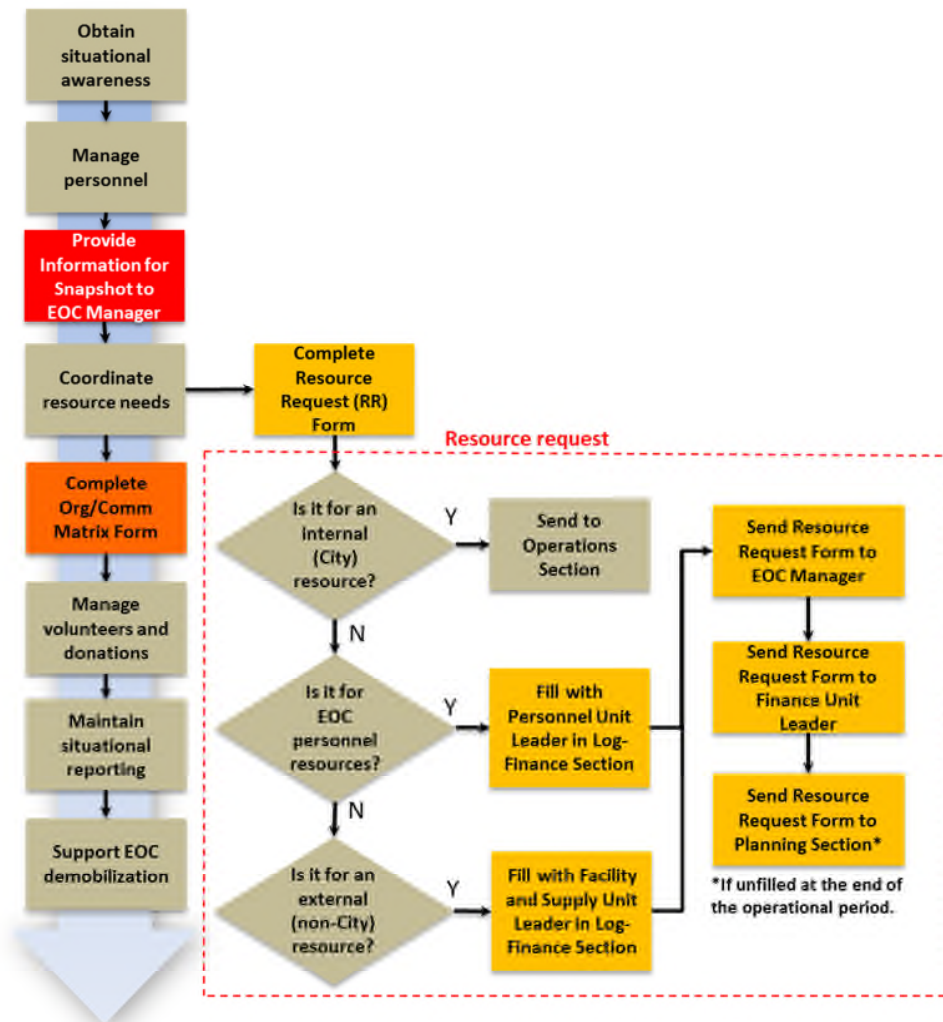


Figure 17. Logistics-Finance Section Chief Activities

Planning Section Chief Process

Figure 18 is representative of the general responsibilities of the Planning Section Chief. This is not an all-inclusive diagram. Additional diagrams can be developed for each Planning Section position, as needed.

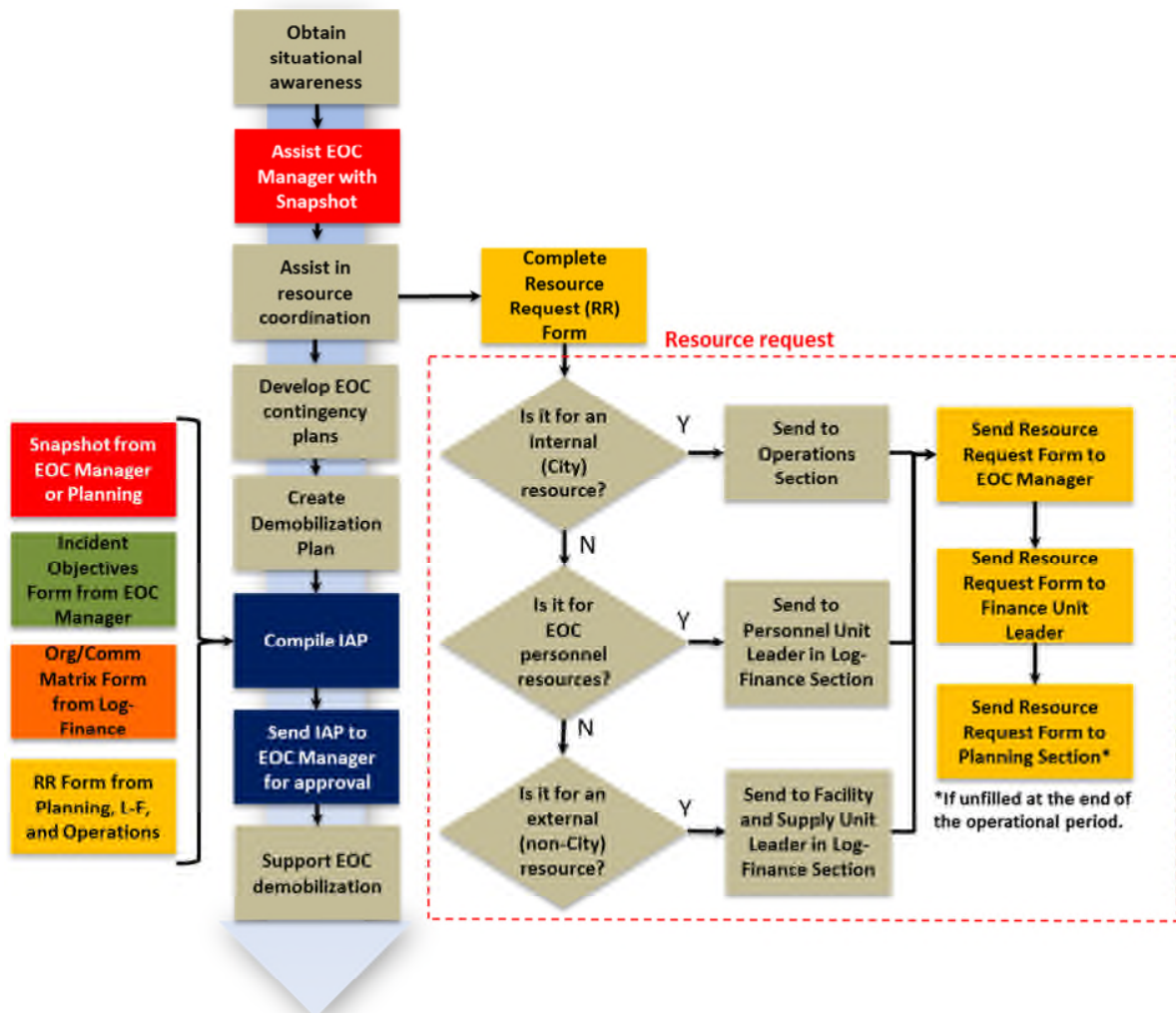
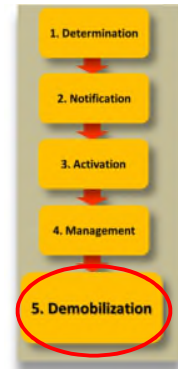


Figure 18. Planning Section Chief Activities

3.6 Demobilization

3.6.1 Obtain Situational Awareness

As response and recovery efforts for an event requiring activation of the EOC are completed, the organization will transition back into normal day-to-day operations. This process will likely occur in stages and resources will be returned to normal functions once their responsibilities and/or tasks are completed or transferred to other personnel or groups. When the EOC Manager determines that activation of the EOC is no longer required, he/she will disseminate instructions for demobilization from emergency management activities. As a component of demobilization, incident debriefing will occur as soon as possible and if deemed necessary or required, an After Action Report will be developed to detail operational successes, problems, and key issues affecting incident management.



Once the first resources have been mobilized in the EOC or resources from external partners, the Planning Chief or Demobilization Unit Leader will receive a briefing from all Section Chiefs and read the IAP, any relevant logs and/or reports, resource records, and any other documents as deemed necessary.

3.6.2 Determine Status of Resources and Demobilizing Requirements

The Planning Section Chief and/or Demobilization Unit Leader will meet with the following to gather more information about resource statuses, both internal to the City and external:

- Operations Section Chief evaluates present and future resource needs, along with identify surplus resources;
- Logistics-Finance Section Chief determines what facilities are active, along with the collection and inventory of resources used during the incident;
- Liaison Officer determines any resource issues that involve assisting agencies; and,
- Safety Officer determines if personnel are physically able to travel.

3.6.3 Create and Implement a Demobilization Plan

The Planning Section Chief or Demobilization Unit Leader will write a demobilization plan and determine the size and scope of the plan. Contents of a demobilization plan are found in the [Demobilization Unit Leader SOP](#). The Planning Chief or Demobilization Unit Leader will implement a demobilization plan. This will involve briefing all Section leaders on the progress and taking care of all relevant documentation.

3.6.4 Utilize Recovery Plans

See the CEMP [Recovery Annex](#) for information as to how the EOC close out effectively transitions to a recovery period.

4.0 Manual Maintenance and Revision

This Manual shall be reviewed and revised on an annual basis by the Emergency Management Coordinator responsible for planning efforts, and the City of Bellevue Emergency Manager is responsible for approval. Changes may be administrative (small edits that do not impact EOC processes and/or roles and responsibilities) or substantive (larger modifications to EOC processes and/or roles and responsibilities) in nature. Changes may occur based upon process improvements, corrective actions from drills and exercises, and/or updates to roles and responsibilities. The review shall correspond with the annual review of the City of Bellevue [Comprehensive Emergency Management Plan](#) if changes to that plan result in any potential updates to this manual. All substantive changes will be briefed to the EOB, EMC, and EOC Staff who may have a part in EOC response.

5.0 References and Attachments

5.1 References

[Comprehensive Emergency Management Plan \(CEMP\)](#)

5.2 Attachments

[EOC Manager SOP-320, EOC Manager Checklist-340](#)

[Liaison Manager SOP-321, Liaison Manager Checklist-341](#)

[Public Information Manager SOP-322, Public Information Manager Checklist-342](#)

[Safety Officer SOP-323, Safety Officer Checklist-343](#)

[Operations Section Chief SOP-324, Operations Section Chief Checklist-344](#)

[Branch Director SOP-325, Branch Director Checklist-345](#)

[Logistics-Finance Section Chief SOP-326, Logistics-Finance Section Chief Checklist-346](#)

[Communications Unit Leader SOP-327, Communications Unit Leader Checklist-347](#)

[Facilities and Supply Unit Leader SOP-328, Facilities and Supply Unit Leader Checklist-348](#)

[Finance Unit Leader SOP-329, Finance Unit Leader Checklist-349](#)

[Information Technology \(IT\) Unit Leader SOP-330, IT Unit Leader Checklist-350](#)

[Personnel Unit Leader SOP-331, Personnel Unit Leader Checklist-351](#)

[Planning Section Chief SOP-332, Planning Section Chief Checklist-352](#)

[Damage Assessment Manager SOP-333, Damage Assessment Manager Checklist-353](#)

[Demobilization Unit Leader SOP-334, Demobilization Unit Leader Checklist-354](#)

[Display Processor SOP-335, Display Processor Checklist-355](#)

[Documentation Unit Leader SOP-336, Documentation Unit Leader Checklist-356](#)

[Recovery Unit Leader SOP-337, Recovery Unit Leader Checklist-357](#)

[Situation Unit Leader SOP-338, Situation Unit Leader Checklist-358](#)

[Technical Specialists SOP-339, Technical Specialists Checklist-359](#)

[EOC Equipment and Resource Quick Guide](#)

[MyStateUSA SOP](#)

[IAP](#)

[Snapshot](#)

[Policy Briefing Form](#)

[Incident Objectives Form](#)

[Organizational and Communications Matrix](#)

[Resource Request Form](#)

[Message Form](#)

[Proclamation of State of Civil Emergency](#)

[Declaration of Emergency](#)

[EOC Sign-in/Out Form](#)

Appendix A: Acronym List

CEMP	Comprehensive Emergency Management Plan
COG	Continuity of Government
COOP	Continuity of Operations
EARS	Eastside Amateur Radio Support
ECC	Emergency Coordination Center
EMC	Emergency Management Committee
EMD	Emergency Management Division
EOB	Emergency Operations Board
EOC	Emergency Operations Center
ESF	Emergency Support Function
FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
HAM	Amateur
IAP	Incident Action Plan
ICS	Incident Command System
IT	Information technology
NIMS	National Incident Management System
OEM	Office of Emergency Management
PIO	Public Information Officer
RCW	Revised Code of Washington
SOP	Standard Operating Procedure
WAC	Washington Administrative Code

Appendix B: Emergency Support Function (ESF) Roles

As mentioned in Section 1.2, the City of Bellevue operates with an ICS/ESF Hybrid Model, which enables City of Bellevue Departmental support when responding to and recovering from an incident. ESFs provide the structure for coordinating support for a response to an incident. ESF representatives can generally fill any position or role in the EOC. Once caveat includes the operational departments in the City of Bellevue, who may be asked to act as subject matter experts in the roles of Branch Director in the Operations Section (i.e., General Staff), but personnel could be asked to fill other roles, as well. Table 1 shows the ESFs for City of Bellevue with departments and their corresponding roles and responsibilities.

Table B-1. ESF Functions in the City of Bellevue

ESF	Department(s)	Scope of Responsibilities	EOC/Command Center(s)
1 – Transportation	Lead: Transportation Support: All depts.	<ul style="list-style-type: none"> Transportation safety Restoration/recovery of transportation infrastructure Movement restrictions Damage and impact assessment 	Transportation
2 – Communications & Warning	Lead: OEM Support: All depts.	<ul style="list-style-type: none"> Coordination with telecommunications and information technology industries Restoration and repair of telecommunications infrastructure Protection, restoration, and sustainment of technology resources Oversight of communications 	EOC
3 – Public Works & Engineering	Lead: Transportation, Utilities Support: Parks, Planning, Police, Private Utilities	<ul style="list-style-type: none"> Infrastructure protection and emergency repair Infrastructure restoration Engineering services and construction management Emergency contracting support for life-saving and life-sustaining services 	Transportation, Utilities
4 – Firefighting	Lead: Fire Support: Utilities, Police, King County Fire Service Coordinator, KC Zone 1 Coordinator	<ul style="list-style-type: none"> Coordination of firefighting activities Support to wild land, rural, and urban firefighting operations 	Fire
5 – Emergency Management	Lead: OEM Support: All depts.	<ul style="list-style-type: none"> Coordination of incident management and response efforts Resource and human capital Incident action planning Financial management 	EOC
6 – Mass Care & Housing	Lead: Parks Support: All depts.	<ul style="list-style-type: none"> Mass care Emergency assistance and/or housing Human services 	Parks
7 – Resource Support	Lead: Finance/HR Support: All depts.	<ul style="list-style-type: none"> Comprehensive incident logistics planning, management, and sustainment capability Resource support (facility space, office equipment and supplies, contracting services) 	Finance

ESF	Department(s)	Scope of Responsibilities	EOC/Command Center(s)
8 – Public Health & Medical	Lead: Fire Support: Overlake, Public Health Dept., KC Medical Examiner's Office, Local morticians, Puget Sound Blood Center, Police, Parks	<ul style="list-style-type: none"> Public health Medical Mental health services Mass fatality management 	Fire
9 – Search & Rescue	Lead: Fire Support: Police, Utilities, Planning, Parks	<ul style="list-style-type: none"> Life-saving assistance Search and rescue operations 	Fire
10 – Hazmat Response	Lead: Fire Support: Police, Utilities, Washington State Patrol	<ul style="list-style-type: none"> Oil and hazardous materials (chemical, biological, radiological, etc.) response Environmental short- and long-term cleanup 	Fire/Police
11 – Agriculture & Natural Resources	Lead: Parks Support: All depts., King County OEM, American Red Cross, Seattle-King County Public Health	<ul style="list-style-type: none"> Nutrition assistance Animal and plant disease and pest response Food safety and security Historic properties protection and restoration Safety and well-being of household pets 	Parks
12 – Energy	Lead: Transportation Support: Police, OEM, Puget Sound Energy, Zone 1 Emergency Coordination Center (ECC), King County ECC	<ul style="list-style-type: none"> Energy infrastructure assessment, repair, and restoration Energy industry utilities coordination Energy forecast 	Transportation
13 – Public Safety & Law Enforcement	Lead: Police Support: n/a	<ul style="list-style-type: none"> Facility and resource security Security planning and technical resource assistance Public safety and security support Support to access, traffic, and crowd control 	Police
14 – Long-Term Recovery	Lead: OEM Support: All depts., King County ECC, Washington State ECC	<ul style="list-style-type: none"> Social and economic community impact assessment Long-term community recovery assistance Analysis and review of mitigation program implementation 	EOC
15 – Public Affairs	Lead: City Manager's Office Support: Fire/OEM; Civic Services, All depts.	<ul style="list-style-type: none"> Emergency public information and protective action guidance Media and community relations Tribal and insular affairs 	City Manager's Office
20 – Defense Support	Lead: Police Support: Fire/OEM, King County Emergency Management, Washington Military Department	<ul style="list-style-type: none"> Military coordination for ongoing support 	Police

See the City of Bellevue [Comprehensive Emergency Management Plan](#) for additional details regarding ESF functions and capabilities.

Appendix C: Incident Types

Incidents may be typed in order to make decisions about resource requirements. Incident types are based on the following five levels of complexity (see Figure C-1). A Type 5 incident may simply require the EOC to be in Monitoring Status within a single operational period, whereas a Type 1 incident requires the EOC to have a Full Activation and progresses over multiple operational periods based on the level of complexity of the incident.

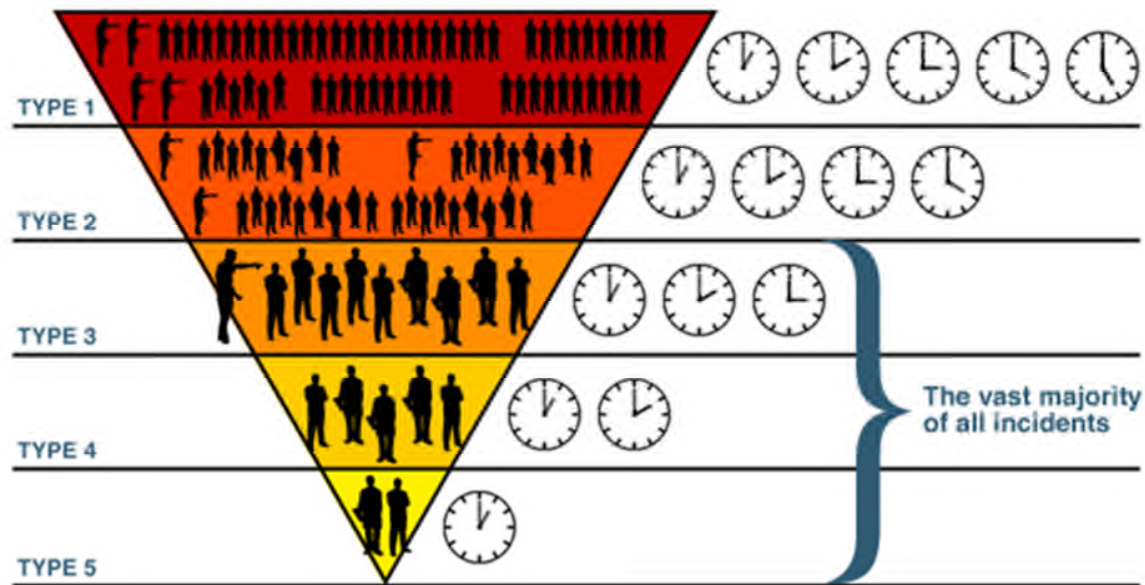


Figure C-1. From FEMA IS-200.b, ICS for Single Resources and Initial Action Incidents

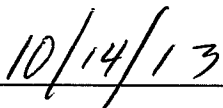
Some City of Bellevue Departments recognize and use the FEMA incident types while other City Departments do not. Incident typing is a tool that can be used in the EOC during activations, regardless of departmental usage. Understanding the FEMA typology is also helpful in using common terminology when working within a regional or national emergency.

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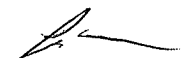
Emergency Support Function (ESF) 6: Mass Care, Housing, and Human Services




Signature, Patrick Foran, Director



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Jan Beck, City of Bellevue Parks & Community Services Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 6: Mass Care, Housing, and Human Services

Lead Agency	Support Agencies
Parks & Community Services Department	Office of Emergency Management
	Civic Services Department
	Planning and Community Development Department
	Fire Department
	Finance Department
	Information Technology Department
	Human Resources Department
	Police Department
	Utilities Department
	Transportation Department
	All Departments
	American Red Cross
	Bellevue School District
	Regional Animal Services of King County
	The Humane Society for Seattle/King County

1.0 Introduction

1.1 Purpose

Coordinate the provision of mass care, shelter, and individual assistance for residents impacted by an emergency.

1.2 Scope

This ESF addresses the implementation of local emergency shelters, mass care, and human services within Bellevue in coordination with non-governmental organizations or in coordination with other agencies to set up regional facilities or assistance within Bellevue. Pet rescue and sheltering will be addressed in the Pet Sheltering Manual.

2.0 Policies

Activities within ESF 6 – Mass Care, Housing and Human Services will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The American Red Cross Shelter Operation Workbook will be used as the template for all shelter operations within Bellevue and all of King County. The City of Bellevue Parks & Community Services Department has primary responsibility for coordinating activities under ESF 6 within Bellevue. The day to day organizational structure of Bellevue City Departments will be maintained as much as feasible during emergency situations.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's facilities and communications systems will likely sustain damage or be impacted which will result in disruption or reduction of some essential services. Emergency response and recovery activities that rely on the use of facilities and communications systems will likely be impacted and may be difficult to coordinate. While the City anticipates assistance from human service organizations, such as the American Red Cross (ARC), there is no guarantee that assistance will be available. The City may initially have to operate shelters or meal sites with few or no external resources available, and the City's ability to provide shelters and resources to manage those shelters may be severely limited.

4.0 Concept of Operations

4.1 General

The American Red Cross is congressionally mandated to provide emergency mass care services to populations affected by natural and technological emergencies. As a primarily volunteer agency, those mass care services can take some time to mobilize initially. The Bellevue Parks & Community Services Department, therefore, is responsible for initial operation of the emergency shelter and mass care service coordination for the City of Bellevue in conjunction with local Red Cross and King County Emergency Coordination Center (KCECC) guidance. Upon request, and as coordinated through the KCECC, the Red Cross would activate, manage, and support public shelters and would provide related services needed by displaced populations. The Parks & Community Services Department will support shelter operations as needed beyond Red Cross limitations.

Following a disaster, the Red Cross provides the following services:

- **Food, Shelter and Emergency Supplies:** During a disaster, our first priority is to ensure that people have a safe place to stay, food, and emergency supplies. Red Cross works with government and community partners to open shelters where residents will find comfort with a hot meal, recovery information, and a place to rest. For emergency workers and people returning to their homes, the Red Cross mobilizes emergency response vehicles from which disaster workers distribute food, water, and essential clean-up items that might not be immediately available in the community.
- **Welfare Information:** Disasters often disrupt regular communication channels and can separate families. Through the Red Cross' nationwide network of chapters, family members may request

welfare information regarding their loved ones. The Red Cross “Safe and Well” Web site enables people within a disaster area to let their families and friends outside of the affected region know that they are all right. Clients register on Safe and Well, by going to

<http://redcross.org/safeandwell>. Red Cross call agents at 1-800-RED-CROSS will register individuals without computers or connectivity.

- Client Casework and Recovery Planning and Assistance: The American Red Cross provides casework to families with verified disaster-caused needs. This process consists of an in-depth interview to assess the client’s immediate needs. The caseworker can provide financial assistance, advocacy, bulk distribution and/or referrals to local resources. The caseworker also assists the client in developing a recovery plan. Red Cross caseworkers work closely with local, state and federal government to ensure clients have access to all available resources
- Disaster Health and Mental Health Services: The Red Cross deploys licensed or certified health and mental health professionals who are trained to address disaster caused or exacerbated needs. This can include first aid, assessments, crisis intervention and replacement of medications or medical supplies. Red Cross Disaster Health and Mental Health Teams meet these needs through bulk distribution, financial assistance advocacy or referrals to community partners.
- Provides preliminary and detailed damage assessments of the affected area to determine the number of dwellings and public shelters damaged and the extent of damage.
- Coordinates, within its agreements, the provision of relief efforts by any volunteer organizations actively engaged in providing relief assistance to disaster survivors.
- Coordinates its relief activity with participating and support agencies and affected counties through liaisons to the state and local jurisdiction EOCs.
- Provides representation to the Recovery Task Force, in accordance with ESF 14, as deemed necessary.

Individual assistance to emergency victims will be provided primarily by local emergency response organizations and various county, state, and federal government agencies. The range of services needed by emergency victims will depend on the emergency, and could include temporary housing, furniture, building/repair supplies, and occupational and mental health services. If City resources cannot meet the needs for a given situation, requests for assistance can be made to the King County Emergency Coordination Center or directly to the Washington State Emergency Operations Center (EOC).

Animal care and services in Bellevue are provided under the term of an Interlocal Agreement with King County by Regional Animal Services of King County (RASKC). RASKC operates the animal shelter located at the 21615 64th Ave S. in Kent, WA 98032 (206-296-PETS). The Humane Society for Seattle/King County—a.k.a., “Seattle Humane Society,” a local non-profit agency—operates an animal shelter at 13212 SE Eastgate Way, Bellevue, WA 98005 (425-641-0080). The shelter may be able to provide services or support for animal care.

4.2 Organization

Command Centers and Field Command Posts may be established for the coordination of field operations. The Command Center will provide regular status reports and provide timely reports regarding emergency public information to the EOC. Collocation of field command posts will be the preferred method of field operations when multiple departments/agencies have field command posts established. Command Centers will implement SOPs as required.

The impacts of an emergency may necessitate the provision of emergency food, water, shelter, sanitation, clothing, childcare, and health and mental health care for emergency victims, as well as crisis support and training for City staff and volunteers. The Parks & Community Services Department will coordinate the delivery of the appropriate services with the American Red Cross, Salvation Army, Washington Volunteer Organizations Active in Disasters (WAVOAD), and local religious organizations and service groups.

5.0 Responsibilities

5.1 Lead Agency – Parks & Community Services Department

The Parks & Community Services Department will coordinate with appropriate City departments to work with the American Red Cross to identify safe areas of the City, inspect potential facilities for building safety, identify safe routes of travel, determine the appropriate number and location of shelters, duration of use, etc. Sheltering needs must be clearly identified and coordinated, whenever possible, through KCECC before shelter sites are activated:

- Develop plans for and coordinate the utilization of city facilities and park sites for use as reception centers/staging areas or shelters and provide staffing, as available.
- Prior to opening, Resource Management staff will provide building safety inspections of the Parks-owned and designated shelters. Coordinate inspection schedules and results with Parks & Community Services Department through the EOC.
- Coordinate necessary shelter supplies and support logistics with the EOC. Make vehicles, supplies, and personnel available to transport mass care supplies to shelters, emergency meal sites, or service center sites as required.
- Coordinate resources of various volunteer, religious, community and human service groups, and private businesses that can assist with relief efforts.
- Coordinate animal care and services issues with King County Animal Care and Control, the Humane Society for Seattle/King County, veterinarians, and other private agencies as needed.
- When drinking water systems are disrupted, and Utilities sets up its emergency drinking water distribution station(s), the Parks & Community Services Department will manage public drinking water distribution.
- The City will identify and maintain a list of city-owned public facilities or other public and private facilities that may be used as emergency shelter facilities. Designated city-owned facilities may be used as emergency shelter facilities in situations where there may or may not be other Red Cross shelters operating. City-owned facilities may also be used when there will be a delay in

opening official Red Cross shelters or when it is the most expedient method for providing temporary shelter during an emergency. Parks & Community Services Department staff will assist in providing temporary shelters to the public and will coordinate the management of city-owned facility operations until Red Cross is able to assume control of shelter operations. A number of public and private schools, religious organizations, health clubs, convention, and other facilities have also been identified as potential emergency relief sites.

City of Bellevue staff may be requested to act as emergency workers in American Red Cross shelters and will be offered shelter operation training through the American Red Cross. The Human Resource Department will be responsible for the assignment of City workers to emergency relief efforts in cooperation with Parks & Community Services and other City departments and for the registration of emergent volunteers as emergency workers as specified in WAC 118-04-200.

Individual assistance to emergency victims will be provided primarily by insurance companies, local human service organizations and various city, county and state government agencies. In the event of a presidential emergency declaration, additional assistance may become available to eligible individuals. This may include low-interest loans, housing grants, food stamps, emergency counseling, and unemployment benefits. These services are normally available through a tele-registration process coordinated by the Federal Emergency Management Agency (1-800-621-3362; TTY: 1-800-462-7585).

Parks & Community Services Department will coordinate with various community and service groups that may be able to provide relief services or resources within the community. Individual organizations will retain the responsibility for identifying and screening volunteers before they are assigned a task. Background checks will be required of all non-City employee volunteers prior to them staffing a Red Cross or City-operated shelter. The Parks & Community Services Department is also responsible for maintaining lists of community and service groups that could serve and assist in this vital role.

Public information regarding shelter availability and locations will be coordinated through the City's designated Public Information Officer (PIO). The PIO will coordinate the dissemination of public information concerning mass care and individual assistance with Red Cross, and local, state and federal government agencies. A language interpretation resource guide is in the "Quick Reference" section of the City's Employee Phone Directory. The hearing impaired can call 711 for assistance. The City will seek assistance from human service agencies to ensure that vulnerable populations (the medically fragile) receive sheltering assistance.

5.2 Support Agency – Office of Emergency Management

The Bellevue Office of Emergency Management will coordinate with county, state, and federal representatives for provision of mass care and individual assistance services.

5.3 Support Agency – Civic Services Department

The Bellevue Civic Services Department will:

- Assist in providing emergency radio communications between temporary shelters and the EOC.

- Will disseminate shelter status' and locations to general public through Service First staff.
- Assist in making vehicles available to transport donated mass care supplies to shelters, emergency meal sites, or service center sites when requested.
- Coordinate and assist with shelter site security as needed

5.4 Support Agency – Planning and Community Development Department

The Bellevue Planning and Community Development Department will provide building safety inspections of potential Red Cross shelters prior to opening when requested through the EOC.

5.5 Support Agency – Fire Department

The Bellevue Fire Department will provide fire suppression and emergency medical services at Red Cross shelters.

5.6 Support Agency – Finance Department

The Bellevue Finance Department will coordinate private donations and community offers of assistance.

5.7 Support Agency – Information Technology Department

The Bellevue Information Technology Department will assist with computer and/or telephone services in shelters when appropriate.

5.8 Support Agency – Human Resources Department

The Bellevue Human Resources Department will:

- Coordinate registration of emergent volunteers as emergency workers as outlined in WAC 118-04-200.
- In coordination with other City departments, provide for emergency sheltering of City staff during emergency activities.
- Identify City staff available to assist at Parks-operated emergency relief sites such as shelters.

5.9 Support Agency – Police Department

The Bellevue Police Department will:

- Establish security, crime prevention, and crowd and traffic control at shelters.
- Assist in providing emergency communication between shelters and the EOC.
- Assist in identifying safe routes to shelters.

5.10 Support Agency – Utilities Department

The Bellevue Utilities Department will:

- Coordinate disposal of solid waste from shelters.
- Assist in crowd control operations with temporary traffic control measures and barricades.

- Assist in providing potable water supplies for distribution and setting up the emergency drinking water distribution station(s) when needed. Monitor drinking water quality in compliance with public health regulations.

5.11 Support Agency – Transportation Department

The Bellevue Transportation Department will assist in identifying safe routes of travel for shelter staff and transport of supplies.

5.12 Support Agency – All City Departments

All Bellevue Departments will provide staff to assist with temporary shelter operation and provide backup to Parks & Community Services Department staff in the use of City facilities for staging/reception areas or temporary shelters.

5.13 Support Agency – American Red Cross

The American Red Cross will:

- Act as the primary support agency for emergency shelter operations and mass care service delivery when resources permit. This is a coordinated effort with the City and the KCECC.
- Provide food, clothing, temporary housing, mobile canteen service, medical services, mental health services and other necessities to emergency survivors.
- Deploy licensed or certified health and mental health professionals who are trained to address disaster caused or exacerbated needs. This can include first aid, assessments, crisis intervention, and replacement of medications or medical supplies. Red Cross Disaster Health and Mental Health Teams meet these needs through bulk distribution, financial assistance advocacy, or referrals to community partners.
- Provide health and welfare inquiry services, utilizing Safe and Well linking.

5.14 Support Agency – Bellevue School District

The Bellevue School District will:

- By agreement with the American Red Cross, provide school facilities for shelter and feeding.
- Provide buses, vehicles, and equipment per current Memorandum of Understanding with the City.

5.15 Support Agency – Regional Animal Services of King County

The Regional Animal Services of King County will:

- Coordinate sheltering of evacuee animals in close proximity to mass care shelters.
- Provide assistance in finding shelter and services for owners of pets and other animals.
- Coordinate reunification of pets with owners.
- Provide staff and facilities to handle stray or injured pets.
- Assist in placing stray or injured pets and animals with local veterinarians or kennels.

5.16 Support Agency – The Humane Society of Seattle/King County

The Humane Society of Seattle/King County will:

- Provide assistance in finding shelter and services for owners of pets and other animals.
- Assist with reunification of pets with owners.
- Assist with handling of stray or injured pets.
- Assist in placing stray or injured pets and animals with local veterinarians or kennels.

6.0 References

EOC Manual

Shelter Operations Participant's Workbook, American Red Cross

[CPOD Manual](#)

[Pet Sheltering Manual](#)



2013 Pet Sheltering Manual

City of Bellevue

The Pet Sheltering Manual is an attachment to the Emergency Support Function (ESF) 6, Mass Care, Housing, and Human Services, within the Comprehensive Emergency Management Plan (CEMP). The Pet Sheltering Manual defines the processes used to set up and maintain a pet shelter. While it is the Office of Emergency Management's (OEM) intention to provide the most current printed version in the EOC, please refer to the electronic files in the OEM SharePoint site to ensure the latest version.

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Pet Sheltering Manual

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1.0 Introduction

1.1 Assumptions

Prior to or during an emergency or disaster event, people in harm's way may be asked to, or required to, protect themselves by evacuating from an area of higher risk to an area of relative safety. Companion, and other animals, living with these threatened individuals, will be placed in the same circumstances, and will need to be evacuated. Because of the human-animal bond, many people evacuating from a disaster will want to take their animals and remain with their animals for the duration of the emergency. Pet ownership is a personal responsibility. Owners are responsible for making evacuation and shelter plans that include their animals, and then handling and caring for these animals while they are away from their primary residence.

Many persons will have their own transportation out of the risk area and take their companion animals with them in their own vehicles. Moreover, many individuals evacuating with their companion animals will not seek public shelter but will rather attempt to obtain private lodging for themselves and their companion animals. Many evacuees will not have their own transportation or arrangements for private lodging during the emergency but will still want to take along their companion animals and be sheltered along with their pets. Some transportation providers will not permit animals to be transported in the same vehicles as the evacuees. Conversely, some evacuees will not want animals on board the vehicle in which they are traveling. Therefore, pet-friendly and people-only vehicles should be considered.

Under the right circumstances and using proper procedures, animals and people can be sheltered together in "pet friendly" shelters. Pet owners who evacuate with their pets will be asked to bring such items as health papers, small amounts of food and water, medicines, and other pet-related equipment (e.g., collars, leashes, small or collapsible carriers, bowls, muzzles, etc.). Those same amenities that are considered for evacuees should also be considered for companion animals (e.g., adequate food, clean water, appropriate bedding, relief and exercise areas, etc.) while en route to and while at shelters. The local animal control will direct and control all activities related to animal protection and control during an emergency. They will be responsible for stray, abandoned, and rescue animals. Other animal and disaster organizations will act as support agencies for the city.

1.2 Purpose

Emergency Pet Sheltering is designed to meet the needs of people and their animals during emergencies and disasters. Animal owners are responsible for their pets, and should have a disaster plan prepared for their animals in case of evacuations or emergencies. However, there will sometimes be situations where emergency animal sheltering is needed for evacuees who bring their pets with them, such as rapid-onset disasters, massive evacuations where hotels/motels, Veterinarian Clinics, and kennels are full.

Emergency Pet Sheltering ensures the effective evacuation, sheltering, and safe return of companion animals and livestock to their place of origin. Emergency Pet Sheltering is committed to providing every evacuated animal with safe shelter, food, water, medical care, and exercise. This plan will lay out procedures for the set-up and operation of Pet-Friendly and Pet-Only shelters as well as the transportation to and from the shelter.

1.3 Definitions

Pet-Friendly Shelter: A shelter where the owners and their animals can be housed together although in distinct separate areas. Pet-friendly is a term can also apply to various forms of transportation.

Pet-Only Shelter: A shelter where only the shelter managers and workers, not the animal owners, are permitted entry on a routine basis.

Large Animal Facility: A facility designated for livestock, horses, and “exotic” or unique types of animals for which proper care cannot usually be provided in a normal animal shelter.

Companion Animals: Pets and other domesticated animals that are raised for their special relationship people (also called the human-animal bond). These animals may include various species such as cats, dogs, mice, rats, hamsters, snakes, spiders, fish, birds, pot-bellied pigs, etc. Equines may be included in this category but require significantly different care than most other companion animals.

Production Animal: Animals raised for their use as a food or other marketable product (e.g., livestock).

Specialty animal: Animals used for their unique capabilities (e.g., racing, exotic game, substance detection, etc.).

Research Animal: Animals used for product testing, drug production, genetic studies, etc.

Zoo animal: Animals maintained in public and private facilities for viewing by the public.

Service animal: Any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.

Note: the precise difference between a companion animal, a food production animal, a research animal, a zoo animal, a specialty animal, and a service animal may not always be clear, and many of these animals may serve a dual purpose.

1.4 Responsibility of Owner

The sheltering and protection of animals is the responsibility of their owner. The owner is responsible for:

- Providing an appropriate standard of care for their animals at all times, including during emergencies, disasters and evacuations.
- Ensuring that their animals are not a threat to public health.
- Ensuring that their animals do not harm other persons’ property, including animals, and limit the spread of contagious disease to other animals.

Most owners affected by disasters or having to evacuate take their animals and stay with friends and family. This self-reliant behavior should be encouraged at all times.

2.0 Transportation

In some emergency situations people will not be able to provide their own transportation to the emergency shelter. There are three kinds of transportation that the city can provide for travel to the shelter: People-Only, Pet-Friendly, and Pet-Only transportation.

2.1 People-Only Transportation

The organization and implementation of people-only transportation is the responsibility of the Emergency Management Team in charge of evacuating people from risk-sites and setting up shelters for humans.

2.2 Pet-Friendly Transportation

If Pet-Friendly Transportation is available then the companion animals accompany their owners through the human registration process. The animal evacuation team should provide one staff member to assist with animals accompanying evacuees. Each animal should be appropriately identified with a TabBand collar and owner with a matching wrist band, both labeled with a animal ID#, so that the animal and its owner can travel together as a consolidated unit or can easily be reunited at the designated host area(s) if they have to be separated. A companion animal(s) accompanying its owner needs to be appropriately restrained while on the transport vehicle to the designated host area. This can be accomplished by the use of appropriate carriers, cages, leashes, etc. All animals not confined in a carrier in the pet-friendly transport vehicle should be muzzled.

2.3 Pet-Only Transportation

In some cases there will not be enough room for companion animals to accompany their owners on city transportation. Similarly, the transportation provided for evacuating people may not be appropriate for transporting animals. Some evacuees will be uncomfortable with animals being transported in the same vehicle as them. For these reasons some pet-only transportation needs to be arranged. This transportation will pick up companion animals at designated Pick-Up Points (PUPs) near the affected areas and transport them to appropriate shelters. What follows is a brief summary of the needed personnel and supplies as well as instructions to successfully set-up and operate a Pick-Up Point for Pet-only transportation.

2.3.1 Pet-Only Transportation Staffing

The **Team Leader** is responsible for the overall registration process and must maintain a calm atmosphere. The Team Leader should not be tied down in the other tasks of the of the Pick-Up Point but be available to move about and make decisions on animals and loading, etc. The Team Leader is responsible for:

- Arranging the design of the area including flow pattern
- Designates jobs to teams
- Ensuring proper handling of animals and proper loading of animals
- Ensuring that documentation is completed properly

- Completing the last check on the truck before it leaves
- Signing the Truck Manifest (See Attachment 2) to signify that the load is secure and ready for travel

The **Scribe** must have legible handwriting since their primary duty will be to fill out forms. They will also be communicating with evacuees about the care of their animal. The Scribe is responsible for:

- Writing information given by the owner onto Transportation Registration (See Attachment 1) form
- Giving out and writing the animal ID# on neck bands for animals
- Providing owner with a paperwork and a wristband labeled with ID#
- Telling the owner that the wristband and Transportation Registration form will be used to reclaim their pet at the receiving shelter
- Monitoring for safe animal handling

The **Animal Handler** is responsible for overseeing the animal loading process and should be comfortable with animals and aware of the signs of animal that is stressed or in distress. They will also be communicating with evacuees about the animals. The Animal Handler is responsible for:

- Directing owner to the banding area
- Assisting the owner in placing the band with ID# on pet properly
- Monitoring for safe animal handling

The **Loader (2)** will be responsible for receiving the animals in their crates and loading them into the truck for transport. They need to be physically capable of loading crates with animals in them. The Loaders will be responsible for:

- Monitoring for safe animal handling
- Unloading loose crates from truck
- Assisting the owner in loading the animal into crate for transport
- Loading animals in crates into the truck
- Securing crates as the truck is loaded
- Securing empty crates brought by owners on truck if there is room.

The **Floater (1)** may be helpful to fill in at any station if needed depending upon the amount of expected evacuees.

2.3.2 Pet-Only Transportation Supplies

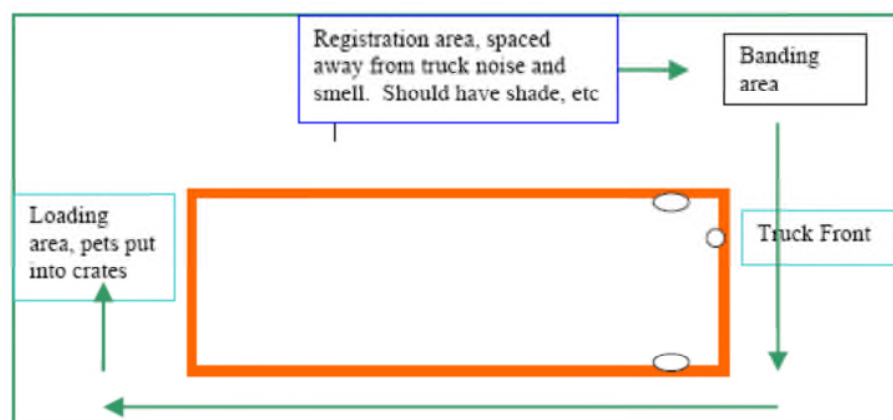
Pet-only transportation supplies include the following:

- Tab Bands
- Transportation Registration Forms
- Truck Manifest Forms
- Admission/Discharge Forms (if needed)

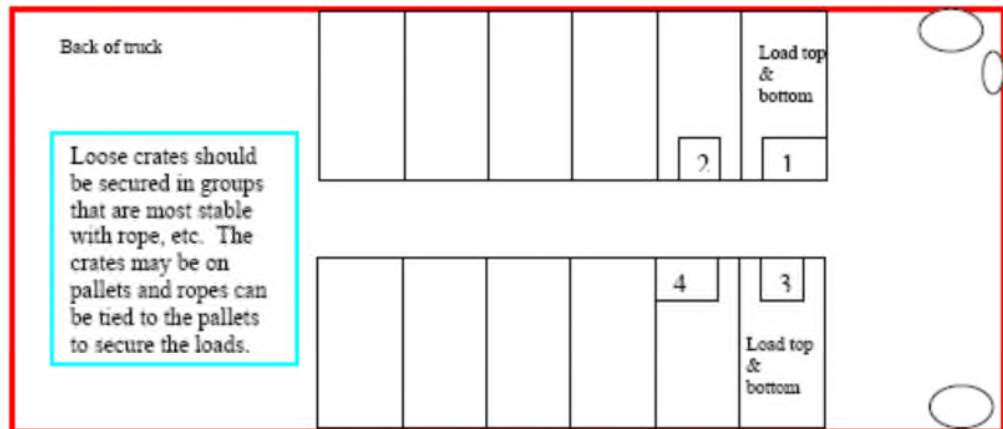
- Shelter Agreement Forms (if needed)
- Office supplies; pens, sharpie markers, stapler, staples, etc.
- Chairs, Table
- Awning if outdoors for protection from sun and/or rain
- Drop lights, extension cords/flashlights, batteries
- Fans and/or space heaters
- Clipboards
- Slip leashes
- Bowls for water
- Plastic bags for poop scooping
- Hand sanitizer
- Paper towels
- Garbage Cans
- Generator, if necessary, and gas for generator
- Water for humans and animals
- Fencing to direct flow of people
- Signage: Enter, Exit, Registration Area, Secure Banding area, Poop Area etc
- Duct Tap
- Zip ties
- Ziploc bags
- Rope and bungee cords
- For Loading: Ramp and cage dolly

2.3.3 Pick Up Point Set-Up

There are three important areas at the PUP: the Registration Area, the Banding Area, and the Loading Area. These three areas should be distinct and separate from each other to prevent confusion and confrontations between animals. Each area should have a sign to designate it. Designate Registration and Banding areas far enough from transport vehicle to decrease congestion. Set up sun/rain protection, chairs, and a table. Set up signs, caution tape and fencing to direct flow. There should also be some type of fencing to secure the area in case a dog or cat gets loose. The Banding Area should be a separate fenced in area.



When transportation arrives, position truck in best possible location for shade/protection from weather. Remove all crates from the truck. Place those crates in the loading area so animals can be loaded into them. Post a “map” in the vehicle that shows the best possible loading pattern and manner to secure the cages. Place supplies for fastening and stabilizing in or near transportation. Assign roles and positions to the Animal Evacuation Team.



2.3.4 Pick-Up Point Operation

1. Begin registering people as they arrive.
2. At the registration desk the Scribe gets the required information from owner and writes it on the Transportation Registration Forms (3 animals per form).
 - a. The Registration Forms are in triplicate: the owner gets a copy, the Pick-Up Point keeps a copy and a copy goes with the truck driver.
3. The Scribe then enters unique animal ID# for each animal onto a TabBand collar for each animal, and onto Transportation Registration Form.
 - a. The unique animal ID# will this patter of letters and numbers: The first part will be the owner's (Head of Household) initials first and last. The second part will be the owner's driver's license number. The third part will be a letter signifying the individual animal. For instance if Mr. and Mrs. Peter Thibodeaux arrive at the shelter with two dogs and one cat and Mr. Thibodeaux's (Head of Household) driver's license # is 7864321 then their pet's unique animal ID # will be PT7864354A, PT7864321B, and PT864321C.
4. Scribe gives TabBand collar to owner to be placed on pet in banding area.
5. The Scribe gives a copy of the Transportation Registration form to the owner. The Scribe places the wrist band with the pet's name and number around the owner's wrist. The owner is informed that the wrist band their copy of the Transportation form is how they will reclaim their pet at the receiving shelter.
6. Owner moves to secure banding area and gets help placing band on animal.
7. The owner leaves the banding cage and brings their animal to the loading area.
8. The loaders help load the animal into a crate and then the owner is directed to the human registration area.
9. The crated pets are then loaded into the truck by the loaders and secured for transport. Loading from front to back and side to side may be the easiest method of loading so that the loaded animals are not constantly stirred up by other animals passing by them.

10. Keep at-risk animals off truck in a safe area and load them last unless the truck is climate-controlled. If the truck is the most comfortable place for the animal that is where it should be placed.
11. Once all the animals are loaded onto the truck the crates should be double checked to make that all cage doors are securely closed and the crates are secured in the truck. Animals should also be assessed one last time for any signs of heat stress or other risk factors and take appropriate steps for that animal.
12. Make sure the driver has copies of the Transportation Registration forms and knows the location of the shelter.
13. Once the truck has departed from the Pick-Up Point the team leader will call ahead to the shelter to let them know the truck will be arriving.

3.0 Shelter Location

Ideally companion animals should be housed adjacent or near enough to the human shelters that their owners can care for them. However, alternative shelters should be considered. Regardless of whether a Pet-Only or a Pet-Friendly shelter is adopted there are seven primary functional areas that must be considered when assessing facility capability to house animals. These are:

- 1) Supervision
- 2) Animal restraint
- 3) Veterinary care
- 4) Costs
- 5) Animal relief
- 6) Owner communications
- 7) Accommodation for personnel

Furthermore the location must meet the following requirements:

- Operational water and power
- Adequate lighting
- Ingress and egress through all doors, including emergency exits
- Facility security
- Functional restrooms
- Non-Carpeted floors
- Readily available fire extinguishers.

Here are some suggested locations that should be considered when selecting a site for a temporary shelter for animals, keeping in mind that some of these locations do not provide the necessary requirements for human sheltering needed for a Pet-Friendly shelter:

- **Agriculture Center:** These work best for livestock, but other animals can also be housed at this type of facility.
- **Aquarium:** This is not the most adaptable facility, but an aquarium may have some areas in their facility that could accommodate a fair number of animals.

- **Dog Park:** This is a good possibility, as the park will already have an existing perimeter fence and people in the neighboring community will be familiar with its location.
- **Dog Training Center:** This is obviously going to be best suited for dogs but other animals can be housed here if the proper caging is used.
- **Existing Animal Shelter:** This is, in most cases, the best possible location since the community already knows it exists. This reduces the efforts to educate the public as to where they can take their animals. If the reputation of this shelter in the community is a negative one, some people will not want to take their animal to the shelter.
- **Fairgrounds:** This is an excellent location. It is well adapted to house almost any kind of animal. The pens used to house sheep or hogs can be reinforced to house dogs. The cages used to house rabbits and poultry can be used to house cats.
- **Field:** An empty field can be adapted to house almost any kind of animal. It is best if the field has a sturdy perimeter fence for security reasons and to prevent animals from escaping from the facility.
- **Golf Course:** There is usually extra land connected to a golf course that could be used to set up a temporary shelter. A perimeter fence is often in place too. Do not use the actual golf course, which might lead to damaging the grass.
- **Livestock Auction:** An auction yard would probably not be where small animals would be housed but it can work well for livestock.
- **Park:** This type of location works as well as an empty field. There is a greater chance though that there will be more people from the public curious about the facility and asking if they can look at the animals.
- **Pet Day Care Center:** This type of facility may already be in use as a site for displaced animals, but if not, then it could be utilized to house primarily dogs and some cats or other small caged animals.
- **Race Track:** These facilities are well suited for housing most types of animals.
- **School:** There are usually grassy areas at a school that can be used, but since schools are often used as human evacuation centers, the space for animals may not be available.
- **Tennis Courts:** Tennis courts should not be used, even though they are usually completely enclosed with a chain link fence. This is because of the wear and tear on the court surface.
- **Warehouse:** An empty warehouse can work really well, especially if it's raining a lot while responding to the disaster. If there is no air conditioning though, the facility can be extremely hot during the summer months. In winter it can be extremely cold if there is no heat.

4.0 Pet-Friendly Shelter

In cases where humans are evacuated from their homes and housed in Red Cross shelters or provided some other emergency shelter it is ideal to have companion animals belonging to those evacuees housed in a shelter adjacent or nearby; these shelters are called Pet-Friendly Shelters. In Pet-Friendly Shelters, the owners are responsible for the care of their own animals. The following protocol is applicable to the staffing, set-up, and operational procedure of the Pet-Friendly Shelter.

4.1 Pet-Friendly Shelter Staffing

- Staff and volunteers should have a photo identification badge.
- Staff and volunteers will wear a t-shirt.
- Staff and volunteers will check in/check out with Pet Friendly Shelter Supervisor
- Staff and volunteers will have access to snacks, food, and water.

4.1.1 Shelter Manager

- Manage the Pet-Friendly Shelter.
- Supervise staff and volunteers.
- Submit Situation Reports nightly.
- Ensure animals receive proper and timely care.
- Issue a Failure to Comply (See Attachment 3) reprimand if an owner does not properly care for their animal.

4.1.2 Head of Operations

- Manage shelter workers or volunteers, ensuring that animals are handled only by their owners or a designated person.
- Document animal injuries and report human injuries to the correct channels.
- Submit Unit Situation Report to Shelter Manager daily.
- Register evacuees and their cat/dog using associated forms.
- Assign animal to crate and properly label crate with owner identification.
- Maintain file of all animals currently in the Pet-Friendly Shelter.
- Assist owners when they come to walk/feed/care for their pet.
- Designate when shelter workers may handle animals.
- Has full authority to evict a shelter worker for not cooperating and following rules.
- Decide what action to take if an animal is in distress.
- Notify Pet Friendly Shelter Supervisor when owners are not caring for pets on a regular schedule.

4.1.3 Shelter Logistics

- Set up signage and registration location at designated shelter.
- Maintain inventory of facility space and note present conditions.
- Configure pet shelter space (dogs, cats, isolation etc.).
- Oversee construction of cages.
- Evaluate building facilities and report conditions.
- Inventory supplies and report on needs and surplus.
- Set up fans, trashcans, and other necessary supplies.
- Stage additional support supplies including disinfectant, refrigerators, first aid, and any other needed supplies communicated from the Head of Operations.
- Assist in setting up veterinary care, quarantine.

- Break down Pet-Friendly Shelter, clean-up, and final check of area.

4.1.4 Shelter Planning

- Work with Head of Operations and Shelter Logistics to develop Incident Action Plans for next operational period.
- Receive Unit Situation Report from each unit.
- Assist the Shelter Manager with developing Shelter Situation Reports.
- Coordinate with Pet-Friendly Shelter Supervisor to plan for the number of staff and volunteers needed according to the number of pets in the Pet-Friendly Shelter.
- Assist with operations of Pet-Friendly Shelter as needed.

4.1.5 Shelter Finances

- Monitor requests for cost implications
- Monitor volunteer hours
- Maintain cost accounting for supplies and other materials procured before, during, and after the event
- Monitor damages for disaster related, evacuee related, and cat/dog/owner related
- Submit financial summary to Shelter Manager on scheduled frequency
- Set up and monitor donations reception areas
 - Monetary donations, donations of goods
 - Receipts, Thank you notes

4.1.6 Volunteers

- Must complete a volunteer application (includes medical liability statement)
- Must be inoculated
- Will need to be divided into day-shift and night-shift. Night-shift workers are primarily on site for security purposes and to monitor animals for distress.
- Be available in 24 hours to be present on the ground in a shelter
- Be familiar with all paperwork related to the registration/discharge and daily operation procedures.
- As a credentialed shelter volunteer it is important that you remember and follow the goals of the pet evacuation shelters.

4.2 Signs of Job Related Stress

It is the responsibility of every team member to observe other volunteers for signs of stress related to their assignment. Any signs of stress are to be reported to a staff member immediately. Signs of stress include, but are not limited to: emotional outbursts, anger, physical illness, depression, an inability to do the assignment, shaking, and fainting. The staff member should immediately make time to spend with the volunteer. The staff member should talk to the volunteer, ask them what they are feeling, ask what they need, and then suggest a 15-minute break from the assignment. The staff member may ask

coworkers what they have noticed. If necessary, consult with other staff members as to whether the volunteer should continue in the current assignment, move on to another assignment, or possibly leave for the day. Discuss the options with the volunteer and make a decision based on what is best for the volunteer.

Injuries to volunteers are to be reported to a staff member immediately. The staff member is to assess the situation for extent of injuries. Each injury will be dealt with on an individual basis and appropriate action will be taken.

4.3 Design and Set-Up of Pet-Friendly Shelter

Designing the shelter is the first priority of the staff. When the volunteers arrive they can be asked to stock the separate areas of the shelter with the needed supplies. The following is a list of areas needed in the shelter and suggestions for their location and organization.

4.3.1 General Information

Purpose: This is where the public is given information to assist them in getting help for their animals and informing them of the process and policies of the Pet-Friendly Shelter.

Location: At the entrance of the facility. Think of this as the road block that controls access to the rest of the shelter.

Set Up: This area should have information about:

- Adoption
- Animal Food and Supplies
- Animal Intake
- Animal Reclaims
- Donations
- Lost and Found Animal Information
- Media Check-In
- Rescue Requests
- Veterinary Care
- Volunteers
- Language Translations
- Human shelter

4.3.1 Registration

Purpose: This is where all animals coming into and leaving the shelter processed.

Location: This area should be close to the General Information Area as the public will need to be able to access it. It should also be located at a strategic point to separate the “people” shelter from the “pet” shelter if they are co-existing in the same facility.

Set Up: This area should contain a table for owner registration and a designated space for staff to fill out the animal intake forms and complete a quick health assessment on the animal.

4.3.2 Unloading Area

Purpose: This is where transportation from the Pick-Up Point will arrive and unload.

Location: This area should not be in such a place that it will hold up traffic into the shelter.

Set Up: This area can be set up similarly to the Pick-Up Point. There should be an area for holding animals that arrive on Pet-Only Shelter until their owners arrive to register them at the Pet-Friendly Shelter.

4.3.3 Dog Area

Purpose: This area is where all the evacuated dogs will be housed.

Location: This area should be located out of the public view and access needs to be closely controlled. It is important not to have people freely roaming through this area. The dog area should be close to an exit door to facilitate reaching dog walk areas.

Set Up: Kennels should be organized in rows. Each row is designated with a letter (A, B, C, etc.) and each kennel with a number (1, 2, 3, etc.) so that the location of each kennel can be described; for example, kennel A6 (the sixth kennel in row A).

- If space permits, crates and kennels should be twelve inches or more apart. Crates should be oriented to keep animals facing away from each other.
- Food and water bowls, identification tags, leashes, and bedding should be provided for each crate. Water container should be rust proof and mounted so the animal cannot tip it over or urinate in it.
- Self-feeders, if used, should be mounted so dogs can not urinate or defecate in them
- Sheets may be needed to cover the sides of crates occupied by dogs that are sensitive to noise, activity, or other dogs.

4.3.4 Cat Area

Purpose: This is where all the evacuated cats will be housed.

Location: This area should be located out of the public view and access needs to be closely controlled. It is important not to have people freely roaming through this area. Cats should be kept in a separate area from dogs, in the quietest part of the shelter away from doors and other activity.

Set Up: Kennels should be organized in rows. Each row is designated with a letter (A, B, C, etc.) and each kennel with a number (1, 2, 3, etc.) so that the location of each kennel can be described; for example, kennel A6 (the sixth kennel in row A).

- If space permits, crates and kennels should be twelve inches or more apart. Crates should be oriented to keep animals facing away from each other.
- Food and water bowls, identification tags, and bedding should be supplied for each crate.
- Kitty litter boxes should either be inside each crate or located in the cat exercise area.

4.3.5 Birds

Purpose: This is where all the evacuated birds will be housed.

Location: The area designated for birds should be in a part of the shelter away from drafts and temperate extremes. It should be quiet and separate from other animals.

Set Up: The bird area as a whole can have its own designated letter. Each cage within the bird area receives a number so that the location of each cage can be described; for example cage E6 (the sixth cage in E, the bird area).

- All cages in the bird area must be fully ventilated.
- Food, water, identification tags, and newspaper should be provided for all cages.
- If multiple birds come from the same household and are used to living together they can be housed in the same cage.
- Each bird cage should be provided with a sheet to cover the gate at night and to deter noise during the day if needed.

4.3.6 Small Mammals

Purpose: This is where all the evacuated small mammals (ferrets, gerbils, rabbits, hamsters) will be located.

Location: The small mammal area should be located in a quiet part of the shelter separate from the other animals.

Set Up: The small mammal area as a whole can have its own designated letter. Each cage within the small mammal area receives a number so that the location of each cage can be described; for example cage K6 (the sixth cage in K, the small mammal area).

- Each cage should be provided with food, water, identification tags, and bedding. Cages must be of sturdy construction, chew-proof, and deep enough to allow for appropriate bedding.
- Multiple small mammals from the same household can be housed in the same cage if they are used to living together.

4.3.7 Reptiles

Purpose: This is where all the evacuated reptiles will be housed.

Location: Reptiles should be kept separate from other animals. The reptile area should be located near electrical outlets for portable heaters.

Set Up: The reptile area as a whole can have its own designated letter. Each cage within the reptile area receives a number so that the location of each cage can be described; for example cage M6 (the sixth cage in M, the reptile area). Provide each cage with food, water, identification tags, and bedding if required.

4.3.8 Quarantine

Purpose: This is where all animals that need to be kept separate from the rest of the animal population will be housed. Animals that are sick, aggressive, in heat, or pregnant will be housed in the quarantine area.

Location: This area must be located out of public view and it is imperative that access to this area can be controlled at all times.

Set Up: The same general rules for organizing crates apply:

- Crates should, ideally, be twelve inches apart and arranged to keep animals facing away from each other. Crates in this area may require special organization to allow for more space or to fulfill some other requirements dependent on the circumstances of the animals being housed their.
- Quarantine as a whole can have its own designated letter. Each cage within the quarantine area receives a number so the location of each cage can be described; for example cage Q6 (the sixth cage in Q, quarantine).

4.3.9 Dead Animal Holding

Purpose: This is where animals that are dead on arrival or that die during their stay at the shelter are kept until they can be properly disposed of.

Location: This area needs to be in a secure part of the shelter away from public view, any food areas, the shelter, registration, quarantine, and others area where people are working.

Set Up: If not in a separate room, this area needs to be curtained off to hide it from public view. This area should not be labeled “morgue” but rather given an enigmatic designation such as “area two.” A small area within the morgue may be appropriate to give evacuees who lose their animals a private place to identify the remains and say goodbye.

4.3.10 Dog Exercise and Walk Area

Purpose: This is where evacuees will take their dogs twice a day to exercise them and let them go to the bathroom.

Location: This area needs to be close to the shelter but away from any area where food is kept and people will be working, this area should be fenced off although off-leash activity should be discouraged. If necessary because of weather or dangerous conditions a dog walk area can be created indoors in a separate room.

Set Up: Bags and scoops need to be provided for evacuees to pick up after their dogs. Trash cans need to be provided to dispose of the waste. All owners should be provided with plastic bags for cleanup each time they walk their dog.

4.3.11 Cat Exercise and Walk Area

Purpose: This is where evacuees can take their cats out of their cages for exercise and to let them go to the bathroom.

Location: This area can be inside or outside in a fenced off area of the shelter.

Set Up: If individual litter boxes are not provided for each cat kennel then this area should contain the litter boxes. Supplies for cleaning the litter boxes should be provided for use by the evacuees.

4.3.12 Bathrooms

Purpose: This area is essential for human comfort.

Location: There may already be bathrooms within the facility or on the property but if they are not working or none exist, port-a-johns will need to be ordered for the shelter. These should be placed in an area away from any type of food, volunteer rest or housing areas, and places where people are working.

4.3.13 Command Center

Purpose: This is the area where staff and Coordinators manage the response to the disaster and report on the situation in the shelter and assign tasks.

Location: Secure area with no public access.

4.3.14 Cage Cleaning

Purpose: This is the area where all portable cages are cleaned and disinfected.

Location: This area should be close to the shelter and have access to water and a good drainage system.

4.3.15 Food Storage and Preparation for Animals

Purpose: This is where food is stored and prepared for animals in the shelter.

Location: This area should be close to the shelter and have access to water. It should be decided whether evacuees will have access to this area or whether the staff will prepare food to be distributed to the animals by the evacuees. If the latter arrangement is made then a separate area could be created where the evacuees pick up food and distribute it to their pets.

Set Up: This area should be well stocked with wet and dry food for dogs and cats. It should contain can openers, measuring cups, and extra bowls.

4.3.16 Supply Storage & Distribution for Animals

Purpose: This is where all the supplies needed to care for animals are stored and distributed to animals.

Location: It should be decided whether evacuees will have access to all the supplies. If the evacuees are not to have access to all the supplies then two areas will be needed: one area to store the supplies and one area where evacuees can go to retrieve supplies for their pets.

Set Up: This area should contain all cleaning supplies as well as leashes, cages, bowls

4.3.17 Garbage

Purpose: This is where all the garbage collected from the different areas of the facility is kept until it can be picked up or taken to a proper disposal location.

Location: This area needs to be in a secure part of the shelter away from public view, and food areas, the shelter, registration, quarantine, and other areas where people are working.

4.3.18 Generator

Purpose: Used to provide electricity to the shelter when power is not available.

Location: The generator should be set up away from areas where animals are kept and people will be working because generators can be noisy. Outdoor approved power cords are used to get electricity into the areas where it is needed. A generator may or may not be required for the shelter depending on the type and scope of the disaster.

4.3.19 Grooming

Purpose: This area is set up to bathe animals that come into the shelter.

Location: This area should be located close to the kennel and have access to water. This area may or may not be necessary depending on the type and scope of the disaster. The shelter should, at the very least, be prepared to accommodate long-haired breeds that need daily brushing or other grooming. Certain types of disasters (chemical spills, fires, etc) may require a more extensive grooming area.

Set Up: Brushes, Flea Products, and shampoos may be necessary. This area must also make provisions for evacuees to restrain their animals while grooming is taking place.

4.3.20 Human First Aid

Purpose: This area is set up to take care of minor injuries affecting anyone within the shelter.

Location: This area should be in a quiet section of the shelter with access to electricity.

Set Up: This area should be provided with first aid kits and other rudimentary medical supplies. It should also have all the paperwork required for injured evacuees or employees (accident reports etc.).

4.3.21 Staff & Volunteer Food & Rest Area

Purpose: This area is set up to provide staff and volunteers with an area where they can go to eat and get some rest. If the shelter is going to require a night-shift of workers there should also be an area where this staff can live if they are not able to return home daily.

Location: This area should be in a quiet section of the shelter with access to electricity and water.

Set Up: This area should have food and water for staff and volunteers and comfortable places where they can rest and relax.

4.3.22 Triage

Purpose: This is where the medical condition of all incoming animals is assessed and treatment is provided. This area could be incorporated into the registration area so that triage is just a step in the registration process. The shelter manager needs to decide before hand how much medical attention the shelter is capable of providing each animal.

Location: This area should be close to the registration area with no public access.

Set Up: Any medical area should be under the care of a veterinarian. The veterinarian should inform the shelter manager what kind of supplies and set up the triage area requires.

4.3.23 Water Storage

Purpose: This is where water for drinking and cleaning is stored.

Location: This area should be set up so that the water is not stored in direct sunlight when the weather is hot. Bacteria can grow in the water if it is stored in direct sunlight.

5.0 General Shelter Set-Up

One of the first things the shelter staff needs to do is set up an area for volunteer registration and organization. This way the rest of the set-up tasks can be assigned to volunteers as they arrive.

Before the shelter is activated it should be carefully cleaned. All surface areas should be disinfected and sanitized with a solution suitable for antibacterial/antiviral situations (make sure that all cleaning products are animal safe!).

All areas should be stocked with the supplies necessary for their operation.

Trash cans and hand sanitizer should be placed throughout the shelter.

All doors to the shelter should be clearly marked "Pet Friendly Shelter"

One door should be clearly labeled as "animal intake". This door should open directly into or near to the registration area to filter the evacuees that are coming into the shelter.

All individual areas (dog kennels, reptile area, quarantine) should be clearly labeled with easy to read signage. Outside areas (dog walk area) should be sectioned off with flagging or fencing and labeled accordingly.

Policies and procedures for pet care and feeding should be posted around the shelter.

5.1 Pet-Friendly Shelter Supplies

There are a number of supplies and materials necessary to support an emergency evacuation pet shelter. The below list of equipment and supplies are outlined by locations.

5.1.1 Registration Area

- Refrigerators for canned foods
- Radios, cell phones, walkie talkies
- Flea control products (Advantage, Frontline, Capstar)
- Pens, Markers
- Notepads
- All paperwork for animal registration/discharge
- Duct tape
- Table and chairs
- Animal first aid kit
- Human first aid kit
- Digital or Polaroid camera
- Fans for kennel areas
- Easel stands for signage
- Rabies catch pole
- TabBands and Colored wrist bands for owners
- Avery labels, plain white
- Avery labels, assorted colors
- Sharpie markers
- Preprinted signage (intact male, intact female, in heat, geriatric, people-aggressive, animal-aggressive).

5.1.2 Dog Shelter Room

- Muzzles (various sizes)
- Signage
- Carriers (various sizes)
- Water
- Can Openers
- Assorted foods
- Spray bottles
- Blankets & towels

- Hand sanitizer
- Disinfectant
- Trash Cans & trash bags
- Paper towels
- Heavy duty plastic bags
- Food & water bowls
- Mops, buckets, sponges
- Poop scoops
- Table and chair
- Newspaper for bedding
- Leashes, collars, and harnesses
- ID TabBands
- Rope, bungee cords
- Human first aid kit
- Animal first aid kit

5.1.3 Cat Shelter Room

- Carriers (various sizes)
- Human first aid kit
- Animal first aid kit
- Leashes, collars, and harnesses
- Cat litter and disposable pans
- Rope
- Can openers
- Water
- Signage
- Assorted foods
- Hand sanitizer
- Blankets and towels
- Spray bottles
- ID TabBands
- Paper towels
- Food and water bowls
- Heavy duty plastic bags
- Disinfectant in spray bottles
- Mops, buckets, sponges
- Heavy gauntlets/cat gloves (welder gloves are acceptable as an alternative)
- Table and Chair

5.1.4 General Supplies

- Area Map
- Fresh batteries
- Team identification shirts and badges
- Generators
- Tarps
- Portable cages and fencing
- Water
- Food

6.0 Pet-Friendly Shelter Operations

6.1 Intake

The intake process begins when the pets arrive at the shelter. All crates will be off-loaded with animals still inside the crates. The crates will be placed in an area protected from the weather until they can be picked up by owner and/or transferred into a shelter cage. The transfer will be done in a totally enclosed secure area (suggest chain link enclosure with a top). Pets that arrive in Pet-Only transportation or that are otherwise separated from their owners will need to be held until their owner arrives to register them at the Pet-Friendly shelter. Owners must present picture ID and their copy of the Transportation Registration form to pick up their pet and proceed to registration.

6.2 Registration

Owners will fill out an Admission/Discharge (See Attachments 4 and 5) form and sign a shelter agreement (See Attachments 6 and 7). The pet will be checked to make sure they received a neckband with their unique Animal ID #. In some cases the neckband may need to be replaced as the animal destroyed it en-route. Animals who are transported via owner's personal vehicles will need to be given a neckband. Owners will be checked for a wristband matching their pet's neckband.

Each animal must be assigned a cage in the Pet-Friendly shelter. The crate or kennel must be appropriate in size and water and bedding provided. If the owner brings their own crate, make sure it is clearly labeled with their name, note this information on the intake form and place the crate in the appropriate area.

The letter and number code that designates this area should be noted on the pet's neckband, the owner's wristband, and the intake form.

A picture of the owner with each pet should be taken and kept with the admission/discharge forms.

The owner will complete the top of the Daily Animal Care (See Attachment 8) sheet and the shelter worker will explain the use and importance of the this sheet.

Staff will then explain the rules and daily operations of the pet-friendly shelter:

- Staff will explain that only one family member is allowed in the pet living quarters to provide the animal with its daily care. Ask the owner who would be the best person to be designated as the family animal caregiver. No one under 18 is allowed in the pet living quarters. Other family members may interact with pets in animal exercise areas.
- Staff will explain to owner that no one will touch their pet unless it is ill. Owners are the only ones allowed to handle pets. Shelter workers are only there to provide assistance.
- Staff will explain to owner the requirements of daily care for each animal in the Pet-Friendly Shelter. They will explain that any animal not receiving care will be removed by animal control. If for any reason an owner is unable to care for their pet, they are to notify the head of operations so that short-term alternative arrangements can be made.
- Staff will explain that owners are responsible for the actions of their pet. Owners are responsible for ensuring their pet does not injure anyone. This is a good opportunity to gently educate on other methods of leading, correcting, and developing a better bond with the pet. Be careful to use non-judgmental terms and phrases. (The goal is to educate, not be judgmental).
- Staff will explain to the owner where the designated exercise areas are as well as other shelter areas that they may need to access.

Staff will then escort the owner and pet to the appropriate cage and help them to properly put away their pets. The Daily Animal Care sheet will be attached to the cage using a plastic envelope. The importance of this care sheet should be impressed upon the owner.

Any leashes, collars, food bowls, toys or bedding that the owner provides with the animal should be kept either inside the crate or directly on top of it.

6.3 Dead Animals

Unfortunately, animals that have died may be brought to the shelter from the incident. In addition, animals may be brought to the shelter in critical condition and may die while being housed in the shelter. These situations are very delicate and must be handled with the utmost care and concern for both the animal and the owner.

6.3.1 Arrival

- A dead animal will be described as a "Code 2." At no time is any staff member to use the terms "Dead on arrival" or "morgue" when speaking to, or in the vicinity of, the general public. The morgue is to be described as "Area 2."
- Upon arrival the dead animal will be taken to "Area 2" for processing. No dead animal is to be left outside, or anywhere near the public areas around the shelter.
- A medical staff person on duty must examine a dead animal. If there is no medical staff person on duty, the volunteer (or staff) in charge of First Aid and one helper must examine the animal and declare it dead.
- Dead animals will be processed on the registration form as usual but the form will be marked with a red dot.

- If the animal has not been covered or put in a plastic bag, it needs to be. If clear plastic bags, or tarps/blankets are available to cover the body they should be used. The clear bags make it easier to see the coloring of the animal's fur. For small animal boxes cardboard carriers and coolers should be made available as well.
- If the dead animal has arrived through rescue transportation or if it has been housed in the shelter the owner must be contacted immediately. If the animal was brought to the shelter without an owner (as a stray or lost animal) its description should be checked against descriptions received by the shelter of missing animals. If a staff member believes that a missing animal description is a match to the DOA then the staff member should alert the team so they can prepare in case the owner shows up unexpectedly. All matches are "probable" until the owner confirms that the animal is their pet.

6.3.2 Notifying the Owner

- If the owner of the dead animal is known they need to be notified as soon as possible. Again, this is a very delicate matter and must be handled carefully. The owner should be contacted at the human shelter and told to report to the registration desk at the animal shelter. When the owner arrives they should be taken aside and informed of the circumstances of their animal's death. They should be told when and how their animal was discovered and the medical care (if any) that was given. They should then be asked if they are able to identify the remains or designate someone to help them.
- If the owner of the dead animal is unknown but the dead animal matches a description given of a missing animal then the possible owner should be contacted. The possible owner should be told that the shelter has a listing for their missing animals and that the shelter has received more animals but that some of them are deceased. Then tell them that there is an animal at the shelter similar to their pet's description and ask them if they are able to come to the shelter for identification purposes. Depending on the response the staff member should make note of the owner's intentions.
- It is hard to predict what will happen when an owner finds out that their pet has died. Give people every opportunity to talk, cry, ask questions, or say nothing at all. Ask if there is anyone with them. If not, ask if you can call someone for them.
- Express your condolences. A simple *I'm sorry for your loss* is often enough.
- Owners arriving to identify DOAs or owners who are about to learn that their pet did not survive are to be taken to a special "private" section of the shelter in or near "Area 2" for the purpose of identifying the animal.
- Two staff members should be present to assist the owner.
- The owner may not be able to actually view the remains. While the client should never be forced to do this, someone has to make the identification. Use your best judgment. Some owners may want to spend some time with their pet. Some owners may want to touch or hold their pet. This is allowed. They may have as much time with their pet as they need. Staff should only leave if the owner requests to be left alone.

- A Pet Bereavement Packet should be made available to all owners who have lost a pet due to death. Owners may not want to take it with them at the time, but let them know it will be available should they want it at a later time.

6.3.3 Disposal of the Deceased Animal

Some people will want to take the animal's body, while other will not. Some people will not have any idea what to do with the body. The animal's body may remain at the shelter for a brief time, while the owner makes arrangements. The shelter may be able to arrange for the town where the shelter is located to dispose of the body. However, this disposal option may be group burial, and the owner should be made aware of this. No matter what the owner decides, a "Release of Deceased Animal" form must be filled out and signed by the client or their designee.

6.3.4 Thoughts for Staff Members

This assignment will be the hardest, but most necessary, part of this entire program. The death of an animal is always difficult. It can be as hard on the staff member as it is on the owner. Do what you can to help. If at any time during this assignment, you should feel the need to remove yourself from the situation, tell someone immediately. Do not wait until you are overwhelmed. Staff will understand and should there to help each other as well as owners and their pets.

6.4 Daily Operations

6.4.1 General

- Owners are required to present I.D. to enter and take pets out of section. They should have on their wristband that indicates where their pet is located in the shelter. They will be required to sign in to take their pet out of the section. Shelter workers will verify that the person has signed the daily log with the name on their picture ID.
- No animal is allowed outside of its crate/kennel without a leash and identification tag. Only designated staff, volunteers or animal owners will be allowed to remove any animal from its crate/kennel.
- Owners will be required to mark the Daily Animal Care sheet each time the animal is handled (walked, fed, watered, defecated, urinated, cleaned, etc).
- Staff should resist judgmental attitudes about each person's level of caring for their pet. This is a good opportunity for friendly education. Always remember that this is an abnormal situation for the evacuees and you are there to help, not make changes.
- The shelter will be closed for the night. After closing, the shelter will be off limits to all people except shelter personnel.
- Shelter workers are responsible for ensuring people keep the shelter clean. They should ensure that empty trash cans with plastic liners are available for owners to throw their trash in.
- Shelter workers will be responsible for monitoring the walking and potty areas. This is best done by making sure owners are aware of the necessity of cleaning up the feces and that there are

trash cans with liners available. On the first one or two days, the shelter workers will probably be teaching owners how to clean up after their pets.

- Owners will be required to mark on the Daily Animal Care sheet each time the animal is handled (walked, fed, watered, defecated, urinated, cleaned, etc). If the sheet becomes torn, lost, etc, it must be replaced immediately. This sheet verifies to the shelter workers that the owner is caring for the pet.

6.4.2 Feeding

Feeding will be done by the owner once before 10:30 am and once before 6:00 pm. The Daily Animal Care sheet will be marked to indicate if the animal ate and drank.

6.4.3 Water

Each animal will be offered fresh water at least daily by 10:30 am. The bowl must be cleaned and sanitized each day.

6.4.4 Walking/Exercise

Dogs will be walked at least twice each day for a minimum of twenty minutes each time. The shelter will have designated walking areas. Plastic bags will be available for each walker to pick up feces and put in a trash receptacle. The daily observation sheet will be marked to indicate walking time, urination, and defecation. Cats will be taken out of their cages at least twice a day for exercise for twenty minutes each time. Birds, small mammals, and rodents will not be removed from their cages.

6.4.5 Kennel Cleaning

Kennels will be cleaned two times daily, once before 10:30 am and once before 6:00 pm (minimum). If the cage needs cleaning between these times every attempt will be made to contact the owner. If the owner cannot be reached shelter workers will clean the cage.

6.4.6 Waste Disposal

Owners will be responsible for cleaning up after their pets. Feces should be picked up from dog walk area using plastic bags provided. Cat litter boxes should be cleaned at least once a day and waste deposited in trash receptacle. The Daily Animal Care Sheet will be marked to indicate urination and defecation.

6.4.7 Failure to Comply

- Shelter workers are responsible for ensuring pet owners take care of their pets. At 10:30 am and 6:30 pm shelter workers will walk through and take note of each animal care sheet.
- If an owner has not walked, cleaned, fed, & watered their pet once before 10:30 am and once before 6:00 pm the shelter worker will notify the Head of Operations and the Head of Operations will designate a shelter worker to care for the pet.
- The Daily Animal Care sheet shall be signed by the shelter worker in red to signify that the shelter worker cared for the pet and not the owner. The information will also be written in the

medical notes section on the back of the Admission/Discharge sheet and will include the date and time and the name of the shelter worker who cared for that animal and the a description of which rule was not followed.

- A Failure to Comply notice will be placed in the plastic envelope on the cage and a copy filed with Head of Operations.

6.5 Discharge

This process begins when command has been notified that the situation is safe for the people to return home. The discharge process is as follows:

- Staff should ensure that only the family-designated animal caregiver arrives to sign out the pet. They must present picture ID and have a color coded wrist band.
- Staff will retrieve the Daily Animal Care sheet from the kennel to be filed with other shelter forms.
- Staff will ensure that the owner has cleaned out cage and removed personal items from cage.
- Staff will have owner sign out the pet on the admission/discharge sheet.
- Staff will then staple the Daily Animal Care sheet to the Admission/Discharge sheet and file forms in alphabetical order in discharged file.
- Staff will then determine if the owner requires transportation and transportation method (self or assisted will be indicated on the Discharge portion of the Admission/Discharge sheet.

Some evacuees will have arranged for their own transportation back to their homes while others will need to make use of the provided transport vehicles again. Transportation back to the pick-up point will be handled in the same way as transportation to the shelter. A loading station will be set up outside the shelter and new Transportation Registration forms filled out by evacuees using provided transportation. Care should be taken to see that animals are loaded onto the right trucks to take them to the proper pick-up point. Animals will be loaded into kennels and then onto the trucks by the staff in the same manner as before. When animals arrive at pick-up point their owner must pick them up with their copy of the Transportation Registration form and photo ID. The animal must be signed out before being released to their owner.

6.6 Shut Down Shelter

- Once owners have checked out all the animals housed in the Pet-Friendly Shelter then shut down can begin.
- All crates, kennels and cages will be broken down and removed from the facility. Cleaning and disinfecting of crates and kennels after breakdown can occur off-site.
- All floors will be cleaned and disinfected. Any furniture, tables and shelves used for holding crates and animals will be wiped down with disinfectant wipes. Handrails, water fountains, and doorknobs will be wiped down with disinfectant wipes.
- Trash receptacles will be emptied and bagged trash placed in designated dumpsters.
- Facility restrooms will be cleaned and the trash emptied.

- The Pet-Friendly Shelter Supervisor will have the Shelter Manager physically inspect the building before leaving and correct any discrepancies noted.
- Cages, crates, and kennels will be cleaned and disinfected before being returned to their appropriate storage locations.
- All towels, sheets, and bedding will be laundered with detergent and bleach after being used for each animal. All towels, sheets, and bedding will be aludnere3d before storing in watertight contains.
- All materials, including forms, supplies, safety equipment, and t-shirts and vests will be inventoried and returned to the appropriate organization.
- Food will be stored in watertight containers.

6.7 Incident Close-Out

6.7.1 Report Writing

The Pet-Friendly Shelter Supervisor will submit a written report. This report will be based on the incident log kept at the Pet Friendly Shelter. It will include the number and types of animals housed, an assessment of operations and staffing, descriptions of problems or “incidents within the incident” and how they were handled, and identify any gaps in skills, staffing, or logistics. The report will include a section on lessons learned during the incident.

6.7.2 Documentation

Documentation of the incident will include all registration and animal intake forms, photographs of pets and owners, volunteer registration forms, incident logs kept by the Pet-Friendly Shelter Supervisor, receipts for purchase and thank you letters. Any information included on these forms will be considered confidential.

6.7.3 Close-Out Meeting

The Pet-Friendly Shelter Supervisor will attend the close-out meeting to help assess management of the incident and identify problems. Solutions will be discussed as well as strategies to improve the emergency operating procedure.

7.0 Pet-Only Shelter

In some cases of evacuation the emergency shelters provided to humans will not easily adapt to the Pet-Friendly shelter arrangement. In these cases a Pet-Only shelter must be created to house the companion animals of the evacuees. In Pet-Only shelters the owners are not responsible for the care of their animals instead the animals become the responsibility of the city. Much of the protocol for the Pet-Only shelter is the same as that for the Pet-Friendly shelter. In the following summary only the differences in protocol will be described.

7.1 Staffing

The same leading staff members will be required (Shelter Manager, Logistics, Head of Operations, Planning, and Finances). Additional staff or volunteers will be needed to provide the animals with daily care including exercise, feeding, and cleaning. It is important that the staff and/or volunteers in charge of the daily animal care have experience and training in the proper safe handling of animals. Unlike the Pet-Friendly shelter, where staff and volunteers are mostly concerned with assisting the human owners in the care of their pets, the Pet-Only shelter requires hands-on work with animals and functions much more as a standard animal shelter. A certain number of staff or volunteers will be required as Animal Caretakers. Each Animal Caretaker will have certain animals that they are assigned at registration. The Animal Caretaker is responsible for providing daily care for the animals under their supervision.

7.2 Design and Set-Up of the Shelter

The Pet-Only shelter is designed and set-up in much the same way as the Pet-Friendly shelter. There should still be a Registration area in the Pet-Only shelter in order to facilitate the intake of those animals brought to the shelter by their owners via private transportation. However, this will be the only “public” area as the rest of the shelter will be accessible only to staff/volunteers. A small visiting area could be provided for owners who want to spend time with their pets.

7.3 Supplies

The supplies needed to operate the Pet-Only shelter will be the same as those needed for the Pet-Friendly shelter.

7.4 Operations

7.4.1 Registration

The registration process at the Pet-Only shelter will differ slightly from that of the Pet-Friendly shelter. If animals are traveling to the shelter via provided transportation from a Pick-Up Point then the owner will have to fill out an Admission/Discharge form and sign a Shelter Agreement at the Pick-Up Point before loading their animal onto the vehicle. Once at the shelter, animals arriving on provided transportation will be unloaded from the vehicle and immediately transferred to a crate in the shelter. The information from the Admission/Discharge sheet will be transferred to the Daily Animal Care sheet at this time and a staff/volunteer assigned to care for the animal.

Animals brought to the shelter by their owners will be registered in a similar fashion. The owner will fill out the Admission/Discharge sheet and sign a Shelter Agreement. The animal will be fitted with a neckband and Unique Animal ID# and then staff will take responsibility of the animal and transfer it to a crate in the shelter. The information from the Admission/Discharge sheet will be transferred to the Daily Animal Care Sheet at this time and a staff/volunteer assigned to care for the animal.

7.4.2 Dead Animals

Dead animals will be dealt with at the Pet-Only shelter in the same way as the Pet-Friendly shelter.

7.4.3 Daily Operations

Daily operations will run much in the same way as the Pet-Friendly shelter. The same standards of care will be in place and staff will be required to indicate on the Daily Animal Care Sheet each time the animal is handled. The Head of Operations is responsible for making sure that each animal is given required attention laid out in the Pet-Friendly section. There should be consequences for staff members who fail to properly care for the animals in their care.

7.4.4 Discharge/Incident Close-Out

The discharge of animals and shutdown of the Pet-Only shelter will be run in the same way as the Pet-Friendly shelter.

Appendix A: Transportation Registration Form

TRANSPORTATION REGISTRATION FORM

Date:		Truck Number:	
Origin PPP/Shelter:		Destination Shelter/PPP:	
Name:			
Contact Numbers: Cell:		Home:	
Other Contact Number?:		Name at Other number:	
Street Address:			
City Address:		Zip Code:	
Region of City:		Parish:	
Photo ID#:		Circle Type: <input type="checkbox"/> DL <input type="checkbox"/> State ID <input type="checkbox"/> Passport <input type="checkbox"/> Other	

<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/DLH <input type="checkbox"/> Other _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/DLH <input type="checkbox"/> Other _____	<input type="checkbox"/> Dog <input type="checkbox"/> Cat DSH/DLH <input type="checkbox"/> Other _____
Name: _____	Name: _____	Name: _____
Unique ID No.: _____	Unique ID No.: _____	Unique ID No.: _____
Breed/Type	Breed/Type	Breed/Type
Color	Color	Color
Gender M M/C F F/S	Gender M M/C F F/S	Gender M M/C F F/S
Medication(s):	Medication(s):	Medication(s):
Rabies license #: _____ None: <input type="checkbox"/>	Rabies license #: _____ None: <input type="checkbox"/>	Rabies license #: _____ None: <input type="checkbox"/>
Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No	Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No	Microchip: <input type="checkbox"/> Yes <input type="checkbox"/> No
Number _____	Number _____	Number _____
Did you leave a pet behind? <input type="checkbox"/> Yes <input type="checkbox"/> No Rescue needed? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, describe pet & where:
Owner's Signature		Intake person's initials:

Owners are responsible for caring for their pets at the shelters. Failure to care for your pet or make arrangements to have your pet cared for will result in removal of your pet from the shelter to the local animal control facility.

***Special arrangements have been made for special need's owners with pets.**

I agree to hold harmless all persons and agencies and/or this facility for assistance in transporting or housing my pets, or should they become lost, injured, or ill while utilizing these services. Any abandoned animals will be taken to the nearest local animal shelter.

Owner's Condition:

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Appendix B: Truck Manifest for Pet Emergency Evacuation

TRUCK MANIFEST FOR PET EMERGENCY EVACUATION

Origin: _____

Transport Cycle: _____

Destination: _____

Date:	Departure Time:		Arrival Time:		
	Impound #	Species	Owner's name	Microchip #	Shelter Location
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
29					
30					
31					
32					

Truck Driver's Signature _____ Start miles _____ End Miles _____

Transport Checked at PPP: _____ Page # _____ of _____

Received at Destination by: _____

Appendix C: Failure to Comply Notice

FAILURE TO COMPLY NOTICE

You, the pet owner, are receiving this notice because of a break in our agreement by you to provide the care required to your pet. The checked box below details the reason for this notice and written below is the corrective action taken by the Head of Operations and Shelter Manager.

1. ☐ Your pet was not cared for by the designated family member for at least 3 days.
2. ☐ Your pet's medical condition was not reported.
3. ☐ Other rule (please describe: _____)

Corrective Action:

Approved by: _____

Title _____

Shelter Worker's Signature and date:

Owner's Signature and date:

Appendix D: Admission/Discharge Form

ADMISSION/DISCHARGE

Owner Information:

Date:

Name:		
Address:		
City:	State:	Zip:
Home Phone:	Work Phone:	
Cell Phone:	Pager:	
E-mail Address:		
Place of Employment:		
Driver's License #:	Social Security #:	
How can you be contacted while your pets are here?		
Please list anyone authorized to care for your pets while they are here at the SART shelter. (*No one under 18 years is allowed in the animal living quarters.)		
Name:	Relation to Owner:	
Name:	Relation to Owner:	

Pet Information: (Completed by Shelter Worker)

	Pet 1	Pet 2	Pet 3
Unique Animal ID #			
Shelter Location			
Name			
Breed			
Date of Birth			
Color			
Sex			
Spayed/Neutered			
Medication?			
Special Diet?			
Allergies/illnesses			
Identifying marks, tattoos			
Micro-chipped?			
Rabies Vaccine			
DHLPP Vaccine			
Kennel Cough Vaccine			
FVRCP Vaccine			
Current Veterinarian:	Phone:		
How did you become aware of this shelter?			
Do you have your own transportation Yes <input type="checkbox"/> No <input type="checkbox"/>			

I understand that I am totally responsible for the care of my pets while I am using the facilities. I agree to hold harmless all persons and/or this facility for assistance in housing my pets, or should they become lost, injured, or ill while utilizing these services. I also agree to follow the pet area rules while I am here. Any abandoned animals will be taken to the nearest local animal shelter. I have read and understand this agreement and certify that I am the owner/agent of the above listed animal(s). I understand that if I fail to feed walk, clean care for my pet and sign the animal care sheet twice daily my pet will be considered abandoned and be removed from the shelter.

Admission Date

Owner/Agent for pet(s)

LSART/ASAR F

Discharge Date

Owner/Agent for pet(s)

Appendix E: Shelter Admission/Discharge for Animal

Owner's Full Name: _____		
Owner's Full Address: _____ _____		
Owner's home telephone number: _____		
Owner's Cell phone number: _____		
Out of area relative name and phone number: _____		
Description of Animal:		
<div style="text-align: center;"><input type="checkbox"/> Dog <input type="checkbox"/> Cat</div>		
<div style="text-align: center;"><input type="checkbox"/> Male <input type="checkbox"/> Intact <input type="checkbox"/> Neutered</div>		
<div style="text-align: center;"><input type="checkbox"/> Female <input type="checkbox"/> Intact <input type="checkbox"/> Spayed <input type="checkbox"/> In heat</div>		
Breed: _____ Color: _____ Age: _____		
Distinctive Markings: _____		
Micro Chip <input type="checkbox"/> Yes <input type="checkbox"/> No Number: _____		
Primary Veterinarian _____ Address & Number _____		
_____ Signature of Owner		_____ Date
BELOW TO BE COMPLETED BY SHELTER REGISTRATION RECEPTIONIST		

Arrival Date: _____ Time: _____		
Yes	No	Proof of:
<input type="checkbox"/>	<input type="checkbox"/>	Written proof of vaccinations during the past 12 months;
<input type="checkbox"/>	<input type="checkbox"/>	Proper ID collar and up to date rabies tag; Tag # _____
<input type="checkbox"/>	<input type="checkbox"/>	Proper ID on all belongings;
<input type="checkbox"/>	<input type="checkbox"/>	Carrier or cage of sufficient size for the animal to stand, stretch and turn around;
<input type="checkbox"/>	<input type="checkbox"/>	Leash;
<input type="checkbox"/>	<input type="checkbox"/>	Ample food supply;
<input type="checkbox"/>	<input type="checkbox"/>	Water/food bowls;
<input type="checkbox"/>	<input type="checkbox"/>	Any necessary medication(s); Types: _____;
<input type="checkbox"/>	<input type="checkbox"/>	Newspapers, plastic disposable gloves and trash bags for handling waste;
<input type="checkbox"/>	<input type="checkbox"/>	Cages has the owner's name and address, pet name and other pertinent information labeled clearly and securely on the cage.
Owners driver's license # or resident ID #: _____		
Pet sheltering location: _____		
Owner sheltering location: _____		
_____ Departure Date		_____ Time
_____ Owner's signature		

Appendix F: Pet Owner Sheltering Agreement

I, _____ the owner of _____ understand that emergencies exist and that limited arrangements have been made to allow myself, family and pet to remain in the shelter facility. I understand and agree to abide by the pet care rules contained in this agreement and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in its approved carrier except at scheduled times. During scheduled relief time, my pet will be properly confined with leash, harness and muzzle (if necessary). Scheduled times will be strictly adhered to.
2. I agree to properly feed, water and care for my pet as instructed by the City of Bellevue or designee.
3. I agree to properly sanitize the area used by my pet, including proper waste disposal and disinfecting.
4. I certify that my pet is current on rabies and all other vaccinations recommended.
5. I will not permit other shelter occupants to handle or approach my pet either while it is in its carrier or during exercise time.
6. I will maintain proper identification on my pet and its carrier at all times.
7. I permit my pet to be examined by animal shelter personnel.
8. I acknowledge that my failure to follow these rules may result in the removal of my pet. I further understand that if my pet becomes unruly, aggressive, show signs of contagious disease, is infested with parasites or begins to show signs of stress-related conditions, my pet may be removed to a remote location. I understand that any decision concerning the care and welfare of my pet and the shelter population as a whole are within the sole discretion of the City of Bellevue or designee, whose decisions are final.
9. I certify that my pet has no history of aggressive behavior and has not been diagnosed with any contagious diseases for which it has not received successful treatment.

I hereby agree to hold harmless all persons, organizations, corporations or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal(s).

Pet owners signature

Pet owners printed name

Date

Appendix G: Shelter Agreement

SHELTER AGREEMENT

I, _____, the owner of _____, understand that emergencies exist and that limited arrangements have been made to allow myself, family, and pet to remain in the shelter facility. I understand and agree to abide by the pet care rules contained in this agreement, and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in its approved carrier except at scheduled times. During scheduled relief time, my pet will be properly controlled with a leash, harness, and muzzle (if necessary). Scheduled times will be strictly followed.
2. I agree to properly feed, water, clean, and exercise my pet and sign the pet care sheet twice per day, before 10:30 a.m. and 6:00 p.m. I understand that failure to comply with this rule may result in removal of my pet from the shelter.
3. I agree to properly sanitize the area used by my pet, including proper disposal and disinfecting.
4. I certify that my pet is current on rabies vaccinations. Rabies vaccination is required of all pets in the shelter. I understand that if I cannot provide proof of rabies vaccination, a rabies vaccination will be administered to my pet at a cost of \$10.00. I understand that Canine Distemper, Parvovirus, and Bordetella, and Feline Rhinotracheitis are recommended vaccines and may be available for a fee.
5. There are designated "living areas" for residents and designated "living areas" for cats and dogs. Residents may NOT bring their cat or dog to the "residents living areas." Only one person per household will be allowed to enter the cat or dog living quarters. No one under 18 years of age will be permitted in the animal living quarters. I will not permit other shelter occupants to handle or approach my pet either while it is in its carrier or during exercise time. I agree not to handle or approach other shelter occupant's pet.
6. I will maintain proper identification on my pet and its carrier at all times and I will carry proper identification for myself (picture id) to be allowed into the shelter to care for my pet.
7. I acknowledge that my failure to follow these rules may result in the removal of my pet. I further understand that if my pet becomes unruly, aggressive, shows signs of contagious disease, is infested with parasites, or begins to show signs of stress-related conditions, my pet may be removed to an isolated location. I understand that any decision concerning the care and welfare of my pet and the shelter population as a whole are within the sole discretion of the Shelter Manager whose decisions are final.
8. I certify that my pet has no history of aggressive behavior and has not been diagnosed with any contagious diseases for which it has not received successful treatment.
9. I understand that any pet found abandoned or without owner within the shelter, will result in the animal being relocated to the nearest animal control facility with final disposition left to the discretion of the animal control facility.

AN ANIMAL IS CONSIDERED ABANDONED WHEN THE OWNER HAS FAILED TO TAKE CARE OF AND SIGN THE ANIMAL CARE SHEET FOR 48 HOURS. If the owner fails to care for the animal for 48 hours, that animal will be removed from the shelter and sent to the nearest animal control facility.

I hereby agree to hold harmless all persons, organizations, corporations, or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal(s).

Pet Owner's Signature

Pet Owner's Printed Name

Date

Appendix H: Daily Animal Care Sheet

DAILY ANIMAL CARE SHEET

Pet Name: _____ Cage# _____ Impound# _____

Legend:	F= Food W= Water Eating= Y or N UR= Urine BM= Bowel Movement CC= Cage Cleaned Walked= 20 min+ Dogs are to be walked by legal owners only
----------------	-----------------------------------------------------------------------------------------------------------------------------------------------------

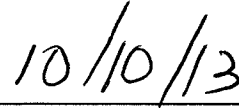
Date	Shift	Care							Checked By		Notes
		F	W	E	UR	BM	CC	Walk	Owner	Volunteer	
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
	AM										
	PM										
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LSART/ASAR Form #8

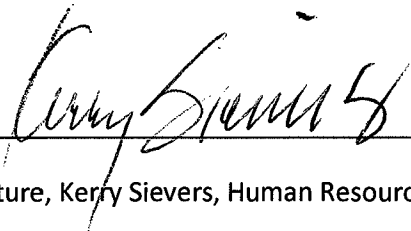
Emergency Support Function (ESF) 7: Resource Support



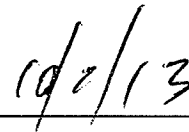
Signature, Jan Hawn, Finance Department Director



Date



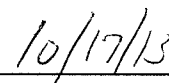
Signature, Kerry Sievers, Human Resources Department Director



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Liz Rector, City of Bellevue Finance Department, and Diane Kendall, City of Bellevue Human Resources Department, are the current ESF leads and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 7: Resource Support

Lead Agencies	Support Agencies
Finance Department	Development Services Department
Human Resources Department	Transportation Department
	Police Department
	City Attorney's Office
	All Departments

1.0 Introduction

1.1 Purpose

Provide for the best coordination of physical resources and personnel in order to effectively respond to an emergency.

1.2 Scope

This ESF addresses resource support including coordinating/obtaining emergency relief supplies, facility space, office equipment, office supplies, contracting services, and personnel required to support immediate response and recovery activities. ESF 7 also provides support for requirements not specifically identified in other ESFs, including excess and surplus property and coordinating the receipt, storage, and distribution of donated goods.

2.0 Policies

Activities within ESF 7 – Resource Support will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The City of Bellevue's Finance and Human Resources Departments have primary responsibility for coordinating activities under ESF 7 within Bellevue. The day to day organizational structure of Bellevue City Departments will be maintained as much as feasible during emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, then assistance can be requested through the King County Emergency Coordination Center (KCECC) or the Washington State Emergency Operations Center (EOC). The Mayor or his/her successor may proclaim special emergency orders under Bellevue City Code 9.22, which could affect the utilization of emergency resources.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's utilities systems, transportation systems, and/or communications may sustain damage or be impacted which could result in disruption or shut-down of portions of some or all of these systems. Emergency response and recovery activities that rely on the use of the transportation or communications systems will likely be impacted and may be difficult to deliver or coordinate.

4.0 Concept of Operations

4.1 General

To the maximum extent possible, the continued operation of a free market economy using existing distribution systems will be utilized. Mandatory controls on the allocation, utilization, or conservation of resources can be used when necessary for the continued protection of public health, safety, and welfare. Whenever possible, voluntary controls are preferred.

4.2 Organization

The City will commit all resources necessary to protect lives and property and to relieve suffering and hardship. The City will make immediate requests for outside assistance to upper levels of government and to neighboring jurisdictions should the emergency situation be of such magnitude that all local resources are committed or expended. The Finance Department and the Human Resources Department are co-leads to ensure resources are handled properly. The City has a Purchasing Vendor Reference List to assist in choosing vendors that may already have contracts with the City in order to reduce costs of services and products.

If needed, the Public Information Officer in the EOC will coordinate information about resource availability with the Personnel Unit Leader and the Facility and Supply Unit Leader in the EOC and communicate appropriately with employees, the media, and/or the public.

5.0 Responsibilities

5.1 Lead Agency – Finance Department

The Bellevue Finance Department will:

- Coordinate the allocation, utilization, and/or conservation of resources.
- Assess impact of emergency on available resources and identify repair, maintenance, and replenishment needs.
- Provide for the procurement of contractors services, materials supplies, equipment, and food when necessary.
- Estimate the cost of providing resources, record purchases, and track expenditures.
- Develop a process for the completion and tracking of invoices (for gas, equipment, etc.) of volunteers, for submission to King County ECC, Washington State EOC, and/or FEMA.
- Coordinate the receipt, storage, and distribution of donated goods.

Members of the Finance Department may support EOC activations through Logistics-Finance Section positions. The Logistics-Finance Section Chief in the EOC may appoint a Facilities and Supply Unit Leader to be responsible for inventories, allocation, utilization, and conservation of resources necessary to respond to and recover from major emergencies. Since the scope of many emergencies may overwhelm resources under the control of local government, the Facilities and Supply Unit Leader may manage the identification of other resources, either governmental or private sector. It may become necessary to reallocate how City personnel, equipment, vehicles, materials, and facilities are utilized.

5.2 Lead Agency – Human Resources Department

It is the policy of the City of Bellevue that departments utilize their personnel to the maximum extent possible, including use of personnel not assigned emergency responsibilities. The Human Resources Department is the lead agency for essential human resource activities in the City and as such, may assist other departments in identifying and assigning employees to assist in emergency recovery. It may be necessary to hire temporary employees to meet staffing requirements. Additional personnel resources may be obtained through existing mutual aid agreements with schools, colleges, private businesses, and labor organizations. Requests for additional assistance should be coordinated through the EOC. Since non-essential activities may be canceled during an emergency, City employees may be required to work either overtime or "out of class," and will be compensated in accordance with existing rules and bargaining unit agreements. Requirements of the Fair Labor Standards Act (FLSA) will apply.

Members of the Human Resources Department may support EOC activations through a variety of positions, primarily in the Logistics-Finance Section. The Logistics-Finance Section Chief may designate a Personnel Unit Leader to coordinate personnel needs and monitor human resources, employee and volunteer safety, and volunteer status:

- Act as the lead agency for coordinating activities and the hiring of temporary personnel.
- Prioritize needs for assistance and assign volunteers appropriately.
- Coordinate assignment of employees, as necessary, to make best use of employee resources in emergency response and recovery.
- Coordinate resource information, as needed, to employees, the media, and/or the public with the Public Information Officer in the EOC.

If volunteers are needed in the EOC, the Logistics-Finance Section will be responsible for the recruitment, registration, and coordination of volunteer emergency workers. If volunteers are needed for field response and City employees are available, the Logistics-Finance Section will be responsible for recruitment, registration, and coordination of those volunteers. Volunteers will be registered as emergency workers and provided identification, assignments appropriate to their qualifications, and administrative details, in accordance with WAC 118-04. During an emergency, complete Form EMD-078 Emergency Worker Daily Activity Report when required.

5.3 Support Agency – Development Services Department

The Bellevue Development Services Department will provide support to the Resource Management Coordinator in coordinating resources during community-wide recovery from emergencies.

5.4 Support Agency – Transportation Department

The Bellevue Transportation Department will identify passable routes for transport of goods.

5.5 Support Agency – Police Department

The Bellevue Police Department will provide security and mobile radio communication at distribution centers.

5.6 Support Agency – City Attorney’s Office

The Bellevue City Attorney’s Office will process any claims of volunteers or employees registered as emergency workers.

5.7 Support Agency – All City Departments

All Bellevue departments will:

- Inventory personnel, equipment, and supplies and provide lists as requested by Resource Management Coordinator.
- Coordinate resource use under emergency conditions with the Resource Management Coordinator through the EOC.
- Specific department representatives may be designated to coordinate specialized resources.
- Develop procedures to utilize all City staff for emergency assignments, noting essential and non-essential employee categories, and identify staff that could be released to assist other departments.
- Maintain cost records of personnel, contractors, and equipment used during emergency recovery and provide information to Finance representatives as may be required for FEMA Public Assistance.

6.0 References

[EOC Manual](#)

[WAC 118-04](#)

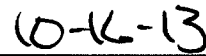
[Finance Department Policies and Procedures Manual](#)

[Human Resources Policies and Procedures Manual, Section 4.4 – Duty to Report to Work](#)

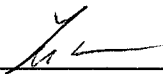
Emergency Support Function (ESF) 8: Public Health and Medical Services



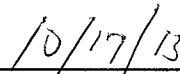
Signature, Michael Eisner, Fire Chief



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Battalion Chief Moulton, City of Bellevue Fire Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 8: Public Health and Medical Services

Lead Agency	Support Agencies
Fire Department	Police Department
	Office of Emergency Management
	Public Health – Seattle & King County
	Overlake Hospital Medical Center
	King County Medical Examiner’s Office
	Puget Sound Blood Center

1.0 Introduction

1.1 Purpose

Coordinate the organization and mobilization of medical, health, mental health, and mortuary services for emergency management activities within the City of Bellevue.

1.2 Scope

This ESF addresses the delivery and/or coordination of medical, health, mental health, and mortuary services in the City of Bellevue and fire department service area (where applicable).

2.0 Policies

Activities within ESF 8 – Public Health and Medical Services will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The day to day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations. Public Health - Seattle & King County is the overall lead for ESF 8 activities in King County and will activate Health and Medical Area Command, as appropriate, to establish overall health and medical response and recovery objectives, coordinate incident information with other ESF 8 agencies, and manage the acquisition and use of medical resources and is a resource for City of Bellevue. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted, field operations may request additional resources through the NORCOM. When unable to obtain resources through Fire Dispatch, the Bellevue Emergency Operations Center (EOC) will request resources through the KCECC; who will in turn request resources through the Puget Sound Fire Defense Board under State Mobilization.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's utilities, transportation, and communications systems may sustain damage or be impacted which could result in disruption or shut-down of portions of some of these systems and reduce the ability to respond to and deliver public health and medical services. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system or part of the infrastructure may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. The threat of terrorism exists given the presence of high-profile corporations in the City, specifically in the Central Business District. Acts of terrorism could include, but are not limited to, improvised explosive devices (IED), arson, and the release of hazardous materials.

4.0 Concept of Operations

4.1 General

The Fire Department will provide support to the Bellevue EOC and local hospitals in the coordination and establishment of expanded hospital facility needs during an emergency. Any site designated by the Incident Commander may serve as a command post, staging area, triage, treatment, transportation station, communications center, medical clinic, alternate care facility, temporary morgue or in any other functional capacity appropriate for the situation. The alternate care facility and temporary morgue should be in coordination with Public Health - Seattle & King County and the Health and Medical Area Command.

In the event of structural failure or inaccessibility to medical clinics and hospitals in an emergency, any City facility or temporarily established site may act as a remote emergency clinic until coordination of more permanent facilities can be established by the Bellevue EOC. An alternate care facility or morgue may be established in coordination with Health and Medical Area Command. The Public Health - Seattle & King County may provide guidance to City agencies and individuals on basic public health principles involving safe drinking water, food sanitation, personal hygiene, and proper disposal of human waste, garbage, and infectious or hazardous waste.

4.2 Organization

The Bellevue Fire Department provides fire protection services by contract to the cities of Medina and Newcastle, and the towns of Clyde Hill, Beaux Arts, Hunts Point, and Yarrow Point. Coordination with contractual jurisdictions during emergencies will be handled through the Bellevue EOC. Fire and rescue services are provided from nine fire stations strategically located throughout the fire department's service area. Overall supervision of on-duty resources is provided by the Battalion Chief or Captain assigned to Battalion 1 until relieved by a Deputy Chief or the Fire Chief. The Fire Department provides emergency medical services to its citizenry. Citizens requiring Advanced Life Support (ALS) receive a response from ALS quartered in the City with additional support available from other regional ALS units.

The Bellevue Fire Department is responsible for the organization and mobilization of pre-hospital medical services during emergencies. The Fire Chief or designee will provide direction and control over

Fire Department resources and coordination with the EOC. Department personnel will operate according to specific directives, department standard operating procedures (SOP) and by exercising reasonable personal judgment when unusual or unanticipated situations arise and command guidance is not available. On-scene management of emergencies will follow ICS as published by the National Emergency Management Institute and the National Fire Academy. Coordination with providers of animal care/services is covered in ESF 6: Mass Care, Housing, and Human Services.

5.0 Responsibilities

5.1 Lead Agency – Fire Department

The Bellevue Fire Department will:

- Implement the King County Fire/Medical Resources Plan that specifically deals with handling multiple casualty incidents (separately published document).
- Assure that the implementation of the Simple Triage and Rapid Treatment (START) system is not delayed pending the arrival of the primary medic units. The incident commander will assure that all responsibilities of the medical group supervisor position are completed.
- Coordinate all aspects of medical care and transportation of patients at a specific scene including but not limited to triage, treatment, transportation, and set-up of an initial morgue area (in accordance with guidance from the King County Medical Examiner's Office).
- Provide assistance to health care facilities in the implementation of plans to reduce patient populations if evacuation is necessary and with provisions for continuing medical care for patients that cannot be evacuated.
- Provide incident status and operational needs to the EOC at regular intervals.

The Fire Department will utilize the King County Multiple Casualty Incident Plan (separately published document), which is based on ICS. When activated, the Fire Department will work with the EOC to coordinate expansion of hospital care to field operations when needed. The Emergency Medical Services Division of the Fire Department will develop an inventory of medical facilities, clinics, medical transportation options, communications, and supply sources. The Incident Commander's responsibilities will include but are not limited to fire suppression, rescue, and management of mass casualties. The Fire Department officer in charge of the incident will establish Incident Command and provide initial incident evaluation to ensure appropriate coordination of resources and management of the incident as outlined in Fire Department standard operating procedure Article 700.

Mutual aid agreements exist with numerous jurisdictions and departments throughout King, Pierce and Snohomish Counties. Requests for assistance will be coordinated through the EOC, which can contact Disaster Medical Control Center (DMCC) (primary: Harborview Medical Center) and activate the Seattle area hospital emergency plan when appropriate. In the event that mental health counseling is necessary for emergency workers, the City will utilize the services of the Bellevue Fire Department Peer Support Team. Mental health counseling for citizens and emergency victims may be obtained through the American Red Cross and other local area mental health organizations following the emergency.

During naturally occurring or terrorist-caused disease outbreaks, hazardous materials emergencies, or major trauma events, local supplies of antibiotics and other medical equipment may be inadequate to address the consequences of the incident. During such events, Public Health - Seattle & King County (PHSKC) may respond by partnering with the commercial pharmacy infrastructure to provide medications in incidents involving smaller outbreaks or by accessing state and federal resource assistance by requesting mobilization of the federal Strategic National Stockpile (SNS) of medical supplies in widespread, catastrophic incidents. Resources contained within the SNS may be used to augment mass vaccination or dispensing operations managed by PHSKC, or to support ongoing medical response within local healthcare facilities.

The Fire Department also provides access to CDC Chempacks, which provide a sustainable supplemental source of nerve agent antidotes in case of a wide-scale emergency or mass casualty incident. In coordination with Public Health - Seattle & King County, the closest Chempack storage areas include Overlake Hospital as well as Bellevue and Redmond Fire. Chempacks may be referred to as EMS/"auto-inject" packs in the field.

5.2 Support Agency – Police Department

The Bellevue Police Department will:

- Provide assistance to the medical examiner in the identification of the deceased.
- Provide security to field morgue operations and facilities.
- Provide perimeter control at incident scenes when requested.

5.3 Support Agency – Office of Emergency Management

The Bellevue Office of Emergency Management will provide initial coordination and notification of outside agencies providing operational support based on requests for assistance from field personnel.

5.4 Support Agency – Overlake Hospital Medical Center

Overlake Hospital will:

- Provide liaison at the EOC to provide coordination of operations when appropriate.
- Coordinate movement of patients from the field to area hospitals through the DMCC, which is located at Harborview Medical Center and the back-up is Overlake Hospital.
- Coordinate the establishment of temporary medical facilities with the EOC and Fire Department personnel.

5.5 Support Agency – Public Health - Seattle & King County

The Public Health - Seattle & King County will:

- Assist appropriate emergency responders and agencies to ensure the safety of the general public.
- Assess potential impacts of incident to food and water supply sources.

- Provide timely health information to decision makers and to the public regarding the incident, emergency health treatment, prevention, and personal decontamination.
- Provide Environmental Public Health support to Incident Commanders.
- Provide consultation and regulatory oversight of any proposed temporary locations where contaminated debris/materials may be located pending final disposal.
- Authorize re-occupancy following evacuation of an illegal drug lab scene.
- Monitor, coordinate and provide medical examiner services, including investigating causes of sudden, unexpected or unnatural deaths, body identification and disposal or burial.
- Conduct syndromic surveillance - monitor hospital emergency departments for unusual patterns or admissions.
- Notify health care providers of suspected or anticipated health incidents.
- Provide authorization for testing of suspected bio-terrorism samples by State Department of Health (DOH) Laboratory.
- Provide notification to incident commanders and applicable response and health care agencies of DOH laboratory testing results.
- Identify and request appropriate DOH resources.
- Identify and request Disaster Medical Assistance Teams (DMAT) and Disaster Mortuary Response Teams (DMORT).
- Request pharmaceutical support from local supplies and CDC stockpile as needed.
- Coordinate staging and distribution of pharmaceutical stockpile resources as needed.
- Coordinate provision of emergency supplies and equipment to hospitals.
- Provide PIO support to Incident Commanders and Joint Information Centers.

In coordination with King County Department of Communication and Health Services, Mental Health Services identify and coordinate activation of mental health professionals when needed.

5.6 Support Agency – King County Medical Examiner’s Office

The King County Medical Examiner’s Office will:

- Coordinate with Public Health - Seattle and King County’s Health and Medical Area Command (HMAC) to identify the need for expanded mortuary services staff (e.g., funeral home staff or Disaster Mortuary Operational Response Teams [DMORT]) as appropriate for the situation.
- Coordinate recovery of the decedents at the scene.
- Take jurisdiction over decedents to determine the cause and manner of death.
- Coordinate the reunification of positively identified decedents with their legal next of kin for disposition.
- Establish temporary morgues as needed.
- Via HMAC, request that Bellevue activate its catastrophic mass fatality management plans per the King County All Hazards Mass Fatality Management Plan attachment “Catastrophic Fatality Management Guidelines” if appropriate.

5.7 Support Agency – Puget Sound Blood Center

The Puget Sound Blood Center will:

- Accept and process requests for blood.
- Process, type, and cross match blood samples.
- Coordinate operations in response to the blood needs of the hospitals.
- Provide for the return delivery of blood to the requesting agency.
- Coordinate blood donations from the public.
- Provide a medical staff member at Puget Sound Blood Center to help with decisions about blood allocation and with planning appropriate transfusion support.
- Assure adequate blood supply to meet demand and coordinate with other blood centers and the national agency for acquisition of additional resources, if necessary.

6.0 References

EOC Manual

Bellevue Fire Department Standard Operating Procedures

King County Multiple Casualty Incident Plan

King County Fire Resource Plan

Seattle/King County Public Health Medical Countermeasures Plan, Attachment K: Chempack Protocol

Washington State Fire Services Resource Mobilization Plan

[King County Family Assistance Center \(FAC\) Plan](#)

[King County Alternate Care Facilities Plan](#)

[King County All Hazards Mass Fatality Management Plan](#)

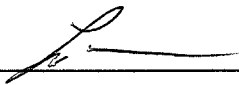
Emergency Support Function (ESF) 9: Search and Rescue



Signature, Michael Eisner, Fire Chief

10-16-13

Date



Signature, Luke Meyers, Emergency Manager

10/17/13

Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Deputy Chief Risen, City of Bellevue Fire Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 9: Search and Rescue

Lead Agency	Support Agencies
Fire Department	Police Department
	Office of Emergency Management
	Utilities Department
	Development Services Department
	Parks and Community Services Department
	Civic Services Department

1.0 Introduction

1.1 Purpose

Provide guidance for search and rescue operations in Bellevue.

1.2 Scope

This ESF addresses urban search and rescue, specialty rescue teams, and wilderness area search and rescue operations.

2.0 Policies

Activities within ESF 9 – Search and Rescue will be conducted in accordance with the National Incident Management System (NIMS), the National Response Framework (NRF), and the Incident Command System (ICS). The day-to-day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations.

When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted, field operations may request additional resources through the NORCOM. When unable to obtain resources through Fire Dispatch, the Bellevue Emergency Operations Center (EOC) will request resources through the KCECC; who will in turn request resources through the Puget Sound Fire Defense Board under State Mobilization. When State resources have been depleted, the Washington State EOC can request resources from multiple states through the Emergency Management Assistance Compact (EMAC), or with the requisite proclamation, federal USAR assets.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services. Major emergencies may precipitate building collapses requiring search and rescue operations including heavy rescue, technical rescue, and emergency medical services.

3.2 Planning Assumptions

During an emergency, Bellevue's utilities, transportation, and communications systems may sustain damage or be impacted which could result in disruption or shut-down of portions of some of these systems and reduce the effectiveness and availability of search and rescue services. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system or part of the infrastructure may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. The threat of terrorism exists given the presence of high-profile corporations in the City, specifically in the Central Business District. Acts of terrorism could include, but are not limited to, improvised explosive devices (IED), arson, and the malicious release of hazardous materials.

4.0 Concept of Operations

4.1 General

The Fire Department is responsible for the coordination of urban search and rescue, and technical rescue activities within Bellevue. Heavy search and rescue operations will be coordinated by the Fire Department with support from the Police and Utilities Departments. The Development Services Department will provide technical support in case of structural damage or collapse. Federal Urban Search and Rescue Teams, volunteers, outside agencies and the private sector may also be utilized during heavy rescue emergencies.

The primary resource for wilderness area search and rescue are the volunteers of the King County Search and Rescue Council and may be activated through the King County Office of Emergency Management or the King County Sheriff's Office. Specialty rescue teams including water, confined space, high angle, and heavy rescue are available through automatic and mutual aid within Seattle and King County under the procedures outlined in the King County Fire Resource Plan. Rescue personnel from outside the area (King County) would be requested by the Washington State EOC through KCECC. The City of Bellevue has personnel from the Fire, Police, and Utilities Departments trained in various areas of specialty rescue. Search and rescue operations for missing aircraft are the responsibility of the State Department of Transportation, Division of Aeronautics. The Bellevue Police Department will be responsible for coordinating ground support of these operations upon request.

4.2 Organization

The Bellevue Fire Department provides fire protection services by contract to the cities of Medina and Newcastle, and the towns of Clyde Hill, Beaux Arts, Hunts Point, and Yarrow Point. Coordination with contractual jurisdictions during emergencies will be handled through the Bellevue EOC. Fire and rescue services are provided from nine fire stations strategically located throughout the fire department's service area. Overall supervision of on-duty resources is provided by the Battalion Chief or Captain assigned to Battalion 1 until relieved by a Deputy Chief or the Fire Chief. The Fire Department provides emergency medical services to its citizenry. Citizens requiring Advanced Life Support (ALS) receive a response from ALS quartered in the City with additional support available from other regional ALS units.

5.0 Responsibilities

5.1 Lead Agency – Fire Department

The Bellevue Fire Department will:

- Coordinate urban search and rescue and technical rescue activities.
- Provide trained staff and resources for search and rescue activities as appropriate.

The notification method used to mobilize off-duty personnel will be by telephone or pager. Backup notification will be by emergency public information procedures.

The Fire Chief or his/her designee will provide direction and control over department resources and coordination with the EOC. Department personnel will operate according to specific directives, department standard operating procedures (SOP) and by exercising reasonable personal judgment when unusual or unanticipated situations arise and command and policy guidance is not available.

Command posts may be established for the management of field operations. The field Incident Commander will provide regular status reports to the EOC as the emergency situation allows. The coordination of resources and requests for assistance will normally be through the EOC, unless resources are immediately available through the Dispatch Center. Co-location of command posts will be the preferred method of field operations when multiple departments/agencies have command posts established.

King County is divided into three (3) Fire Zones. Bellevue is located within Fire Zone 1. The King County Fire Resources Plan (separately published document) provides for the coordination of countywide fire resources during localized emergencies. The Washington State Fire Services Resource Mobilization Plan provides for the coordination of statewide and interstate fire resources during localized emergencies.

During localized emergencies expanding beyond the City limits of Bellevue but within Zone 1, fire resources will be requested via NORCOM. When resources in Zone 1 are exhausted or unavailable, the Zone 1 Fire Coordinator will coordinate the zone-wide allocation of incoming fire resources. Requests for assistance from King County, not immediately available through NORCOM will be routed through the EOC. The King County Fire Service Coordinator will coordinate the distribution of incoming fire resources in major emergencies involving areas greater than a single Fire Zone. Coordination for Zone 1 activities will be through the King County Zone 1 Coordinator and the KCECC. Communications for this coordination will normally be between the Bellevue EOC and KCECC.

5.2 Support Agency – Police Department

The Bellevue Police Department will:

- Provide support to specialty rescue operations when appropriate.
- Provide scene security, traffic control, and evacuation as needed.

5.3 Support Agency – Office of Emergency Management

The Bellevue Office of Emergency Management will support search and rescue activities with additional resource coordination and activation of the EOC, when appropriate.

5.4 Support Agency – Utilities Department

The Bellevue Utilities Department will provide resources and staff trained in their use for search and rescue activities, when appropriate.

5.5 Support Agency – Development Services Department

The Bellevue Development Services Department will provide technical expertise in the evaluation of damaged structures.

5.6 Support Agency – Parks & Community Services Department

The Bellevue Parks & Community Services Department will provide resources for search and rescue activities when requested and appropriate.

5.7 Support Agency – Civic Services Department

The Bellevue Civic Services Department will provide support to maintain continuity of operations for Fire Department vehicles and facilities.

6.0 References

EOC Manual

[Bellevue Fire Department Standard Operating Procedures](#)

[King County Fire Resources Plan](#)

[King County Fire Chiefs Association](#)

[Washington State Fire Services Resource Mobilization Plan](#)

[Puget Sound Regional Catastrophic Disaster Coordination Plan](#)


Emergency Support Function (ESF) 10: Hazardous Materials Response



Signature, Michael Eisner, Fire Chief

10-16-13

Date



Signature, Luke Meyers, Emergency Manager

10/17/13

Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Deputy Chief Risen, City of Bellevue Fire Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 10: Hazardous Materials Response

Lead Agency	Support Agencies
Fire Department	Police Department
	NORCOM
	Utilities Department
	Transportation Department
	Washington State Patrol

1.0 Introduction

1.1 Purpose

Provide for the effective mitigation of the effects of a hazardous materials release or an accidental release of ionizing radiation in Bellevue.

1.2 Scope

This ESF addresses response to actual or potential discharges and/or releases of hazardous materials within the City. It is intended to compliment and coordinate with existing hazardous material response plans used in Bellevue.

2.0 Policies

Activities within ESF 10 – Hazardous Materials Response will be conducted in accordance with the National Incident Management System (NIMS), the National Response Framework (NRF), and the Incident Command System (ICS). The day to day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted, field operations may request additional resources through the NORCOM. When unable to obtain resources through Fire Dispatch, the Bellevue Emergency Operations Center (EOC) will request resources through the KCECC; who will in turn request resources through the Puget Sound Fire Defense Board under State Mobilization. When State resources have been depleted the Washington State EOC can request resources from multiple states through the Emergency Management Assistance Compact (EMAC), or with the requisite proclamation, federal USAR assets.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's utilities, transportation, and communications systems may sustain damage or be impacted which could result in disruption or shut-down of portions of some of these systems and reduce the effectiveness or ability to provide hazardous materials response services. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system or part of the infrastructure may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. The threat of terrorism exists given the presence of high-profile corporations in the City, specifically in the Central Business District. Acts of terrorism could include, but are not limited to, improvised explosive devices (IED), arson, and the release of hazardous materials.

According to data compiled by the Federal Emergency Management Agency (FEMA), it is possible to group accidents involving radiation or radioactive materials into six categories:

- Nondestructive testing (industrial radiography)
- Radionuclides in medical facilities
- Isotope production facilities
- Radionuclides in research facilities
- Nuclear reactor sites
- Transporting radioactive materials

Historically, the most common radiation accident has involved sealed radioactive sources used in radiographic testing; victims of such accidents are typically employees of firms conducting such testing and have rarely required emergency medical services. Emergency personnel are more likely to be involved in accidents such as building fires or transportation accidents where radioactive materials are present. Radiation injury may involve:

- External irradiation whole-body or partial-body
- Contamination by radioactive materials external (deposited on the skin) or internal (inhaled, swallowed, absorbed through the skin, or introduced through wounds)
- Incorporation of radioactive materials (by body tissues)
- Combined radiation injury (combination of the above)

4.0 Concept of Operations

4.1 General

The Bellevue Fire Department will coordinate the command, control, and effective mitigation of hazardous materials or radiation emergencies. The Bellevue Fire Department is a member of the Eastside Hazardous Materials Response Program. Each of seven member agencies trains its firefighters to meet Awareness, Operations, and Technician Level competencies, its command personnel to satisfy Hazardous Material On-Scene Commander competencies and assigns a minimum of two members per operational shift to be part of the Eastside Hazardous Materials Response Team.

4.2 Organization

The Bellevue Fire Department provides fire protection and hazardous materials response services by contract to the cities of Medina and Newcastle, and the towns of Clyde Hill, Beaux Arts, Hunts Point, and Yarrow Point. Coordination with contractual jurisdictions during emergencies will be handled through the Bellevue EOC. Fire, rescue, and initial hazardous materials response services are provided from nine fire stations strategically located throughout the fire department's service area. Hazmat 1 (HM-1), the primary response vehicle for the Eastside Hazardous Materials Response Team is located at Bellevue Fire Station 6 – 1850 132nd Ave NE Bellevue, WA 98005. A hazardous materials inspector positioned in the Fire Prevention Division is responsible for administering a hazardous materials permit and inspection program. The City of Bellevue is a member of the King County Local Emergency Planning Committee, the regional body mandated by the SARA Title III Community Right to Know Act. Overall supervision of on-duty resources is provided by the Battalion Chief or Captain assigned to Battalion 1 until relieved by a Deputy Chief or the Fire Chief.

5.0 Responsibilities

5.1 Lead Agency – Fire Department

At the location of a radiological emergency, the Fire Department will establish command and scene control, assess the situation, decontaminate, provide emergency medical treatment for exposed victims, and contain and control the release of escaping hazardous substances only if such containment and control:

- Could reasonably be expected to favorably impact the outcome of the emergency
- When personnel are available with the necessary equipment and training to perform such operations safely.

The Fire Department will ensure that the appropriate agencies for clean up and disposal of spilled radiological materials are contacted. Decontamination and incident termination procedures will be performed as outlined in, the Eastside Hazardous Materials Response Team Standard Operational Guidelines, under separate cover. WAC 296-824-500 specifies general operational practices to be employed during emergency response to hazardous substance releases. It is the intent of the Fire Department to comply with such practices, as further defined in the Eastside Hazardous Materials Response Team Standard Operational Guidelines.

All emergency responders and their communications will be controlled through the Incident Commander (IC). Necessary resources will be requested and, when appropriate, released through the IC. Once it becomes evident that a radiation emergency may have occurred, access to the scene of the emergency will be strictly controlled. Physical demarcation of the exclusion ("hot") zone (e.g., barrier tape) is desirable. Once radiation survey instrumentation is available, the size of the hot zone will be adjusted to ensure that exposure outside the hot zone will not exceed 2 mR/hour. In case of a transportation accident involving a nuclear weapon, FEMA recommends that the radius of the exclusion zone be set at 2,000 feet.

Emergency responders should be alert to any and all clues indicating the presence of radiological materials. In the absence of medical emergencies in the hot zone, entry should not be made until an operational radiation survey meter is available. Until it is known that no respiratory hazard is present, emergency responders will wear positive pressure self-contained breathing apparatus (SCBA) in the hot zone and during the initial stages of decontamination. All personnel at the scene will attempt to minimize potential contact with hazardous substances whenever possible. The selection of protective clothing will depend on expected hazards (dusts, liquids, flammable atmospheres, etc.).

Command posts may be established for the management of field operations. The IC will provide regular status reports to the EOC as the emergency situation allows. The coordination of resources and requests for assistance will normally be through the EOC. Collocation of command posts will be the preferred method of field operations when multiple departments/agencies have command posts established.

King County is divided into three (3) Fire Zones. Bellevue is located within Fire Zone 1. The King County Fire Resources Plan (separately published document) provides for the coordination of countywide fire resources during localized emergencies. The Washington State Fire Services Resource Mobilization Plan provides for the coordination of statewide and interstate fire resources during localized emergencies. During localized emergencies expanding beyond the City limits of Bellevue but within Zone 1, fire resources will be requested via the Regional Communication Center. When resources in Zone 1 are exhausted or unavailable, the Zone 1 Fire Coordinator will coordinate the zone-wide allocation of incoming fire resources. Requests for assistance from King County will be through the EOC. The King County Fire Service Coordinator will coordinate the distribution of incoming fire resources in major emergencies involving areas greater than a single Fire Zone. Coordination for Zone 1 activities will be through the King County Zone 1 Coordinator and the KCECC. Communications for this coordination will normally be between Bellevue EOC and KCECC.

Radiation survey meters and dosimeters will be maintained by the Eastside Hazardous Materials Response Team on the response vehicles utilized by that consortium (currently HM-1). Required training for employees involved in emergency response operations for releases of hazardous substances is defined in WAC 296-824-300. See the Bellevue Fire Department Standard Operating Procedures and the Eastside Hazardous Materials Team Standard Operational Guidelines for additional policies and procedures.

5.2 Support Agency – Police Department

The Bellevue Police Department will provide perimeter control at hazardous material scenes and provide explosive device identification, handling, and disposal.

5.3 Support Agency – NORCOM

NORCOM, or the North East King County Regional Public Safety Communication Agency, provides emergency dispatching and 911 services for the Bellevue Police and Fire Departments as well as 17 other departments and/or jurisdictions. NORCOM will, at the direction of the Incident Commander or

EOC Manager, issue warning or public safety messages using the Reverse 911® community warning system identified in ESF – Communications, Information Systems, and Warning.

5.4 Support Agency – Utilities Department

The Bellevue Utilities Department will:

- Support the Fire Department in hazardous material incident response.
- Protect the water supply and water/sewer and surface water system.
- Ensure that appropriate agencies are contacted if the drainage system is affected.

5.5 Support Agency – Transportation Department

The Bellevue Transportation Department will:

- Support the Fire Department in hazardous material incident response.
- Assist in crowd control operations with temporary traffic control measures and barricades.
- Identify evacuation corridors, as needed.

5.5 Support Agency – Washington State Patrol

Washington State Patrol will:

- Act as designated Incident Command Agency for hazardous materials incidents on or along any state route or interstate freeway as described in RCW 70.136.030.
- Respond with a supervisor to provide assistance at hazardous materials incidents where the Bellevue Fire Department is the designated incident command agency as described in RCW 70.136.035.
- Coordinate with the Washington State EOC to notify other agencies as needed.

6.0 References

EOC Manual

[Superfund Amendments and Re-authorization Act \(SARA Title III\)](#)

[Bellevue Fire Department Standard Operating Procedures](#)

[Eastside Hazardous Materials Response Team Standard Operational Guidelines](#)

[King County Fire Resources Plan](#)

[Washington State Fire Services Resource Mobilization Plan](#)

[RCW 70.136.030](#)

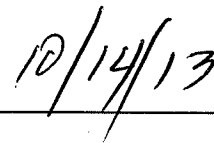
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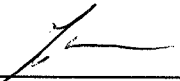
Emergency Support Function (ESF) 11: Agriculture and Natural Resources



Signature, Patrick Foran, Director



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Jan Beck, City of Bellevue Parks & Community Services Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 11: Agriculture and Natural Resources

Lead Agency	Support Agencies
Parks & Community Services Department	Office of Emergency Management
	Finance Department
	Utilities Department
	All Departments
	American Red Cross
	Public Health - Seattle & King County

1.0 Introduction

1.1 Purpose

Coordinate the procurement and distribution of food and water during an emergency.

1.2 Scope

This ESF addresses procurement and distribution of food and water within the City of Bellevue during an emergency including coordination with other agencies.

2.0 Policies

Activities within ESF 11 – Agriculture and Natural Resources will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The day to day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, then assistance can be requested through the King County Emergency Coordination Center (KCECC) or the Washington State Emergency Operations Center (EOC).

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue’s utilities and/or transportation systems may sustain damage or be impacted, which could result in disruption or shut-down of portions of some of these systems and reduce the ability of the City to procure or distribute food, water, and other essential items. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate.

4.0 Concept of Operations

4.1 General

In the event of an emergency, the Parks & Community Services Department will contact the King County Emergency Coordination Center (KCECC) and the American Red Cross and other relief agencies to request assistance in providing food and water. Once shelters are activated, the primary distribution of food and water will be coordinated through the KCECC, the American Red Cross emergency shelter/mass care system, supported as necessary by Parks & Community Services staff.

Communications systems failure in an emergency may make communications with outside agencies impossible. In such cases, shelter operations and food and water procurement and distribution within the City is the sole responsibility of the City and the Parks & Community Services Department coordinated through the Emergency Operations Center. Response will be based upon identified needs and available resources.

Following a disaster, the Red Cross provides the following services:

- **Food, Shelter and Emergency Supplies:** During a disaster, our first priority is to ensure that people have a safe place to stay, food, and emergency supplies. Red Cross works with government and community partners to open shelters where residents will find comfort with a hot meal, recovery information, and a place to rest. For emergency workers and people returning to their homes, the Red Cross mobilizes emergency response vehicles from which disaster workers distribute food, water, and essential clean-up items that might not be immediately available in the community.
- **Welfare Information:** Disasters often disrupt regular communication channels and can separate families. Through the Red Cross' nationwide network of chapters, family members may request welfare information regarding their loved ones. The Red Cross "Safe and Well" Web site enables people within a disaster area to let their families and friends outside of the affected region know that they are all right. Clients register on Safe and Well, by going to <http://redcross.org/safeandwell>. Red Cross call agents at 1-800-RED-CROSS will register individuals without computers or connectivity.
- **Client Casework and Recovery Planning and Assistance:** The American Red Cross provides casework to families with verified disaster-caused needs. This process consists of an in-depth interview to assess the client's immediate needs. The caseworker can provide financial assistance, advocacy, bulk distribution and/or referrals to local resources. The caseworker also assists the client in developing a recovery plan. Red Cross caseworkers work closely with local, state and federal government to ensure clients have access to all available resources
- **Disaster Health and Mental Health Services:** The Red Cross deploys licensed or certified health and mental health professionals who are trained to address disaster caused or exacerbated needs. This can include first aid, assessments, crisis intervention and replacement of medications or medical supplies. Red Cross Disaster Health and Mental Health Teams meet these needs through bulk distribution, financial assistance advocacy or referrals to community partners.

- Provides preliminary and detailed damage assessments of the affected area to determine the number of dwellings and public shelters damaged and the extent of damage.
- Coordinates, within its agreements, the provision of relief efforts by any volunteer organizations actively engaged in providing relief assistance to disaster survivors.
- Coordinates its relief activity with participating and support agencies and affected counties through liaisons to the state and local jurisdiction EOCs.
- Provides representation to the Recovery Task Force as deemed necessary.

4.2 Organization

Management and procurement of food and water in the City of Bellevue for emergency victims and emergency workers will be coordinated by the Parks & Community Services Department, with the assistance of the Finance Department. These efforts will be coordinated through the Emergency Operations Center (EOC).

The Bellevue EOC, in conjunction with the King County Office of Emergency Management, will coordinate county, state, and federal services needed in providing food and water to Bellevue residents on a long-term basis. An Emergency Food Coordinator will be appointed by the Parks & Community Services Department to identify and manage the distribution of food and water during emergencies. Emergency Food Coordinator will:

- Alert the local volunteer organizations about the emergency and its consequences.
- Coordinate the donation or purchase of food and water through pre-identified sources.
- Coordinate the transportation of food and water through the pre-identified sources.
- Develop plans and select sites for the distribution of food and water to City of Bellevue residents and City staff.

5.0 Responsibilities

5.1 Lead Agency – Parks & Community Services Department

The Bellevue Parks & Community Services Department will:

- Coordinate with Finance Department regarding the purchase of food and water. Coordinate with Utilities Department to determine availability of potable water within our system.
- Coordinate with Utilities Department, other City departments and relief agencies regarding transportation and distribution of food and water to City staff and citizens.
- Coordinate with food distributors for the provision and distribution of food to emergency victims or food service organizations.
- Coordinate with the Public Information Officer for the release of public information with American Red Cross and the Public Health - Seattle & King County regarding issues related to food and water.

5.2 Support Agency – Office of Emergency Management

The Bellevue Office of Emergency Management will alert the Parks & Community Services Department when activation of ESF 11 is necessary.

5.3 Support Agency – Finance Department

The Bellevue Finance Department will provide for the procurement of food and water and track financial expenditures, such as staffing, vehicles, food, water, etc.

5.4 Support Agency – Utilities Department

The Bellevue Utilities Department will ensure water supplies are restored and available within the City and assist the Parks & Community Services Department in availability and distribution of water to our citizens.

5.5 Support Agency – All Departments

All Bellevue Department employees may assist in the transportation of food and water to distribution sites as directed through the EOC.

5.6 Support Agency – American Red Cross

The American Red Cross will:

- Assist the City to provide emergency victims and first responders with food, clothing, shelter, first aid and supplementary medical care and assist the City in meeting other immediate needs (see ESF 6).
- Maintain a list of American Red Cross shelters within the City and surrounding communities and will open shelters in or around the area as needed.
- Survey additional shelters as needed depending on the size and significance of the emergency.
- Provide training related to mass care and sheltering to City employees and citizens.

5.7 Support Agency – Public Health - Seattle & King County

Public Health - Seattle & King County will provide food safety/food borne disease prevention consultation and regulatory oversight regarding emergency food sources, storage, preparation, and/or distribution facilities.

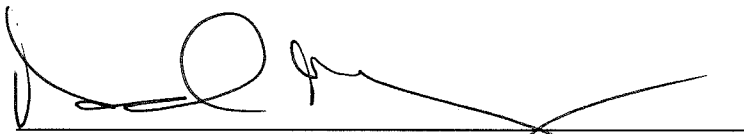
6.0 References

EOC Manual

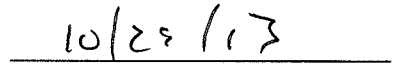
American Red Cross Shelter Operations Participant's Workbook

Parks and Community Services Department Emergency Standard Operating Procedures

Emergency Support Function (ESF) 12: Energy



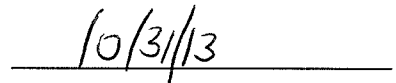
Signature, Dave Berg, Transportation Department Director



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Kristi Oosterveen, City of Bellevue Transportation Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 12: Energy

Lead Agency	Support Agencies
Transportation Department	Police Department
	Office of Emergency Management
	Puget Sound Energy
	King County Emergency Coordination Center

1.0 Introduction

1.1 Purpose

Assign coordination with private utilities required to meet essential needs during emergencies and throughout the recovery period.

1.2 Scope

This ESF addresses the collection, evaluation and coordination of information on energy system damage and estimations on the impact of energy system outages within the City of Bellevue. These systems include electrical power, natural gas, and the status of the Olympic pipeline. While restoration of normal operations at energy facilities is the primary responsibility of the owners of those facilities, ESF 12 provides the appropriate information and resources to enable restoration of services to the City in a timely manner.

2.0 Policies

Activities within ESF 12 – Energy will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Plan (NRP) and will utilize the Incident Command System (ICS). The day to day organizational structure of Bellevue City Departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid, then assistance can be requested through the King County Emergency Coordination Center (KCECC) or the Washington State Emergency Operations Center (EOC). Staff will be mobilized as needed on a case by case basis. This will normally be done by telephone or pager through the department's notification procedures. Emergency demand reduction measures for private utilities are regulated by the Washington Utilities and Transportation Commission.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, utility systems in Bellevue may sustain damage or be impacted, which could result in disruption or shut-down of portions of some or all of these systems. Emergency response and recovery activities that rely on the use of the utility systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one utility system may cause disruption or damage to another utility system due to the interrelated nature and dependency of one system on another. There may be widespread and/or prolonged electric power failure. With no electric power, communications will be affected, traffic signals will not operate potentially causing traffic gridlock, and utility pump stations will be operating on generators. Such outages will impact all emergency response services.

4.0 Concept of Operations

4.1 General

Electric power and natural gas fuel is provided to Bellevue customers by Puget Sound Energy (PSE) whose headquarters, Customer Call Center, and Emergency Coordination Center (ECC) are located in Bellevue. PSE's operations are regulated by the Washington Utilities and Transportation Commission as well as federal and state statutes. Under ordinary conditions, requests for service from PSE are routed to their Customer Call Center. PSE has also shared the telephone numbers dedicated to public safety agencies for emergency response information. The Bellevue EOC also maintains emergency contact information for PSE's ECC. The Olympic Pipe Line Company operates 16 and 20-inch pipelines throughout western Washington that run through Bellevue carrying gasoline, diesel, and jet fuel. BP Pipelines, North America, operates the system and the Control Center for operations is located in Renton. The Transportation Department maintains a franchise agreement with Olympic Pipe Line Company for operation of its pipelines through Bellevue.

4.2 Organization

The Transportation Department is the lead agency for coordinating emergency response information and priorities with all private utilities operating within the City of Bellevue. A workspace is dedicated to a representative of PSE in the Bellevue EOC, equipped with telephone and PSE radio. PSE will send a representative to the Bellevue EOC when emergency conditions warrant and PSE has adequate staff for assignment. When that is not possible, PSE will send a representative to the KCECC to coordinate with all jurisdictions within King County.

5.0 Responsibilities

5.1 Lead Agency – Transportation Department

The Bellevue Transportation Department will:

- Coordinate emergency response and recovery operations with private utility companies from the EOC when it is activated.
- Support and maintain franchise agreements, letters of understanding, contracts, etc. with private utilities responsible for electricity, natural gas, and the pipe line fuel transport to ensure

response and recovery operations are conducted in an orderly manner and in citywide priority sequence to the greatest extent possible.

The Transportation Director will designate an EOC representative to coordinate emergency response and recovery operations with private utility companies from the EOC when it is activated. The Chief Communications Officer or a Public Information Officer will coordinate information regarding electricity and natural gas with PSE's media relations team members.

5.2 Support Agency – Police Department

The Bellevue Police Department will:

- Provide support in securing areas where electrical or natural gas incidents pose a danger to the public.
- Provide assistance in implementing road closures and detours for roadways.
- Provide support in field operations as appropriate.

5.3 Support Agency – Office of Emergency Management

The Bellevue Office of Emergency Management will maintain a liaison contact with the Emergency Response Manager of PSE in order to request representation in the Bellevue EOC when necessary.

5.4 Support Agency – Puget Sound Energy

Puget Sound Energy will:

- Provide representative to, or coordinate with, the Bellevue EOC to ensure an effective, efficient response during an emergency.
- Provide for the rapid restoration of infrastructure-related electrical, natural gas, and liquid fuel services after an incident occurs.
- Coordinate with the City on matters relating to ESF 12 planning and decision-making processes.
- Participate in emergency related training and exercise activities, when requested.

5.5 Support Agency – King County Emergency Coordination Center

The KCECC will coordinate requests for resources from jurisdictions within King County and facilitate communication with Washington State EOC, regional energy providers, and local jurisdictions, as needed.

6.0 References

EOC Manual

Franchise Agreements – Puget Sound Energy (natural gas and electricity), and BP Olympic Pipeline Company

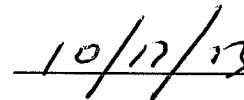
Transportation Department Standard Operating Procedures

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**Emergency Support Function (ESF) 13: Public Safety, Law Enforcement,
and Security**



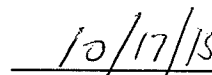
Signature, Linda Pillo, Police Chief



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Jerry Litzau, City of Bellevue Police Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 13: Public Safety, Law Enforcement, and Security

Lead Agency	Support Agencies
Police Department	NORCOM
	Other Law Enforcement Agencies per Mutual Aid Agreements

1.0 Introduction

1.1 Purpose

Provide for the effective coordination of local law enforcement operations and resources during emergencies.

1.2 Scope

This ESF addresses the coordination and provision of law enforcement and public safety activities during an emergency within the City of Bellevue. Response activities related to terrorism are addressed in a Terrorism Annex to this plan.

2.0 Policies

Activities within ESF 13 – Public Safety, Law Enforcement, and Security will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The day to day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid through the Regional Communications Center, then assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted, the Bellevue EOC will request resources through the KCECC; who will in turn request resources through the Washington State Emergency Operations Center (EOC).

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue’s utilities, transportation, and communications systems may sustain damage or be impacted, which could result in disruption or shut-down of portions of some of these systems and reduce the effectiveness and availability of law enforcement services. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system or part of the infrastructure may cause

disruption or damage to another system due to the interrelated nature and dependency of one system on another. The threat of terrorism exists given the presence of high-profile corporations in the City, specifically in the Central Business District. Acts of terrorism could include, but are not limited to, improvised explosive devices (IED), arson, and the release of hazardous materials.

4.0 Concept of Operations

4.1 General

The Police Department is the lead agency for the coordination of law enforcement activities within the City of Bellevue. On-scene management of multi-agency emergencies will follow ICS principles as published by the National Emergency Management Institute and the National Fire Academy. The Washington Mutual Aid Peace Officers Powers Act, RCW 10.93, provides law enforcement with mutual assistance capabilities between jurisdictions. Mutual aid agreements exist with King County Sheriff's Office. Letters of mutual support exist with various law enforcement agencies throughout the state. Supplemental law enforcement assistance should be requested through the EOC, when activated. Law enforcement support that may be available to deploy to the City of Bellevue during disasters and emergencies include the following:

- Local agencies (mutual aid/notices of consent) include, but not limited to:
 - King County Sheriff's Office
 - Kirkland Police Department
 - Redmond Police Department
 - Medina Police Department
 - Clyde Hill Police Department
 - Mercer Island Police Department
 - Seattle Police Department
 - Issaquah Police Department
 - Renton Police Department
 - Tukwila Police Department
- State agencies include:
 - Washington State Patrol
- Federal agencies include:
 - Federal Bureau of Investigation (FBI)
 - Bureau of Alcohol, Tobacco, and Firearms (BATF)
 - Secret Service

4.2 Organization

The Police Department will follow all departmental policies and procedures relating to chain of command and on-scene management (see [Bellevue Police Department Policy Manual](#) Chapter 15: Authority and Command; Appendix A: Unusual Occurrences and Special Operations, separately published document). Command posts may be established for the coordination of field operations. The On-scene Commander will provide regular status reports and coordinate all requests for additional

resources through the EOC. Collocation of command posts will be preferred method of field operations when multiple departments/agencies have command posts established.

5.0 Responsibilities

5.1 Lead Agency – Police Department

The Bellevue Police Department will:

- Provide law enforcement activities within the City that include the enforcement of any special emergency orders issued by the Mayor and/or City Manager.
- Coordinate evacuation processes per the City of Bellevue Evacuation Manual.
- Provide emergency traffic control, damage survey, coordinate waterfront reconnaissance of impacted areas, and assist with initial citywide damage assessment as appropriate.
- Provide security and perimeter control at incident scenes and the EOC during activation, as necessary.
- Develop and maintain resource lists for equipment, personnel, and supply resources and departmental standard operating procedures for use during emergencies.
- Provide support to the King County Medical Examiner in the identification of the deceased.
- Provide support to the Emergency Manager in the dissemination of emergency warning information to the public.
- Provide explosive device identification, handling, and disposal.
- Request, in coordination with the Bellevue EOC, that Washington State EOC coordinate temporary air space restrictions when necessary.

The Police Chief or his/her successor will designate an EOC representative to coordinate field operations and resources from the EOC when it is activated. The Police Chief or his/her designee will designate a communications officer to operate backup communications equipment from the EOC (i.e., the police radio in the EOC) when requested by the Emergency Manager or EOC Manager to supplement regular communications capabilities to provide for the coordination and/or allocation of City resources. Communications between the EOC and the on-scene Commander will be through established talk groups.

The alert system utilized to mobilize Police Department personnel will be initiated by the Police Emergency Command Center. This alert system may include radio, text messaging, or telephone contact. Backup notification will be by emergency public information procedures. The Police Chief or his/her designee will coordinate activities with the on-scene military commander in the event military troops are utilized to maintain order within Bellevue.

5.2 Support Agency – NORCOM

NORCOM, or the North East King County Regional Public Safety Communication Agency, provides emergency dispatching and 911 services for the Bellevue Police and Fire Departments as well as 17 other departments and/or jurisdictions. NORCOM will, at the direction of the Incident Commander or

EOC Manager, issue warning or public safety messages using the Reverse 911® community warning system identified in [ESF 2, Communications, Information Systems, and Warning](#).

5.3 Support Agencies – Other Law Enforcement Agencies per Mutual Aid Agreements

See Section 4.1 for a list of agencies with assistance capabilities based on current agreements. See the [Bellevue Police Department Policy Manual](#), Section 15.00.030, for additional information.

6.0 References

EOC Manual

Evacuation Manual

Terrorism Manual

Bellevue Police Department Manual, Unusual Occurrences and Special Operations

Mutual Aid Database

[Bellevue Police Department Policy Manual](#)



2013 Evacuation Manual

City of Bellevue

The Evacuation Manual is an attachment to the Emergency Support Function (ESF) 13, Public Safety, Law Enforcement, and Security, within the Comprehensive Emergency Management Plan (CEMP). The Evacuation Manual defines the processes used for safe and effective evacuations. While it is the Office of Emergency Management's (OEM) intention to provide the most current printed version in the EOC, please refer to the electronic files in the OEM SharePoint site to ensure the latest version.

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Evacuation Manual

Document owner: Jennifer Jennings Carr
Date issued: 10-22-13
Date revised: 10-22-13

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1.0 Introduction

Evacuation is the process of removing people from a threatened or dangerous area. Evacuations take place when lives are put in danger due to an actual or impending disaster or emergency. Evacuations occur under many different circumstances and may be organized, phased and/or supervised. The City of Bellevue may need to evacuate to different extents depending on the particular disaster or emergency event. For example evacuation may be required for just a few homes as in the case of a water main break, or an entire neighborhood might need to be evacuated due to a wildland-urban interface fire. Major portions of the downtown core area or an industrial area of the City may need extensive evacuations due to an earthquake, gas pipeline rupture, or hazardous materials release. Evacuations are often multi-discipline and multi-jurisdictional activities, making successful evacuations challenging to execute due to the level of coordination required among agencies and jurisdictions.

The role of government is to support evacuation by providing coordination with law enforcement, provide clear direction to safe alternate destinations, lend support to transportation activities by keeping roads passable, to bolster en-route progression with evacuee support logistics (fuel, food, water), destination support in terms of receiving areas and sheltering, transportation support for high-concentration urban areas, and coordination of re-entry.

In the City of Bellevue, as in other locations in the Pacific Northwest, advanced warning is not always possible and key strategies such as contra-flow, which are used in other portions of the US, have little application pre-disaster. Additionally, the City of Bellevue is uniquely located between two large lakes, which pose a potential evacuation challenge if the bridges are rendered impassable. Since advance notice greatly affects the ability of a jurisdiction to successfully evacuate the public, there may be situations in which it is safer and more practical to advise people to stay in their current location. This concept is known as sheltering in place. The main premise behind sheltering in place is the ability to depend on personal stockpiles of food, water and essentials during a disaster; personal preparedness being the key (see Attachment 1).

In appropriate situations, sheltering in place may increase citizen safety by reducing potential citizen exposure to dangerous conditions or situations. Furthermore, by appropriately utilizing sheltering in place in coordination with necessary evacuations, the volume of evacuees may decrease. An example of when shelter in place and an evacuation order are used simultaneously is a wildland-urban interface fire. In areas where fire encroachment may require evacuation of one neighborhood, a nearby neighborhood may be able to simply shelter in place to avoid hazardous conditions. This combination of protective actions allows officials to facilitate an evacuation and streamline the evacuation process by lessening the number of evacuees.

There are some hazards that require complex choices to determine appropriate protective actions. In some situations either evacuation or sheltering is clearly preferred. These include the following.

Evacuation is preferable when:

- People can be evacuated before onset of hazardous conditions, or
- Hazardous conditions will be present for an extended period of time.

Shelter in place is preferable when:

- Conditions make evacuation impossible, or
- The incident or the hazardous conditions will only be present for a short amount of time.

Either protective action is feasible when:

- No fatalities are expected, or
- The public may refuse to take an action, and the choice may be limited to one alternative.

In order to minimize traffic congestion a phased evacuation may be necessary. Phased evacuation involves evacuating smaller zones of the at risk region, prioritizing evacuees at greatest risk. This concept is most effective with advance notice.

1.1 Purpose

This manual provides the guidelines staff will use to coordinate safe and orderly evacuations. This manual does not recommend a specific evacuation plan, as each incident will have different evacuation requirements. Instead, this manual identifies evacuation tools, concepts, support strategies, and resources that may be utilized solely or in combination to coordinate and implement an evacuation. It is understood that the Incident Commander will direct the development of specific evacuation plans and routes at the time of the emergency, specific to the known hazards at the time of the incident.

The protection of life is the primary objective in any evacuation planning effort. The City of Bellevue strives to meet the following objectives:

- Achieve accurate situational assessments,
- Leverage coordination efforts,
- Execute timely and efficient response,
- Maximize resource allocation,
- Avoid redundancy of efforts,
- Produce accurate event documentation, and
- Capitalize on lessons-learned.

1.2 Scope

Evacuation planning must be scalable to meet the requirements and demands of each incident. This Manual includes tools that assist the Incident Commander to rapidly identify high priority evacuation areas, and those areas of potential risk.

Population concentrations and trends are important when prioritizing evacuation strategies. Residential concentrations are scattered throughout the City, with higher amounts of multi-family development in the Crossroads and Downtown areas. As with any community, the City has populations of high risk individuals and special needs populations who are scattered throughout the City. See the CEMP Community Profile for current information on various population sets, including any pre-identified vulnerable populations.

Bellevue is served by two Inter-state highways (I-90 and 405) and one State Route (SR 520). Interstate 405 serves the City as a primary evacuation route, running north and south through the City. In addition to the Interstate and intrastate highways and other private roads, the City maintains 390 centerline miles or 942

calculated lane miles of local roadways. Bellevue has classified city streets according to their function, which can be characterized in planning evacuation routes.

Major/Principal arterial streets can provide efficient direct routes for long-distance auto travel within the region. Streets connecting freeway interchanges to major concentrations of commercial activities are classified as major arterials. Traffic on major arterials is given preference at intersections, and some access control may be exercised in order to maintain the capacity to carry high volumes of traffic.

Minor arterial streets provide connections between major arterials and concentrations of residential and commercial activities. The amount of through traffic is less, and there is more service to abutting land uses. Traffic flow is given preference over lesser streets.

Collector arterial streets are two or three-lane streets that collect (or distribute) traffic within a neighborhood and provide the connections to minor or major arterials. Collectors serve neighborhood traffic, and also provide access to abutting land uses. They do not carry much through traffic, and tend to be compatible with residential neighborhoods and local commercial areas.

Local streets provide access to abutting land uses, and carry local traffic to the collector arterials.

The Washington Association of Sheriffs & Police Chiefs have a model for determining the time needed to evacuate taking into consideration additional time consuming factors inherent in the evacuation process. The following formula can be used to estimate the time needed to evacuate a threatened area:

$$\boxed{TD + TA + TM + TT = TN}$$

TD = Time from response to decision to evacuate.

TA = Time needed to alert and instruct the public, usually estimated to be from 15-60 minutes, depending upon the time of day, etc.

TM = Time needed to mobilize the population once warned. Under ideal circumstances, 500 vehicles can pass a single point in one hour on urban streets and 850 vehicles can pass a single point in one hour based on two lane rural roads. Estimate four persons per vehicle. Adjust accordingly for rain, snow, and poor road conditions.

TT = Time required to leave the hazard area.

TN = Total time required to evacuate.

While the primary focus of this section is the private auto and the roadway network it requires, the street system must also support transit and ridesharing vehicles, freight movement and non-motorized transportation.

1.2.3 Parties Involved in Planning and Conducting an Evacuation

This Manual was prepared under the guidance of the Office of Emergency Management. In order to facilitate planning, a committee was formed consisting of various City officials representing each City department. Periodic meetings were held with the Committee to provide input on the types of hazards to be considered, appropriate evacuation strategies and to review draft reports. Effective evacuation management requires coordination of the City's Evacuation Manual with other internal plans and

surrounding jurisdictions' supporting plans. King County Office of Emergency Management is expected to de-conflict the evacuation plans throughout the region. The following is a list of participants that could be called on to coordinate or support evacuation efforts on a regional level:

- King County OEM
- City of Seattle
- City of Mercer Island
- City of Renton
- City of Redmond
- City of Kirkland
- City of Issaquah
- City of Medina
- Town of Hunts Point
- Town of Yarrow Point
- Town of Beaux Arts Village
- City of Newcastle
- Washington State Emergency Management Division (EMD)
- Transportation and transit providers
- Organizations and private-sector companies that may support an evacuation
- Bellevue School District
- American Red Cross (ARC)
- Eastside Amateur Radio Support (EARS) Group
- The American Humane Society

The following is a comprehensive list of the emergency management plans that were reviewed and/or referenced.

City of Bellevue Plans:

- City of Bellevue 2013 Comprehensive Emergency Management Plan
- City of Bellevue Facilities Emergency Procedures Handbook (4/06/07)
- City of Bellevue Comprehensive Plan
- City of Bellevue Emergency Operations Center (EOC) Manual
- City of Bellevue Police Department All Hazard Plan for Unusual Occurrences and Special Operations, Appendix A, p A-20-A29 (3/20/07)
- City of Bellevue Police Department – Policies and Procedures Manual
- City of Bellevue Finance Department Policies and Procedures Manual
- City of Bellevue Human Resources Department Policies and Procedures Manual
- City of Bellevue Parks and Community Services Department Standard Operating Procedures for Shelter Management
- City of Bellevue Transportation Department Standard Operating Procedures
- City of Bellevue Transportation Department Emergency Operations Manual
- City of Bellevue PCD Emergency Operations Center Standard Operating Procedure

- City of Bellevue PCD Emergency Response Plan
- Bellevue Utilities Department – Standard Operating Procedures
- Bellevue Utilities Emergency Management Plan
- Bellevue Utilities Water Security and Response Plan
- City of Bellevue, City Hall Evacuation or Shelter Plan (contact Facility Services)
- City of Bellevue Risk Management Plan
- City of Bellevue Fire Department Strategic Plan 2002-2012
- City of Bellevue Fire Department – Standard Operating Procedures (SOP)
- City of Bellevue PIO Emergency Operations Notebook
- City of Bellevue EAS Manual - 911/Dispatch
- City of Bellevue Land Use Code
- Flood Insurance Study for Bellevue
- City of Bellevue Transportation Department BKR (Bellevue Kirkland Redmond) Base Year Model Report
- Eastside Regional Communications Center/Bellevue Dispatch - SOP
- City of Bellevue – Police - Unusual Occurrence & Evacuation Manual

Regional Plans:

- Eastside Hazardous Materials Response Team Inter-local agreement
- Regional Hazard Mitigation Plan (RHMP)
- Olympic Pipeline Plan
- Eastside Amateur Radio Support Manual
- Eastside Hazardous Materials Team Standard Operational Guidelines

King County References:

- King County UASI Evacuation Template Project
- King County Regional Disaster Plan (RDP) for Public and Private Organizations
- Regional Hazard Mitigation Plan (RHMP)
- King County Washington, Emergency Management Plan (KC-EMP)
- Emergency Support Function (ESF) 24 Evacuation, February 2002
- King County Fire Resource Plan
- King County Multiple Casualty Incident Plan
- Central Puget Sound Emergency Alert System Plan

Washington State References:

- Washington State Fire Services Resource Mobilization Plan
- Washington State Military Department, Emergency Management Division Natural Hazards, Technological Hazards http://emd.wa.gov/hazards/haz_natural.shtml
- Washington State Hazard Mitigation Plan
- Hazard Analysis for the State of Washington
- Washington State CEMP

- Interstate Mutual Aid Compact or Emergency Management Assistance Compact (EMAC)

Out of State References:

- Planning Protective Action Decision-Making: Evacuate or Shelter-In-Place, John Sorensen, Barry Shumpert, Barbara Vogt, Environmental Sciences Division, June 2002 for the Federal Emergency Management Agency, Chemical Stockpile Emergency Preparedness Program by Oak Ridge National Laboratory, managed by UT-Batelle

Federal References:

- Homeland Security Act of 2002
- Homeland Security Presidential Directive/HSPD-5
- Homeland Security Presidential Directive/HSPD-7
- Homeland Security Presidential Directive/HSPD-8
- National Response Plan (NRP) of 2004, with Notice of Change amendments from 2006
- Subsequent National Response Framework January 2008
- Pets Evacuation and Transportation Standards Act of 2006
- Department of Homeland Security Overviews: ESF and Support Annexes, Coordinating Federal Assistance In Support of the National Response Framework January 2008
- National Incident Management System (NIMS)
- National Warning System (NAWAS)
- National Infrastructure Protection Plan (NIPP)
- National Preparedness Goal
- Capabilities Based Planning Tools (Scenarios, UTL, TCL)
- National Response Framework Mass Evacuation Incident Annex, June 2008

1.3 Authorities

Any evacuation plan must be developed and maintained pursuant to relevant local, county, state, and federal statutes and regulations. Every effort has been made to ensure consistency between the existing plans and the new evacuation Annex and to be compatible with pertinent local, State, and Federal regulations.

In the event of an escalating emergency outside city limits, the Sheriff of the affected county has the authority to recommend an evacuation of residents. Within incorporated jurisdictional limits, the mayor or designee (as indicated in the Bellevue CEMP) has statutory authority to order an evacuation.

1.3.1 Local Laws

- Bellevue City Code Chapter 3.98: Emergency Services Organization
- Bellevue City Code Chapter 9.22: Mayor's Emergency Powers
- Bellevue Clearing & Grading Code, BCC (Bellevue City Code) 23.76.025, Permit Exemptions (emergency exemption)
- Bellevue Land Use Code, BCC 20.25H.055, Emergency Actions (Critical Areas Performance Standards)

1.3.2 State of Washington

Washington Administrative Code (WAC)

- Chapter 118-04, WAC, Emergency Worker Program
- Title 118, WAC, Military Department, Emergency Management
- Title 118, WAC, Military Department, Emergency Management
- Title 118-30, WAC, Local Emergency Management/Services Organizations, Plans and Programs
- Title 296-62, WAC General Occupational Health Standards

Revised Code of Washington (RCW)

- Chapter 38.52, RCW, Emergency Management
- Chapter 38.08, RCW, Powers and Duties of Governor
- Chapter 38.12, RCW, Militia Officers
- Chapter 38.54, RCW, Fire Mobilization
- Chapter 35.33.081 RCW and 35.33.101 RCW, as amended
- Chapter 35A.38.010, RCW Emergency Services – Local Organizations (Code Cities)
- Chapter 34.05, RCW, Administrative Procedures Act
- Chapter 43.06, RCW, Governor's Emergency Powers
- Chapter 43.105, RCW, Washington State Information Services Board (ISB)
- Chapter 10.93, RCW, Washington Mutual Aid Peace Officers Power Act (from EOP)
- Chapter 42.14, RCW Continuity of Government Act (from EOP)
- Chapter 43.43, RCW Washington State Patrol - State Fire Service Mobilization Plan (from EOP)
- Chapter 49.60.400, RCW Discrimination, Preferential Treatment Prohibited (from EOP)

1.3.3 Federal

- Code of Federal Regulations Title 44, Part 205 and 205.16
- Public Law 920, Federal Civil Defense Act of 1950, as amended
- Public Law 100-707, Robert T. Stafford Disaster Relief and Emergency Assistance Act
- Public Law 93-288, Disaster Relief Act of 1974, as amended
- Public Law 96-342, Improved Civil Defense 1980
- Public Law 99-499, Superfund Amendments and Reauthorization Act (SARA) of 1986, Title III, Emergency Planning Community Right-to-Know Act (EPCRA)
- Public Law 105-19, Volunteer Protection Act of 1997

1.4 Planning Assumptions

1.4.1 Regulatory Issues

When local resources have been or are expected to be exhausted or overwhelmed, including automatic and local mutual aid, assistance can be requested per the appropriate mechanism listed on each Emergency Support Function (ESF) document. Requests for federal resources or defense related support will be made as per ESF 20, Defense Support to Civil Authorities.

The King County Office of Emergency Management will support the City of Bellevue's evacuation and sheltering activities when local resources have been or are anticipated to be exhausted. The King County Office of Emergency Management will coordinate with federal, state, volunteer, and private agencies.

1.4.2 Local Parameters

- This Manual is part of, and will be used in conjunction with, other elements of the City of Bellevue's CEMP.
- All departments and the City will operate within the Incident Command System (ICS) structure, as set forth in NIMS.
- The Incident Commander will be responsible for the management, coordination, and command of field activities.
- The Incident Commander will be supported by the EOC and its staff to facilitate an efficient and effective response.
- In a multi-department, multi-jurisdiction or multi-agency incident/event, Unified Command may be established to develop a common set of incident objectives and strategy, make joint decisions, and maintain unity of command.

1.4.3 Local Limitations

The information and procedures included in this Manual have been prepared utilizing the best information and planning assumptions available at the time of preparation. There is no guarantee implied by this Manual that in major emergencies and disaster situations a perfect response to all incidents will be practical or possible. Numerous circumstances can limit the response capabilities of the jurisdiction, or create situations that are beyond the capabilities of the jurisdiction. The City can only endeavor to make every reasonable effort to respond based on the situation, information, and resources available at the time the situation occurs. The following are some local limitations that were identified:

- It is assumed that City resources will be quickly overwhelmed. It is likely that the City EOC will be requesting assistance from surrounding jurisdictions and various levels of government.
- In an emergency, Bellevue's utilities, transportation, and communications systems may be impacted which could result in disruption or shutdown of portions of these systems.
- Disruption or damage to one system or part of the infrastructure may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another.
- Spontaneous evacuations can and often do occur and should be acknowledged as a natural outcome of a threat event and every effort will be made to coordinate planned evacuation strategies with unplanned spontaneous evacuation events. Incident Commanders will initiate evacuations when necessary and will request support of other departments as needed and/or activation of the EOC to assist with coordination.
- Schools, hospitals, and adult care facilities will have their own plans in place, but may not have completed or updated them.
- The Red Cross will not staff special needs shelters, but they may assist with training staff on shelter operations.
- Pets and livestock are not allowed in Red Cross Shelters.

Each incident will have a unique set of circumstances that will have to be evaluated to determine priorities. If an evacuation becomes necessary during heavy snowfall, pre-identified clearing routes should be referenced. Debris generated by an incident may cause an additional evacuation challenge.

1.4.4 Urban Evacuation Considerations

Unique considerations for urban areas are high rises, shopping malls, and business districts due to their high population density. Populations from these areas could try to evacuate simultaneously by car or on foot, either by directive or spontaneously and may require use of coordinated transportation out of the area. People may begin evacuating while the public safety and transportation authorities are still activating additional assets to manage the evacuation. The three general modes of transportation available to individuals are: private vehicle, public transit, or walking. People who are already in a private vehicle, along with those who can access their vehicles quickly, will create a sudden surge of vehicles. Law enforcement and transportation assets may be used to maintain a corridor through the city streets for the use of emergency responders and prevent people from entering the dangerous areas.

1.4.5 Assumptions about Urban Evacuation Behavior

Evacuating residents out of the City of Bellevue will be a challenging mission even under ideal conditions. It is characteristic of individuals to do what is familiar and routine. Research into disaster and evacuation situations indicate that this behavior persists in emergency situations and may result in a substantial segment of the population deciding to stay put, even when warned of imminent danger. Evacuations could also be hampered by the public's comfort level and concern about the challenges of evacuating the young, old or medically fragile, leaving pets behind and property left unattended.¹

1.5 Hazards

This Manual adopts an all-hazards approach to preparing for an evacuation; it is functional regardless of the incident that causes the evacuation. The plan is designed to achieve the core mission of preserving life safety. This approach provides the flexibility required to respond to any type of incident, regardless of cause, size, location or time of incident.

Identifying and analyzing the hazards in a community is an important and vital step in the evacuation planning process. The Bellevue CEMP HIRA considers natural and human-caused hazards to be an accurate account of probable hazards that could affect the City of Bellevue and cause an evacuation. The Bellevue CEMP HIRA addresses these issues by focusing on the following:

- Identification of the types of natural and human caused hazards that can affect the City,
- An analysis of the hazard vulnerabilities identified in Bellevue, and
- History of previous occurrences of hazard events.

¹ http://ops.fhwa.dot.gov/publications/pedevac/5_approaches.htm

2.0 Concept of Operations

2.1 City of Bellevue Responsibilities

- An evacuation order may be issued by the Mayor, City Manager as Director of Emergency Services, Emergency Manager, Police Chief, or Fire Chief. On-scene Incident Commanders may issue evacuation orders to mitigate dangerous or life-threatening situations. Evacuations should be coordinated through the Emergency Operations Center unless there is an immediate threat to life safety.
- The Emergency Manager should be notified prior to the execution of an evacuation if time permits.
- Evacuations in Bellevue may require a multi-jurisdictional response. The movement of people may cross jurisdictional boundaries on public streets, roads and highways (and possibly waterways).
- City of Bellevue officials will provide direction and control for the movement of people within the City. Coordination with other jurisdictions and authorities involved in the evacuation and/or reception of victims shall be through the EOC, and if implemented, Area Command.
- Evacuation orders shall be issued by the highest-ranking official available at the time of the emergency. Evacuation information is to be as clear and direct as possible. Direction and control of on-scene evacuation activities shall be performed by uniformed personnel when possible.
- The use of mass transit during evacuations to evacuate vulnerable populations will be handled on a case-by-case basis.
- In case of nuclear concern, threat or detonation, people may spontaneously evacuate. Direction and control during any necessary evacuations will be limited to recommending evacuation routes, traffic control and coordination with jurisdictions outside the area regarding reception and shelter needs.
- Dissemination of evacuation information shall be through the procedures designated in Emergency Support Function 2, Communications and Warning, and Emergency Support Function 15, Public Affairs, as appropriate to the situation.

2.1.1 Mayor

- Issue Proclamation of Civil Emergency and evacuation orders when appropriate.

2.1.2 City Manager/Director of Emergency Services

- Issue Proclamation of Civil Emergency orders and evacuation orders when appropriate.
- Appoint a PIO to prepare media releases and emergency public information.

2.1.3 Emergency Manager

- Activate the EOC as appropriate and provide for coordination of resources for involved agencies.
- Communicate and coordinate with nearby jurisdictions including King County and the State regarding emergency activities such as evacuation routes, destination areas and reception centers.
- Issue evacuation orders in the absence of a higher authority.

2.1.4 Police Department (Lead department for Evacuation)

- Provide on-scene direction and control for evacuation efforts, utilizing Unified Command when necessary.

- Provide internal and perimeter security of evacuation zone when feasible.
- Provide emergency traffic control in and around the evacuation zone.
- Coordinate evacuation activities with police from adjacent jurisdictions and the State Patrol as appropriate.
- Provide dissemination of evacuation information to the public as appropriate.
- Move abandoned vehicles with the support of additional city departments and resources.
- Lead initial incident documentation through Police report to identify the evacuation details and initiate escalation of response efforts.
- Complete/contribute to Incident Action Plans.

2.1.5 Transportation Department

- Provide assessment of transportation routes, identify alternate routes, and provide temporary traffic control measures/devices.
- Incorporate ITS components such as traffic cameras and vehicle detection to coordinate vehicle signal systems and operations to assist evacuation efforts.
- Communicate and coordinate with nearby jurisdictions including King County and the State regarding emergency activities such as evacuation routes, destination areas and reception centers.
- Coordinate public transportation resources planned for use in an evacuation and coordinate with outside resources, including King County Transit Division, and Bellevue School District, etc., through the EOC.
- Develop a transportation system plan with Police Department to manage the evacuation.
- Provide safe routing and transportation system information to the public as appropriate in coordination with the EOC or if the EOC is not activated, through department PIO.

2.1.6 Fire Department

- Lead Firefighting under ESF 4, Lead Emergency Management/EOC coordination under ESF 5, Lead care and movement of the sick and injured under ESF 8, Lead Search , Rescue under ESF 9, and Lead HAZMAT response under ESF 10 where necessary (see Attachment 2 listing Bellevue area Medical transportation Resources).

2.1.7 Utilities Department

- Monitor the weather service and provide updated forecasts to the EOC.
- Coordinate and provide for debris removal and disposal in the public right-of-way.
- Coordinate barricade delivery with Transportation and Incident Command.

2.1.8 Public Information Officer

- Provide information on emergency services including evacuation information and routes, staging areas, and public shelters.

2.1.9 Information Technology Department

- Support all visualization needs pertaining to the evacuation. This includes using various tools to help internal staff in this visualization process including: a digital internet mapping interface, digital maps

(either map documents mxds or pdfs), and hardcopy maps. Communication to the public using maps supplied either via the internet or as hardcopy as requested by the PIO.

2.1.10 Civic Services Department

- Assist the Police Department with removal of vehicles abandoned or having mechanical problems from evacuation routes when requested.
- Provide list of available city vehicles that could be used for evacuation purposes.
- Provide radio communications system support.
- Provide facility “Safe to Return” evaluations for general city facilities once approved by incident command.
- Provide site security for general city facilities once approved by incident command.
- Coordinate with Lead PIO on current event information so Service First staff may inform the public of the evacuation procedures.
- Assist with the relocation of general city facilities and personnel if necessary through the damage assessment process.

2.1.11 Development Services Department

- Coordinate damage assessment

2.1.12 Parks Department

- Provide for the relocation of essential resources (personnel, critical supplies, equipment, etc.) to reception areas when requested, under ESFs 6 and 11.
- Sheltering lead under ESF 6 providing range of services from just information dissemination to simple warming/cooling shelters, in addition to full-scale dormitory-style public sheltering.
- Coordinate with Regional Animal Services of King County and The Humane Society of Seattle/King County for pet and livestock evacuation support.
- Medically Fragile Sheltering support lead in conjunction with human service agencies and transportation providers to provide information and resources for individuals and families affected by an evacuation.
- Work in conjunction with Human Service Agencies to refer individuals and families to agencies that can supply return, re-entry and recovery resources.
- Resource and staffing support for debris removal to clear routes.

2.2 Identification of Relevant Agencies

2.2.1 King County

King County Office of Emergency Management will coordinate county resources for evacuation and sheltering operations.

2.2.2 Washington State

Washington Emergency Management Division (EMD) will support local government with resources for carrying out evacuation and sheltering activities. All local requests for resources will be sent through the KCECC.

During a state of emergency, the Governor can issue evacuation orders as he or she deems necessary for the security of persons or property (Chapter 38.08, RCW, Powers and Duties of Governor).

2.3 ICS & NIMS

The ICS as part of NIMS will be utilized during an emergency evacuation. When an evacuation order is necessary to protect the health and welfare of Bellevue citizens and visitors, the Incident Commander will organize resources under the principles of the Incident Command System. In an evacuation, the role of the PIO is critical. The PIO function may establish a Joint Information Center (JIC) for issuing public notifications during a disaster.

2.4 Evacuation Levels

Four levels of evacuation are identified to provide a way to categorize different scale evacuations, and each requires a different resource commitment. The Incident Commander must implement an ICS organizational structure that meets the needs of each particular incident. The following evacuation levels can be used as general guidelines for defining the evacuation types and can be applied to no-notice events or events with advanced warning.

2.4.1 Site Evacuation

- Under 50 people
- Less than 1-2 hours

A small-scale localized site evacuation may be needed as a result of a severe weather event, hazardous materials incident, major fire, bomb threat or civil disturbance. Site evacuation involves a small number of people under 50 individuals. This typically includes workers at the site and people from adjacent occupancies or areas. The people are easily evacuated and collected upwind at the perimeter area. Evacuation holding times are typically short, generally less than an hour or two, and people are permitted to return to their businesses or homes.

2.4.2 Intermediate Level Evacuation

- Under 100 people
- Less than 2-4 hours

An Intermediate Level Evacuation involving a larger number of people and a larger area may be necessary if the incident impacts a larger geographic area or a denser population. This level affects offsite homes and businesses and normally affects fewer than 100 people. People may remain out of the area for two to four hours or more. Evacuation completion times will be somewhat longer than a site evacuation, but generally rapid. Collecting, documenting, and controlling the evacuees becomes more difficult. Offsite collection sites or shelter areas will need to be determined and managed. Some evacuees will elect to leave the area or be sent home by employers. Site perimeters become larger and perimeter security requires more resources. Close coordination with the Police Department and other agencies will be required.

2.4.3 Large Scale Evacuation

- Hundreds to Thousands of people
- Many hours or days

A Large Scale Evacuation could be required in the event of a significant natural or technological disaster or a terrorist threat or attack. Hundreds to thousands of people could be evacuated. Rapid initiation of the evacuation process may be required. Evacuees may be out of their homes and businesses for many hours or days. Evacuation completion time frames will be extended. Evacuation shelters will need to be opened and managed. Documentation and tracking of evacuees becomes more important as well as more difficult. Close coordination with the police and other agencies will be required. Evacuation sites and perimeters become extended and require many more resources to maintain. Security of the evacuated area is always a concern. The EOC will be activated to support the evacuation and sheltering operations.

2.4.4 Mass Evacuation

- Tens to Hundreds of Thousands of people
- Extended period of time

A Mass Evacuation could be required due to an incident that has or may cause a major disaster in the city of Bellevue and/or surrounding areas. The situation may require the implementation of a regional, multi-jurisdictional evacuation and sheltering operations. Hundreds of thousands of individuals may need to be evacuated from a geographic area for an extended period of time. Large-scale reception operations would be required and sheltering needs would be regional in nature. Local resources will be exhausted and significant state and federal assistance will be required to support the evacuation and sheltering operation.

2.5 Public Communications

Emergency responders must have the ability to provide information and directions to the public during all phases of an evacuation. Several methods exist to provide traveler information to the general public in support of the evacuation. Some of these methods are outlined in section 3 under Broadcast Messages. ESF 15 – Public Affairs provides guidance for the development and delivery of accurate, coordinated, and timely incident-related information to affected populations.

As Director of Emergency Services, the City Manager appoints a City Public Information Officer (PIO) to act as the official for coordinating the dissemination of emergency public information. ESF 15 – Public Affairs will coordinate with ESF 2 – Communications, Information Systems, and Warning as needed.

The PIO shall utilize the PIO Emergency Checklist and PIO Press Release Worksheet for guidance during emergency and disaster situations requiring the dissemination of emergency public information. The City PIO is responsible for public notification, diverse communications strategy including ranges of methods/media, and taking into consideration special language needs.

The Bellevue Transportation Department operates a portable advisory radio station, licensed for 1270 AM radio, which is capable of transmitting broadcast messages relating to travel, such as road conditions, weather, directions, and emergency conditions for motorists. The circular coverage area from the point of the portable antenna placement is between three and five miles. Programming instructions can be activated remotely by Transportation Department personnel.

3.0 Evacuation Operations

This section describes the operational procedures used to conduct an evacuation. This Manual is intended for field use, so the field positions and the command structure used in the field follow the NIMS ICS structures. For each of the six phases listed below, the responsibilities and activities of each participating agency will be identified. The sequence of an evacuation can be divided into six response phases in the following order:

1. Incident Analysis
2. Warning
3. Preparation to Move
4. Movement and En-Route Support
5. Reception and Support
6. Return/Re Entry

Within each of these phases different steps may occur. This portion of the Manual identifies tools and resources that could be utilized in an emergency evacuation situation. It is likely that some, but not all, of these tools would be used and the Incident Commander will direct the development of specific evacuation plans and routes at the time of the emergency specific to the incident hazards known at the time of the event.

3.1 Incident Analysis

Evacuation management involves the collection and processing of significant amounts of information from many sources. The EOC will play a critical role in the information flow to and from incident command and/or unified command posts.

The determination on whether to evacuate will be made on a case-by-case basis. The decision to evacuate or to shelter-in-place will depend entirely upon the nature, scope, and severity of the emergency. Other factors include the number of people affected and what actions are necessary to protect the public. All possible sources of information should be checked to help facilitate that decision or analysis (see Attachment 3). In addition, a local Proclamation of State of Civil Emergency may be signed by the Mayor, or designee, when an evacuation order is necessary to protect the health and welfare of the citizens of Bellevue and visitors.

The Incident Commander will provide the 911 dispatch and the EOC, if activated, with the following information, as appropriate:

- The nature of the incident,
- Determination of specific hazard(s) and affected areas/populations,
- Approximate number injured possible casualties/fatalities,
- Location and perimeter control measures needed,
- Best approach routes and best exit routes for evacuees,
- Which routes responding units should take and report to (staging areas),
- If hazardous materials are involved,
- If evacuation and sheltering is necessary,

- Type, kind and quantity of transportation resources needed,
- Public notification information/messaging, and
- Shelter-In-Place options and directives.

The area of initial evacuation will be identified by the Incident Commander. The Planning Section will re-evaluate the evacuation area and recommend any necessary operational adjustments and changes in public messaging.

EOC Management responsibilities may include the following items:

- Rapidly size up the situation to determine the need to evacuate
- Request a police supervisor to the Command Post if Police is not leading Incident Command in the first place
- Determine evacuation perimeters and perimeter control strategies/tactics
- Establish PIO liaison
- Appoint a Safety Officer
- Order the alert of other appropriate agencies
- Expand the Command organization to meet the incident/evacuation needs
- Determine the need to implement a unified command structure or area command involving other departments or agencies, depending upon the nature of the incident
- Determine the need to establish a Joint Information System (JIS), a Joint Information Center (JIC) or Joint Field Office (JFO) if necessary

Logistical needs will be handled by the Logistics-Finance Section and will include considerations for staffing levels as well as the identification of the types of resources that may be needed depending on the size of the evacuation including: staff, assets, materials, and transportation. Each department/agency is responsible for establishing administrative controls necessary to manage the expenditure of funds and provide reasonable accountability and justification for municipal budget reconciliation as well as federal reimbursement in accordance with the established guidelines.

3.2 Warning/Notification

The decision whether to evacuate must be carefully considered as to the nature of the incident. Although evacuation is an effective means of moving people out of a dangerous area, due to its complexity and the stress it puts upon the population, it is considered as a last resort option.

Shelter in place options should be explored and initiated where appropriate as a counter-measure to prevent overburdening evacuation routes. Conflicting evacuation messages should be avoided to prevent confusion. Limitations and advantages of broadcast messaging for mass populations should be considered as it relates to the specific scenario and audience. For effective communication, redundant messages in multiple languages should be utilized. One important information source for the public is our Service First employees at City Hall. Timely, accurate and detailed information updates should be routed to the EOC, Dispatch and Service First.

Warning Labels

Level I –Evacuation Advisement: Level 1 evacuation advisements warn persons that current or projected threats from hazards associated with the approaching (fires) are severe. This notice recommends that preparations and precautions be made for person with special needs, mobile property, and (under certain circumstances) pets and livestock.

Level II –Evacuation Advisement: Level II evacuation advisements notify persons that conditions indicate a good probability that hazards associated with the approaching (fires) will severely limit the ability to provide emergency service protection, and that dangerous conditions exist that may threaten a person's residence or business. This notice states that a person must be prepared to leave at a moments notice. Level II evacuation advisements may be the only notice provided. Level II evacuation notices may or may not be accompanied by checkpoints, roadblocks or road closures.

Level III – Immediate Evacuation Advisement: Level III evacuations advisements state that current conditions present specific and immediate threat(s) to the life and safety of persons within the area and advise immediate evacuation. Level III advisements often include the location of nearby temporary shelters. Level III advisements also include information that, if ignored, emergency services may not be available. Level III evacuation advisements are often accompanied by checkpoints, roadblocks, road closures, 24 hour patrols by law enforcement officers and limited or no access to property in the established (fire) boundary.

If necessary and resources permit, the police and fire personnel may be used to conduct a walk or drive-through in the area to be evacuated. Field personnel should be prepared to provide residents with evacuation information including why and where they are being evacuated. It is important to inform residents of reception and sheltering operations that are being established. Once each of the evacuation objectives is complete, this should be reported back to the Incident Command Post and the EOC.

Evacuations will follow a "triage" philosophy where the practice should be to evacuate the greatest number for the greatest benefit. Individuals will be personally responsible for their noncompliance with the evacuation order and refusal to leave. It must be made clear to the individuals who refuse to evacuate that they will be responsible for their own well-being. There is no authority to initiate forced removal of residents. However, documentation of the refusal is required, so field personnel should make every attempt to identify the name of the person(s) and write down the name, address, and next of kin.

The Planning Section will be responsible for all planning associated with the evacuation including:

1. If the incident is contained to one jurisdiction, generally the local police official will conduct the evacuation under ICS using a single command structure.
2. If the incident involves more than one jurisdiction, the evacuation will be conducted under a 'Unified Command' or Area Command structure.
3. Residents designated to evacuate will be provided with evacuation and/or shelter in place guidelines, if available.

3.2.1 Onsite Notification to Evacuate

Door-to-door notification requires that designated uniformed personnel go to homes/businesses/apartments in the evacuation area to alert people to leave the area. Door-to-door notification is time-consuming; however, in some instances door-to-door notification may be the most appropriate method to inform residents to evacuate. Use of sirens, air horns, and public announcement systems may speed the alert process. The following list may be used as a guideline to conduct door-to-door notifications:

- Notify residents that there is an emergency and they are in danger,
- Advise residents to leave immediately,
- Go to (denote designated reception center location),
- Take (_denote name of roadway_) route out of area,
- Inform them of available transportation (provide location of assembly area_), and
- Consider multi-lingual needs

See Attachment 4 for specific items to take to a shelter in the event of an evacuation. If a pet must be evacuated, see Attachment 5 for items to take to a pet shelter.

Note: A hotline may need to be set up to provide incident information. This information would be for those directly and indirectly affected by the evacuation.

3.2.2 Refusal to Leave

Some people may refuse to leave. A few methods of persuasion include: 1) be in uniform, 2) ask for next of kin contact information, and 3) request a hold harmless form be signed.

3.3 Preparation to Move

The third phase in the evacuation function is to prepare to move individuals from the identified evacuation area to an Assembly Area. An Assembly Area is defined as a short-term location where people can gather. This area is a safe zone outside the impacted area and an area chosen for access points, and transportation coordination ease. From the assembly areas, evacuees can be transported to a longer-term sheltering area. In general, well-known landmarks that have the capacity to handle large numbers of people, have vehicle access, and ideally an indoor or covered sheltering area are suitable locations for Assembly Areas.

3.3.1 Command and Control – Preparation to Move

Response to an emergency or disaster is managed at the lowest level possible. The decision to order an evacuation will be made by the Incident Commander at the local level based on situational reports. If two or more communities are impacted by an evacuation effort, then incident response will be coordinated under a Unified Command or Area Command.

3.3.2 Planning – Preparation to Move

The Planning Section will be responsible for all planning associated with the evacuation and recommend to the incident command areas/populations to be evacuated. The evacuation plan is reviewed by the Incident Commander for approval or modification. The Planning Section will be responsible for developing an evacuation plan in cooperation with Law Enforcement and other agencies that play a supporting role in the

Incident Command System organization, including integrity assessment of transportation and communications infrastructure, selection of Assembly Areas to be used and selection of Safe Zone sheltering destinations to be used.

- a. If the incident is contained to one jurisdiction, the Incident Commander will conduct the evacuation under a single command structure’.
- b. If the incident involves more than one jurisdiction, the evacuation will be conducted using a ‘Unified Command Structure’.
- c. A separate radio frequency should be used for the Evacuation Branch. This should be assigned as early in the incident as possible.
- d. Permission to enter into restricted areas will be determined by the Incident Commander.
- e. Emergency vehicles and essential personnel with proper identification may be allowed to travel in restricted areas with proper identification.
- f. Responders assigned to conduct the evacuation will be assigned geographical areas to evacuate and reporting method to be used.
- g. Responders will be provided with personal protective equipment where necessary.
- h. Responders will be given information on life safety issues prior to evacuation.
- i. Reentry identification criteria and oversight will be the responsibility of the Incident Commander.
- j. Reentry into an evacuated area will be determined by the Incident Commander in consultation with other emergency responders based upon life safety criteria.
- k. County DEMs will help coordinate evacuation assistance when a local jurisdiction(s) determines it is beyond their capacity or upon request of the Incident Manager or other elected official. A local proclamation of emergency will be signed and transmitted to the County DEMs.
- l. Law enforcement assistance may be requested of local Sheriff Departments, the State Patrol, DNR Wardens, National Guard, Coast Guard, or others, in accordance with mutual aid agreements.

3.3.3 Operations – Preparation to Move

The actual evacuation process would normally be managed in the Operations Section as an Evacuation Branch or Group. Other ICS organizational elements may be implemented in addition to the Evacuation Branch/Group to address issues such as medical, HAZMAT, or fire/rescue. If there is a decontamination component that needs to be incorporated into the evacuation plan, guidelines can be taken from the NRF Mass Evacuation Incident Annex of June 2008: “State, tribal, and local officials retain primary responsibility for victim screening and decontamination operations when necessary in response to a HAZMAT incident. Appropriate personnel and equipment must be available. Without appropriate decontamination and proof of decontamination, neighboring State/jurisdictions may resist accepting evacuees/patients that are contaminated. Federal resources are limited, and are coordinated through ESF 8”.

Additional considerations need to be made for continuity of operations for Critical Infrastructure. According to the NRF, “A mass evacuation could present a range of implications for many of the critical infrastructure and key resources (CIKR) sectors both within the impacted areas and across the nation. The evacuation could directly affect CIKR operations, supply lines, and/or distribution systems. The NRF CIKR Support Annex details the processes for expedited information sharing and analysis of impacts to CIKR, prioritized

recommendations, and protocols to consider incident-related requests for assistance from CIKR owners and operators.”

Evacuation Branch

The Evacuation Branch Director may be either a police or fire officer. Branches will be implemented as needed. Branch Directors receive the plan and objectives from Command. Branch Directors may direct Divisions or Groups implementing the plan and objectives. The Evacuation Branch must be provided with sufficient resources to effectively complete the task. Divisions or Groups may also need to be established and report to the Evacuation Branch Director. Assignments within the Evacuation Branch will be made as necessary. Assignments to be considered include:

- Transportation Group
- Geographic Divisions
- Staging Group
- Reception Group
- Shelter Group
- Other Agency Liaisons

The preparation to move stage involves standing up all of the processes, systems, staffing, and resources to support the response capability for movement. Preparation to move implies that there has been a warning period and there is actually time to prepare and pre-position resources and have them in waiting to execute. If there has been a warning phase, the following considerations must be made:

- Evacuation stages (e.g., walk to mustering location, then buses, etc.)
- Transportation modes
- Transportation resources
- Evacuation routes
- Traffic management tactics
- Identification of critical intersections and other points (e.g., railroad crossings, bridges, potential bottlenecks) along evacuation routes to be monitored and/or staffed by response personnel
- Initial activation of Assembly Areas to be used
- Initial activation of destinations (incl. shelters) to be used
- Identification and activation of communications systems to be used among responders
- Selection and deployment of measures for assisting special needs populations
- Broadcast of routing and destination information to general public

3.3.4 Logistics – Preparation to Move

Logistical needs will be handled by the Logistics Section and will include considerations for staffing levels as well as the identification of the types of resources that may be needed depending on the size of the evacuation.

- Tracking of vehicles being used to support evacuation movement
- Deployment of traffic management and sheltering staff and assets

3.3.5 Finance – Preparation to Move

Each agency is responsible for establishing administrative controls necessary to manage the expenditure of funds and provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines

3.4 Movement and En-Route Support

Transportation responsibilities primarily rest with the local jurisdictions. All available modes of transportation will be considered during evacuation operations. Transportation resources will be prioritized to best support movement of the population at risk (see Attachment 6, Transportation Resources).

Traffic Control: The City of Bellevue Transportation Management Center (TMC) is the hub for gathering and dispersing real-time information about the performance of the local transportation system. The TMC is able to take information about the transportation network and combine it with other operational and control data to manage the transportation network's operation and to produce traveler information. From a functional perspective, the TMC monitors congestion levels, identifies roadway incidents, and assists in the decision-making process that is necessary to set a coordinated response in motion. It also may provide the capacity to communicate with the media and the motoring public regarding the status of roadway conditions.

Constant video feeds of the regional highway network provide TMC staff with updates of roadway conditions; this enabling them to coordinate responses when an incident occurs. They will also be able to communicate additional information based on ongoing camera feeds to the responders as they work to efficiently manage the incident and return the roadway to "normal" operating conditions. This constant monitoring and communication of roadway conditions also provides the traveling public with the information they need regarding delays and alternative travel/routing choices that should be considered. Situational awareness is paramount and video surveillance is a key tool in this process.

Local traffic control may consist of blocking or closing the affected area, and drivers may need to make impromptu decisions about the direction of travel and alter their course and possibly their destination based on the circumstances. Logistical considerations may need to be made with little or no notice to re-route traffic from the affected zone. It is possible that the Bellevue Transit Center may need to be relocated with ad hoc solutions.

The City of Bellevue will need to rely on the existing transportation network to carry evacuees from at-risk areas to safety. When considering traffic control measures, here are some of the possible considerations. Each component should be reviewed to determine critical characteristics including:

- Carrying capacity (number of vehicles/passengers per hour),
- Potential choke points (railroad crossings, interchanges, lane restrictions, etc.),
- Potential Vulnerabilities (bridges or tunnels),
- Sensitivity to seasonal considerations such as snow, fog, and flooding,
- Location respective to evacuation population distribution,
- Location respective to potential sheltering and care destinations, and
- Proximity to alternate, parallel routes.

Public notifications of road closures and traffic rerouting may be posted on the City's webpage as conditions change. Additional sources of public information dissemination may need to be employed. Local traffic issues may need to be coordinated with the State Department of Transportation in conjunction with City of Bellevue Police and in coordination with Washington State Patrol. Traffic monitoring cameras will be employed to identify site-specific conditions and assist staff in prioritizing resource deployment and coordinating traffic management strategies on local streets and with State managed highways. Real time traffic and weather information is available by dialing 5-1-1 previously mentioned in the notifications section.

3.4.1 Command and Control – Movement and En-Route Support

Response to an emergency or disaster is managed at the lowest level possible. The decision to order an evacuation will be made by the Incident Commander at the local level based on situational reports. If two or more communities are impacted by an evacuation effort, then incident response will be coordinated under a Unified Command or Area Command. Periodic re-evaluation of situation, appropriate command structure, and level of response will be important.

3.4.2 Planning – Movement and En-Route Support

The primary mode of transportation that will be used during evacuation efforts will be privately owned automobiles. However, it is critical that evacuation plans identify and provide other safe modes of transportation for those people that cannot evacuate by private vehicle and for special needs populations. Primary evacuation routes consist of the major interstates, highways, and arterials within and adjoining the City of Bellevue. The City will work with the county and state EOCs, law enforcement officials, Transportation Department, and other applicable agencies/departments to identify evacuation points (collection areas where evacuating people can or may accumulate in a safe zone) and transportation routes. In addition, transportation points will be identified to collect and transport those people without transportation resources to evacuation points.

Wherever possible, it is important to identify evacuation points before evacuation routes are announced to the public. Evacuation routes will be determined based on the location and extent of the incident and will include as many pre-designated transportation routes as possible. Important roadway characteristics and factors that should be considered when selecting an evacuation route include:

- Shortest route to the designated destination areas,
- Maximum capacity,
- Ability to increase capacity and traffic flow using traffic control strategies,
- Maximum number of lanes that provide continuous flow through the evacuation area,
- Availability of infrastructure to disseminate real-time conditions and messages to evacuees en-route, such as variable message boards, and
- Minimal number of potentially hazardous points and bottlenecks, such as bridges, lane reductions, etc.

Traffic conditions must be monitored along evacuation routes and operational adjustments should be made as necessary to maximize throughput. These adjustments may include the identification of alternative evacuation routes.

3.4.3 Operations – Movement and En-Route Support

Staging areas will be established to first stage and then obtain control over transportation resources in support of transportation point operations. Strike Teams/Task Forces can then be used to coordinate these resources effectively. The assigned leader of the Strike Team/Task Force will be responsible for coordinating these resources and will have the ability to communicate with command and control of the evacuation. It is critical that control over transportation resources is maintained, especially after evacuees are dropped off at the evacuation points, and drivers must be re-routed to other transportation points.

The Incident Commander will work with appropriate agencies to identify and establish transportation points. Transportation points will function to collect and transport people without transportation resources to evacuation points. These points should be large, well known sites such as shopping centers, libraries, and schools. The overall number and location of evacuation points should be based on the population that needs to be accommodated and with the understanding that evacuees will reach these points by foot. Law enforcement personnel should ensure these points are well marked through the use of signs or other forms of identification. It is critical that people are informed of their destinations prior to using provided public transportation.

Law enforcement escorts can also be used to provide force protection and maintain control over transportation resources. Law enforcement vehicles can maintain communications with authorities via radio. These escorts can therefore be used to coordinate real-time information on road conditions, evacuation and transportation points, and other critical information.

There may be a need for sustained inter-jurisdictional coordination between evacuated communities and host communities along or near the evacuation routes:

- Traffic management and monitoring in affected areas and along evacuation routes,
- Establishment of dedicated inbound/outbound routes for emergency response vehicles,
- Activation and staffing of Assembly Areas,
- Sweeping of area being evacuated to encourage people to leave and identify/aid those who need assistance,
- Broadcast of ongoing information updates to evacuees (media, variable message signs (VMS), Highway Advisory Radio (HAR),
- Law enforcement presence in evacuated area and along evacuation routes (and at ingress/egress points) to maintain order, and
- Pre-transportation quarantine and decontamination activities, if needed (based on nature of incident).

3.4.4 Logistics – Movement and En-Route Support

Logistical needs will include considerations for staffing levels as well as the identification of the types of resources that may be needed:

- Implementation of transportation support (public and private),
- Implementation of paratransit support (public and private) for vulnerable populations,

- Activation of assistance locations (fuel, water, medical support) at designated points along evacuation routes, and
- Plan for support to first responders.

3.4.5 Finance – Movement and En-Route Support

Each agency is responsible for establishing administrative controls necessary to manage the expenditure of funds and provide reasonable accountability and justification for federal reimbursement in accordance with the established guidelines.

3.5 Reception and Support

The requirements for mass care support may vary depending upon the nature, type, and level of the emergency. Sheltering capabilities within the Bellevue city limits will be managed by the Parks Department as the Lead for ESF 6 – Mass Care, Housing and Human Services for sheltering efforts. The City of Bellevue will coordinate with Non-Governmental Organization assistance, specifically the American Red Cross for shelter management, staffing, and resources. Some evacuation points may also be converted into shelter locations. Action items may include the following:

- Activation of sheltering destinations: general population dormitory, pet shelters, medically fragile shelters, staging and evacuation areas and special needs populations, pets, etc.
- Selection and deployment of measures for assisting vulnerable and special needs populations
- Information updates to evacuees (shelter information distribution systems) regarding status of overall evacuation and sheltering effort
- Evacuee identification and registration activities, to track shelter populations and assist communications among evacuees and loved ones
- Collect and coordinate resource contacts for networking community support communications and additional resources

Ongoing medical resource needs will be requested through the King County ECC or directly to Public Health Seattle King County. These resources may include the Medical Reserve Corp.

3.6 Return/Re-entry

The evacuation event could cause widespread damage and returning residents could be faced with hazards such as downed power lines, impassable roads, flooded streets and homes, substantial amounts of debris, contaminated drinking water, and lack of facilities, fuel, food, and supplies. The decision to return evacuees to the affected area will be the responsibility of the Incident Commander. As a precaution, the Incident Commander should consult with the EOC Manager to obtain additional pertinent information.

3.6.2 Planning – Return

The Planning Section will jointly develop a return plan for evacuees and assist operations in initiating a “Return” phase. Priorities for reentry include safety, security, damage assessment, restoration of services, and communication of information. The impacted areas must be thoroughly investigated to ensure they are safe for residents to return. This assessment may attempt to verify that:

- Structures are deemed safe;

- Damage and safety assessments have been completed;
- There are no leaking or ruptured gas lines or downed, energized, power lines;
- Water and sewer lines have been repaired;
- Search and rescue operations have been completed;
- There are no hazardous materials that can threaten public safety or appropriate warnings have been issued;
- Water has been deemed safe to drink or appropriate warnings have been issued;
- Major transportation routes are passable and debris has been removed from public right-of-way;
- Disease mitigation has been implemented to include removal of human or animal remains, mosquito control;
- Vaccinations are available for persons who may need additional protection/mitigation in terms of disease control; and
- There is no major threat to public safety and other significant hazards have been eliminated.

The public will be notified of the re-entry status through all available media sources. Public Assistance programs may be able to offer immediate disaster relief and could include the following asset sources:

- Dial 211: 2-1-1 is the three digit number set aside by the Federal Communications Commission (FCC) in July 2000 for the sole purpose of providing health and human service information and referral (I&R). Similar to 911 for emergency services and 411 for directory assistance, 2-1-1 is the three digit number to dial for health and human service information and referral.
- American Red Cross "Safe and Well" Web Site: The American Red Cross "Safe and Well" web site helps families stay connected during disasters. Individuals and families affected by the disaster can register themselves as "safe and well". Family and friends can then log on and search for registered individuals to learn of their whereabouts and safety.
- Washington State Emergency Management: This state website addresses issues that people should know about disaster assistance.
http://emd.wa.gov/disaster/disaster_for_individuals_households.shtml
- The Washington State Disaster Unmet Needs Hotline (253) 507-6420 and e-mail is unmetneeds@emd.wa.gov

3.6.3 Operations – Return

Once evacuees are permitted to return, it is important that notifications to evacuee populations regarding timing and method of transportation are communicated. Procedures should be implemented to properly identify residents and critical support personnel. Continued perimeter control and Law Enforcement presence may be needed throughout the return phase.

Transportation resources will have to be coordinated to return evacuees that require transportation assistance from evacuation points or shelters back to their communities. Traffic management plans will need to be established for the return of evacuees which include the identification of safe travel routes. Relief agencies such as the American Red Cross and Public Health Departments along with Human Service agencies may have resources for residents.

The Incident Commander will be responsible for making the determination that reentry has been completed for the designated area(s), and promptly inform the EOC. Following confirmation from all affected areas that the reentry process is complete, the EOC Manager will attempt to notify local agencies that have collaborated with the City regarding the date and time of completion. Demobilization and return to readiness activities for sheltering facilities can begin during this time.

4.0 Administration

The adoption of this Manual certifies that the plan's recommendations have been properly considered and approved by the governing authority.

4.1 Resource Management

Evacuations are resource-intensive. The City determines what resources are available to perform various roles. The resources required in each phase of the evacuation process can vary significantly depending on what needs to be accomplished. NIMS initiatives indicate that resources are categorized by type and kind in order to facilitate requests from neighboring jurisdictions and agencies.

4.2 Supportive Agreements

During evacuations the City may enact pre-established supportive or Mutual Aid agreements for additional assistance.

4.3 Emergency Funding Mechanisms

All agreements and understandings entered into for the purchase, lease, or use of equipment and services will be in accordance with the provisions of Bellevue's City Code and procedures. The Proclamation of State of Civil Emergency issued by the Mayor may suspend select rules and regulations affecting support operations. The EOC Manager will be advised of any administrative and/or procedural changes impacting emergency operation procedures.

4.4 Post-Evacuation Reimbursement Claims

The City is responsible for tracking funds expended during the evacuation. Documentation prepares the City to coordinate with County and State agencies regarding possible federal reimbursement. The City is responsible for documenting expenses and completing any appropriate forms for requesting reimbursement.

4.5 Post-Evacuation After-Action Reports

The City recognizes the value of collecting critical data regarding evacuation performance by conducting a hotwash, which is a debriefing, or series of debriefings of those parties involved in the evacuation, generally held in the immediate aftermath of an incident or exercise. In the case of extended operations, periodic hotwashes may be held to capture critical issues that need to be addressed and resolved while the mission remains in progress. This allows for the review of how the evacuation was executed, the assessment of infrastructure integrity needed/used to execute evacuation (including forensic investigations, as needed) and helps to illustrate what can be done to better prepare for the next event. It is also an opportunity to explore and acknowledge critical successes. At a minimum, the City will prepare an After-Action Report following a major evacuation.

5.0 Manual Review and Maintenance

Planning is an ongoing process. Because of this, this document will be periodically reviewed and revised to keep pace with the growth and changes of the City and its surrounding jurisdictions. The Office of Emergency Management Planning Coordinator will provide the review and maintenance, coordinating revisions of this evacuation plan, including appendices, based on Lessons Learned from exercises and actual incidents or changes to City of Bellevue process changes.

The Planning Coordinator will address the changes identifying who (which agency and/or which specific job function) will be responsible for new roles, what specific actions are required, when the actions are to be taken, and how these changes are to be tracked and implemented. The Planning Coordinator will establish a schedule for all plan maintenance to incorporate updates to the evacuation Annex on a periodic basis which will include establishing compatibility/integration/de-confliction with other plans. The Evacuation Manual will be reviewed, evaluated, and updated along with Bellevue's CEMP and will be evaluated and revised following exercises or evacuations as needed. The Emergency Manager must approve all additions and updates to the Manual.

6.0 Training and Exercises

This Manual is considered a working document that will evolve in response to ever-changing threats. Ongoing exercises, training, evaluation, management, and maintenance of this Manual will ensure that new hazards and changes in the City can be addressed.

7.0 Attachments

- 1) Shelter in Place Fact Sheet
- 2) Medical Transportation Resources
- 3) 48-Hour Response Quick Reference Checklist
- 4) Items to Take to a Shelter
- 5) Items to Take to a Pet Shelter
- 6) Transportation Resources

Attachment 1: Shelter in Place



Chemical agents are poisonous gases, liquids, or solids that have toxic effects on people, animals, and plants. Most chemical agents cause serious injuries or death. Severity of injury depends on the type and amount of the chemical agent used, and the duration of exposure. Were a chemical agent attack to occur, authorities would instruct people to either seek shelter where they are and seal the premises (Shelter-in-Place), or evacuate immediately. If the order is to remain in your home, office or school, you will need to follow these directions for "Shelter-in-Place."



Emergency Management
PO Box 90012
Bellevue, WA 98009-9012
425-452-7923



Move or stay inside



Close all windows
and doors



Turn off ventilation systems (heating and
air-conditioning, fireplace dampers, etc.)



Information Courtesy of
Washington State
Emergency Management
Division



Go into a room with the fewest doors
and windows and seal the room



Stay in the room until told by the authorities
that it is safe to come out

How to Shelter In Place:

- Dampen towels and place over the crack under the door.
- Cut plastic sheeting to fit over the windows and vents. Secure the plastic in place with duct tape.
- Tape around the door.
- Turn on the radio.
- Don't ventilate (air out) or leave your sealed shelter until you are told to do so.

Remember:

- If the order is evacuation, do so immediately, carefully following directions. Do not wander. Know where you are going, and how to get there.
- Avoiding chemical exposure should be your primary goal. Leaving your sheltered area to rescue or assist victims can be a deadly decision.
- There is no assistance that the untrained can offer victims that would likely be of any value during a chemical attack.
- If you were outside before taking shelter and think you may have been exposed to a chemical agent, there are several things you can do. If you are in a sealed shelter, take off at least your outer clothes, put them in a plastic bag and seal the bag. If water is available, wash or take a cool to warm (not hot) shower, using lots of soap and water. Do not put the soap in your eyes; just lots of water. If you leave the area, tell emergency responders or medical staff at your destination that you may have been exposed. Tell the emergency responders about the sealed bag so that they can arrange for its safe removal after the emergency.
- If you have symptoms of exposure, call 9-1-1 immediately and follow their instructions.

Attachment 2: Medical Transport Resources

Existing medical transportation resource contracts will be referenced and protocols for prioritizing contractual agreements will be honored.

Company	Resource	City	Phone
Angel Med-flight Worldwide Air	Regional Air	Serving Seattle area	866-694-9310
A ACLS Advanced Air Ambulance	Regional Air	Serving Seattle area	800-633-3590
Air Ambulance Advantage	Regional Air	Sea Tac	206-233-1057
Airlift Northwest Emergency Communication Center	Local Air 4 rotary in NW WA	Seattle	206-329-2569
American Medical Response		Seattle Seattle Seattle Bellevue Kent Federal Way Tacoma	800-542-7701 206-444-4444 206-322-0330 425-644-7993 253-872-6046 253-946-3380 253-272-5899
Bluebird Cabulance	Wheelchair	Seattle	206-365-2700
EMS Marine		Seattle	206-632-9986
Island Emergency Care Inc.		Vashon	206-463-9673
Island Emergency Care Inc.		Burien	206-463-9671
Olympic Ambulance		601 West Hendrickson Road Sequim, WA 98382	360-681-4882 360-683-3381 fax
Protransport 1		Redmond	425-881-8240
Puget Sound Cabulance	Wheelchair	Seattle	206-365-3121
Rural Metro Ambulance		Lynnwood	425-672-3555
Tri Med Ambulance		Seattle	206-243-5622

Attachment 3: 48-Hour Response Quick Reference/Checklist

Quick Reference Response Issues

1. Directions and control / Incident Command

- Set up Incident Command/Unified Command (maintain Span of Control and Unity of Command).

2. Size Up and Damage Assessment

- Determine the size and the area affected, population characteristics, and economic profile of the area.
- Activate Damage Assessment / Windshield Surveys.
- Damage Assessment is important to secure state and federal assistance.

3. Search and Rescue

- Prioritize emergency response – Life, Property, Environment.
- Search the damaged area, rescue the injured, and recover the bodies.

4. Public Information

- Designate people to provide information to the media.
- Establish a location to meet with the media away from the EOC/ICP.
- Inform citizens of the status of the response and recovery.
- Inform and update public officials.

5. Track Citizen's Needs

- Designate someone to keep track of requests for assistance and the delivery of that assistance.

6. Track Offers of Assistance

- Be prepared to deal with voluntary help
- Designate someone to keep track of offers of assistance.
- Discourage shipments of donated goods.
- Set up a location for financial donations. (Bank accounts, etc.)
- Identify locations to store donated goods.

7. Debris Clean Up and Disposal

- Work toward proper disposal of debris.
- Inform the public of proper separation and disposal of debris.

8. Determine Outside Needs

- Activate Mutual Aid Agreements as situation warrants.
- Contact Zone 1, County and/or State ECCs/EOCs.

9. Determine Public Health Issues

- Address health issues such as safe water and food, disease, and mental health for victims and responders.

10. Site Security / Pass System

- Implement a pass/ID system for access to the affected area.
- Relates to security, and orderly clean up and repair of the affected area.

0-2 Hours	
	Establish Incident Command System.
	Activate the EOC.
	Notify all of the agencies with a role in your plan.
	Determine the size and nature of people, buildings and businesses affected by the incident.
	Conduct search and rescue as needed.
	Consider the need for shelters.
	Determine if the area needs access control and set up roadblocks.
	Begin clearing roads and streets.
	Begin to determine the types and amounts of outside assistance you may need.
	Notify Zone 1 and King County ECCs, if necessary.
	Begin public information activities and issue protective actions for the public, if necessary.
	Hold one or more command staff briefings.
	Consult your agency's Response Checklist.
	Activate mutual aid agreements.
	Consider the need to declare a State of Emergency.

2-4 Hours	
	Continue search and rescue operations, if necessary.
	Continue public information activities and determine the need for establishing a JIC.
	Consider the need for 24-hour operations and the establishment of 12 hour shifts.
	Plan to open shelters as needed.
	Inform the hospital(s) of potential casualties.
	Begin preparations for establishing a pass/ID system for access to the affected area.
	Activate damage assessment teams.
	Assign people to handle request for assistance and to track the needs of special populations.
	Assign people to track requests for information on disaster victims.
	Assign people to track offers of assistance and donations.
	Continue clearing roads and streets.
	Determine how debris will be disposed of.
	Begin to determine the public health effects of the disaster.
	Begin to consider the needs of the special populations.
	Begin to take care of the needs of the responders.
	Consult your agency's Response Checklist.
	Hold one or more Command Staff briefings.

4-12 Hours	
	Continue search and rescue operations, if necessary.
	Continue public information activities.
	Prepare for the next shift to take over.
	Consider the need for ongoing mutual aid.
	If necessary, activate a pass/ID system for access to the affected area.
	Continue to inform the hospital(s) of potential casualties.
	Continue damage assessment activities, compile the information collected and report to KCECC.

	Continue clearing roads and streets.
	Consider need to take debris to an appropriate land fill.
	Prepare a prioritized list of repairs to critical facilities and transportation routes.
	Begin clean-up activities on public and private property.
	Continue to track the requests for assistance and the needs of special populations.
	Continue to track requests for information on disaster victims.
	Continue to track offers of assistance and donations.
	Open shelter(s), as needed.
	Address the public health needs of the disaster victims and responders.
	Take care of the personal needs of the responders.
	Conduct several command staff briefings.
	Consult your agency's Response Checklist.
	Brief the next shift.
	Coordinate with utilities in the restoration of service(s).
	Anticipate and address public health issues.

12 - 24 Hours

	Continue search and rescue operations, if necessary.
	Continue public information activities.
	Continue operation of the pass/ID system for access to the affected area.
	Continue damage assessment activities and submit a Situation Report to the Zone, County and/or State.
	Continue repairs to critical facilities.
	Consider the need for ongoing mutual aid.
	Inform the hospital(s) of casualties, as necessary.
	Continue cleanup activities on public and private property.
	Develop plan to take debris to an appropriate land fill if necessary.
	Coordinate the utilities in the restoration of service.
	Continue shelter operations as needed.
	Keep records of agency expenses.
	Anticipate and address public health needs.
	Track the requests for assistance and the needs of the special populations.
	Continue to track requests for information on disaster victims.
	Conduct several Command Staff briefings during each shift brief next shift.

24-48 Hours	
	Continue search and rescue operations, if necessary.
	Continue public information activities.
	Continue operation of the pass/ID system, if necessary.
	Continue damage assessment activities and submit Situation Report.
	Continue repairs to critical facilities.
	Consider the need for ongoing mutual aid.
	Continue cleanup activities on public and private property.
	Take the debris to an appropriate landfill.
	Coordinate with utilities in the restoration of service.
	Continue shelter operations, if necessary.
	Keep records of agency expenses.
	Anticipate and address public health needs.
	Continue to track the request for assistance and the needs of special populations.
	Continue to track requests for information on disaster victims.
	Coordinate activities of volunteers assisting with clean-up efforts.
	Begin planning for re-entry and long term recovery.
	Conduct several Command Staff briefings during each shift.
	Brief the next shift.

48 Hours and On-Going	
	Continue public information activities.
	Continue operation of the pass/ID system, if necessary.
	Continue damage assessment activities and submit Situation Report.
	Provide updated estimates to Zone 1, County and/or State.
	Consider the need for ongoing mutual aid.
	Inform the hospital(s) of casualties as necessary.
	Continue cleanup activities on public and private property.
	Take debris to an appropriate land fill.
	Coordinate with utilities in the restoration of services.
	Continue shelter operations as needed.
	Keep records of agency expenses.
	Anticipate and address public health needs.
	Continue to track the request for assistance and the needs of special populations.
	Continue to track the requests for information on disaster victims.
	Coordinate planning for re-entry and long term recovery.
	Provide people to participate in the Preliminary Damage Assessment, if applicable.
	Conduct several Command Staff briefings during each shift.
	Brief the next shift.

Attachment 4: Items to Take to a Shelter

Evacuees may need to stay at a shelter for 24-72 hours during an emergency. Since space is limited, only take essential items. Avoid bringing valuables; shelters are not responsible for lost or stolen items. Items to include:

- Special dietary food, snacks or comfort food,
- Bedding, pillow, blanket, etc.,
- Extra clothing,
- Medications and medical supplies,
- Extra pair of eyeglasses,
- Oxygen supplies or arrange with your oxygen company to deliver to the designated shelter,
- Toiletry items,
- Flashlight and batteries,
- Diapers, infant and elderly/disabled necessities, and
- Time occupier such as books, magazines, games or cards.

If you only have minutes to pack, grab these items:

- Medical supplies: prescription medications, eyeglasses, and dentures,
- Disaster supplies: flashlight, batteries, radio, first aid kit, bottled water,
- Clothing and bedding: a change of clothes and a sleeping bag or bedroll and pillow for each household member, and
- Car keys and keys to the place you may be going (friend's or relative's home).

Items NOT allowed in shelter include:

- No alcohol or illegal drugs,
- No smoking or smoking materials permitted inside of the shelters,
- No guns or weapons,
- No pets, and
- No loud radios or televisions.

Attachment 5: Items to Take to a Pet Shelter

Don't forget your pet when preparing a family disaster plan. Assemble a portable pet disaster supplies kit and keep items in an accessible place and store them in sturdy containers that can be easily carried. Your pet disaster supplies kit should include:

- Medications, immunization records and a first aid kit,
- Sturdy leashes, muzzles, harnesses, carriers or cages to transport pets safely (carriers should be large enough for the pet to stand comfortably, turn around and lie down, and include blankets or towels for bedding and warmth),
- Current photos of your pets in case they get lost,
- Food, drinking water, bowls, cat litter/pan and can opener,
- Information on feeding schedules, medical conditions, behavior problems and the name and number of your veterinarian, and
- Pet beds and toys, if easily transportable.

Attachment 6: Private Transportation Resources

- 1) King County Transit (Formerly METRO)
(206) 296-0100
<http://transit.metrokc.gov/>
- 2) Community Transit
(800) 562-1375
<http://www.communitytransit.org/>
- 3) Sound Transit
(888) 889-6368
<http://www.soundtransit.org>
- 4) Bellevue School District Transportation Dept.
72025 NE 5th Street Bellevue, WA 98005
(425) 456-4512
<http://www.bsd405.org/>
- 5) Gray Line of Seattle
206-626-6080
www.graylineofseattle.com
- 6) Meridian Transportation Resources
206-838-8126
www.mtrwestern.com
- 7) Starline Luxury Coaches
206-763-5817
www.starlinetransportation.com
- 8) Stewart Transportation Solutions
425-202-7404
<http://www.stewarttransportation.com/>
- 9) Shuttle Express
(425) 981-7000 or WA Toll Free: (800) 487-7433
<http://www.shuttleexpress.com/index.html>
Shuttles for smaller groups

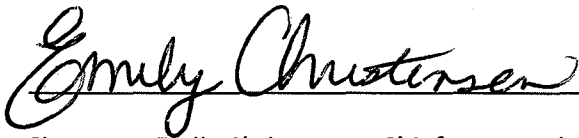


2013 Terrorism Manual

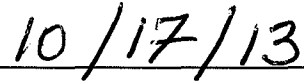
City of Bellevue

The Terrorism Manual is an attachment to the Emergency Support Function (ESF) 13, Public Safety, Law Enforcement, and Security, within the Comprehensive Emergency Management Plan (CEMP). This Terrorism Annex has LIMITED DISTRIBUTION and is exempt from public disclosure under RCW 42.56.420(1)(a) as adopted or hereinafter amended. Do not copy or forward this document without the approval of the City of Bellevue Emergency Manager or Director of Emergency Services. While it is the Office of Emergency Management's (OEM) intention to provide the most current printed version in the EOC, please refer to the electronic files in the OEM SharePoint site to ensure the latest version.

Emergency Support Function (ESF) 15: Public Affairs



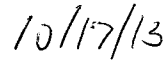
Signature, Emily Christensen, Chief Communications Officer



Date



Signature, Luke Meyers, Emergency Manager



Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Claude Iosso, City of Bellevue City Manager's Office, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 15: Public Affairs

Lead Agency	Support Agencies
City Manager's Office; Chief Communications Officer and PIO Organization	Civic Services Department (Service First)
	Office of Emergency Management
	All Departments

1.0 Introduction

1.1 Purpose

Provide guidance in the dissemination of timely and accurate information to the public and the media during emergency situations.

1.2 Scope

This ESF addresses the dissemination and coordination of information provided by City employees to the public and media during emergencies in the City of Bellevue. This ESF will coordinate with ESF 2 – Communications, Information Systems, and Warning as needed.

2.0 Policies

Activities within ESF 15 – Public Affairs will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The day-to-day organizational structure of Bellevue City Departments will be maintained as much as feasible for emergency situations. Initial emergency communications and warning responsibilities will be coordinated by the Office of Emergency Management, which is the lead organization for ESF 2, Communications, Information Systems, and Warning.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's communication systems will likely sustain damage or be impacted, which will result in disruption or shut-down of portions of some or all communications systems. Emergency response and recovery activities that rely on the use of the communication systems will likely be impacted and be difficult to coordinate. In the event of an emergency situation, the public, employees, and the media will need the City to provide accurate and timely incident-related information. Within affected areas, normal means of communication may be either destroyed or largely

incapacitated; therefore, only limited information should be anticipated from the emergency area until communication can be restored.

4.0 Concept of Operations

4.1 General

As Director of Emergency Services, the City Manager appointed the Chief Communications Officer to manage the City's public information officers (PIO) during emergencies. PIOs will coordinate and disseminate emergency public information through the Emergency Operations Center (EOC). When the EOC is activated, the chief communications officer will designate a PIO to report to the EOC to coordinate emergency messaging. The EOC Manager shall review and approve emergency public information messages developed by the PIO prior to release to the public. The PIO at the EOC will use any or all of the following tools to relay information to the public:

- Print, radio, and television media
- Service First desk
- City and county websites
- City social media sites
- Alerts, emails, and text messages
- Printed education/information materials
- City radio systems
- Amateur radio systems
- Public address systems
- Emergency Alert System (EAS) - KIRO 710 AM
- Reverse 911® Community Warning System
- Regional Public Information Network (RPIN)
- Washington Emergency Public Information Network (WEPIN)

Activation of the Emergency Alert System is coordinated through King County Office of Emergency Management except in immediate life-threatening situations, when it may be activated at the Eastside Regional Communications Center. The Bellevue Transportation Department operates a portable advisory radio station, licensed for 1270 AM radio, which is capable of transmitting broadcast messages relating to travel, such as road conditions, weather, directions, and emergency conditions for motorists. The circular coverage area from the point of the portable antenna placement is between three and five miles. Programming instructions can be activated remotely by Transportation Department personnel.

4.2 Organization

Members of the City's PIO team will coordinate the dissemination of emergency public information through the EOC. The following individuals are members of the PIO team:

- Chief Communications Officer
- Citywide PIO, City Manager's Office

- Online Editor, City Manager's Office
- Community Relations Specialist, Utilities Department
- PIO, Transportation Department
- PIO, Parks & Community Services Department
- PIO, Development Services Department
- PIO, Fire Department
- PIO, Police Department

When the situation warrants, the designated PIO may appoint an assistant PIO or PIOs from the team to assist with communications activities. An assistant PIO may be deployed in the field to help manage on-location media needs and to disseminate public information via social media tools.

5.0 Responsibilities

5.1 Lead Agency – City Manager's Office; Chief Communications Officer and PIO Team

The Chief Communications Officer is responsible for managing the dissemination of emergency public information and the City's public information officers (PIO) team during emergencies. The designated PIO will use materials in the EOC for guidance during emergency situations requiring the dissemination of emergency public information. The PIO, or designee, will:

- Provide regular, timely, and accurate information briefings to City officials and employees, City Hall Service First desk, news media, and the public.
- Provide regular, timely, and accurate information to EOC Staff and coordinate a Joint Information Center (JIC)/Joint Information System (JIS), as needed.
- Notify appropriate agencies to assist in the dissemination of emergency public information. Coordinate with the EOC Manager, KCECC, and other local jurisdictions when information is to be released on the Emergency Alert System, GovLink, or other shared information systems.
- Determine appropriate location(s) for public official and media briefings. Media briefings will normally take place at Bellevue City Hall. In the event City Hall is not functional or communications are inadequate, the PIOs will designate and announce an alternate location.
- Coordinate with the chief communications officer and city manager to designate official city spokespeople.
- Provide pre-printed emergency public information brochures for distribution to the public.

5.2 Support Agency – Civic Services Department (Service First)

The Civic Services Department (Service First, specifically) will:

- Field citizen inquiries via phone, email, in person.
- Maintain a master database of citizen service requests. Track and bundle service requests (i.e., downed trees, power outages, etc.) and distribute to appropriate departments and agencies for response.

- Use the most current news release for accurate emergency response information and respond to citizen inquiries.
- Share with the PIO any trends emerging from citizen inquiries.
- Gather and make readily available at the desk news releases and all related public information documents for easy public access.
- Regularly update x6800 alternate voicemail greeting with appropriate emergency information (i.e., location of shelters, meal programs, and/or other agency contact information).
- Reconfirm all first floor meetings as related to emergency response:
 - Update electronic event directories
 - Update Outlook
 - Update and distribute “after hours calendar”
- Post information at first and second floor building entries and/or at the Service First counter:
 - List of shelter and meal programs
 - Other agency contact information (PSE, Republic, etc.)
 - Cancelled meetings

5.3 Support Agency – Office of Emergency Management

The Office of Emergency Management will support the PIOs in coordinating emergency public information releases through all alert and warning systems.

5.4 Support Agency – City Departments

All Bellevue departments will provide timely information to the EOC regarding field activities and emergency public information and coordinate requests for assistance through the EOC.

6.0 References

EOC Manual

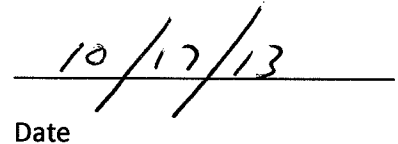
City of Bellevue - PIO Emergency Operations Notebook

Media List

Emergency Support Function (ESF) 20: Defense Support to Civil Authorities

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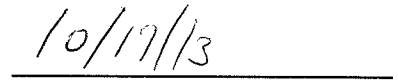
Signature, Linda Pillo, Police Chief

A handwritten date '10/17/13' in black ink, written over a horizontal line.

Date

A handwritten signature in black ink, appearing to read 'Luke Meyers', written over a horizontal line.

Signature, Luke Meyers, Emergency Manager

A handwritten date '10/17/13' in black ink, written over a horizontal line.

Date

Note: This ESF is part of the Response Annex from the Comprehensive Emergency Management Plan, and this version includes the 2013 changes and updates. Jerry Litzau, City of Bellevue Police Department, is the current ESF lead and collaborated with the City of Bellevue Office of Emergency Management for the updates.

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ESF 20: Defense Support to Civil Authorities

Lead Agency	Support Agencies
Police Department	Office of Emergency Management
	King County Emergency Coordination Center
	Washington State Emergency Operations Center

1.0 Introduction

1.1 Purpose

Provide guidance for coordination with military organization assistance in Bellevue.

1.2 Scope

This ESF addresses requests for and coordination of military resources when needed within the City of Bellevue.

2.0 Policies

Activities within ESF 20 – Defense Support to Civil Authorities will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS). The day to day organizational structure of Bellevue City departments will be maintained as much as feasible for emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and mutual aid through the Regional Communications Center, then assistance can be requested through the King County Emergency Coordination Center (KCECC). When regional resources are exhausted and for requests for military assistance, the Bellevue EOC requests resources through the KCECC; who will in turn request resources through the Washington State Emergency Operations Center (EOC). All defense support must be coordinated through the Washington State EOC. Activation of the Washington National Guard requires Governor approval before those resources can be deployed within the state. Other defense resources can be requested from the Department of Defense (DOD) through the Washington State EOC. Under the Posse Comitatus Act, federal military forces cannot engage in direct law enforcement activities, such as arresting individuals or conducting surveillance. However, they are allowed to provide indirect support, such as loaning equipment or providing technical assistance to civilian law enforcement agencies.

3.0 Situation

3.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.2 Planning Assumptions

During an emergency, Bellevue's utilities, transportation, and communications systems may sustain damage or be impacted which could result in disruption or shut-down of portions of some of these systems and reduce the effectiveness and availability of law enforcement, firefighting, and other essential services. Emergency response and recovery activities that rely on the use of communications systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system or part of the infrastructure may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. The threat of terrorism exists given the presence of high-profile corporations in the City, specifically in the Central Business District. Acts of terrorism could include, but are not limited to, improvised explosive devices (IED), arson, and the release of hazardous materials.

4.0 Concept of Operations

4.1 General

The Washington National Guard has many types of equipment that are available for use in emergencies. Military assistance is a supplement to local emergency response and recovery efforts and may come from any military base in the country. The Washington National Guard can provide, but is not limited to, the following capabilities:

- Air and land transportation
- Armories and tents
- Land security forces
- Traffic control
- Supplemental communication
- Air support for reconnaissance
- Limited emergency medical assistance
- Light urban search and rescue
- Limited water purification
- Power generation
- Wild-land firefighting
- Response to the use of weapons of mass destruction
- Coordination of other military services

The base commander of a military installation has the authority to respond to immediate life-threatening emergencies. Requests made under these circumstances may be made directly to the local installation. Assistance from the United States Coast Guard and the Military Assistance to Safety and Traffic (MAST-Fort Lewis) may be requested through the State EOC. All other military assistance must be requested in a similar manner to other resources (i.e., through KCECC first, then through the State EOC).

The National Guard may be available following activation by the Governor. Requesting National Guard assistance must be done by the State Division of Emergency Management through the King County

Office of Emergency Management. To obtain National Guard assistance, the City must demonstrate that the need is beyond its capability or that a special capability provided only by the military is immediately required.

4.2 Organization

The Police Department will facilitate coordination with military units during major emergency operations. A military liaison may be established at the Bellevue EOC or field command post, or a police liaison will be assigned to any military operations Command Post as appropriate. The Office of Emergency Management maintains contact information for the KCECC, Washington State Emergency Management Division, and the State EOC and can help facilitate requests to these agencies during EOC activations. Military support may consist of: communications equipment, generators, antenna arrays, vehicles, possible helicopter landing zone, security, personnel bivouac, dining facilities, motor pool, and other support requirements. Although mostly self-supporting, space should be in proximity to power, water, and toilet facilities. Military units responding to assist local authorities maintain their own chain-of-command and supervision. Authorization by the City of Bellevue should be obtained for City personnel to ride in military transportation when required.

5.0 Responsibilities

5.1 Lead Agency – Police Department

The Bellevue Police Department will:

- Coordinate activities with the on-scene military commander in the event military troops are utilized to maintain order within Bellevue.
- Act as liaison with the assigned military officer during emergency operations.
- Assist military in locating suitable space for equipment staging and personnel encampment.

5.2 Support Agency – Office of Emergency Management

The Bellevue Office of Emergency Management will establish and maintain ongoing liaison for emergency planning purposes with representatives of KCECC and the Washington State EOC.

5.3 Support Agency – King County Emergency Coordination Center

KCECC will establish and maintain ongoing liaison for emergencies and planning purposes with the Washington State Emergency Management Division and forward resource requests from local jurisdictions to the State EOC.

5.4 Support Agency – Washington State Emergency Operations Center

The Washington State EOC determines the most appropriate source for filling resource needs, which may include military resources.

6.0 References

EOC Manual

Department of Defense Directive 3025.1

[Bellevue Police Department Policy Manual](#)

Bellevue Police Department Manual, Unusual Occurrences and Special Operations

CEMP Mitigation Annex

Document owner: Jennifer Jennings Carr

Date issued: 12-15-13

Date revised: 12-15-13

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1.0 Introduction

1.1 Purpose

The purpose of this Mitigation Annex is to provide a strategic level overview of how hazard mitigation is conducted and coordinated in the City of Bellevue.

1.2 Scope

This Annex is rooted in a number of documents and programs from multiple City of Bellevue departments that support hazard mitigation in the City. The core information is from the “2009 City of Bellevue Annex” to the King County Regional Hazard Mitigation Plan. As a transition document and an Annex in the City’s CEMP, there will be various levels of information included. Ultimately, this will be developed to comply not only with Washington State Law, but also with the Disaster Mitigation Act of 2000 and the Emergency Management Accreditation Program Standard.

Hazard mitigation includes the actions taken to reduce or eliminate the long-term risk to people, property, the social infrastructure, or the environment from hazards and their effects. Hazard mitigation planning is the process of determining the best means of reducing or eliminating these risks.

2.0 Situation

2.1 Emergency Conditions and Hazards

As outlined in the City’s Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

3.0 Concept of Operations

3.1 Mitigation Goals and Objectives

Goals are general guidelines that explain what you want to achieve. They are usually broad policy-type statements with a long term view and represent global visions. However, mitigation goals should be consistent with the Washington State goals and should not contradict other jurisdiction or community goals such as those expressed in the jurisdiction’s comprehensive or general plan. Objectives define strategies or implementation steps to attain the identified goals. Unlike goals, objectives are specific and measurable. To help achieve each goal, this Annex identifies mitigation measures, specific actions or projects that help mitigate risk for the City.

The following mitigation goals and related objectives have been identified as building blocks toward hazard mitigation actions and strategies in the City. These goals and objectives align with larger vision and core values of the City and the CEMP.

Protect Life and Property

- Implement activities that assist in protecting lives and property by making homes, businesses, infrastructures, essential facilities, and other community assets more resistant to losses from hazards.
- Maintain essential services, facilities and infrastructures during disasters.
- Identify populations with special needs or those who may be more vulnerable to the impacts of disasters or hazard events.
- Reduce losses and repetitive damages from chronic hazard events.
- Provide and/or improve emergency alert and warning systems.

Ensure Continuity of Operations

- Strengthen and support region disaster and emergency response efforts.
- Protect and maintain essential personnel, facilities, infrastructures and services for emergency service and disaster response activities.

Promote a Sustainable Economy

- Improve private sector and private-non-profit sector capabilities and self-reliance.
- Identify and prioritize the city's core commercial centers based on tax revenue stream and economic flow (e.g. banking and ATMs).
- Identify and engage key personnel in the commercial centers in planning activities.
- Review and coordinate commercial center emergency plans to reduce vulnerabilities.
- Assist commercial centers as appropriate to harden vulnerabilities.

Increase Public Preparedness for Disasters

- Enhance the public's knowledge about hazards that occur in the region and how they can be impacted.
- Support education and outreach programs to increase the public's awareness about disaster preparedness, mitigation, emergency response, and recovery activities.
- Develop education strategies, programs and materials to reach populations with special needs.
- Provide and support comprehensive education activities that address all sectors of the community.

Protect the Environment

- Insure protection of agriculture, fish, wildlife, and natural resources.
- Balance watershed planning, natural resource management, and land use planning with hazard mitigation to protect life, property and the environment.

Establish and Strengthen Partnerships for Implementation

- Strengthen communication and participation among public agencies, citizens, non-profit organizations, businesses and industry.
- Coordinate hazard mitigation planning efforts with other local and regional organizations involved in disaster preparedness, response, and recovery activities.

4.0 Mitigation Action Responsibilities

City leadership takes disaster mitigation seriously. For more than 30 years, city ordinances and policies have regularly and continuously sought to reduce the City's vulnerabilities to windstorms, earthquakes, flooding, landslides and other common hazards. Below is a summary of City Departments' ongoing and completed hazard mitigation action milestones.

4.1 Civic Services

The City of Bellevue relies heavily (and daily) on two key structures: City Hall and the Bellevue Service Center (BSC). Therefore, each of the structures has undergone both structural and non-structural seismic mitigation efforts, as follows:

- The Bellevue Service Center (BSC) is a 141,000 sq. foot Maintenance and Operations Facility which includes the water telemetry functions for the city. Structural upgrades included brackets and bolts to tie the concrete panels to each other at selected locations. The roof diaphragm was tied at the perimeter to the top of the concrete tilt up panel walls. Drag struts were added to concrete shear walls at selected locations. The ends of the timber beams and girders were tied to the perimeter walls. The shear strength of the roof structure was upgraded by adding plywood to the lower side of the roof joists in certain locations along with the addition of a large drag strut in the fleet area. The shear strength of the concrete panels at the larger openings was increased by the application of struts across to tops of the larger openings. Non-structural upgrades included bracing systems to all larger water, gas, fire suppression and electrical conduit to meet the Sheet Metal and Air Conditioning Contractors' National Association standards of the time.
- Bellevue City Hall is a 378,000 sq. ft. administration building comprised of a regional 9-1-1 center, City police department, fire administration, the City's Emergency Operations Center, the City's information technology functions and overall city management. Structural upgrades include the addition of new concrete reinforced shear walls at the center core of the building as well as at the two triangular stair wells at the far wings of the building. The reinforced core and end wings were then tied to the existing perimeter post tension beams using steel drag struts. The lower portions of the building and existing parking garage also were strengthened with additional shear walls in several locations. The main entry concourse was extensively renovated and uses steel moment frames in the roof structure.

4.2 Office of Emergency Management

Establishes and maintains the city Emergency Operations Center (EOC), which houses self-sufficient electric power, water, and communications. OEM provisions includes:

- Manages the Eastside Amateur Radio Support (EARS) group that consists of amateur radio operators in the greater Eastside area. The group was organized to provide auxiliary communications support to the City of Bellevue and agencies served by NORCOM during a disaster or emergency. EARS is a very active group of about 85 members. Activities include communications drills three or four times a year, tours and training in the Incident Command System, first aid, cardiopulmonary resuscitation (CPR), radio protocol and other safety-related activities.
- Provides emergency preparedness educational programs to Bellevue citizens and businesses and outreach to vulnerable populations.
- Secures Department of Homeland Security and emergency management grants toward reducing vulnerabilities.

4.3 Fire Department

Enforces fire codes by conducting annual inspections of all buildings (except single family residences) and requiring operational permits as outlined in the fire code and Title III – Right to Know. Reviews / approves development plans to include suitable access, fire and smoke detection systems, defensible space, use of fire-resistive building materials, etc.

- Creates Pre-fire plans for all high value/high risk buildings in each response area.
- Provides Fire Prevention education programs to citizens and businesses.

4.4 Information Technology

As business, government, and emergency management increasingly relies on computers and electronic communications, protecting Information Technology (IT) assets and systems from damage, intrusion, and compromise takes on a critical dimension.

- The City of Bellevue Information Technology Department (ITD) established and implemented the following from its “Information Technology Guiding Principles”:
 - “Information will be secured from loss or corruption by routine back-up of all mission-critical databases.”
 - “A disaster recovery plan for all mission-critical information will be implemented and managed.”
- ITD mitigation efforts currently in place: Data backups, Hot site at Bellevue Service Center (BSC), Most critical systems reside on clustered servers for redundancy and automatic failover, Uninterruptable power supplies are supported by stand-by generators, and very few single points of failure.

4.5 Planning and Community Development

To obtain better information on the geologic conditions in Bellevue, Planning & Community Development contracted with the University of Washington and the United States Geological Survey to update geologic mapping of the city.

- In general terms, the city is adapting regulatory standards to meet the EPA's National Pollutant Discharge Elimination System (NPDES) permit conditions addressing all point sources of pollutants discharging into water systems – storm drains, construction sites, etc.
- Maintains the City comprehensive plan. The comprehensive plan serves as a guideline for designating land uses and infrastructure development, as well as developing community services and is the strongest form of planning-based mitigation in the City, mitigation development through land use authority.

4.6 Parks & Community Services Department

Relies on five pre-designated facilities to provide emergency sheltering during a disaster. In preparation for an emergency, each facility has undergone both structural and non-structural seismic mitigation to harden the buildings in the event of an earthquake.

- The structural upgrades included: Bracing and installation of foundation tie downs to strengthen walls; Roof diaphragms were strengthened and secured to the perimeter walls; Installation of plywood to some perimeter walls was added to create shear walls; and Roof joists in certain locations along with the addition of drag struts were installed to shear walls at selected locations.
- Non-structural upgrades included: Bracing of shelving and mechanical electrical systems such as HVAC equipment, piping and ductwork, and to all larger water, gas, fire suppression systems and electrical conduit to meet the industry standards of the time; Expanded emergency supplies inventory to provide for sheltering; and Installed emergency generators to provide emergency backup power to each facility in the event of a power failure.

4.7 Police Department

The City of Bellevue believes its police department must be prepared to address global terrorism and domestic terrorism threats to the city or its citizens. From a terrorist threat perspective, the Police Department's mitigation efforts include the following:

- Provide intelligence gathering re: terrorist activities.
- Identify and minimize key facilities' vulnerabilities to terrorist attacks.
- Identify and provide appropriate training and equipment to address terrorism and WMD disasters.
- Establish and maintain a federally accredited Special Weapons and Tactics (SWAT) bomb squad, trained and equipped to mitigate terrorist attacks.

4.8 Transportation

Traffic congestion is a region-wide and persistent problem that affects not only the Bellevue economy and quality of life, but hampers rapid emergency response. Power failure attendant to emergencies greatly exacerbates the problem.

- Implemented a mitigating measure with the purchase of ten (10) generators to power key traffic signals (as required) in the event of utility power failure.

- Conducted seismic retrofit of the NE 12th St. bridge over the Burlington Northern Railroad tracks in 1995. The bulk of the work on this project was to construct new seismic bearing pads at the bridge abutments and at the piers. Seismic retrofit work was also done on the 148th Ave SE pedestrian over-crossing near SE 22nd St. in 1994. In addition, each city-owned and maintained bridge is inspected every two years for safety and programmed for capital improvements as needed.
- Completed (in 2005) Capital Investment Program (CIP) # 102 - Kamber Road – Roadway Improvements. A significant part of this improvement involved replacing the undersized culvert for Richards Creek (flows under Kamber Rd), thus successfully mitigating recurring local flooding during heavy rains.
- Overlay program has also recently paved a steep stretch of 142nd Ave SE with an asphalt mix that has some de-icing agents mixed into the pavement. This is a test location and will be monitored for performance during ice and snow events in the coming winters.
- Assembled a trailer several years ago, outfitted with signs and barricades to expedite response to road closures and detours caused by recurring local flooding. While most of the flooding can be characterized as nuisance flooding, there are a few places where structural flooding is at risk due to street flooding. These locations are among several projects in the city's on-going Flood Control CIP program. (See Utilities Department.)
- Maintains the Transportation Facilities Plan. This plan serves as the city's 12-year, or intermediate-range, transportation planning document. It includes high-priority projects from long-range plans and projects that address emerging needs and opportunities.

4.9 Utilities Department

A 1992 study by Kennedy & Jenks provided guidance to the Department for making structural and non-structural seismic improvements to pump stations and reservoirs. Utilities crews completed non-structural upgrades to water and wastewater pump stations shortly after the study. Structural upgrades were programmed. Pipelines in areas of soil liquefaction and landslides were marked for special attention in future pipeline projects.

- Pump Station Seismic Vulnerability-Non-structural recommendations implemented by Utilities crews.
- Pipelines Seismic Vulnerability Identified areas subject to liquefaction and landslides to be considered in future pipeline projects.
- Completed Water Reservoir Seismic Vulnerability Upgrades.
- Reservoirs Seismic Vulnerability Work detailed below.
- Reservoir Related Mitigation
 - Clyde Hill 465 added seismic anchors
 - Cherry Crest replaced reservoir
 - Parksite added flexible pipe connections
 - Crossroads North added seismic anchors
 - Crossroads South added seismic anchors
 - Woodridge added seismic anchors

- Meydenbauer replaced reservoir
 - Factoria structural analysis noted only need to modify operating level in reservoir
- Projects currently slated for retrofit or replacement
 - Somerset 1 study to eliminate: in pre-design
 - Somerset 3 study to eliminate: in pre-design
 - Pikes Peak add flexible connections: in pre-design
 - Horizon View No 1 replace reservoir - future design
 - Horizon View No 2 replace reservoir - future design
- Spends approximately 25% of a \$2.6 million storm CIP rectifying flooding problems in the city. Included in the mitigation efforts: year-round storm drain cleaning, drainage maintenance, and a storm pipe renewal and replacement program.
- Conducts flood hazard outreach through website and community education programs.

5.0 Annex Development and Maintenance

This annex will be updated in 2014 and 2015 in accordance with City EM Strategic Plan action items.

CEMP Recovery Annex

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1.0 Introduction

1.1 Purpose

The purpose of this Recovery Annex is to provide a strategic level overview of how short- and long-term recovery are conducted and coordinated in the City of Bellevue.

1.2 Scope

This Annex is rooted in the City's old Emergency Support Function 14. As a transition document and an Annex in the City's Comprehensive Emergency Management Plan (CEMP), there will be various levels of information included. Ultimately, this Annex will be supported by recovery support functions, related manuals, standard operating procedures, checklists, and forms. This Annex applies to organizations and agencies that may be involved in the short- and long-term recovery of the City of Bellevue.

The City measures recovery from an incident through the lenses of what has been impacted in the City and how it has been restored, which is done through an internal view and external view. From an internal perspective, the City looks at how City government's people, property, facilities, infrastructure, and resources have recovered. From an external perspective, the City looks at recovery and restoration of properties, facilities, infrastructures, and resources for citizens, businesses, regional governmental partners, non-governmental partners, and the environment. These measurements are broken into two timeframes: short-term and long-term recovery.

1.3 Policies

Activities within the Annex will be conducted in accordance with the National Incident Management System (NIMS) and the National Disaster Recovery Framework, and will utilize the Incident Command System (ICS). The day to day organizational structure of Bellevue City Departments will be maintained as much as feasible during emergency situations. When local resources have been or are expected to be exhausted or overwhelmed including automatic and local mutual aid, then assistance can be requested through the King County Emergency Coordination Center (KCECC) or the Washington State Emergency Operations Center (EOC). The Mayor or his/her successor may proclaim special emergency orders under Bellevue City Code 9.22 which could affect the utilization of emergency resources. The Finance Director and the City Emergency Manager can be designated Applicant Agent for the City in incidents where there is a Presidential Declaration of Emergency, which would require the City to file a Preliminary Damage Assessment for impacts to citizens, businesses, and the City of Bellevue Government and submit various paperwork for reimbursement.

2.0 Situation

2.1 Emergency Conditions and Hazards

As outlined in the City's Hazard Identification and Risk Assessment, Bellevue is subject to a number of hazards, both natural and human-caused, that may disrupt or damage the public or private utilities systems, transportation infrastructure, and/or communications equipment, which may cause disruption to essential services.

2.2 Planning Assumptions

During an emergency, Bellevue's communications, transportation, and utilities systems may sustain damage or be impacted, which could result in disruption or shut-down of portions of some or all of these systems. Recovery activities that rely on the use of the communications, transportation, and/or utilities systems will likely be impacted and may be difficult to coordinate. Disruption or damage to one system may cause disruption or damage to another system due to the interrelated nature and dependency of one system on another. Recovery may be a short- or long-term process, which will impact individuals, businesses, and government, for weeks, months, or possibly years. Recovery efforts to provide assistance for immediate and urgent needs of medical aid, water and food, shelter, sanitation, and transportation may be delayed following an emergency. Because of the nature of an emergency, government may be limited in its response capabilities.

3.0 Concept of Operations

3.1 General

The phases of response and recovery will likely overlap and, at times, occur simultaneously with immediate lifesaving efforts as the primary priority. Damage assessment activities begin in the response phase, support identifying immediate needs and impacts, and continue in the recovery phase by leveraging the impacts and related data for assisting in setting recovery priorities and potential federal assistance.

In the transition from a response phase (on-scene incident operations, command centers operations, and related EOC support operations), the City EOC Management will guide the short-term recovery and potentially long-term recovery process when necessary. The City EOC may be activated during the short- and/or long-term recovery, but it would assume recovery-driven missions, as appropriate. Coordination will be necessary to function in an effective and efficient manner and to provide a smooth transition. The City Manager's Office, with the assistance of the City Emergency Manager and the Emergency Operations Board, will advise the City Council on recovery issues, implications of response activities, any recommended revisions to policy or ordinances, and will coordinate the transition from response to recovery. In order to manage recovery efforts, ad hoc committees or partnerships maybe formed with other jurisdictions, state and federal agencies, and the private sector to advise and assist in the development of recovery plans for Bellevue after an incident. The City of Bellevue will coordinate with King County, Washington State, and federal agencies to facilitate the delivery of assistance programs to individuals, businesses, and City of Bellevue Government as necessary.

3.1.1 Short-Term Recovery Efforts

Short-term recovery begins early in the response phase and is focused on restoring critical services and infrastructure such as utilities, government operations, medical services, transportation routes, cleanup, debris removal, abatement of dangerous buildings, and providing support to residents and businesses. Disaster mental health issues will be assessed for people impacted, whether these are City employees or residents.

Short term recovery activities are detailed in City Recovery Manual, City SOPs, and appropriate State and Federal recovery guidelines. Each City Department is responsible for a number of activities in overall mission of recovery for the City of Bellevue including, but not limited to:

- Implement continuity of operations procedures if necessary to ensure continuity of essential functions, programs, and services and facilitate the restoration of essential infrastructure.
- Coordinate the transition from response activities to recovery activities in the City.
- Provide documentation of damage assessment information and cost documentation for impacts on City infrastructure and related expenses as needed for preliminary damage assessments and disaster recovery funding.
- Prepare a City-wide prioritized list of list of damaged infrastructure and assets.
- Continue to carry out damage assessment functions, report any observed damage, and assess community needs.
- Assess special community needs and provide information and assistance, as deemed appropriate.
- Facilitate the establishment of disaster assistance centers to assist private businesses and citizens with recovery.
- Coordinate, manage, and prioritize the restoration and repair of systems, infrastructure, and assets as needed.
- Provide direction for and overall coordination/management of restoration of City systems and infrastructure.
- Continue coordination of physical resources and personnel in order to effectively manage the recovery process.
- Coordinate recovery operations and plans with other regional partners, including private utility companies, as needed.

3.1.2 Long-Term Recovery Efforts

Long-term recovery efforts will focus on permanent restoration of infrastructure, housing, and the local economy with attention to mitigation of future impacts of a similar nature, whenever possible, to include refined land use as appropriate. Disaster mental health issues will be assessed for people impacted, whether these are City employees or residents. The City will utilize the post-incident environment as an opportunity to measure the effectiveness of previous community mitigation efforts and consider necessary changes to mitigation plans when appropriate.

3.2 Organization

The Office of Emergency Management will serve as the lead agency for the coordination of recovery activities within the City of Bellevue. The recovery efforts for the City will be coordinated through the Bellevue EOC until the EOC is closed. Once the EOC has been closed, the efforts will be coordinated from the Office of Emergency Management with assistance from the City Manager's Office until all recovery activities have been concluded. All City departments will participate in post-incident coordination activities to ensure an effective recovery process. The Planning & Community Development Department will

coordinate post-emergency safety evaluation of damaged buildings at the appropriate time after preliminary damage assessment (see Recovery Manual). The Finance Director (or designee) or City Emergency Manager is designated as the Applicant Agent for the City in events where there is a Presidential Declaration of Emergency. The Utilities Department will coordinate debris management.

4.0 Responsibilities

4.1 Office of Emergency Management

As the lead agency, the Bellevue Office of Emergency Management will:

- Manage the EOC to coordinate response efforts and support field operations.
- Gather and provide situational information to the Director of Emergency Services and/or Emergency Operations Board.
- Assist with transition from response and EOC activities to recovery activities.
- Lead recovery planning efforts within the City.
- Coordinate/direct the post-incident assistance efforts within the City.
- Coordinate with the City Manager's Office for the transition from response activities to recovery activities.
- Determine/identify responsibilities for recovery activities within the City and oversee coordination with all agencies involved to ensure follow-through of recovery efforts.
- Manage citizen damage assessment line in the City or coordinate with King County Emergency Coordination Center on the implementation of a regional line.
- Coordinate with federal, state, county, local and private organizations involved in recovery activities in the City.

4.2 City Manager's Office

As a support agency, the Bellevue City Manager's Office will:

- Coordinate with the EOC and the Office of Emergency Management for the transition from response activities to recovery activities.
- Advise and work with the City Council on recovery issues, implications of response activities, and any recommended revisions to policy or ordinances.
- Coordinate with federal, state, county, local and private organizations involved in recovery activities in the City.
- The City's Chief Communications Officer or designated public information officer, with support from the Office of Emergency Management, will disseminate information about the FEMA emergency assistance registration process and other available programs to assist individuals and businesses. This information will be coordinated with the KCECC whenever possible. When necessary, the Department of Planning & Community Development will serve as a liaison between businesses and local, state, and federal entities, and assist businesses with relocation within Bellevue.

4.3 Planning & Community Development Department

As a support agency, the Bellevue Planning & Community Development Department will:

- Coordinate post-emergency safety evaluation of damaged buildings at the appropriate time after preliminary damage assessment.
- When necessary, serve as a liaison between businesses and local, state, and federal entities.
- Assist businesses with relocation within Bellevue.

4.4 Finance Department

As a support agency, the Bellevue Finance Department will:

- Coordinate the collection of data and records to document emergency expenses for the City.
- Coordinate and process emergency-related emergency purchases and emergency contracts (in consultation with the City Attorney's Office).
- Assist in identifying sources of emergency funds if departmental budgets are exceeded.
- Process claims and provide documentation and claims information to the City's insurance carriers following an emergency.
- Complete and submit Preliminary Damage Assessment and Project Worksheets for reimbursement in coordination with the Office of Emergency Management.

4.5 Utilities Department

As a support agency, the Bellevue Utilities Department will:

- Remove debris from City property and rights-of-way.
- Review pre-positioned and existing contracted services and monitor current contracts.
- Dispose/recycle debris from private property.
- Notify the public of debris drop sites, the type and quantity of accepted debris, costs, and dates.
- Identify operating facilities that accept varying types and amounts of debris.
- Coordinate with King County.
- Coordinate with the Finance Department and the Office of Emergency Management for cost recovery.

4.6 All City Departments

All Bellevue Departments will:

- Document all costs associated with long-term recovery and mitigation.
- Coordinate activities with the EOC and the City Manager's Office to ensure effective recovery activities.
- Train departmental personnel in the implementation of the recovery plan and operational procedures.

4.7 King County Emergency Coordination Center

The KCECC will coordinate county, state and recovery assistance with communities within King County and forward requests from the City to the State EOC and facilitate communication between the two agencies.

4.8 Public Health - Seattle King County

The Public Health - Seattle & King County will coordinate an assessment of short- and long-term disaster mental health issues for people impacted, whether these are City employees or residents.

4.9 Washington State Emergency Operations Center

The Washington State EOC will support local recovery activities with available resources and coordinate federal assistance with King County and/or the City.

5.0 Annex Development and Maintenance

This annex will be updated in 2014 and 2015 in accordance with City EM Strategic Plan action items.

6.0 References

EOC Manual

Recovery Manual

National Disaster Recovery Framework

Regional Disaster Plan for Public and Private Organizations in King County

Debris Management Plan

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