



**Hillsborough
County Florida**

Office of Emergency
Management

Comprehensive Emergency Management Plan (CEMP)

April 22, 2019

Comprehensive Emergency Management Plan (CEMP)

for

Hillsborough County, Florida

April 22, 2019

developed under contract by

**All Hands Consulting,
Columbia, Maryland**

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PREFACE

Development and maintenance of the County's disaster readiness and response capabilities are one of the most important duties of County government. This Comprehensive Emergency Management Plan (CEMP) is created and implemented to coordinate County efforts to:

- Protect residents, visitors, and County employees.
- Protect property, infrastructure, and the environment.
- Expedite restoration of public services disrupted in an emergency.
- Assist in recovery from serious loss or damage in the aftermath of major natural, technological, or human-caused incidents impacting the county.

It is intended that this Hillsborough County CEMP should serve as a guideline upon which actions and decisions can be based to govern the conduct of various departments, agencies, organizations, and employees of the County during emergency situations. The plan is not intended to be inclusive of every potential problem or situation that may arise during the course of such emergencies, but should serve as a base from which to start the processes of resolving the emergency.

The existence of this County CEMP requires that County departments, agencies, organizations, and employees understand the requirements placed upon them and are prepared at any time to perform the necessary emergency tasks. It is the intent of this plan to identify emergency support functions (ESFs) and certain responsibilities that are delegated to the various County departments and agencies.

This CEMP will serve as the County's reference and guide to prepare for, respond to, and recover from major emergencies. This plan is a county-wide plan and is inclusive of the County's municipalities.

Those individuals who have positions outlined in the roles and responsibilities sections should become familiar with their duties. They should also have backup personnel identified and trained on the position's responsibilities, and provide the names of principal and backup personnel to the County Office of Emergency Management (OEM).

Each department and agency should provide individual and family preparedness training to their personnel. This training can be requested through the County OEM. All County personnel are encouraged to develop their family disaster plans, including a disaster supplies kit and a plan for communicating with family members. This preparedness measure will enhance the focus and capabilities of County personnel who are directly involved in emergency response or those who are assigned emergency duties through the County's Employee Emergency Response Program (EERP) as they will be assured that their families are prepared to take care of themselves in the event of a major emergency or disaster.

The County CEMP is a living document that will undergo revisions whenever deficiencies or shortfalls are identified during an incident, exercise or drill; or local, state or federal requirements warrant a change; or when capabilities and resources change. Changes will be sent to CEMP plan holders as page-for-page and section-by-section packages. A cover letter will explain how to post the changes and keep the plan current.

Substantial changes to this plan may require approval action by the Director of OEM and the County Administrator.



PROMULGATION LETTER

Lesley "Les" Miller, Jr., District 3
Chairman

Pat Kemp, District 6
Vice Chair

Stacy R. White, District 4
Chaplain

Sandra L. Murman, District 1

Ken Hagan, District 2

Mariella Smith, District 5

Kimberly Overman, District 7



Michael S. Merrill
County Administrator

Christine M. Beck
County Attorney

Peggy Caskey
County Internal Auditor

To: Officials, Employees, and Citizens of Hillsborough County

Hillsborough County, in cooperation with the County's constitutional officers, local city governments, the private sector, and private nonprofit organizations, has revised the County's Comprehensive Emergency Management Plan (CEMP) in a continued effort to improve our ability to protect the people and property within the County in an emergency. The CEMP provides for coordination and allocation of resources for an effective disaster response, as extraordinary emergency measures must be implemented quickly to reduce impacts to life and property.

While no plan can eliminate hazards and risks, effective plans carried out by knowledgeable and well-trained personnel can reduce losses, injuries, and damages. The objective of the CEMP is to coordinate the facilities and personnel of the County and its subsidiaries into an effective organization capable of responding effectively to an emergency.

The Hillsborough County Board of County Commissioners gives its full support to the CEMP and urges all officials, employees, and citizens to do their part in the emergency preparedness effort. This letter promulgates the County CEMP, constitutes the adoption of the CEMP and the adoption of the National Incident Management System (NIMS).

The "Hillsborough County Comprehensive Emergency Management Plan Dated 2019" supersedes all previous County CEMPs and shall become effective on approval of the Board of County Commissioners.

Lesley "Les" Miller, Jr.
Chairman, Hillsborough County Board of County Commissioners
District 3

P.O. Box 1110 • Tampa, FL 33601
Phone (813) 272-5660
HCFLGov.net

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PLAN MAP

Hillsborough County has strategically structured this CEMP around its emergency management program. The comprehensive emergency management program includes performing mitigation, prevention, preparedness, response, and recovery activities. The CEMP major components include:

I. Basic Plan Provides a general overview and summary of the purpose, responsibilities, and operational concepts of the County's comprehensive emergency management program.

II. Mitigation Addresses the emergency management mitigation/prevention phase and provides a summary of the County's programs and activities. These include activities designed to reduce or eliminate risks to persons or property, or to lessen the actual or potential effects or consequences of an incident.

III. Preparedness Addresses the emergency management preparedness phase and provides a summary of the County's preparedness programs and activities. Preparedness is any activity taken in advance of an emergency to develop, support, and embrace operational capabilities, to facilitate an effective and efficient response, and recover from a disaster. Preparedness involves an integrated combination of planning, training, exercises, personnel qualifications, and certification standards, and outreach and education programs.

IV. Response Guides the County's response to an emergency. The County manages specific emergency activities through emergency support functions (ESFs). The County has designated a primary department to coordinate certain emergency activities with other selected departments and the Hillsborough County Emergency Operations Center (EOC) staff. The CEMP also identifies other departments and partners outside County government that support the primary departments. The CEMP outlines the roles that the ESFs primary and support departments/agencies have in emergency response. While the concept of operations will always remain the same, the ESFs activated will depend on the type and scope of the emergency.

V. Recovery Describes the County's recovery concept of operations, roles and responsibilities, recovery phases, and recovery programs.



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RECORD OF CHANGES AND REVISIONS

The Hillsborough County Comprehensive Emergency Management Plan (CEMP), including emergency support functions (ESFs), will be formally reviewed and approved every four years (as per state requirement) and/or as appropriate following an exercise or actual event. A comprehensive review will also be done every two years. All significant updates and revisions to the plan will be tracked and recorded in the following table. All revisions and updates will also be disseminated to plan stakeholders via email and posted on the County’s public webpage and the County’s intranet website. This process will ensure that the most recent version of the plan is available to emergency management, response and recovery personnel, and plan stakeholders.

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**Hillsborough
County Florida**
Office of Emergency
Management

Comprehensive Emergency Management Plan (CEMP)

I. BASIC PLAN

Hillsborough County CEMP

Comprehensive Emergency Management Plan

I. Basic Plan

A. INTRODUCTION

1.0 INTRODUCTION.

- 1.1 Florida State Statute (FSS) 252 requires that each county develop a Comprehensive Emergency Management Plan (CEMP) that is coordinated with the state plan and program. The CEMP must be based on a hazard identification and vulnerability analysis of the political subdivision. CEMPs are promulgated and include the following elements: mission or purpose, organization and responsibilities, concept of operations, administration and logistics, and direction and control. The Hillsborough County Comprehensive Emergency Management Plan (short title: County CEMP) fulfills this requirement.
- 1.2 The CEMP describes the basic strategies, assumptions, and mechanisms through which the County will mobilize resources and conduct activities to guide, coordinate, and support local emergency management efforts.
- 1.3 The CEMP establishes the framework for the County's preparation for and prevention of, response to, recovery from, and mitigation of all hazards. The CEMP unifies and coordinates efforts of County agencies and departments, municipalities, non-governmental and voluntary organizations, and district, regional, state, and federal partners involved in emergency management with the goal of protecting life and property, and ensuring public safety. To facilitate effective intergovernmental operations, the CEMP adopts a functional approach that groups the type of assistance that the County provides under emergency support functions (ESFs). A primary department leads each ESF that the County has selected based on its authorities, resources, and capabilities in the functional area. ESFs are the primary mechanisms by which the County will coordinate resources and assistance to the public in an emergency.
- 1.4 Each department and non-governmental organization with a role or responsibility in the implementation of the CEMP should become familiar with this CEMP to ensure efficient and effective execution of emergency responsibilities. Each department and participating agency should develop and maintain departmental emergency plans and/or standard operating procedures. By being prepared, all County departments and organizations can better serve the citizens of Hillsborough County.

2.0 PURPOSE.

2.1 The CEMP is the County's principal document for describing how the County will engage its collective resources and coordinate with its municipalities to respond to a major incident or disaster. The CEMP is designed to guide response efforts to any and all hazards. The CEMP is always in effect and elements can be implemented at any time providing for a scaled response to emergency and disaster events.

2.2 The CEMP is designed to accomplish the following:

- a. Minimize suffering, loss of life, personal injury, and damage to property resulting from hazardous or emergency conditions.
- b. Provide a framework for a comprehensive emergency management system that addresses all aspects of emergency prevention, preparedness, response, recovery, and mitigation.
- c. Minimize disaster related material shortages and service system disruptions that would have an adverse impact on the residents of the County.
- d. Provide immediate relief and promote short-term and long-term recovery following a disaster.

2.3 The CEMP also institutionalizes the following as shared County goals:

- a. Promote mitigation strategies that will strengthen current efforts to improve the structural and non-structural integrity of critical facilities and infrastructure, make essential systems more resistant to interruptions, and protect vital assets.
- b. Continue efforts to reduce community, home, and workspace disaster risk exposures that could cause injuries, loss of life, property damage, economic hardship, or environmental harm.
- c. Support a regular training and exercise program that will enable County officials, primary ESF departments, and support departments and organizations, to maintain the level of proficiency and readiness needed to perform assigned emergency management duties.
- d. Promote an increased level of emergency preparedness among all segments of the population, so that individuals, families, businesses, and institutions can assume responsibility for taking care of their own basic survival needs for a minimum of 72 hours after a disaster.

- e. Ensure a coordinated governmental response and recovery effort that, to its utmost capacity, is able to minimize the consequences a major incident or disaster can inflict on citizens, their quality of life, and the wellbeing of the community.
- f. Collaborate with the whole community, including those most vulnerable, in the development of plans.
- g. Reconstitute, as quickly as possible, government services impacted by the effects of a major incident.
- h. Assist citizens and owners of damaged property and businesses with humanitarian and economic recovery assistance as quickly as possible.
- i. Seek supplemental long-term humanitarian and economic recovery aid from the state and federal governments when local resources are insufficient and widespread damage has occurred.

3.0 SCOPE.

- 3.1 The CEMP provides guidance to all County departments as well as to municipalities, non-governmental organizations (NGOs), volunteer organizations, and private entities that may be asked to provide assistance in an emergency. The CEMP is structured so that agencies can respond under individual authorizations or as part of a functional team in a collaborative effort.
- 3.2 The CEMP concepts apply to any emergency, disaster, catastrophe, or emergency situation where the health, safety, or welfare of persons in the County is threatened by actual or imminent emergency events.
- 3.3 The scope of this plan is not tactical nor does it focus on incident command and response at the field level. Rather, the CEMP addresses overall coordination of the County's response to an emergency, disaster, or event.
- 3.4 The CEMP procedures are scalable in order to address both incidents that develop over time and those that may occur without warning.
- 3.5 Emergency response assistance includes those actions and activities that save lives, protect public health and safety, and protect property. The identified actions and activities in this plan are based on existing County, state and federal statutory authorities.

3.6 Additionally the CEMP:

- a. Establishes direction and control responsibilities for conducting disaster response and recovery operations.
- b. Specifies the responsibilities of elected and appointed local government officials, County department directors, and other responding agencies.
- c. Provides a framework for expeditious, effective, and coordinated use of all municipal and County resources.
- d. Outlines procedures for requesting state and federal disaster assistance when the magnitude of a disaster has exhausted municipal and County resources.
- e. Establishes a framework for short-term and long-term recovery and mitigation efforts.

4.0 SITUATION.

- 4.1 A disaster or emergency can strike at any time, at any location, with little or no advance notice. Disasters or emergencies may create significant degrees of human suffering, property damage, and economic hardship to individuals, governments, the environment, and the business community.
- 4.2 Information sharing occurs across multiple levels of government, the response community, and the private sector. Citizens expect government to keep them informed and to provide guidance and assistance in the event of a threat, emergency, or disaster.
- 4.3 Details concerning mitigation actions for the County and its jurisdictions are contained in the Hillsborough County Local Mitigation Strategy (LMS).

5.0 ASSUMPTIONS.

- 5.1 The premise of the National Response Framework (NRF), the Florida Division of Emergency Management CEMP, and this plan is that all levels of government share the responsibility for working together in preventing, preparing for, responding to, and recovering from the effects of an emergency or disaster event.
- 5.2 The state and federal governments have resources and expertise available to assist with emergency or disaster related problems that are beyond the capability of the County. If County and state resources are insufficient to cope with a disaster, the Governor will request federal assistance through a Presidential Emergency or Major Disaster Declaration.

- 5.3 Life-saving and life-protecting response activities have precedence over other emergency response activities.
- 5.4 Private and volunteer organizations may provide immediate life-sustaining relief to individuals and families that is not normally available from government resources. County governmental agencies will assist these organizations by providing information, guidance, and coordination of their relief efforts.
- 5.5 Government at all levels must continue to function under all threat, emergency, and disaster conditions. Continuity of Operations and Continuity of Government (COOP and COG) plans must be developed to ensure the continuance of essential functions.
- 5.6 Local government is responsible for emergency actions and will commit all available resources to save lives, minimize injury to persons, and minimize damage to property.
- 5.7 Although it is likely that some assistance will be available from outside the County, it is necessary for the County to plan for and be prepared to carry out disaster response and short-term recovery on an independent basis.
- 5.8 The responsibility of government in times of emergency is generally the same as in normal times: the protection of life and property. The legal responsibilities of government do not change, but the need for fulfilling them promptly and adequately is increased under emergency conditions.
- 5.9 Individuals and groups can prevent or minimize emergency and disaster impacts by initiating preparedness measures, and by maintaining plans to assure the most effective response to and recovery from emergencies.
- 5.10 Municipalities have developed emergency plans and have the capability to execute them. The County may provide mutual aid and support to the municipalities as requested and resources available.

6.0 OBJECTIVES.

- 6.1 The objectives of the County CEMP are to protect public health and safety and prevent loss of life, to preserve property and the environment, to assure continuity of government and government operations, to restore the community to normal, to mitigate and prevent the causes of damage, and prepare the County in advance of an emergency. Specifically, the County strives to:
 - a. **Protect Public Health and Safety and Prevent Loss of Life:** includes efforts to save human life, treat the injured, warn the public to avoid further casualties, evacuate people from impacted areas, direct people to shelter and mass care, and coordinate mass prophylaxis (prevention).

- b. **Preserve Property and the Environment:** includes measures to save property from destruction, prevent further loss, provide security for property, and prevent contamination to the environment.
- c. **Assure Continuity of Government and Government Operations:** provides for lines of succession for elected and appointed officials, and assures that critical functions of government can be reconstituted and conducted with minimal interruption.
- d. **Restore the Community to New Normal:** assist in the restoration of essential community facilities to an acceptable level of safety, security, and sanitation.
- e. **Mitigate and Prevent the Causes of Damage:** implement mitigation measures to prevent damage from a similar emergency that may occur in the future.
- f. **Prepare the County in Advance of an Emergency:** develop action plans on how to respond to and recover from emergencies, define the emergency organization and assignment of responsibilities to County agencies for disaster emergency response and recovery activities, train staff on how to perform their duties and responsibilities, exercise the plans, and modify the plans based on the outcome and lessons learned.

7.0 METHODOLOGY.

- 7.1 This plan was developed by a planning process coordinated as joint effort by OEM and All Hands Consulting which included County departments, municipalities, and emergency support function stakeholders.
- 7.2 All of the Emergency Support Function (ESF) primary and support agencies were involved with this CEMP update planning process. See Attachment 1: Primary/Support Agency Matrix, page BP-F-117 for the list.
- 7.3 This CEMP is promulgated by authority of the County Administrator.
- 7.4 A distribution list containing department/agency names and the number of copies of the CEMP that were issued is on file with OEM.

8.0 PLAN MAINTENANCE AND RECORD OF CHANGES.

- 8.1 The County OEM ensures that necessary changes and revisions to the plan are prepared, coordinated, approved by the Director of OEM, published, and distributed.
- 8.2 This plan will be comprehensively reviewed every two years and comprehensively updated every four years. This plan may also undergo revisions whenever one or more of the following occurs:
- a. Information errors or omissions have been identified.
 - b. New issues, requirements, or supplementary material have been identified which are not adequately addressed.
 - c. There has been a change in information, data, or assumptions from those on which the plan was based.
 - d. The nature or magnitude of identified risks has changed.
 - e. There are implementation problems, such as technical, political, legal, or coordination issues with other agencies.
 - f. Legislative changes affecting organizational structure of local or state agencies.
 - g. There are new state or federal guidelines or directives that affect operational issues.
 - h. Exercises reveal deficiencies or shortfalls.
- 8.3 The County OEM will maintain a plan distribution list. Plan holders will be notified of changes. Revised copies will be dated to show when changes have been made.

9.0 STATEMENT OF LIMITATIONS.

- 9.1 This plan is intended to be flexible and scalable. Not all emergency situations can be foreseen. The County's emergency management system must be able to adapt rapidly to unique conditions. This may include multi-jurisdictional situations as well as simultaneous events.
- 9.2 The multi-jurisdictional and multi-discipline approach reflected in this plan is a means of ensuring the best use of local response and recovery resources in time of community crisis. No attempt will be made in this document to specify all the possibilities and intricacies associated with every type of disaster that might conceivably develop.
- 9.3 Because the CEMP represents a corporate capability that is constantly altered by changes that occur in the law, public policy, and program funding, it is impossible to create, maintain, and promise the delivery of a perfect emergency management system.

- 9.4 County actions may also be constrained because hazards can create effects that may impair the availability and use of County assets, along with other essential services provided by the private sector. The disaster response and relief activities of government may be limited by:
- a. An inability of the general citizenry to survive on their own for more than three days without power and/or additional supplies of water, food, shelter, and medical supplies.
 - b. A lack of law enforcement, fire, emergency medical services, public works, and other response organizations due to damage to facilities, equipment, and shortages of personnel.
 - c. The shortage of critical drugs and medicines at medical facilities.
 - d. The shortage of specialized response personnel and equipment needed to respond to a disaster.
 - e. The shortage of shelters, supplies, and personnel to manage shelters.
 - f. Damage to or overload of lifelines, such as roads, utilities, and communication networks.
 - g. The delay of arrival of outside assistance from the region, state or federal levels.
- 9.5 Despite these potentially unavoidable limitations, the County will endeavor to make every reasonable effort within its capabilities to respond to the threat, life, property, and environment imposed by emergency or disaster events, i.e., based on the situation, the information available, and the resources at hand.
- 9.6 This CEMP is adopted to protect and preserve the public peace, health, safety, and welfare. Its provisions shall be liberally construed for the accomplishment of these purposes. Moreover, nothing contained in this plan is intended to be nor shall be construed to create or form the basis for any liability on the part of the County or its officers, employees, or agents, for any injury or damage resulting from failure of any public official or employee to comply with the provisions of this plan, or by reason or in consequence of any act or omission in connection with the implementation or enforcement of this plan on the part of the County, by any of its officers, employees, or agents.
- 9.7 This plan is not intended to limit or restrict initiative, judgment, or independent action required to provide an appropriate and effective emergency and disaster response.
- 9.8 It is expressly the purpose of this plan to provide for and promote the health, safety, and welfare of the general public. It is not intended to create or otherwise establish or designate any particular class or group of persons who will or should be especially protected or benefited by its provisions.

10.0 POLICIES.

- 10.1 To protect lives and property, and in cooperation with other elements of the community (e.g. business, volunteer sector, social organizations, etc.), it is the policy of Hillsborough County to strive to mitigate, prepare for, respond to, and recover from all natural and human-caused emergencies and disasters.
- 10.2 Because of the nature of emergencies and disasters (causing damages, interruptions, and shortfalls to County resources), Hillsborough County strongly recommends that citizens take responsibility to be self-sufficient for a minimum of 72 hours.
- 10.3 **NON-DISCRIMINATION.** It is the policy of Hillsborough County that no services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency or disaster over and above what normally would be expected in the way of municipal services. County activities pursuant to the Federal /State Agreement for major disaster recovery will be carried out in accordance with 44, CFR 206.11 “Nondiscrimination in disaster assistance”. Federal disaster assistance is conditional on full compliance with this rule.
- 10.4 The National Incident Management System (NIMS) and the Incident Command System (ICS) will be used as the incident management system for all levels of response. All appropriate personnel will be trained on the principles of the NIMS and the ICS, and will integrate those principles into the planning of response, recovery, and mitigation operations.

11.0 AUTHORITIES AND REFERENCES.

<p>11.1 Hillsborough County</p>	<ul style="list-style-type: none"> a. Hillsborough County Charter. b. Hillsborough County Code of Ordinances, Part A, Chapter 22, Article II, Emergency Management. c. Hillsborough County Code of Ordinances, Part A, Chapter 22, Article III, Reconstruction Following Emergencies. d. City of Tampa Comprehensive Emergency Operations Plan and associated annexes and plans. e. City of Plant City Emergency Preparedness Plan. f. City of Temple Terrace Emergency Preparedness Plan. g. Tampa Bay Local Emergency Planning Committee (LEPC) Hazardous Materials Response Plan.
<p>11.2 State of Florida</p>	<ul style="list-style-type: none"> a. Chapter 14, F.S., Governor. b. Chapter 23, F.S., Florida Mutual Aid Act. c. Chapter 125 F.S., County Government; Chapter 162, County or Municipal Code Enforcement; Chapter 166, Municipalities; and Chapter 553, Building Construction Standards.

	<ul style="list-style-type: none"> d. Chapter 154, F.S., Public Health Facilities. e. Chapter 252, F.S., Emergency Management. f. Chapter 381, F.S., Public Health. g. Chapter 870, F.S., Riots, Affrays, Routs, and Unlawful Assemblies. h. Chapter 943, F.S., Domestic Security. i. State of Florida Comprehensive Emergency Management Plan. j. State of Florida Local Comprehensive Emergency Management Plan Compliance Criteria.
<p>11.3 Federal</p>	<ul style="list-style-type: none"> a. Homeland Security National Response Plan. b. Homeland Security Presidential Directive (HSPD)-5 (Management of Domestic Incidents). c. Homeland Security Presidential Directive (HSPD)-8 (National Preparedness). d. Homeland Security Act of 2002. e. Department of Homeland Security (DHS) National Incident Management System, October, 2017. f. Public Law 100-707, the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, allows for federal assistance through a Presidential Disaster Declaration. g. Public Law 93-288, as amended, which provides authority for response assistance under the Federal Response Plan, and which empowers the President to direct any federal agency to utilize its authorities and resources in support of state and local assistance efforts. h. Public Law 81-920, the Federal Civil Defense Act of 1950, as amended, provides a system for joint capability building at the federal, state and local levels for all hazards. i. Public Law 93-234, Flood Disaster Protection Act of 1973, as amended, provides insurance coverage for all types of buildings. j. Public Law 99-499, Superfund Amendments and Reauthorization Act of 1986 (SARA), which governs hazardous materials planning and right-to-know. k. Public Law 101-615, Hazardous Materials Transportation Uniform Safety Act (HMTUSA), which provides funding to improve capability to respond to hazardous materials incidents. l. Public Law 95-510, Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA) as amended, which requires facilities to notify authorities of accidental releases of hazardous materials. m. Public Law 101 -549, Clean Air Amendments of 1990, which provides for reductions in pollutants. n. Public Law 85-256, Price-Anderson Act, which provides for a system of compensating the public for harm caused by a nuclear accident. o. Public Law 84-99 (33 USC 701n), Flood Emergencies, authorizing an emergency fund for flood emergency preparation, flood fighting and rescue operations, or repair and restoration of flood control works threatened or destroyed by flood. p. Public Law 91-671, Food Stamp Act of 1964, in conjunction with Section 412 of the Stafford Act, relating to food stamp distributions after a major disaster. q. Public Law 89-665 (16 USC 470 et seq), National Historic Preservation Act, relating to the preservation of historic resources damaged as a result of disasters. r. Stewart B. McKinney Homeless Assistance Act, 42 USC 11331-11352, Federal Emergency Management Food and Shelter Program. s. National Flood Insurance Act of 1968, 42 USC 4001 et seq.

<p>11.4 Mutual Aid Agreements</p>	<p>a. Statewide Mutual Aid Agreement.</p> <p>b. Hillsborough County is signatory to the following interlocal mutual aid or supporting agreements:</p> <ol style="list-style-type: none">(1) Agreement for Mutual Aid in Fire Emergency Services between MacDill AFB and Hillsborough County Fire Rescue, May 2016.(2) Mutual Aid Agreement for Fire and Emergency Operations among City of Tampa, Hillsborough County Board of County Commissioners, Hillsborough County Fire Department, Plant City, Temple Terrace and the State of Florida Forest Service, December 3, 1980.(3) Major Disaster Assistance Agreement between Hillsborough County through the Board of County Commissioners and Hillsborough Transit Authority, November 20, 1981.(4) Mutual Aid Agreement between Pasco and Hillsborough County for Fire Protection Services, November 25, 1981.(5) Mutual Aid Agreement for Emergency Medical or Ambulance Service between Hillsborough, Manatee, Pasco and Pinellas Counties, December 11, 1980.(6) Current Hillsborough County Vendor Contracts.(7) State of Florida Fairgrounds Agreement.(8) Hillsborough County School Board Agreement.(9) Crisis Support Team MOU.(10) Lutheran Services Agreement.
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Comprehensive Emergency Management Plan

I. Basic Plan

B. SITUATION

1.0 POTENTIAL EMERGENCY CONDITIONS.

- 1.1 The County's location in one of the most hurricane vulnerable areas in the northern hemisphere, presents the County with a critical need to plan for reducing the loss of life and damage to property associated with hurricanes. This need is further magnified when it is realized that this significant population growth is predicted on increased migration to the South Florida area of individuals who have never experienced a major hurricane and thus have little awareness of the destructive capabilities of hurricanes. No other natural hazard has the potentially devastating affect on the County as that posed by a hurricane.
- 1.2 A disaster or emergency can strike at any time, at any location, with little or no advance notice. These disasters or emergencies may create significant degrees of human suffering, property damage, and economic hardship to individuals, governments, the environment, and the business community.
- 1.3 A major natural, technological, or terrorism related emergency may overwhelm the capabilities of the County to provide prompt and effective emergency response and emergency short-term recovery measures. Transportation infrastructure may be damaged and local transportation services could be disrupted. There is the potential for widespread damage to commercial telecommunications facilities that would impair the ability of governmental response and emergency response agencies to communicate.
- 1.4 Homes, public buildings, and other critical facilities and equipment may be destroyed or severely damaged. Debris may make streets and highways impassable. The movement of emergency supplies and resources could be seriously impeded. Public utilities may be damaged and either fully or partially inoperable. Some County emergency personnel could be victims of the emergency, preventing them from performing their assigned emergency duties. Numerous separate hazardous conditions as a result of the major event can be anticipated.
- 1.5 Emergency victims may be forced from their homes, and large numbers of dead and injured could be expected. Many victims may be in life-threatening situations requiring immediate rescue and medical care. There could be shortages of a wide variety of supplies necessary for emergency survival. Hospitals, nursing homes, pharmacies, and other health/medical facilities

may be severely damaged or destroyed. Medical and health care facilities that remain in operation may be overwhelmed by the number of victims requiring medical attention. Medical supplies and equipment may be in short supply.

- 1.6 Damage to fixed facilities that generate, produce, use, store, or dispose of hazardous materials could result in the release of hazardous materials into the environment. Food processing and distribution capabilities may be severely damaged or destroyed. There could be minimal to total disruption of energy sources and prolonged electric power failure.
- 1.7 Disaster response efforts are often hampered by equipment and facility damage, communication failures, inclement weather, responder injury and death, and many other limiting factors. In the event of an emergency or disaster that exceeds the available resources, the public should expect and be prepared for a minimum 72 hour delay for emergency response services.

2.0 HAZARD ANALYSIS (SUMMARY).

Hazards Affecting the Hillsborough County		
2.1 Natural	2.2 Technological	2.3 Human/Societal
2.1.1 Dam / Levee Failure	2.2.1 Coastal Oil Spill	2.3.1 Civil Disturbances
2.1.2 Disease and Pandemic Outbreaks	2.2.2 Hazardous Materials Release: Fixed Facility and Transportation	2.3.2 Cyber Event
2.1.3 Drought and Water Shortage	2.2.3 Infrastructure Disruption	2.3.3 Mass Migration
2.1.4 Earthquake	2.2.4 Major Transportation Incident: Ground, Air, Rail	2.3.4 Terrorism
2.1.5 Erosion: Costal, Riverine	2.2.5 Nuclear Power Plant Incidents	2.3.5 Special Events
2.1.6 Exotic Pests and Diseases: Animal, Insects, Plants	2.2.6 Port Vessel Collision	
2.1.7 Extreme Temperatures (Heat/Cold)	2.2.7 Utility Failure	
2.1.8 Flooding: Costal, Ravine, Storm Surge		
2.1.9 Hurricane and Tropical Storms		
2.1.10 Landslide		
2.1.11 Suspect Soils: Sinkholes, Muck Soils, Karst		
2.1.12 Thunderstorms: Lightning, Wind, Hail		
2.1.13 Tornados		
2.1.14 Tsunami		
2.1.15 Volcanic Activity		
2.1.16 Wildfires: Forest, Brush		
2.1.17 Winter Storm		

Table: Hazards Affecting the Hillsborough County

Note: The following is a summary of the potential hazards affecting Hillsborough County. The County's Local Mitigation Strategy (LMS) contains specific information regarding these hazards to include hazard considerations, geographic characteristics, support facilities, land use patterns, economic profile and demographics, probability and severity of occurrence, vulnerable population, damage information (including cost), and other specific data related to the hazard or an occurrence.

2.1 NATURAL.

2.1.1 Dam / Levee Failure

Dams and levees are used in Hillsborough County to impound drinking water, control flooding, and in support of mining activities. Reservoirs include the C. W. Bill Young Reservoir, Edward Medard Reservoir, and the Hillsborough River Reservoir. The Tampa Bypass Canal was built to mitigate Hillsborough River flooding. Although it is possible, it is not probable that the failure of a clay settling pond or phosphogypsum stack would adversely impact County residents.

2.1.2 Disease and Pandemic Outbreaks

The United States and all political subdivisions are subject to an incursion of various infectious diseases. Such outbreaks normally involve more than one county and will require close coordination with health officials at local, state and federal levels.

2.1.3 Drought and Water Shortage

Lack of rainfall over extended periods of time can cause drought conditions which can adversely affect the County's sizable agricultural sector and can cause wells to go dry thereby affecting potable water supplies to residents with wells.

2.1.4 Earthquake

Due to a lack of historical data, the probability, frequency, impact and location of these hazards cannot be quantified. Although Florida is not usually considered to be a state subject to earthquakes, several minor shocks have occurred here with the last possible shock occurring in 1940.

2.1.5 Erosion (to include Coastal and Riverine)

The gradual wearing away of river and bay shorelines by water and wind are greatest after significant rain and / or surge events. Erosion can impact structures by undermining foundations, pilings and / or piers.

2.1.6 Exotic Pests and Diseases (to include Animal, Insects, and Plants)

The agricultural sector of the County is subject to the impacts of exotic pests and diseases such as Mediterranean fruit flies and citrus canker. Both of these affected the County during the decade of the 90's. Impact is generally limited to the agricultural sector.

2.1.7 Extreme Temperatures (Heat and Cold)

The Christmas freeze of 1989 showed the vulnerability of Hillsborough County to extremely cold weather. This freeze caused widespread and prolonged power outages throughout the County as well as the whole State of Florida. Although not as serious a threat as the cold weather scenario, hot weather conditions in the summer, especially when combined with drought conditions, could adversely affect the electrical power generating capacity in the County and the remainder of the state. Such conditions can cause problems with regard to public safety, health and welfare. The County has a joint County/municipal/Tampa Electric Plan for responding to widespread power outages.

2.1.8 Flooding (to include Coastal, Riverine, and Storm Surge)

The greatest flood threat comes from hurricane storm surge which can cause widespread damage throughout coastal areas, estuaries and areas adjacent to rivers. Localized flooding from rainfall can adversely affect many coastal and inland sections of the County as well, including low areas along the Alafia, Little Manatee and Hillsborough Rivers. Hillsborough County experienced excessive flooding in September 1988 when I-4 near Plant City was cut off for several days and numerous residences in the County were flooded. Rainfall caused by the El Nino weather system caused extensive flooding throughout the County over an extended period of time during the time frame from late 1997 through the spring of 1998. In addition, substantial flooding was caused by Hurricanes Frances and Jeanne in 2004. Localized flooding from strong thunderstorms is quite common during the summer rainy seasons and occurs on basically an annual basis.

2.1.9 Hurricanes and Tropical Storms

- a. Because of its unique geographical location and configuration, Florida is the most hurricane prone state. Hurricanes are the greatest natural disaster threat to Hillsborough County. The hurricane of record for the 20th century in Tampa Bay was in October 1921 when a Category 3 hurricane passing within 30 miles of Tampa caused 6 deaths and \$1,000,000 in damage. Two other hurricanes of note hit Tampa Bay within 2 1/2 weeks of each other in September-October 1848 causing 15 and 10 feet of storm surge. Altogether, 61 hurricanes and tropical storms passed within 65 nautical miles of Tampa since 1851 which equates to an occurrence every 2.57 years. There have been numerous other storms which have affected the area causing protective actions and damage.

- b. In September 1985, Elena threatened the area and caused the Tampa Bay region to conduct a major evacuation of over 500,000 people. The County sustained substantial flooding from Tropical Storm Josephine in October 1993. Hurricane Georges caused a mandatory evacuation of coastal areas and mobile homes in September 1998, however caused minimal damage. A total of six hurricanes/tropical storms threatened the County from 1995-2001 resulting in voluntary evacuation advisories. None of these storms made direct hits, so minimal, or no, damage resulted. The storms were as follows: Tropical Storm Erin (August 1995), Hurricane Floyd (September 1999), Tropical Storm Harvey (September 1999), Hurricane Irene (October 1999), Hurricane Gordon (September 2000) and Hurricane Gabrielle (2001).
- c. The 2004 hurricane season was unprecedented in modern times in the State of Florida. Hurricanes Charley, Frances, Ivan and Jeanne, as well as Tropical Storm Bonnie, all hit Florida in a 48 day span, the most tropical activity in one state in 120 years. All four hurricanes either threatened or struck Hillsborough County. Two of the storms Frances and Jeanne traversed through the County after making landfall on the East Coast. Both West Coast storms, Charley and Ivan, were projected to directly impact the County as they approached Florida, however, Charley struck south of Tampa and Ivan passed to our west and impacted the northern Gulf Coast. Both these storms made landfall as Category 4 hurricanes. Frances and Jeanne caused substantial damage with flooding, extensive amount of debris and significant power outages, even though no winds were recorded in the hurricane force category.
- d. Significant storms and EOC activations since the last plan update include:
- (1) 2015 Tropical Storm (TS) Erika made landfall after an historic month of flooding (52" inches of rain in 2015 when normal was 21"). The storm crossed the northern end of Florida on September 2 after dropping rain in the southern half of the state. A state of emergency was declared on September 28 because the state was already water saturated.
 - (2) 2016 Tropical Storm Colin was declared a tropical storm on June 5 and a state of emergency for 34 counties was declared on June 6. Winds up to 61 mph were recorded in the Tampa Bay area with 93,000 power outages at peak due to winds. State-wide there were 4 fatalities due to heavy rains, flooding, and at least 2 tornadoes.
 - (3) 2016 Hurricane Hermine made landfall in the Florida Panhandle as a Category 1 Hurricane on September 2. Hillsborough County area experienced winds recorded at 58 mph and shared 39,000 power outages with Pinellas County. The power outage affected the local wastewater treatment plan and greater than 900,000 gallons of partially treated wastewater dumped into the Hillsborough Bay. Heavy rainfall caused extensive flooding. A federal disaster was declared on September 28 and Hillsborough County became eligible for individual assistance. The total damage estimate for the storm was approximately \$857,000.00.
 - (4) 2016 Hurricane Matthew. On October 3 the Governor declared a state of emergency for all Florida counties and activated the National Guard. On October 6 the President declared a

federal state of emergency for jurisdictions in the path of the storm. The storm skirted the eastern Florida coast touching the Northernmost tip as a Category 3 storm and ultimately striking Georgia as a weakening Category 2. In the Tampa Bay area, schools across the region cancelled classes in anticipation of widespread impact. While Matthew did not directly impact Florida, it did cause over 1 Million in power outages and has been blamed for 12 deaths state-wide.

- (5) 2017 Hurricane Irma. The Governor declared a state of emergency on September 4. Irma struck Florida twice, first on September 10 as a Category 4 at Cudjoe Key, and the second time at Marco Island as a Category 3. With both the Atlantic and Gulf coasts of the state threatened, the largest evacuation in Florida's history ensued with an estimated 6.5 million people relocating statewide. Almost 192,000 people sought refuge in public shelters state-wide. It was estimated that the storm caused at least \$50 billion in damages, making Irma the costliest hurricane in Florida history, more than Hurricane Andrew. The total damage from Irma in Hillsborough County was estimated at nearly \$20 million. About \$7 million was due to wind damage in inland areas and approximately \$6 million was caused by flooding. Also, damage to citrus plants reached an estimated \$29 million. The hurricane left at least 84 fatalities across 27 counties in Florida, and 3 of those were indirect deaths reported in Hillsborough. Overall, the hurricane spawned over 20 tornadoes across Florida. At the peak extent of power outages, 64.22% of the state was without power. In Hillsborough, up to 265,000 customers were left without electricity – about 36%. In Hillsborough County wind gusts peaked at 91 mph, all rivers were at major flood stage, 60 shelters were opened for 30,000 people, and four points of distribution were opened to distribute food, water and ice.

e. The three major hazards produced by a hurricane are storm surge, high winds and rainfall.

- (1) Storm surge is the rise in water level in coastal areas caused by the wind and pressure forces of a hurricane. Generally speaking, the more intense the hurricane, the higher the surge will be. The output of the National Oceanic and Atmospheric Administration (NOAA) storm surge prediction model (SLOSH) shows that storm surge height of 28 feet or more above sea level could impact certain Hillsborough coastal and riverine areas under a worst case Category 5 hurricane. The high winds of a hurricane also present significant dangers to the populace. This hazard especially applies to structures unable to withstand the stress and uplift forces from hurricane force winds (winds from 74 to more than 155 miles per hour). Structures most vulnerable to hurricane force winds are mobile homes and substandard housing.
- (2) In addition, hurricane winds can create hazardous conditions from flying glass from high rise buildings as well as debris from homes unprotected by shutters or plywood boarding.
- (3) Rainfall varies with hurricane size, forward speed and other meteorological factors. Residents of the County must be aware of flooding that may result from a hurricane. This is especially

true for areas along rivers which are major drainage systems and low lying areas. Rainfall may continue to be heavy after a storm loses hurricane status. The rainfall associated with a hurricane is from 6-12 inches on average, with higher amounts common.

2.1.10 Landslide

Due to a lack of historical data, the probability, frequency, impact and location of these hazards cannot be quantified. Landslides are very rare in Florida, a state generally known to be fairly flat. The only documented landslide in Florida occurred in the northern Florida panhandle, on April 1, 1948.

2.1.11 Suspect Soils (to include Sinkholes, Muck Soils, and Karst)

Due to the fluctuation of groundwater and various other geologically and meteorologically related conditions, areas of the County are subject to severe ground settlement. These conditions can cause sinkholes and karst with commensurate property destruction and, rarely, loss of life.

2.1.12 Thunderstorms (to include Lightning, Wind and Hail)

- a. Florida is one of the most thunderstorm prone states and Tampa has been called the "thunderstorm capital of the nation". Hazardous conditions associated with thunderstorms include tornadoes, lightning, hailstorms, winds, and flooding. Thunderstorms provide rainfall that is generally beneficial; however, there is often the associated damage from lightning, wind, hail, and flooding. High winds from thunderstorms can cause damage to structures and lightning can cause fires and disable electrical power equipment.
- b. During the period from 1950 to 2013, Hillsborough County experienced 365 wind events (wind speed 58 mph or greater) with \$16.7 million in property damage. There were 266 hail events (3/4 inches or more) with \$1.2 million in property damage and \$15.3 million in crop damage.
- c. Florida is the leading state in the nation in lightning deaths and injuries. Lightning killed 473 people and injured 1,831 people in Florida during the period 1950 - 2013. During the same period, lightning caused 33 deaths and 123 injuries in Hillsborough County. Lightning has often been called the underrated killer, since during an average year, more people die from lightning nationwide than from all hurricanes and tornadoes combined. Lightning may strike people directly or it can cause death and injury from fires it initiates.

2.1.13 Tornadoes

- a. Florida ranks third in the United States in the number of tornado occurrences, and considering tornadoes per square mile, Florida is first in the nation. During the period of 1950-2013, 3177 tornadoes caused 159 fatalities and 3276 injuries with \$1.75 billion property damage in the State of Florida. During that period, Hillsborough County experienced 137 tornadoes resulting in four fatalities and 192 injuries with \$28 million in property damage.

- b. Tornadoes in Florida are difficult to predict and appear with little or no warning. Instantaneous destruction may occur when a funnel cloud touches down over land and becomes a tornado. When a funnel cloud touches down over water, it is called a waterspout. Most Florida tornadoes are small and short-lived and only touch the ground for brief periods of time. They cause localized destruction which is difficult to protect against. Downbursts accompanying thunderstorms can also cause damage similar to that of a tornado.

2.1.14 Tsunami

The Florida Department of Environmental Protection considers the possibility of tsunami impacting the Atlantic or Gulf Coasts of Florida to be remote, and impact to be unlikely but not impossible. Due to a lack of historical data, the probability, frequency, impact and location of these hazards cannot be quantified.

2.1.15 Volcanic Activity

Due to a lack of historical data, the probability, frequency, impact and location of these hazards cannot be quantified. However, volcanic debris can reach high enough into the atmosphere to be blown for great distances, adversely impacting air travel and, by extension, tourism.

2.1.16 Wildfires, Forest and Brush Fires

During prolonged dry periods, fire hazard is increased in those areas of the County having stands of trees, improved pasture and grasslands. The scenario, especially in concert with below normal water supplies, presents a substantial hazard to the community.

2.1.17 Winter Storm

Although the Hillsborough County is not affected by snow, significant freezes have occurred impacting the agricultural and commercial sectors. Winter storms may be accompanied by other hazards such as coastal flooding, strong winds or tornadoes, wind chill and power outages.

2.2 TECHNOLOGICAL.

2.2.1 Coastal Oil Spill

The Port of Tampa and Port Manatee are major terminuses for petroleum products for west Florida. Accordingly, Tampa Bay is vulnerable to oil spills from shipping accidents. The last major oil spill in August 1993 was caused by a collision of a freighter and two tugs, one pushing a barge carrying 255,000 barrels of Jet A gasoline and one pushing a barge containing 88,000 barrels of diesel fuel. This spill caused significant ecological and economic damage to shoreline and beaches of Pinellas County.

2.2.2 Hazardous Materials Releases (to include Fixed Facilities and Transportation Incidents)

- a. The threat from hazardous materials exists in two forms. The first is from fixed facilities within the County and the second is the threat from materials that are transported (by air, boat, rail, vehicle, or pipeline) within or through the County.
- b. One of the largest potential threat areas is the Tampa Port Authority doing business as Port Tampa Bay which stores and handles large quantities of hazardous materials including anhydrous ammonia, liquefied petroleum gas (LPG), petroleum and industrial chemicals on a daily basis. Port Tampa Bay is the largest port in Florida for area and tonnage. In addition, there are numerous fixed facilities in the County that store and utilize significant amounts of a variety of hazardous materials.
- c. Tampa is the major industrial and commercial center on the west coast of Florida. The County sits astride segments of I-4, I-75 and I-275 and is a major rail center. One of the major industries in this area which makes use of those transportation systems is the phosphate industry, a major user of hazardous materials (Hazmat).
- d. The movement of Hazmat for commercial and government use by air, boat, rail, vehicle and pipeline occurs on a daily basis within Hillsborough County. Possible emergency situations include: exposure to radioactive materials; port vessel collision, spillage or release of toxic chemicals or gasses; explosives that damage large areas or set off chain reactions of fires or explosions; and fires involving chemicals. In general, hazardous materials could include:

(1) Munitions used by the military
(2) Materials used by medical facilities, industry, universities or produced by the phosphate industry
(3) Highly flammable fuels
(4) Herbicides and pesticides
(5) Petroleum and related products
(6) Natural and propane gas
(7) Chemicals and allied products
- e. Hillsborough County is beyond the ingestion exposure pathway Emergency Planning Zone (50 miles) of the nearest nuclear reactor in Crystal River.
- f. The Extremely Hazardous Substances (EHS) data base provides details on those facilities required to provide information on the hazardous materials they possess.

2.2.3 Infrastructure Disruption

The potential exists for disruptions to electrical power (See Extreme Temperatures above), gas pipelines or other segments of the automated monitoring and control infrastructure. Also, disruptions to computer systems can occur through accidental or intentional acts (i.e. cyber terrorism).

2.2.4 Major Transportation Incidents (to include Ground, Air, and Rail)

Hillsborough County contains three interstates (I-4, I-75 and I-275) and several major state roads. There are two major airports (Tampa International and MacDill Air Force Base) and three intermediate sized airports (Peter O Knight, Plant City and Tampa Executive Airport). Tampa International Airport (TIA) handles approximately 16.9 million passengers and 187 million pounds of cargo a year (2013 data). Over 33 passenger and cargo airlines serve the airport. The possibility exists for the crash of a large commercial aircraft resulting in mass casualties. Military aircraft utilizing MacDill Air Force Base (AFB) are also a potential hazard. Port Tampa Bay also transports cargo and passengers by rail, truck and ship. A major transportation incident is a distinct possibility and could cause significant problems, especially if combined with a terrorist act or Hazmat incident.

2.2.5 Nuclear Power Plant Incidents

Hillsborough County is beyond the ingestion exposure pathway Emergency Planning Zone (50 miles) of the nearest nuclear reactor in Crystal River. The Crystal River Nuclear Plant is a closed nuclear power plant located in Crystal River, Florida. The power plant was part of the 4,700-acre Crystal River Energy Complex which contains a single pressurized water reactor, while sharing the site with four fossil fuel power plants. The Crystal River reactor has been offline since September 2009 and in February 2013 Duke Energy announced that the Crystal River Nuclear Plant would be permanently shut down.

2.2.6 Port Vessel Collision

See Coastal Oil Spill (see Coastal Oil Spill above).

2.2.7 Utility Failure

- a. Utilities plan and build generating capacity to meet growing population and industrial power demands. However, electrical systems can fail due to damage from an array of sources. Although the great northeast power outage of 2003 proved that these events are hard to predict, utility failures are generally associated with extreme weather events. Because society depends on utilities to serve health and convenience, outages could impact a significant portion of the population.

2.3 HUMAN/SOCIETAL.

2.3.1 Civil Disturbances:

The City of Tampa, like most large metropolitan areas, is subject to civil disturbances caused by social, ethnic and economic unrest. World events can also be a cause of civil disturbances, especially due to the presence of a large military base in the community. In addition, Tampa has two major universities and a large community college which could possibly be the source of civil disturbances under various circumstances. The most recent civil unrest of any consequence was in February 1987 when tensions in the College Hill area of Tampa erupted into violence over a several day period.

2.3.2 Cyber Event

- a. Unlike physical threats that prompt immediate action, cyber incidents are often difficult to identify and comprehend. Among these dangers are viruses erasing entire systems, intruders breaking into systems and altering files, intruders using someone else's computer or device to attack others, or intruders stealing confidential information. The spectrum of cyber risks is limitless; threats, some more serious and sophisticated than others, can have wide-ranging effects on the individual, community, organizational, and national level. These risks include:
- (1) Organized cybercrime, state-sponsored hackers, and cyber espionage can pose national security risks to our country.
 - (2) Transportation, power, and other services may be disrupted by large scale cyber incidents. The extent of the disruption is highly uncertain as it will be determined by many unknown factors such as the target and size of the incident.
 - (3) Vulnerability to data breach and loss increases if an organization's network is compromised information about a company, its employees, and its customers can be at risk.
 - (4) Individually-owned devices such as computers, tablets, mobile phones, and gaming systems that connect to the Internet are vulnerable to intrusion. Personal information may be at risk without proper security.
- b. Cybersecurity involves protecting that infrastructure by preventing, detecting, and responding to cyber incidents.

2.3.3 Mass Migration

A large scale migration, primarily from Caribbean nations could impact the services the County provides, however is not envisioned to be a major impact as would be the case in southeast Florida. The County has a Mass Migration Plan oriented primarily to the provision of human services to a surge of migrants.

2.3.4 Terrorism

The Tampa area contains numerous targets of opportunity for potential terrorist groups. Being one of the top 15 media markets in the country, containing a major seaport and international airport and housing a major military base with a worldwide orientation are all among the many factors which could attract terrorist activity to the area. An incident involving weapons of mass destruction (WMD) by a terrorist organization using chemical, biological or nuclear substances is a distinct possibility in light of the contemporary worldwide terrorist threat.

2.3.5 Special Events

Hillsborough County hosts several professional sports teams and several annual special events such as the Florida State Fair, Gasparilla Festival, and the Strawberry Festival. On occasion, because of the location of Tampa, the city also hosts large scale national events in addition, Hillsborough County is home to Busch Gardens, a significant tourist attraction. These events and activities all increase the population for the duration of the events within a geographical area. These activities of themselves do not pose any threat to the county. However, special events and large gatherings of people do lend themselves to be at greater risks of terrorist activity or civil disturbances.

2.4 HAZARD VULNERABILITY.

2.4.1 Vulnerability links the relationship between people and their environment. Disasters impact people and property as well as the economy and financial structure that support the community.

2.4.2 The County’s Post Disaster Redevelopment Plan (PDRP) and Local Mitigation Strategy (LMS) provide in-depth analysis of the County’s risk and vulnerability to its identified hazards. A summary is provided in the vulnerability matrix below.

HILLSBOROUGH COUNTY HAZARD VULNERABILITY MATRIX

Hazard	Probability	Significance	Frequency	Vulnerable Population	Potential Economic Impact *
Brush, Wildfires and Forest Fires	High	Minor	Periodic	Rural Areas	Low
Civil Disturbance	Low	Moderate	Rare	Urban Areas	Low
Coastal Oil Spill	Medium	Moderate	Rare	Coastal Waters	Medium
Cyber Event	Medium	High	Rare	Countywide	High

Hazard	Probability	Significance	Frequency	Vulnerable Population	Potential Economic Impact *
Dam / Levee Failure	Low	Minor	Rare	Adjacent to Hillsborough River	Low
Disease and Pandemic Outbreak	Medium	Moderate-Major	No History	Countywide	Medium-High
Drought	Medium	Minor	Periodic	Countywide	Medium
Earthquake	**	**	**	**	Medium
Erosion (Coastal and Riverine)	Medium	Minor	Rare	Adjacent To Coastal Waters	Low
Exotic Pests and Diseases	High	Moderate	Periodic	Agricultural Sector	High
Extreme Temperature (Cold and Heat)	Low	Minor	Rare	Countywide	Low
Flooding (Coastal, Riverine and Storm Surge)	High	Moderate	Periodic	Countywide	Medium
Hazardous Materials Releases (to include Fixed Facilities and Transportation incidents)	High	Routine Spills- Minor Major Spills- Major	Routine Spills- Almost daily. Major Spills- about one per year	Countywide	Routine-Low Major-Medium
Hurricane/Tropical Storm	Medium	Major	Every 1-5 years	Countywide	High
Infrastructure Disruption	Low	Moderate	Rare	Countywide	Medium
Landslide	**	**	**	**	Medium
Major Transportation Incident (Ground, Air, and Rail)	Medium	Moderate	Rare	Airports, Railways and Major Highways	Low
Mass Migration	Low	Minor	No history	Countywide	Low
Nuclear Power Plant	N/A	N/A	N/A	N/A	N/A
Port Vessel Collision	Low	Moderate	Rare	Adjacent to coastal waters	Low
Suspect Soils (Sinkhole, Muck Soils and Karst)	High	Minor	Numerous incidents/year	Countywide	Low

B. SITUATION

Hazard	Probability	Significance	Frequency	Vulnerable Population	Potential Economic Impact *
Terrorism	Low	Major	No history	Mostly Urban Areas	Medium-High
Thunderstorm (Lightning, Wind and Hail)	High	Minor	Periodic	Countywide	Low
Tornado	High	Moderate	Periodic	Countywide	Low-Medium
Tsunami	**	**	**	**	Medium
Utility Failure	High	High	Rare	Localized to specific event	Low – Medium
Volcanic Activity	**	**	**	**	Medium
Winter Storm	Low	Minor	Rare	Countywide	Low

*Note: Low economic impact = up to \$.5 million; medium impact = \$.5 to \$5 million; high impact = over \$5 million.

**Note: Due to a lack of historical data, the probability, frequency, impact, and location of these hazards cannot be quantified. While there is a statistical probability of occurrence, based on the historical record, these events may not pose a risk to Hillsborough County and will not be fully profiled.

3.0 GEOGRAPHIC INFORMATION.

3.1 Land and Water.

- a. Hillsborough County is located on the west central coast of Florida and is bounded on the east by Polk County, on the west by Hillsborough Bay, Old Tampa Bay and Pinellas County, on the south by Tampa Bay and Manatee County, and on the north by Pasco County and Polk County.
- b. The average mean annual temperature is 73.4 degrees (F). The normal daily fluctuations in temperature in the winter months are from the low 50's to the low 70's, while during the summer months the temperature ranges from the mid 70's to the low 90's. Average annual rainfall is 46.3 inches.
- c. According to the U.S. Census Bureau, the County has a total area of 1,266 square miles), of which 1,020 square miles are land and 246 square miles are covered by water. About 158.27 miles of shoreline are on Tampa Bay.

- b. The County's unincorporated area is approximately 888 square miles, more than 84% of the total land area. Municipalities account for 163 square miles. The modern boundaries of the County place it midway along the west coast of Florida.
- c. A narrow portion of Hillsborough County to the south, consisting almost exclusively of water, extends west to the Gulf of Mexico roughly along the Tampa Port Shipping Channel. This has the effect of keeping Hillsborough County from being technically landlocked. The central portion of the Sunshine Skyway Bridge is in Hillsborough County. So is Egmont Key, at the entrance to Tampa Bay; this narrow strip of land separates Pinellas County from Manatee County. The northernmost tip of a spoil island just west of Port Manatee also lies in Hillsborough County.
- d. The County's topography is generally flat with a shallow water table. The elevation ranges from sea level to 170 feet above sea level.

3.2 Land Use Patterns.

Note: See Hillsborough County Local Mitigation Strategy (LMS) Section IV, Figure 4.10 Existing Land Uses Map, Figure 4.11 Future Land Uses Map – Jurisdictions, and Figure 4.12 Future Land Uses Map – Unincorporated County. Additional land use patterns for the County are reflected on Planning Commission maps held under separate cover.

- a. The variety of land uses found in Hillsborough County range from highly urban areas such as Tampa, to the busy suburban areas such as Brandon and Citrus Park, to the rural areas of Wimauma and Keystone. Historically Hillsborough County's principal activity centers have been located in: the business districts of downtown Tampa and the Westshore area, Old Carrollwood, the University of South Florida area, MacDill Air Force Base, the Port of Tampa, Tampa International Airport, downtown Plant City, and adjacent unincorporated areas. Over time, new development has occurred largely within the identified urban service areas of unincorporated Hillsborough County and the "New Tampa" area of north-central Hillsborough County.
- b. Commonly, urban areas develop in and around activity centers and along the highway corridors, which connect them. With development moving away from the County's urban core former suburban and rural areas have become urban in nature. According to the Planning Commission unincorporated areas of Hillsborough County experiencing increasing population growth include: Balm/Wimauma, Brandon, Carrollwood, Greater Sun City Center, Riverview, Westchase, and Town 'N Country.
- c. While outside the County's urbanized central county area, the City of Plant City has been experiencing rapid growth as a result of spill-over from the development of the warehouse/wholesale industry in the City of Lakeland. The City of Temple Terrace has also

experienced growth associated with both the expansion of the University of South Florida and the development occurring along the I-75 corridor. In addition to the growth and development in unincorporated Hillsborough County redevelopment activity is evident in three municipalities: Tampa’s residential development and its redevelopment in the Interbay and the Tampa Heights areas, and Temple Terrace’s and Plant City’s downtown redevelopment plans.

3.3 Drainage Patterns.

- There are three major rivers in the County: Hillsborough River, Alafia River, and Little Manatee River. The features of these rivers are described in the Conservation and Aquifer Recharge Element as follows: “The Hillsborough River begins in the Green Swamp and then flows southwestward draining 690 square miles before emptying into McKay and Hillsborough Bay. The Alafia begins in Polk County and flows westward. It drains a 420 square mile basin and also enters Hillsborough Bay. The Little Manatee River begins in southeast Hillsborough County and northeast Manatee County, and flows west to Tampa Bay, draining 225 square miles”. See the Hillsborough County Local Mitigation Strategy pages II-4 and II-5 for further information.

3.4 Environmentally Sensitive Areas.

- Notable environmentally sensitive areas include the mangrove swamp and coastal marshes along, and adjacent to, the coastline, riverine wetlands, and inland freshwater wetlands throughout the County. See Hillsborough County Local Mitigation Strategy (LMS) Section IV, Figure 4.16: Wet Lands and Water Bodies.

3.5 Geographic Areas Impacted.

- Summary of major hazards and geographic areas at risk is provided in the table below. See the Hillsborough County Local Mitigation Strategy (LMS) Section III for details on the County’s hazards, risks, impacts, locations, and consequences. LMS Section IV provides details on vulnerability. A summary of geographic impacts is provided below.

Major Hazard	Geographic Areas at Risk / Impacted	LMS Map Reference
Coastal or Riverine Erosion	<ul style="list-style-type: none"> Hillsborough, Alafia, and Little Manatee Rivers, and associated tributaries and areas. 	<ul style="list-style-type: none"> Figure 4.39: Riverine And Coastal Erosion
Hurricane, Tropical Storms	<ul style="list-style-type: none"> Wind: entire County. Rain: entire County. Storm Surge: All coastal areas of the County bordered by Tampa Bay and Hillsborough Bay and areas along the three County rivers are considered hazard areas for hurricane storm surge. The most at-risk are these coastal areas of Hillsborough County including Westshore, Town & Country, Gibsonton, Apollo Beach, Ruskin, South Tampa and the downtown area including Ybor City, Davis Island, Channelside and the MacDill Air Force Base are most vulnerable. Populations along the Alafia, Hillsborough, and Little Manatee River floodplains are at highest risk of storm surge, rainfall impacts and high wind during a hurricane. These communities are located in the Level A and B evacuation zones near coastal areas of Hillsborough County. 	<ul style="list-style-type: none"> Figure 4.41: Storm Surge Signs Figure 4.45: Wind Map of Florida Building Code Historical Isotachs Figure 4.46: Wind Borne Debris Region Figure 4.47: Evacuations Zones 1 & 2 Figure 4.48: Evacuation Zones 3, 4 & 5
Thunderstorms	Entire County.	<ul style="list-style-type: none"> Figure 4.45: Wind Map of Florida Building Code Historical Isotachs Figure 4.46: Wind Borne Debris Region
Tornado	Entire County.	
Flooding	<ul style="list-style-type: none"> Low lying areas along the three County rivers and certain areas in the northwest, north and southeast inland areas are considered fresh water flood prone areas. Heavy development has occurred in many of the flood prone areas in the County. Principal areas most susceptible to flooding in a 100-year event include: the western and southern portions of the Interbay Peninsula, Davis Island, Harbour Island, Hookers' Point 	<ul style="list-style-type: none"> Figure 4.33: Repetitive Flood Loss Density Figure 4.37: National Flood Insurance Program (NFIP) Flood Zones

B. SITUATION

Major Hazard	Geographic Areas at Risk / Impacted	LMS Map Reference
	<p>and port areas of Tampa, unincorporated areas of Odessa and Ruskin, and the floodplains of the Hillsborough, Alafia, and the Little Manatee Rivers.</p> <ul style="list-style-type: none"> • Riverine flooding: Alafia and Little Manatee Rivers. • Drainage/stormwater flooding: urban areas. • Tidal flooding: coastal areas. • Lake areas. 	
Cold, Winter Storm	Entire County.	
Drought	Entire County.	
Extreme Heat	Entire County.	
Climate Change / Sea Level Rise	<ul style="list-style-type: none"> • Climate change: entire County. • Sea level Rise: coastal areas. 	
Suspect Soils: Sinkholes	<ul style="list-style-type: none"> • Sinkholes develop more frequently north of Tampa Bay. 	<ul style="list-style-type: none"> • Figure 4.31: Sinkhole With 1 Mile Buffer • Figure 4.31.1: Sinkhole Area by Cover Layer • Figure 4.35: Karst Geology • Figure 4.36: Muck Soils
Wildland Fires	<ul style="list-style-type: none"> • Most of the unincorporated areas of Hillsborough County. 	Figure 4.34: Wildfire Risk
Pandemic	Entire County.	
Water Contamination	Tampa Bay watershed.	

Major Hazard	Geographic Areas at Risk / Impacted	LMS Map Reference
Hazard Materials/ Chemical Emergencies	<ul style="list-style-type: none"> Entire County: any location where extremely hazardous chemicals are stored; any location along the transportation systems and ports. 	<ul style="list-style-type: none"> Figure 4.30: Hazardous Material Risk Boundaries Figure 4.38: Railroads 1 Mile Buffer Figure 4.40: Shipping Channel 2 Mile Buffer Figure 4.42: Storm Surge Chemical Sites Figure 4.43: Truck Routes 1 Mile Buffer
Radiation Emergencies (Dirty Bomb, Nuclear Blasts, and Accidental Exposure)	<ul style="list-style-type: none"> Entire County though difficult to determine due to the variety of scale and occurrence. Location of occurrence is also varied. Incidences can occur at any medical or industrial building with radioactive material. 	
Foodborne Illness	Entire County.	
Animal and Plant Disease Outbreak	Entire County.	<ul style="list-style-type: none"> Figure 4.45.1: Dangerous Animals
Dam/Levee Failures	<ul style="list-style-type: none"> Downstream areas from the City of Tampa's Hillsborough River Reservoir and Tampa Bay Regional Reservoir. 	<ul style="list-style-type: none"> Figure 4.32: Dam and Levee Location and Inundation Area
Terrorism / Homeland Security / Cyber Security	<ul style="list-style-type: none"> County wide: areas of commerce, special events, military installations, anywhere people gather. 	
Utility Failure/Power Outages	<ul style="list-style-type: none"> Can occur anywhere in the County particularly during severe weather. 	

4.0 DEMOGRAPHICS.

Note: The County LMS Section IV provides the following census based maps:

Figure 4.1: Aged 65 And Over Density
Figure 4.2: Disabled Density
Figure 4.3: Language Isolation Density
Figure 4.4: Minority Density
Figure 4.5: Poverty Density
Figure 4.6: Single Parent Density
Figure 4.7: Total Population Density

4.1 Total Population.

	2018 Estimated Population	2030 Projection
Unincorporated County	926,470	1,075,680
Tampa	359,230	433,103
Plant City	36,720	64,555
Temple Terrace	25,280	40,579
Total	1,347,700	1,613,917

Note: Seasonal residents add approximately 37,326 to the population.

4.2 Population Density and Distribution.

- The last measured population density for Hillsborough County was 1,297 per square mile in 2016. The County has experienced an average growth rate of 1.91% from the first statistic recorded in 2009. If trends continue the forecast for population density will be 1,406 per square mile by 2021.

4.3 Distribution of Population by Age.

Subject	Estimate	Percent
Total Population	1,323,059	1,323,059
Male	644,746	48.7%
Female	678,313	51.3%
Under 5 years	84,683	6.4%
5 to 9 years	85,777	6.5%
10 to 14 years	84,596	6.4%
15 to 19 years	86,412	6.5%
20 to 24 years	92,661	7.0%
25 to 34 years	196,585	14.9%
35 to 44 years	179,752	13.6%
45 to 54 years	183,931	13.9%
55 to 59 years	83,775	6.3%
60 to 64 years	71,754	5.4%
65 to 74 years	99,641	7.5%
75 to 84 years	51,704	3.9%
85 years and over	21,788	1.6%
Median age (years)	36.6	(X)
18 years and over	1,016,146	76.8%
21 years and over	961,905	72.7%
62 years and over	213,595	16.1%
65 years and over	173,133	13.1%
18 years and over	1,016,146	1,016,146
Male	487,645	48.0%
Female	528,501	52.0%
65 years and over	173,133	173,133
Male	75,721	43.7%
Female	97,412	56.3%

4.4 Distribution of Population by Race.

Subject	Population	%
Total Population	1,323,059	
One race	1,281,911	96.9%
Two or more races	41,148	3.1%

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Subject	Population	%
Total Population	1,323,059	
One race	1,281,911	96.9%
White	940,105	71.1%
Black or African American	219,430	16.6%
American Indian and Alaska Native	4,080	0.3%
Cherokee tribal grouping	870	0.1%
Chippewa tribal grouping	100	0.0%
Navajo tribal grouping	26	0.0%
Sioux tribal grouping	30	0.0%
Asian	50,230	3.8%
Asian Indian	19,174	1.4%
Chinese	6,530	0.5%
Filipino	6,531	0.5%
Japanese	566	0.0%
Korean	3,170	0.2%
Vietnamese	7,338	0.6%
Other Asian	6,921	0.5%
Native Hawaiian and Other Pacific Islander	817	0.1%
Native Hawaiian	193	0.0%
Guamanian or Chamorro	392	0.0%
Samoan	29	0.0%
Other Pacific Islander	203	0.0%
Some other race	67,249	5.1%
Two or more races	41,148	3.1%
White and Black or African American	12,702	1.0%
White and American Indian and Alaska Native	4,568	0.3%
White and Asian	7,702	0.6%
Black or African American and American Indian and Alaska Native	1,832	0.1%
Race alone or in combination with one or more other races		
Total population	1,323,059	1,323,059
White	973,122	73.6%
Black or African American	240,621	18.2%
American Indian and Alaska Native	12,479	0.9%
Asian	62,401	4.7%
Native Hawaiian and Other Pacific Islander	2,916	0.2%
Some other race	76,483	5.8%

Subject	Population	%
Total Population	1,323,059	
HISPANIC OR LATINO AND RACE		
Total population	1,323,059	1,323,059
Hispanic or Latino (of any race)	352,295	26.6%
Mexican	69,268	5.2%
Puerto Rican	106,666	8.1%
Cuban	82,602	6.2%
Other Hispanic or Latino	93,759	7.1%
Not Hispanic or Latino	970,764	73.4%
White alone	678,024	51.2%
Black or African American alone	206,028	15.6%
American Indian and Alaska Native alone	2,512	0.2%
Asian alone	49,612	3.7%
Native Hawaiian and Other Pacific Islander alone	672	0.1%
Some other race alone	5,241	0.4%
Two or more races	28,675	2.2%
Two races including Some other race	2,334	0.2%
Two races excluding Some other race, and Three or more races	26,341	2.0%
Total housing units	554,762	(X)

Source: U.S. Census Bureau, 2012-2016 American Community Survey 5-Year Estimates

<p>4.5 Special Needs Population</p>	<ul style="list-style-type: none"> • Percent of adults limited in activities because of physical, mental, or emotional problems: 19.5% • Percent of adults who use special equipment because of a health problem: 8.4% • Civilian non-institutionalized population with a disability: 11.7% • Developmentally disabled: 3,795 people • Brain and/or spinal cord Injured: 118 people • Seriously mentally ill adults: 3.7% • Seriously emotionally disturbed children: 4.5% • Census Population vision difficulty, all ages: 9.8% • Census Population with hearing difficulty, all ages: 16% • Probable Alzheimer’s cases (65+): 12.3% <p>(Source: Florida Department of Health, 2016)</p>
<p>4.6 Farm Workers</p>	<p>a. Farming, Fishing, and Forestry Occupations: Employed 6,457 (2016).</p> <p>b. Migrant laborers are located mostly in the eastern and southern parts of the County add about 500 people, but this number is greatly under estimated for harvest season.</p>

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<p>4.7 Tourist Population <i>(including annual tourist and seasonal population)</i></p>	<p>a. 22.6 million people visited Tampa and Hillsborough County in 2016, including nearly 500,000 international visitors from Europe, Latin America and beyond. Collectively, they directly spent \$3.6 billion - an increase of 5.5 percent from 2015 - and generated another \$2.1 billion in economic impact.</p> <p>b. 9 million overnight visitors in 2016 who stayed, on average 2.9 days. Of those, domestic overnight visitors spent an average of \$236 per day while in the area. International visitors, while the smallest portion of overall visitors, spent the most – an average of \$1,327 per person per trip.</p>
<p>4.8 Non-English Speaking Population</p>	<p>28.6% of the people in Hillsborough County speak a non-English language. Approximately 26.6% of the population is of Hispanic origin; many of these people speak Spanish as their native tongue. Also, relatively small percentages of the population speak languages such as Creole, Korean, Vietnamese, and other various languages.</p>
<p>4.9 Transient Populations</p>	<p>The number of homeless people decreased by 15% between 2016 and 2017 with 1,549 homeless men, women, and children counted during the 2017 count compared to the 1,817 counted in 2016.</p> <ul style="list-style-type: none"> (1) 70% of people experiencing homelessness are individuals (households without children). (2) 31% of people experiencing homelessness were part of households with at least 1 adult and one child (154 households with 479 people). (3) 11% of the homeless population have served in the U.S. Military. (4) There are homeless people throughout the County but most are concentrated within the City of Tampa.
<p>4.10 Mobile Home Parks and Population</p>	<p>a. There are 35,083 (2015) mobile homes which are located throughout the County with an estimated population of 95,732.</p> <p>b. See Hillsborough County Local Mitigation Strategy (LMS) Section IV, Hillsborough County Mobile Homes.</p>
<p>4.11 Inmate Population</p>	<p>The County Department of Detention Services is comprised of a 4,947 bed jail system. According to the Hillsborough County Sheriff's Office, the average daily population of the County jail system as of June 2018 was 3,100. The two County jails are located at 1201 Orient Road and 520 Falkenburg Road.</p>

5.0 ECONOMIC PROFILE.

<p>5.1 Overview</p>	<p>Hillsborough County is the economic hub of the Tampa Bay metropolitan region. Its diverse industries include: the chief financial district in downtown Tampa, the Port of Tampa - the largest seaport in the state based on tonnage, beaches and theme parks that provide tourist year round destinations, both private and public colleges and universities, respected medical and medical research facilities, and a thriving agricultural sector. The agricultural industry is strong and produces strawberries, tomatoes, grapefruit, oranges, squash, tangerines, watermelons, cattle, dairy products, broilers, and eggs in addition to an aquaculture industry which produces such products as aquarium fish and aquatic plants.</p>																															
<p>5.2 Employment by Major Sectors</p>	<table border="1" data-bbox="527 779 1528 1083"> <tr> <td>Construction</td> <td>6.3%</td> <td>Professional, Scientific & Technical Services</td> <td>10%</td> </tr> <tr> <td>Education Services</td> <td>2%</td> <td>Management of Companies & Enterprises</td> <td>1.8%</td> </tr> <tr> <td>Financial & Insurance</td> <td>9.1%</td> <td>Administrative & Waste Services</td> <td>9%</td> </tr> <tr> <td>Wholesale Trade</td> <td>5%</td> <td>Health Care & Social Assistance</td> <td>13.4%</td> </tr> <tr> <td>Retail Trade</td> <td>13.5%</td> <td>Accommodation & Food Services</td> <td>9.7%</td> </tr> <tr> <td>Manufacturing</td> <td>4.5%</td> <td>Public Administration</td> <td>4.1%</td> </tr> <tr> <td>Real Estate, Rental & Leasing</td> <td>2.3%</td> <td>Transportation and Warehousing</td> <td>2.9%</td> </tr> </table> <p>(Source: County Economic Department, 2018)</p>				Construction	6.3%	Professional, Scientific & Technical Services	10%	Education Services	2%	Management of Companies & Enterprises	1.8%	Financial & Insurance	9.1%	Administrative & Waste Services	9%	Wholesale Trade	5%	Health Care & Social Assistance	13.4%	Retail Trade	13.5%	Accommodation & Food Services	9.7%	Manufacturing	4.5%	Public Administration	4.1%	Real Estate, Rental & Leasing	2.3%	Transportation and Warehousing	2.9%
Construction	6.3%	Professional, Scientific & Technical Services	10%																													
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Manufacturing	4.5%	Public Administration	4.1%																													
Real Estate, Rental & Leasing	2.3%	Transportation and Warehousing	2.9%																													
<p>5.3 Other Economic Data</p>	<ul style="list-style-type: none"> • The unemployment rate for 2017 was 3.3%. • The median property value in 2017 was \$298,557. • Households in Hillsborough County have a median annual income of \$54,588. 																															

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Comprehensive Emergency Management Plan

I. Basic Plan

C. CONCEPT OF OPERATIONS

1.0 EMERGENCY MANAGEMENT PROGRAM PHASES.

1.1 The County's Emergency Management Program is a comprehensive effort that requires County departments to work and cooperate effectively with many other governmental, non-governmental, and private organizations. The County will meet its responsibility for protecting life and property from the effects of emergency events by acting within each of the following four phases of emergency management.



1.2 The County has chosen to develop an all-hazards approach for dealing with emergencies. Through this methodology, features common across all hazards can be brought together for each phase of emergency management. This CEMP focuses an all-hazards approach to all natural and human caused disasters. The CEMP is designed for use during all four phases of an emergency. If a specific hazard requires additional information to coordinate a response, procedures have been developed.

1.3 Phase 1: Mitigation/Prevention.

- a. Mitigation is any action that prevents an emergency from occurring or reduces the impact of an emergency on people, property, and the environment. Mitigation efforts include

adopting and enforcing building codes, land use planning, training, and education of the public on the need for mitigation, and implementing structural and non-structural safety measures.

- b. Prevention helps protect lives and property before an emergency occurs. Prevention measures help avoid emergencies or they can intervene to stop an emergency from occurring. Measures involve applying intelligence and other analysis to a range of activities, such as heightened inspections, improved surveillance and security operations, investigations to determine the full nature and source of the threat, public health and agricultural surveillance, immunizations, isolation, or quarantine, and specific law enforcement operations aimed at deterring or preempting illegal activity.
- c. County departments will utilize the existing public safety mandates of the Hillsborough County Code to include land use management and building codes; and recommend to the County Administrator legislation required to improve the emergency resilience of the County.
- d. County departments will carry out mitigation/prevention duties in response to a threat. Section II: Mitigation in this CEMP addresses mitigation and prevention in more detail.

1.4 Phase 2: Preparedness.

- a. Preparedness activities consist of almost any pre-emergency action that will improve the safety or effectiveness of emergency response. Preparedness activities have the potential to save lives, lessen property damage, and increase individual and community control over the subsequent emergency response. Prevention activities also include educating citizens about protective actions, such as creating an emergency kit and developing a family emergency plan.
- b. Within the National Incident Management System (NIMS) preparedness focuses on the following elements: planning, procedures, and protocols, training and exercises, personnel qualification and certification, and equipment certification.
- c. County departments will prepare for emergencies by maintaining detailed emergency plans and procedures to accomplish the tasks expected of them. Plans and procedures will allow departments to integrate their individual capabilities into the countywide emergency response and recovery effort. County departments will ensure that their employees are trained to implement emergency and emergency procedures. Departments will validate their readiness for an emergency through internal drills and participation in countywide exercises. Other governmental jurisdictions within and outside County boundaries may also be encouraged to participate in these exercises. Exercise results will be documented and recommendations implemented to improve the County's preparedness for an

emergency. The County will revise the CEMP based on continuous planning and exercising. See Section III: Preparedness in this CEMP addresses preparedness in more detail.

1.5 Phase 3: Response.

- a. Response is the use of emergency support functions (ESFs) to address the immediate and short-term effects of an emergency. Emergency response efforts can minimize suffering, loss of life, and property damage, as well as maintain or hasten the restoration of essential government services.
- b. When initiating the response operation, the County will conduct an initial assessment of the situation, determine the need to alert others, and take appropriate actions to reduce the risks and potential impacts of the emergency.
- c. ESFs and individual departmental plans describe detailed emergency response activities. Actions may involve activating the County Emergency Operations Center (EOC) for coordination of support. Section IV: Response provides the schedule of ESFs.
- d. County departments may assist with issuing and transmitting emergency alert and warnings, supporting first responder efforts to protect lives and property, maintaining or restoring essential services, and protecting vital resources and the environment.

1.6 Phase 4: Recovery.

- a. Recovery activities return the County to a new normal state. Examples of recovery efforts may include a continuation of certain ESFs and activation of Recovery Support Functions (RSFs); conducting detailed damage assessments, removing debris, restoring essential services, restoration of critical facilities and infrastructure, rebuilding homes, and providing assistance to businesses.
- b. There is not a definitive point after the emergency occurs where the response phase ends and the recovery phase begins. Some recovery activities may be initiated during the response phase. In general, most recovery and mitigation efforts occur after the deactivation of the EOC and a County Recovery Operations Center (ROC) is activated to coordinate recovery activities and programs. Section V: Recovery in this CEMP provides more information on recovery roles and responsibilities.

2.0 NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS).

- 2.1 Hillsborough County will utilize the National Incident Management System (NIMS) as the basis for incident management in the County. The Director of the Office of Emergency Management (OEM) will serve as coordinator for the implementation NIMS.
- 2.2 In accordance with Homeland Security Presidential Directive (HSPD) 5, Management of Domestic Incidents, the County follows the National Incident Management System (NIMS) for disaster management. NIMS provides a consistent approach to prepare for, prevent, mitigate, respond to, and recover from disaster occurrences regardless of cause, size, or complexity. This system integrates effective practices in emergency preparedness and response into a comprehensive framework for incidental management. Use of the Incident Command System (ICS) is integral to NIMS and will be the management framework used for incident response within the County. The ICS functions on the concepts of a modular organization, unified command, multi-agency coordination, span of control, common terminology, action planning process, comprehensive resource management, integrated communications, and pre-designated facilities.
- a. There will be instances when incident management operations depend on the involvement of multiple jurisdictions, functional agencies, and emergency responder disciplines. These instances require effective and efficient coordination across a broad spectrum of organizations and activities. NIMS provides the framework for such instances by using a systems approach to integrate the best of existing process and methods into a unified framework for incident management. This framework forms the basis for interoperability and compatibility that will, in turn, enable a diverse set of public and private organizations to conduct well integrated and effective incident management operations. It does this through a core set of concepts, principles, procedures, organizational processes, terminology, and standards requirements applicable to a broad community of NIMS users.
- b. The benefits of NIMS include the following:
- Standardized organizational structures, process, and procedures.
 - Standards for planning, training, exercising, and personal qualification standards.
 - Equipment acquisition and certification standards.
 - Interoperable communications process, procedures, and systems.
 - Information management systems.
- 2.3 NIMS provides a consistent national approach for federal, state, and local governments and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among federal, state, and local capabilities, NIMS includes a core set of concepts, principles, terminology, and technologies covering the incident command

system, multi-agency coordination systems, unified command, training, identification and management of resources (including systems for classifying types of resources), qualifications and certification, and the collection, tracking, and reporting of incident information and incident resources.

- 2.4 NIMS Components. The NIMS components were not designed to stand-alone. The components work together as a system to provide the national framework for incident management. NIMS does not yield optimal results when one of its components is absent.

<p>FUNDAMENTALS AND CONCEPTS OF NIMS</p>	<p>NIMS defines a common, interoperable approach to sharing resources, coordinating and managing incidents, and communicating information with the shared vocabulary. Jurisdictions and organizations involved in managing incidents vary in their authorities, management structures, communication capabilities and protocols, and many other factors. NIMS provides a common framework to integrate these diverse capabilities and achieve common goals.</p>
<p>RESOURCE MANAGEMENT</p>	<p>Incident managers need resources to support critical incident objectives. The flow of resources must be fluid and adaptable to the requirements of the incident. NIMS defines standardized mechanisms and establishes requirements for processes to describe, inventory, mobilize, dispatch, track, and recover resources over the life cycle of an incident.</p>
<p>COMMAND AND COORDINATION</p>	<p>The Command and Coordination system within NIMS is designed to enable effective and efficient incident management by providing standardized incident management structures. The structure is based on three key organizational systems; (1) the Incident Command System, (2) Emergency Operations Centers, (3) Multi-agency Coordination Systems, and (4) Joint Information System.</p>
<p>COMMUNICATIONS AND INFORMATION MANAGEMENT</p>	<p>Incident response and management rely upon communications and information systems that provide a common operating picture to all command and coordination sites. NIMS describes the requirements for a standardized framework for communications, information management (collection, analysis, and dissemination), and information sharing at all levels of incident management.</p>

- 2.5 NIMS provides the County a framework for interoperability and compatibility, and maintains a balance between flexibility and standardization. NIMS is flexible because the system can be adjusted to manage all types of incidents, and is applicable to any incident regardless of cause,

size, or complexity. NIMS provides standardization by using established organization structures that includes ICS, Multi-agency Coordination System [MAC], Public Information System, and consistent terminology. The ICS component of NIMS is a toolbox from which incident managers may choose all or some applicable tools necessary to fulfill their functional roles in a full range of events. The flexibility and standardization within NIMS is realized during an incident when County departments and CEMP stakeholders have previously trained and practiced using these tools.

3.0 ORGANIZATION.

3.1 Normal Organization. (See Basic Plan, Attachment 6.)

- Hillsborough County is administered by a Board of County Commissioners (BOCC) consisting of seven elected officials, with one acting as chairman. The County Administrator is appointed by, and reports to, the Board of County Commissioners.

3.2 Establishment of the Emergency Management Organization.

- a. Pursuant to F.S. § 252.38, the County has established the "Hillsborough County Office of Emergency Management (OEM)" to serve as the coordinating agency for all activity in connection with emergency operations. The County Administrator exercises his/her authority under the laws of the State in times of emergencies through OEM.
- b. The position of OEM Director is also created to supervise the day-to-day operations of the organization. The Director is designated by, serves at the pleasure of, and is subject to the direction and control of the County Administrator. The Director's responsibilities include, but not limited to, direct responsibility for the structure, administration, and operation of the organization; coordination of emergency management activities, services, and programs within the County, and serves as a liaison to the Florida Division of Emergency Management and other local emergency management agencies and organizations.

3.3 Emergency Organization.

- a. Under emergency conditions, the County transforms to a specialized disaster response organization as discussed below. (See the Emergency Operations Center Organization Chart on Page BP-C-26.)
- b. The Board of County Commissioners (BOCC), as the governing body of Hillsborough County, a political subdivision of the state of Florida, is vested with certain authority with regard to emergency management pursuant to Chapter 252, Florida Statutes. One aspect of such authority is the power to declare a "State of Local Emergency". In recognition of the necessity for cooperation and coordination with the other local government and law

enforcement authorities within the County in the event of such a local emergency, the BOCC has chosen to delegate its powers under Chapter 252 in two respects: (1) the Emergency Policy Group (EPG) and (2) the Emergency Support Group (ESG).

3.4 Emergency Policy Group (EPG).

- a. The powers to declare a state of emergency, to order an evacuation, to order re-entry, and to declare a termination of the state of emergency is delegated to the EPG, which is comprised of the following officials:

Emergency Policy Group	Alternate
Chairman of the BOCC (Group Chief)	Vice Chairman of the BOCC
Vice Chairman of the BOCC	BOCC Member
County Commissioner (Appointed by the BOCC)	BOCC Member
Mayor, City of Tampa	Chairman, City Council
Mayor, City of Temple Terrace	Vice Mayor
Mayor, City of Plant City	Vice Mayor
Sheriff, Hillsborough County	Chief Deputy Sheriff

Note: A representative from the Clerk of Circuit Court will attend all EPG meetings to formally record procedures and decisions.

- b. In the absence of the Chairman of the BOCC, the ranking County commissioner, either by title or seniority, shall serve as Group Chief. No quorum is needed to exercise the authority delegated, but action shall be taken by majority vote of those members present.
- c. During a state of local emergency, the EPG will implement appropriate portions of Hillsborough County Ordinance Chapter 22 (emergency management ordinance) (e.g. price gouging, curfew, restrictions on sale of certain items, etc.).
- d. The EPG formulates general policy during declared disasters. (See Basic Plan, Section F, Attachment 4, Emergency Operations Policy Making.)
- e. As per Chapter 252, once an emergency has been declared, all remaining authority under paragraph 252.38 (6) (e) is delegated to the County Administrator. (See Section 4.0 Emergency Authorities.)

- (1) The County Administrator will be responsible for full activation of this plan and for directing prevention, preparedness, response, recovery, and mitigation operations.
- (2) In pursuit of emergency duties, the County Administrator shall utilize all available resources of County government as reasonably necessary to cope with the situation. This authorization includes the authority to make immediate expenditures to cope with the emergency.

3.5 Emergency Support Group (ESG).

- a. The ESG is comprised of executive officers with expertise vital to the successful execution of disaster operations. They will assist the County Administrator and the Emergency Policy Group as required, and will ensure the cooperation and coordination of personnel and agencies under their jurisdiction.

Emergency Support Group Membership
<ul style="list-style-type: none">▪ Chief Communications Administrator▪ Chief Financial Administrator▪ Chief Human Services Administrator▪ Chief Development and Infrastructure Services Administrator▪ Chief Information and Innovation Officer▪ Deputy County Administrator▪ Director of Emergency Management▪ Medical Director, Mass Casualty Planning▪ Hillsborough County Attorney▪ County Operations and Legislative Affairs Office▪ Administrator, Hillsborough County School Board▪ Chief Deputy Sheriff, Hillsborough County Sheriff's Office▪ Manager, Preparedness & Response, American Red Cross, Tampa Bay Chapter▪ Designated representatives from the municipalities▪ Other designated representatives as needed

3.6 Emergency Operations Center (EOC) and the Emergency Operations Group.

- a. The Emergency Operations Group is composed of OEM staff, the leads or representatives from the 19 Emergency Support Functions, and representatives of state, federal, and nongovernmental organizations as needed. This group provides liaison between the EOC and their respective agencies, and provides expert advice and services to the EPG as required.

- b. The OEM Director is responsible for maintaining the operational readiness of the EOC. He/she will ensure all appropriate operating instructions and checklists, which will be implemented during disasters, are developed and available to support this plan. Each agency designated as a member of the EOC Operations Group will also ensure that appropriate operating instructions are developed and available to guide their activity during disaster response and recovery operations. The OEM Director is also responsible for overseeing the mutual aid process for disaster operations.

3.7 Administrative Controls, Continuity of Government (COG), and Continuity of Operations Plan (COOP).

- a. Hillsborough County is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support emergency operations. This shall be done in accordance with the established County fiscal policies and standard cost accounting procedures. For additional details on financial administration see Basic Plan, Section E, Financial Management.
- b. The County maintains a COG plan that addresses how County government will continue to function during emergencies. Each department maintains a COOP plan for how they will perform their critical operations to include: Identification of critical business functions, identification and protection of vital records, formulation of plans and procedures to utilize alternate facilities and resources to continue operations if their primary facilities become unusable, and for the protection and welfare of employees.

3.8 Lines of Succession.

Position / Function	Line of Succession
County Administrator	<ul style="list-style-type: none"> • County Administrator • Assistant County Administrator • Person appointed by BOCC
Board of County Commissioners (BOCC)	<ul style="list-style-type: none"> • BOCC Chair • Assistant Chair • Elected Commissioner
Director of OEM	<ul style="list-style-type: none"> • Director • Deputy Director • Senior Staff Member
Emergency Policy Group (no quorum required)	Successors for each group member as per department continuity of operations plans.

Emergency Support Group (no quorum required)	Successors for each group member as per department continuity of operations plans.
Emergency Operations Center Command and General Staff	Successors for each position as per EOC operations guide staffing pattern and individual department continuity of operations plans.
Emergency Support Function (ESF) Primary Agencies	Successors for each ESF as per department continuity of operations plans.

4.0 EMERGENCY AUTHORITIES.

Note: Full details are found in Hillsborough County, Florida, Code of Ordinances, Part A, Chapter 22, Article II (Emergency Management and Emergency Services).

4.1 Declaration of a State of Local Emergency, Duration, Alteration, and Rescission. (Hillsborough County Code of Ordinances, Part A, Chapter 22, Article II, Sec. 22-22.)

- a. A state of local emergency is declared by executive order of the Emergency Policy Group if it finds that an emergency, as defined in F.S. § 252.34, has occurred or that the threat thereof is imminent. All executive orders will indicate the nature of the emergency, the area or areas threatened, and the conditions which have brought the emergency about or which make possible its termination. Executive orders will be promptly disseminated by all means calculated to bring it to the attention of the general public and to the governing bodies of the municipalities within Hillsborough County.
- b. The duration of each state of local emergency declared will be seven days. It may be extended, as necessary, in seven-day or lesser increments, by executive order of the Emergency Policy Group.
- c. Any state of local emergency declared may be altered or rescinded during the continued or threatened existence of a state of local emergency by the issuance of a subsequent executive order of the Emergency Policy Group.

4.2 Emergency Management Powers of the Emergency Policy Group. (Hillsborough County Code of Ordinances, Part A, Chapter 22, Article II, Sec. 22-23.)

- a. Upon declaration of a state of local emergency, the Emergency Policy Group shall have the power and authority to direct and compel the evacuation of all or part of the population from the stricken or threatened area within the County if the EPG deems this action necessary for the preservation of life or other emergency mitigation, response, or recovery. The Emergency Policy Group may delegate to the County Administrator the

evacuation authority, and upon consultation with emergency management staff, will determine the precise areas to be evacuated, and the timing of such evacuations. The County Administrator, once it has been determined that the danger to any particular areas has passed or subsided, has the authority to terminate evacuation orders to those areas.

- b. During the existence of a state of local emergency, the Emergency Policy Group shall have the power and authority to impose by executive order, restrictions including, but not limited to, the following:

- (1) Prohibit or regulate the purchase, sale, transfer, or possession of explosives, combustibles, dangerous weapons except firearms, or alcoholic beverages.
- (2) Prohibit or regulate any demonstration, parade, march, vigil, or participation therein from taking place on any public right-of-way or upon any public property. (This provision shall not prohibit the Sheriff of Hillsborough County, or the designated official within any of the municipalities from taking action authorized by F.S. § 870.042).
- (3) Prohibit or regulate any sale or use of gasoline, kerosene, naphtha, or any other explosive or flammable fluids or substances, but may allow the delivery of such into a tank properly affixed to an operable motor vehicle, bike, scooter, boat, or airplane, and necessary for the propulsion thereof. This includes the authority to prohibit or regulate the possession of any portable container containing gasoline or other flammable or combustible liquid.
- (4) Prohibit or regulate the participation in or carrying on of any business activity, and the keeping open of places of business, places of entertainment, and any other place of public assembly when such activities may negatively impact public health, safety, and welfare.
- (5) Prohibit or regulate travel upon any public street or highway, or upon any other public property. Persons in search of medical assistance, food, or other commodity or service necessary to sustain the well-being of themselves or their families may be exempted from such prohibition or regulation.
- (6) Impose a curfew upon all or any portion of the County prohibiting persons from being on public streets, highways, parks, or other public places during the hours the curfew is in effect.
- (7) Prohibit state and/or local business licensees, vendors, merchants, and any other person operating a retail business from charging more than the normal average retail price for any goods, materials, or services sold during a declared state of local emergency. The average retail price as used herein is defined as that price at which similar goods, materials, or services were being sold during the 90-day period immediately preceding the declared state of local emergency. If the wholesale price or the cost of obtaining the goods, materials, or services has increased as a direct result of the local emergency, the average retail price may be increased, but only to the degree that the maximum increase in retail price shall be less than or equal to the amount representative of the average markup between the wholesale and average retail price for any goods, materials, or services during the 90-day period immediately preceding the declared state of local emergency.

(8) Prohibit any person, firm, or corporation from using the fresh water supplied by public water systems for any purpose other than cooking, drinking, or bathing.

- c. The executive order of the Emergency Policy Group may exempt, from all or any part of such restrictions, physicians, nurses, and ambulance operators performing medical services; on-duty employees of hospitals and other medical facilities; on-duty military personnel; bona fide members of the news media; personnel of public utilities maintaining essential public services; County authorized and requested emergency management, fire fighters, law enforcement officers, and personnel; and such other classes of persons as may be essential to the preservation of public order and immediately necessary to protect the public health, safety, and welfare.

4.3 Emergency management powers of the County Administrator. (Hillsborough County Code of Ordinances, Part A, Chapter 22, Article II, Sec. 22-24.)

- a. Upon declaration of a state of local emergency, the County Administrator, pursuant to F.S. § 252.38, shall have the power and authority to waive the procedures and formalities otherwise required of the County by law or ordinance pertaining to:

- (1) Performance of public work and taking whatever prudent action is necessary to ensure the health, safety, and welfare of the community.**
- (2) Entering into contracts.**
- (3) Incurring obligations.**
- (4) Employment of permanent and temporary workers.**
- (5) Utilization of volunteer workers.**
- (6) Rental of equipment.**
- (7) Acquisition and distribution, with or without compensation, of supplies, materials, and facilities.**
- (8) Appropriation and expenditure of public funds.**
- (9) Appropriation or requisition of merchandise, goods, equipment, services, property, or personnel needed to alleviate the emergency with reimbursement paid at a later date. Reimbursement shall be at the rate charged during the 90-day period immediately preceding the emergency unless there is good and sufficient reason to reimburse at a different rate.**

4.4 Termination of a Declaration of Local Emergency.

A declaration of local emergency is terminated upon a declaration by the Emergency Policy Group that the state of local emergency has ended or allowed to expire after the seven day period in which it was established.

5.0 INCIDENT COMMAND SYSTEM (ICS) AND ON SCENE OPERATIONS.

- 5.1 The County on-scene response to emergencies follows the concepts of the National Incident Management System (NIMS) and the Incident Command System (ICS).
 - a. A summary of Incident Command responsibilities is found in Basic Plan, Section F, Attachment 3.1 Incident Command Responsibilities.
 - b. Incident Command responsibilities by type of incident are detailed in Basic Plan, Section F, Attachment 3.2 Incident Command Matrix by Incident Type.
- 5.2 The person in charge at the incident is the on-scene Incident Commander (IC) who is responsible for ensuring each agency on scene can carry out its responsibilities.
- 5.3 The County's emergency responders are likely to be the first on the scene of an emergency situation. They will normally take charge and remain in charge of the incident until it is resolved or others who have legal authority to do so assume responsibility. They will seek technical assistance from municipal, state, and federal agencies, and the private sector where appropriate.
- 5.4 The first local emergency responder to arrive at the scene of an emergency situation will implement the incident command system and serve as the incident commander until relieved by a more senior or more qualified individual.
- 5.5 Upon arriving at an incident scene, the IC shall:
 - a. Establish an incident command post and direct the on-scene response.
 - b. Isolate the scene.
 - c. Assess the situation and identify hazards.
 - d. Make initial notifications of larger emergency events (non-routine) via the Emergency Dispatch Communications (EDC), or chain-of-command to the OEM Director, the OEM Duty Officer, and others as appropriate.
 - e. Warn the population in the area of the incident; provide emergency instructions.
 - f. Determine and implement protective measures (evacuation or in-place sheltering) for the population in the immediate area of the incident.
 - g. Implementing traffic control arrangements in and around the incident scene.
 - h. Develop objectives (tasks to be done).
 - i. Ensure appropriate safety and personnel protective measures.
 - j. Develop an action plan and priorities.
 - k. Determine the need to activate the County emergency operations center (EOC) to support field operations.
 - l. In coordination with the EOC contact appropriate agencies or personnel with expertise and capability to carry out the incident action plan.

- m. Coordinate, as appropriate, with other first responder agencies.
 - n. Request additional resources from the EOC.
- 5.6 When more than one agency is involved at an incident scene, the agency having jurisdiction (where the incident is located) and other responding agencies shall work together to coordinate each agency's objectives.
- 5.7 Team problem solving should facilitate effective response. Other agency personnel working in support of the incident will maintain their normal chain of command but will be under control of the County on-scene IC.
- 5.8 The on-scene Incident Commander may designate a Public Information Officer to work with the news media at an incident. This may include coordinating agency media releases and arranging contacts between the media and response agencies. If additional support is needed, the EOC may be activated, at which time ESF 14 (Public Information) would assume the role of disseminating information to the media and public.
- 5.9 During widespread emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes. Incident command will be established at each site. When this situation occurs, it is particularly important that the allocation of resources to specific field operations be coordinated through the EOC. The Incident Command Post(s) links to the EOC via radio, landline telephone, cell phone, email, and WebEOC.
- 5.10 In emergency situations where municipal, County, state, or federal governments are providing significant response resources or technical assistance, it is generally desirable to transition from the normal ICS structure to a Unified Command structure. Principles of Area Command or Multi-Agency Coordinated Systems may also apply. This arrangement helps to ensure that all participating agencies are involved in developing objectives and strategies to deal with the emergency.

6.0 EMERGENCY SUPPORT FUNCTIONS (ESFS).

- 6.1 Emergency Support Functions (ESFs) represent groupings of types of assistance activities that Hillsborough County citizens are likely to need in times of emergency or disaster. During emergencies, the OEM Director, EOC Command, and the Emergency Support Group determine which ESFs are activated to meet the disaster response needs.
- 6.2 The state's Comprehensive Emergency Management Plan and the National Response Framework are organized by ESFs. The state and federal governments will respond to Hillsborough County requests for assistance through the ESF structure. Within the state emergency operations center (SEOC) requests for assistance will be tasked to the particular state ESF(s) for completion. State and federal efforts will be in "support" of the County.

- 6.3 This plan is based upon the concept that the ESFs for the various County departments and organizations involved in emergency operations will generally parallel their normal day-to-day functions. To the extent possible, the same personnel and material resources will be deployed. The day-to-day functions that do not contribute directly to the emergency operations may be suspended for the duration of the emergency.
- a. Only those County departments performing essential functions will be required to remain on duty during the period of some emergencies. This determination will be made and announced by the County Administrator.
 - b. All County departments, including those with functions declared nonessential to emergency operations, will secure their facilities, records, and equipment against possible loss or damage, and take such action as is necessary to insure the safety of assigned personnel.
- 6.4 A County department or agency is designated as “the primary or co–primary” agency for an ESF due to a statutory responsibility to perform that function, or through its programmatic or regulatory responsibilities. In some departments, a portion of the agency’s mission is very similar to the mission of the ESF, therefore, the skills to respond in a disaster can be immediately translated from the daily business of that department. The primary agency also has the necessary contacts and expertise to coordinate the activities of that support function.
- 6.5 Support agencies are those entities with specific capabilities or resources that support the primary agency in executing the mission of the ESF. Support agencies are responsible for:
- a. Conducting and/or supporting operations, when requested by OEM/EOC or the designated ESF primary agency, consistent with their own authority and resources.
 - b. Participating in preparedness and planning for response and recovery operations and the development of supporting operational plans, SOPs, checklists, or other job aids, in concert with existing first-responder standards.
 - c. Assisting in the development of situational assessments.
 - d. Providing available personnel, equipment, or other resource support as requested by OEM/EOC or the ESF primary agency.
 - e. Providing input to preparedness/readiness assessments, and participating in training and exercises.
 - f. Maintaining trained personnel to support emergency response (NIMS/ICS, EOC operations, responder skill sets, etc).

C. CONCEPT OF OPERATIONS

- g. Identifying new equipment or capabilities required to prevent or respond to new or emerging threats and hazards, or to improve the County's ability to address existing threats.
- 6.6 Upon activation of the County EOC, the activated ESF primary agencies will designate representatives in the EOC to coordinate their ESF(s). It is the primary agency's discretion as to how many, if any, support agencies should be represented in the EOC.
- 6.7 The primary department for the ESF will be responsible for obtaining all information relating to ESF activities and requirements needed by the emergency and disaster response.
- 6.8 The County will respond to requests for assistance through the ESF process. Within the EOC, requests for assistance will be tasked to the appropriate ESFs for completion. The primary agencies will be responsible for coordinating the delivery of that assistance.
- a. With concurrence from the Emergency Support Group and EOC Command, ESF 5 (Information and Planning) will issue mission assignments to the primary agency(ies) for each ESF.
 - b. The primary agency(ies) for the tasked ESFs will be responsible for identifying and tasking the particular resource(s), and will coordinate the delivery of that resource(s).

SCHEDULE OF COUNTY EMERGENCY SUPPORT FUNCTIONS

Emergency Support Function / Description	Primary Department / Agency
<p>ESF 1 Transportation. Provides coordination of transportation support to the public, County departments, and other government and private agencies, and voluntary organizations requiring transportation to accomplish disaster evacuation, response, and recovery missions.</p>	<p>Emergency Management and Evacuation Working Group (EWG)</p>
<p>ESF 2 Communications & Information Technology (IT). Provides coordination of telecommunications support necessary to conduct disaster response and recovery operations including the restoration of downed communications systems.</p>	<p>Information and Innovation Office</p>

SCHEDULE OF COUNTY EMERGENCY SUPPORT FUNCTIONS	
Emergency Support Function / Description	Primary Department / Agency
ESF 3 Public Works & Engineering. Provides public works and engineering support necessary to restore the community's infrastructure. Includes the areas of debris clearance and disposal, temporary construction of emergency access routes, restoration of critical public services, restoration of water and waste water systems, construction management and inspection, and emergency demolition or stabilization of damaged structures.	Public Works
ESF 4 Fire Fighting. Detects and suppresses fires resulting from, or occurring coincidentally with, a disaster.	Fire Rescue
ESF 5 Information & Planning. Collects, analyzes and disseminates appropriate information on emergency operations which facilitates decision making in response and recovery operations.	Emergency Management
ESF 6 Mass Care and Human Services. Coordinates efforts to provide sheltering, feeding, and emergency first aid.	Social Services; Homeless Services
ESF 7 Resource Support. Locates, procures, and provides required resources in support of emergency operations.	Procurement Services
ESF 8 Health & Medical. Provides a coordinated response to public health and medical needs following a disaster.	FDOH – Hillsborough
ESF 9 Search & Rescue. Locates, rescues, and provides immediate medical treatment to survivors who are lost, isolated, or trapped as a result of a disaster.	Fire Rescue
ESF 10 Hazardous Materials. Responds to an actual or potential release of hazardous materials.	Fire Rescue
ESF 11 Food & Water. Identifies, secures, and arranges for the transportation and distribution of food and water to disaster survivors.	Aging Services; Conservation & Environmental Lands Management
ESF 12 Energy & Utilities. Coordinates the restoration of energy and utility systems, and availability of petroleum products for response and recovery operations.	Public Utilities

SCHEDULE OF COUNTY EMERGENCY SUPPORT FUNCTIONS	
Emergency Support Function / Description	Primary Department / Agency
ESF 13 Military Support. Coordinates the use of military assets, including National Guard and active duty forces, in support of emergency operations.	Emergency Management
ESF 14 Public Information. Coordinates and disseminates appropriate information to the media and public during emergency operations.	Communications & Digital Media
ESF 15 Volunteers & Donations. Coordinates the effective utilization of disaster volunteers and donated goods during response and recovery operations. Manages the County’s relief supplies reception and distribution system.	Emergency Management
ESF 16 Law Enforcement & Security. Coordinates law enforcement activities during evacuation, response, and recovery operations to include law and order, traffic control, security, and reentry operations.	Sheriff’s Office
ESF 17 Animal Protection. Coordinates animal protection activities for both small and large animals to include emergency medical care, evacuation, rescue, temporary confinement, shelter, food and water, identification for return to owners, and disposal of dead animals.	Pet Resources
ESF 18 Business and Industry. Coordinates evacuation, response and recovery operations with the business community.	Economic Development
ESF 19 Damage Assessment. Coordinates collection, analysis, and distribution of damage assessment information for public and private buildings, businesses, private homes, and municipal jurisdictions in the event of a disaster and/or emergency.	Code Enforcement

7.0 DEFINITIONS AND LEVELS OF DISASTER.

7.1 Florida Statute 252 defines a disaster as any natural, technological, or civil emergency that causes damage of sufficient severity and magnitude to result in a declaration of a state of emergency by a county, the Governor, or the President of the United States. F.S. 252 also identifies disasters by the severity of resulting damage, as follows:

Disaster Definitions	
Catastrophic Disaster	Requires massive state and federal assistance, including immediate military involvement.
Major Disaster	Likely exceeds local capabilities and requires a broad range of state and federal assistance.
Minor Disaster	Likely to be within the response capabilities of local government and to result in only a minimal need for state or federal assistance.
Emergency	Any occurrence, or threat thereof, whether natural, technological, or manmade, in war or in peace, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property.

7.2 Graduated Response.

- a. The principle of graduated response will be used in dealing with a localized disaster. The initial response will come from emergency personnel and equipment located within the jurisdiction where the disaster occurs. In the unincorporated areas of the County, this initial response will come from the Sheriff's Office or the County Fire Rescue Department. Additional resources can be coordinated by the EOC if the situation warrants.
- b. While a local disaster may occur in a specific section of the County or a municipality, a major disaster will most likely affect the entire County, and will require a coordinated response between each level of government and other response agencies.
- c. Most disasters will require a graduated response involving only those persons necessary to handle the situation. For this purpose the three levels of response utilized in the State EOC will be used in Hillsborough County:

<p>Level 3 Normal Operations / Steady- State</p>	<p>This is typically a “monitoring” phase and standby for higher activations if indicated. The OEM duty officer and the County warning point monitor daily operations and maintain awareness of the potential for emergencies to arise. The responsibility for control of any routine response to an incident rests with the County's responding department(s). The EOC remains at a normal monitoring condition. Notification will be made to those agencies and ESFs who would need to take action as part of their everyday responsibilities. Notifications are made to selected EOC Operations Group members as deemed appropriate.</p>
<p>Level 2 Enhanced Steady State / Partial Activation</p>	<p>A limited activation of the EOC Operations Group. All ESFs are notified. The EOC will be staffed by OEM personnel, key staff, and selected ESF personnel as needed. The EOC may require 24 hour a day staffing. Contact is made with the State EOC. A declaration of a local state of emergency may not be in effect, but will be anticipated.</p>
<p>Level 1 Full Activation</p>	<p>Full activation of the EOC Operations Group and all ESFs, and may require 24 hour a day staffing at the EOC and other operational facilities. A declaration of a local state of emergency may be in effect or anticipated. Level 1 is initiated after the impact of a catastrophic event (i.e. hurricane). This level is maintained into the recovery phase and/or when the disaster is downgraded back to a Level 2 or 3. At this level of activation, representatives of federal, state, and/or municipal agencies may report to the County EOC to provide assistance.</p>

8.0 DIRECTION AND CONTROL.

8.1 General.

- a. Hillsborough County retains decision making authority and control during emergencies. Field Incident Commanders exercise this authority in their role as County officials. County officials operating in the Emergency Operations Center (EOC) retain the coordination and commitment authority for local resources and deploy those resources as appropriate.
- b. When an emergency is confined to a single location within County jurisdictions, the department(s) with legal authority will exercise command. The department(s) representative(s) will serve as the on-scene incident commander. Field Incident Commander(s), assisted by a staff sufficient for the tasks to be performed, will manage the emergency response at an incident site(s).

- c. During emergency operations, department heads retain administrative and policy control over their employees and equipment. However, personnel and equipment will carry out mission assignments directed by the Incident Commander. Each department and agency is responsible for having its own operating procedures to be followed during response operations, but interagency procedures, such a common communications protocol, may be adopted to facilitate coordinated effort.

8.2 Role of County EOC.

- a. The EOC serves as the centralized direction and control point for all major disasters. The County Administrator and the Emergency Policy Group provides direction for County disaster operations. The EOC Command manages EOC emergency operations with the assistance of the Emergency Support Group, the EOC command and general staff, and the EOC Operations Group. Members of the EOC Operations Group maintain continual contact with their department or agency command centers to ensure proper coordination of all disaster response and recovery operations.
- b. The EOC will coordinate any required operational, logistical, and administrative support needs of EOC Operations Group and ESF personnel. EOC Operations Group and ESF personnel will coordinate support needs for their personnel in the field as assisted by the EOC Command, if required.
- c. Once activated, the EOC directs and controls the County's overall response to an emergency. Individual field incident commanders retain tactical control of resources assigned to incidents.
- d. The EOC may be partially activated to coordinate support for field Incident Commander(s) without activating the full EOC organization.
- e. If state and/or federal resources are made available to the County they will be under the operational control of the County Administrator and Incident Commanders.

8.3 Municipalities will establish their own EOCs for emergency operations based on their own plans and activation criteria. Municipality representatives serve on the EOC Operations Group to coordinate activities between County and municipal response and recovery elements.

9.0 EMERGENCY OPERATIONS CENTER – ACTIVATION.

9.1 Depending upon the severity and magnitude of the disaster, activation of the EOC may not be necessary, may only be partially activated, or may require full activation. Partial activation would be dictated by the characteristics of the disaster and would involve only those departments and agencies needing to interact in providing the County's coordinated response.

- 9.2 The EOC is activated and managed by the OEM Director or designee. EOC activation levels will generally follow the “emergency levels” as described in Section 7.0 above.
- 9.3 When the decision is made to activate the EOC, the OEM Director will notify the appropriate departments and agencies to report to the EOC. Additional notifications are made to municipalities and state as appropriate.
- 9.4 When the EOC is activated, it is essential to establish a division of responsibilities between the Incident Command Post(s) and the EOC. It is essential that a precise division of responsibilities be determined for specific emergency operations. Common EOC tasks include:

Common EOC Tasks

- Assemble accurate information on the emergency situation and current resource data to allow County officials to make informed decisions on courses of action.
- Work with representatives of emergency services, determine and prioritize required response actions, and coordinate their implementation.
- Suspend or curtail government services, recommend the closure of schools and businesses, and cancellation of public events.
- Provide resource support for the incident command operations.
- Issue community-wide warning.
- Issue instructions and provide information to the general public.
- Organize and implement large-scale evacuation.
- Organize and implement shelter and mass care for evacuees.
- Coordinate traffic control for large-scale evacuations.
- Request assistance from the state, federal, and other external sources.

10.0 EMERGENCY OPERATIONS CENTER (EOC) – ORGANIZATION AND STAFFING.

Note: The “EOC Operations Manual” provides complete details on EOC operations such as detailed job descriptions and checklists of tasks. The EOC Operations Manual is published separately.

10.1 Overview.

- a. The EOC management structure is intended to be flexible and should be tailored by the OEM Director, EOC Command, and the EOC Operations Group to meet the demands of any particular situation.

- b. EOC Command directs EOC response actions to save lives and protect property and recommends/instigates population protective actions. Within the framework of the EOC all available County resources are identified and mobilized as necessary. Tasks are prioritized and resources used within this priority framework.
- c. All County officers and employees are part of the County’s emergency management organization and may be called on to perform emergency management functions during an emergency.

10.2 Use of the National Incident Management System (NIMS) Incident Command System (ICS).

- The EOC utilizes the scalable organizational structure of the National Incident Management System (NIMS) Incident Command System (ICS) in the context of both pre-incident, post-incident, and recovery activities. The EOC organization adapts to the magnitude and complexity of the situation at hand, and incorporates the NIMS principles regarding span of control and standard organizational structure. Although the EOC uses the ICS structure, the EOC does not directly manage on-scene operations. Instead, the EOC focuses on policy decisions, providing multi-agency support to on-scene efforts, and conducting broader operational support for activities that are not part of specific incidents.
 - See the EOC Incident Management System organization chart on page BP-C-26.

10.3 EOC Functions and Positions.

Emergency Policy Group (EPG)	Formulates general policy during declared disasters and provide strategic advice and recommendations to EOC Command. This group meets as needed and is chaired by the County Administrator.
Emergency Support Group (ESG)	Responsible for assisting the County Administrator in the formulation of emergency recommendations to the Emergency Policy Group. This Group also assists in developing policy guidelines during emergency operations.
Legal Officer	Responsible for providing legal advice and assistance to the EPG, ESG, and EOC Command in all matters relating to the current event that caused the activation of the EOC. This advice may be related to the operations, procedures, and policies, either current or proposed, during the activation of the EOC.

C. CONCEPT OF OPERATIONS

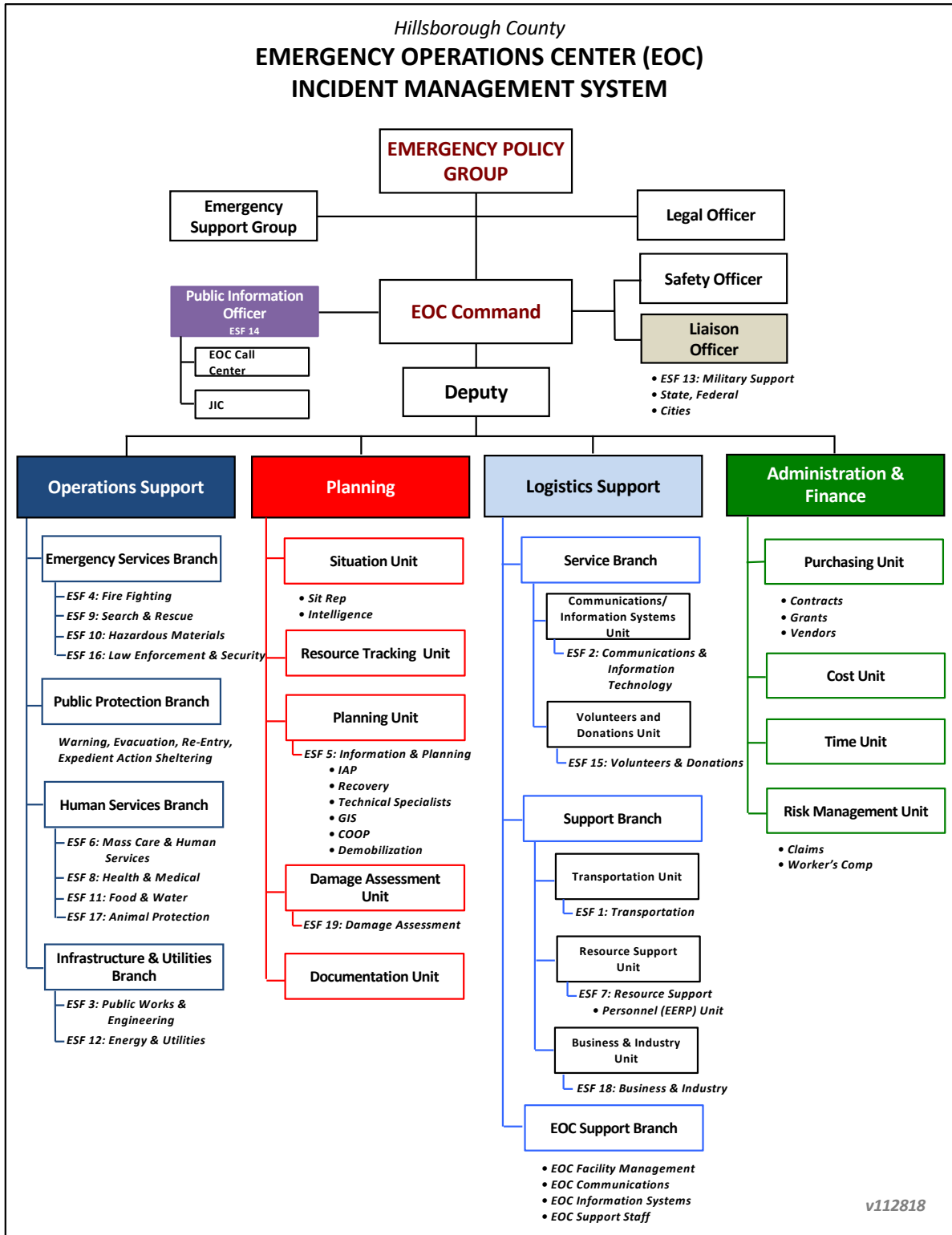
EOC Command	Responsible for the staffing and operation of the EOC to include: <ul style="list-style-type: none">• Ensures that the EOC is adequately staffed, and that the appropriate ESFs are activated to meet the emergency tasks and demands.• Directs the activities of the EOC staff.• Ensures that policies and priorities established by the EPG are implemented.• Establishes the EOC objectives.• Directs, in consultation with the EPG, strategic and contingency planning efforts to address incident related concerns and issues.• Establishes the operational period for the EOC.• Approves the EOC Incident Action Plan (IAP) and Situation Reports (SitReps).
Deputy	If activated, assists EOC Command with duties as assigned and supervises the EOC Section Chiefs.
Public Information Officer (PIO)	Reports to Command and is in charge of implementing ESF 14: Public Information. The PIO Section includes the EOC Call Center and the Joint Information Center.
Safety Officer	Advises EOC Command on internal EOC and field operational safety issues.
Liaison Officer	The point of contact with other agencies. Coordinates agency representatives assigned to the EOC as well as handling requests from other agencies for sending County liaison personnel to other EOCs. Functions as a central location for incoming agency representatives, and will provide workspace, and arrange for support as necessary.
Operations Support Section	Provides support to field operations directed towards reducing the immediate hazard, saving lives, and property, establishing situational control, and restoring normal conditions. Ensures that policy and resource decisions of the EPG and Command related to operations are implemented. Responsible for the coordination of all response elements applied to the incident.
Planning Section	Collects, analyzes, displays, and disseminates information related to the incident and the status of operations. Also collects and maintains information on the status of all resources assigned by the EOC to field operations. Develops projections and forecasts of future events. Coordinates and consults with technical specialists. Responsible for facilitating the incident action planning process for the EOC and produces the EOC IAP. Functions as the primary support for strategic level decision making at the EOC including preparing situation reports and briefings, map displays, collecting and consolidating damage assessment information, and developing plans necessary to address changing field events. Maintains accurate and complete incident files, including a complete record of the support provided to resolve an incident.

<p>Logistics Support Section</p>	<ul style="list-style-type: none"> Responsible for the acquisition, coordination, and movement of supplies, equipment, and personnel in support of the response operations in the field. Provides for the establishment of operating facilities and services needed to support on-going response and recovery operations. The EOC Support Branch maintains the EOC readiness, provides EOC staff support, and provides/coordinates the EOC administrative, logistical, IT, and communication support required during EOC operations.
<p>Administration and Finance Section</p>	<p>Provides policy guidance and establishes procedures to authorize the commitment and payment of funds for resources or services ordered through the EOC. Tracks and processes payment of vendor purchases, contracts, and other payments, as well as ensures that an accurate accounting of the costs associated with the incident are maintained.</p>

10.4 Extended Operations.

- a. The EOC may be required to operate on a 24 hour basis for the duration of an emergency. During a 24 hour operation, shifts will normally last 12 hours, but may be adjusted based on the needs created by the emergency.
- b. Each position in the EOC must have, at minimum, two people designated to cover shift staffing over a 24 hour period.

10.5 The secondary, or alternate, EOC is located at 2711 E. Hanna Avenue, Tampa, FL, 33610.



11.0 OTHER INCIDENT FACILITIES.

Other incident support facilities may include one or more of the following:

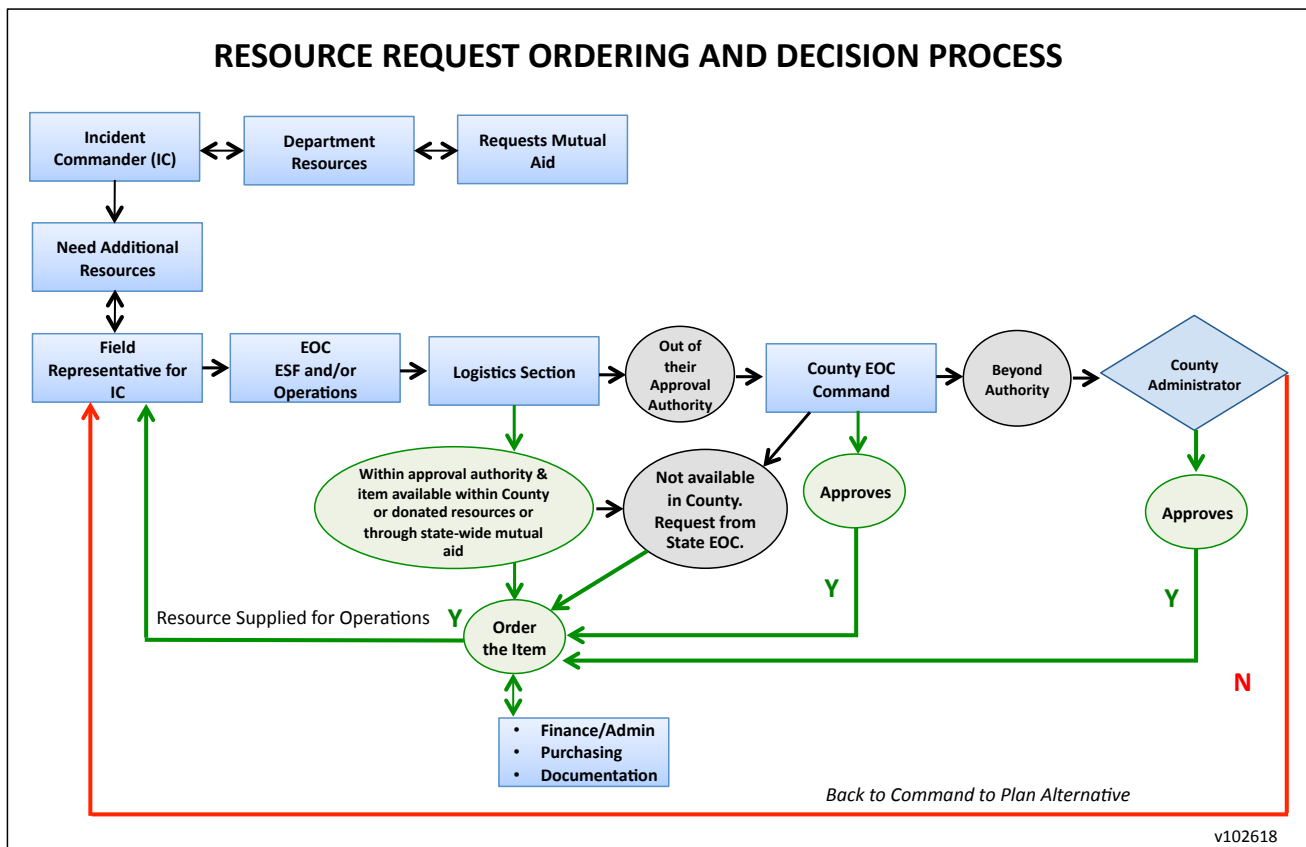
<p>Incident Command Post (ICP)</p>	<ul style="list-style-type: none"> • The tactical level, on–scene incident command and management organization is located at the ICP. When multiple command authorities are involved, the ICP may be led by a Unified Command, comprised of officials who have jurisdictional authority or functional responsibility for the incident under an appropriate law, ordinance, or agreement. The Unified Command provides direct on–scene control of tactical operations and utilizes a NIMS ICS incident management team organization. • The ICP is usually located at or in the immediate vicinity of the incident site. The location is selected by the agency having primary jurisdictional authority for managing the incident at this level. Generally, there is one ICP established for each incident. Depending on the number and location of incidents, there may be multiple ICPs.
<p>Department Operations Center (DOC)</p>	<p>Each County department will be directed by the EOC to establish a primary location and alternate location from which to establish direction and control of its respective activities in an emergency or disaster. This may be from the EOC, or other location, depending upon the circumstances.</p>
<p>Municipal EOCs</p>	<p>Each municipality may establish their own EOC to coordinate response and recovery operations within their jurisdiction. Connectivity to the County EOC for situational awareness, resource coordination, and mutual support is the norm.</p>
<p>Joint Field Office (JFO)</p>	<p>The JFO is a federal multi–agency coordination center established locally by state or federal authorities. It provides a central location for coordination of federal, state, local, nongovernmental, and private sector organizations with responsibility for response and incident support.</p>
<p>Joint Information Center (JIC)</p>	<p>The JIC is a location where public information professionals from organizations involved in incident management activities work together to provide critical emergency information, crisis communications, and public affairs support. The JIC serves as a focal point for the coordination and dissemination of information to the public and media. The JIC would be established and managed by ESF 14 (Public Information).</p>
<p>Disaster Recovery Center (DRC)</p>	<p>When established in coordination with state and local jurisdictions, a DRC is a federally established central facility where individuals affected by a disaster can obtain information on disaster recovery assistance programs from various federal, state, local, private sector, and voluntary organizations.</p>

Point of Distribution	A Point of Distribution (POD) is a centralized location for the receipt of resources and supplies being provided in support of disaster operations. It is at this location that incoming resources will be received, sorted, and distributed.
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12.0 FIELD RESOURCE REQUEST ORDERING AND DECISION MAKING PROCESS.

12.1 During normal daily emergency response field incident Commanders (IC) acquire needed resources as a manner of course by utilizing existing department resources (reach back) and/or calling for mutual aid. If the need for resources exceed available department and mutual resources it is likely that the EOC will be (or will have been) activated.

12.2 When the County EOC is activated ICs (or their designated field representative) will communicate to the EOC their resource needs. This is done by communicating to an EOC ESF representative and/or the EOC Operations Section.



13.0 NOTIFICATION AND WARNING.

- 13.1 Warning for an emergency requires action on two levels: warning officials and organizations and warning the general public. The extent and method of warnings issued will be determined by the Director of OEM and County Administrator. The scope of a warning can range from countywide for an event like a hurricane to a limited area of the County for a hazardous materials incident.
- 13.2 The Director of OEM has the overall responsibility for maintaining the County warning points. There are two designated warning points for Hillsborough County, both located at the County Public Safety Operations Complex (PSOC):
- a. **Primary** – Emergency Dispatch Communications (EDC), which is also responsible for fire and ambulance dispatch within the unincorporated County, serves as the County’s 24 hour warning point.
 - b. **Secondary** – Hillsborough County OEM activates the EOC under emergency conditions, which then assumes some of the County warning point responsibilities.
- 13.3 Warning of potential or actual disasters can be received at both the primary and secondary warning points from the following sources:

National Weather Service (NWS)	Forecasts weather conditions and originates severe weather watches and warnings. Severe weather information concerning the Tampa Bay area is provided by NWS offices in Ruskin and Miami. This information is received at the County warning points over the state satellite system by telephone and weather teletype.
State Satellite Communications System	Provides capability to transmit voice, high-speed data, facsimile, and video communications throughout the state’s emergency management network. Besides the 67 terminals located in every County EOC, the system serves all National Weather Service forecast offices in the state, the National Hurricane Center (NHC), and the primary Emergency Alert System (EAS) radio stations.
Telephone and Local Radio Systems	Warnings of emergencies within the County can be received by telephone or radio, including the 9-1-1 system (See ESF 2: Communications).

C. CONCEPT OF OPERATIONS

13.4 Warning will be made by County warning point personnel utilizing all available means of communications to inform and warn County officials, local governments, emergency responders, disaster organizations, other concerned agencies, and the public. Notification lists and phone numbers of key emergency personnel are maintained by both EDC and OEM. Director of OEM normally decides which personnel are notified depending on the emergency scenario. The systems available for warning are:

Normal Telephone System (Including Fax)	The warning points keep comprehensive listings of telephone numbers to be called for various emergency situations. Faxes can also be used for this purpose.
E-mail	Advisories can be sent electronically to multiple addresses by e-mail.
Two-Way Radio	The warning points have access to existing radio systems (e.g., police, fire) to warn specific agencies.
Emergency Alert System (EAS)	County warning points can request activation of the EAS by contacting the State Watch Office (SWO). The SWO will activate the system through the primary EAS station in the area. Upon appropriate authentication, participating broadcast stations (radio and television), as well as cable television companies, will activate their alert tone transmitters and interrupt their broadcasts to pass the warning message. This system can only alert those individuals who are monitoring the radio/television broadcast at the time of the warning.
Media	The media – particularly broadcast and social media - play a critical role in the County’s capability to warn the public in a timely manner. In addition to using the EAS, the warning points will provide critical messaging to a Public Information Officer for dissemination. Spanish-language radio stations are available to provide warnings to their listeners. With regard to the hearing-impaired, television stations provide the key method of warning these persons.
NOAA Weather Radio	Ruskin Weather will broadcast warning messages for Hillsborough County over their NOAA Weather Radio network. This system will be activated by a phone call from the EOC to Ruskin Weather. OEM encourages County departments, agencies, and all public and private facilities to obtain a weather radio receiver in order to have the capability of receiving warning messages. Ruskin Weather is also designated as an alternate to activate the EAS.
Computer Controlled Telephone Out Dial Systems	The EOC, Sheriff’s Office, and Tampa Police possess telephone out dial systems that can be used to provide residents and businesses in designated areas with public safety or emergency management advisories. HCFL Alert is Hillsborough County’s official mass notification.

Mobile Public Address Systems (PA)	An effective means of alerting the populace is law enforcement and fire personnel broadcasting the warning via mobile public address systems.
Personal Contact	The least efficient method of alerting the populace is door-to-door by law enforcement and fire personnel. However, personal contact is a highly effective way of alerting the affected populace, especially for localized disasters.
Port Siren Alert System	A radio based system that is activated when a hazardous materials release occurs in the Port area. The alert system can be activated at the EOC or at the Port.
Integrated Public Alert and Warning System (IPAWS)	IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface. This is integrated into the County’s Everbridge system.

13.5 The County warning point will notify the state watch office of applicable incidents over the satellite communications system.

13.6 The two County warning points are capable of coordinating any warning with adjacent jurisdictions by satellite communications system, telephone, and two way radio.

14.0 PUBLIC PROTECTION: EVACUATION AND SHELTER.

14.1 Evacuation operations in Hillsborough County will be a coordinated effort by County, municipal, and the various emergency response agencies in the preparation and movement of evacuees from threatened areas into safe areas. Many evacuations will be localized and require only selected assistance from County resources. However, during a hurricane evacuation, not only Hillsborough County, but the entire Tampa Bay Region will be involved and will require the use of all pertinent municipal and County resources as well as the coordinated efforts of surrounding counties and state agencies.

14.2 Evacuation for a Localized Disaster.

- a. The principle of graduated response applies to actions taken if a localized disaster causes evacuations from threatened areas. Any evacuation during a localized disaster will be dictated by the situation and by the decision of the incident commander based upon the threat to the areas adjacent to the disaster site. The decision and order to evacuate will be made within the jurisdiction by the appropriate authority. In this event, coordination will be established with OEM, the EOC, the EDC, and the appropriate ESFs.

- b. During localized evacuation situations, requests for outside assistance will be made through EOC or EDC (after duty hours). This assistance may include, but is not limited to, the opening of selected shelters, emergency transportation, and activation of search and rescue units, and requests for specialized personnel or equipment.

14.3 Large Scale Evacuation.

- a. When, in the judgment of the County Administrator, or representative, an approaching hurricane or other emergency presents a threat to Hillsborough County, the Emergency Policy Group (EPG) will be convened. If deemed appropriate, the EPG will issue a declaration of a state of local emergency. The EPG may issue an evacuation order concurrently with an emergency declaration or may defer the evacuation order to a later time.
- b. OEM and the EOC will provide coordination direction and control for large scale evacuations. A County evacuation plan is maintained under separate cover and will provide the basis for a 'time and circumstance' evacuation action plan. Considerations and content for the evacuation action plan include:

Evacuation Action Plan Elements

- Determination of an evacuation level.
- Issuing of alerts, warnings, public information, and instructions.
- Computation of evacuation times (hurricane).
- Identification of areas, facilities, and populations to be evacuated to include hospitals, nursing homes, mobile home parks, vulnerable populations (special needs, jails, etc.).
- Considerations and provisions for animals.
- Issuing of emergency orders.
- Determination of emergency transportation needs and evacuation pick up points.
- Identification of evacuation routes and traffic control points.
- Shelters: numbers, types, locations, capacities.
- Locations of 'refuges of last resort'.
- Closure of certain government facilities and services to include public schools.
- Closure of business recommendations.
- Security for evacuated areas.
- Re-entry plan.
- Activation of the County's Employee Emergency Response Program (EERP).

14.4 Public Shelters.

Note: See ESF 6 (Mass Care), Attachment 1, for information on shelter types, uses, roles, and responsibilities.

- a. In the event of a hurricane or other countywide emergency, the decision to open shelters will be made by the County Administrator, or representative. This decision will be coordinated with the Superintendent of Schools. In most cases, the decision to open shelters will be made subsequent to a declaration of a state of local emergency by the Emergency Policy Group. The decision can be made no later than the time an evacuation Order is issued by the EPG. This decision will be immediately provided to ESF 6 (Mass Care) who has the responsibility to coordinate the opening of shelters. The EOC and ESF 6 will coordinate shelter openings for major evacuations. For a localized disaster, a request to open shelter facilities will be made by the appropriate agency (i.e. law enforcement or fire department) to the OEM Duty Officer for coordination.
- b. Most public shelter facilities for countywide emergencies will be located at public schools. Selected churches which have agreements with the American Red Cross may also serve as public shelters. The designated public schools to be used as public shelters will be reviewed annually by OEM, Hillsborough County School Board Administration, and American Red Cross. The best available public school facilities will be chosen to meet shelter requirements primarily based on safety criteria (i.e. out of potential hurricane storm surge zones and structurally sound) and American Red Cross shelter selection criteria. Certain shelter(s) will be designated as capable of housing pets (dogs and cats). Pet Resources will be responsible for coordinating reception and sheltering of the pets.
- c. An updated list of official County public shelters is published annually in the Citizen's Disaster Planning Guide and posted on the County web site. The shelters are designated with a unique symbol on the hurricane evacuation map.
- d. Logistical requirements for shelters are a joint responsibility of ESF 6, OEM, and School Board. The School Board will ensure that a minimum of a three day supply of food, sufficient water, and sanitation facilities is available in the designated public school shelters. The School Board will also ensure that food service and janitorial personnel support are available. Replenishment of food, water, and other supplies is an ESF 6, OEM, and American Red Cross responsibility in coordination with the School Board.
- e. Special Needs Shelters.
 - (1) Hillsborough County opens designated shelters, the number depending on the severity of the event, which are solely dedicated for those with special medical needs. The Florida Department of Health – Hillsborough manages these shelters.

- (2) Those who qualify for special needs shelters are encouraged through the Citizen's Disaster Planning Guide, as well as by human service agencies and home health agencies, to pre-register. The Florida Department of Health – Hillsborough maintains a list and updates it on a continual basis.
 - (3) More detailed information on evacuation and sheltering of people with special needs can be found in ESF 6 and the County's Special Needs Evacuation & Shelter Plan.
- f. Refuges of Last Resort.
- The possibility exists in a large scale hurricane evacuation, especially one which involves several west central Florida counties that evacuation routes will become gridlocked as a hurricane approaches the area. In this event, some form of refuge of last resort will be needed to protect stranded motorists' lives. Refuges of last resort would include such locations as government buildings, churches, additional schools, and commercial buildings. (A list of such potential facilities is maintained separately). These refuges are not designated as official public shelters and will have minimal, if any, support available; they will merely serve stranded motorists who would be safer in the designated facility than in a car.

15.0 EMERGENCY PROCLAMATION, REQUEST FOR ASSISTANCE AND RESOURCE REQUESTS.

Incident: An incident is an emergency situation that is limited in scope, scale, and potential effects, normally managed successfully through departmental standard operating procedures.

Emergency: An event or occurrence requiring action by emergency personnel to prevent or minimize loss of life or damage to property or natural resources. An emergency is a situation that is larger in scope and more severe in terms of actual or potential effects than an incident.

Disaster: The occurrence or imminent threat of widespread or severe damage, injury, loss of life, or property resulting from any natural, technology, or man-made cause. A disaster involves the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the local government to manage with its traditional resources.

15.1 Emergency Proclamation.

- a. A local “emergency proclamation” is the legal method that authorizes extraordinary measures to meet emergencies and/or solve disaster problems. A proclamation allows for the emergency appropriation of monies, emergency use of resources (County personnel, supplies, equipment, materials, facilities), the by-passing of time consuming requirements such as hearings and the competitive bid process, and activates extraordinary measures as outlined in this plan. A proclamation is usually a prerequisite for state and/or federal assistance and made at the onset of a disaster to allow the County to do as much as possible to help itself.
- b. In preparing a proclamation, a description of the event and the necessary emergency authorizations need to be documented. The State EOC should be informed and a news release made as soon as possible when an emergency proclamation is signed.
- c. The Emergency Policy Group (EPG) may declare a State of local emergency to expedite access to local resources needed to cope with the incident. If the needed response exceeds these local capabilities, a disaster has occurred. The EPG may further ask for a gubernatorial declaration and state and federal assistance.

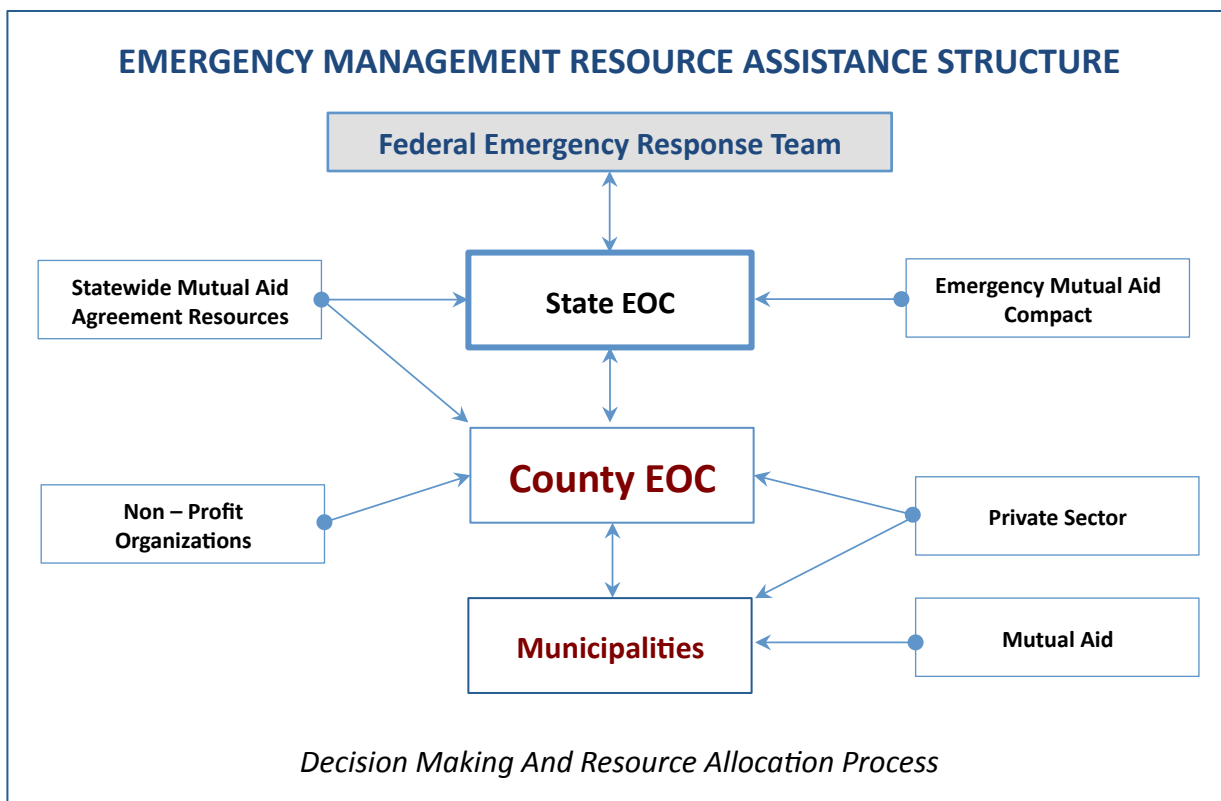
15.2 Request for Assistance.

- a. In accordance with F.S. Chapter 252.38(1), Hillsborough County Office of Emergency Management has jurisdiction over and serves the entire county during emergencies, including municipal jurisdictions. An extensive coordination effort between the County and municipalities is required during emergency response and recovery operations.
- b. If the situation is beyond local capability, a request for state assistance, and/or federal assistance, may be in the original proclamation or included in a second proclamation presented to the Governor through the State EOC (SEOC). The “Local Proclamation” and the “Request for Assistance” are two separate actions, although they may be combined. Part of this proclamation includes the EPG proclaiming the County “a disaster area”.
- c. At the state level, decision making authority and commitment of state resources is retained at the SEOC or by the state emergency response team (SERT) leader. The SERT leader may issue mission assignments to state agencies (state ESFs) in support of local response needs. Mission assignments and mutual aid agreements coordinated by the state, are tracked in the SEOC by staff reporting to the SERT leader.
- d. Should federal assistance be granted, a State Coordinating Officer (SCO) will be appointed to interface directly with the federal government and to coordinate federal ESFs mobilized to support local emergency operations.

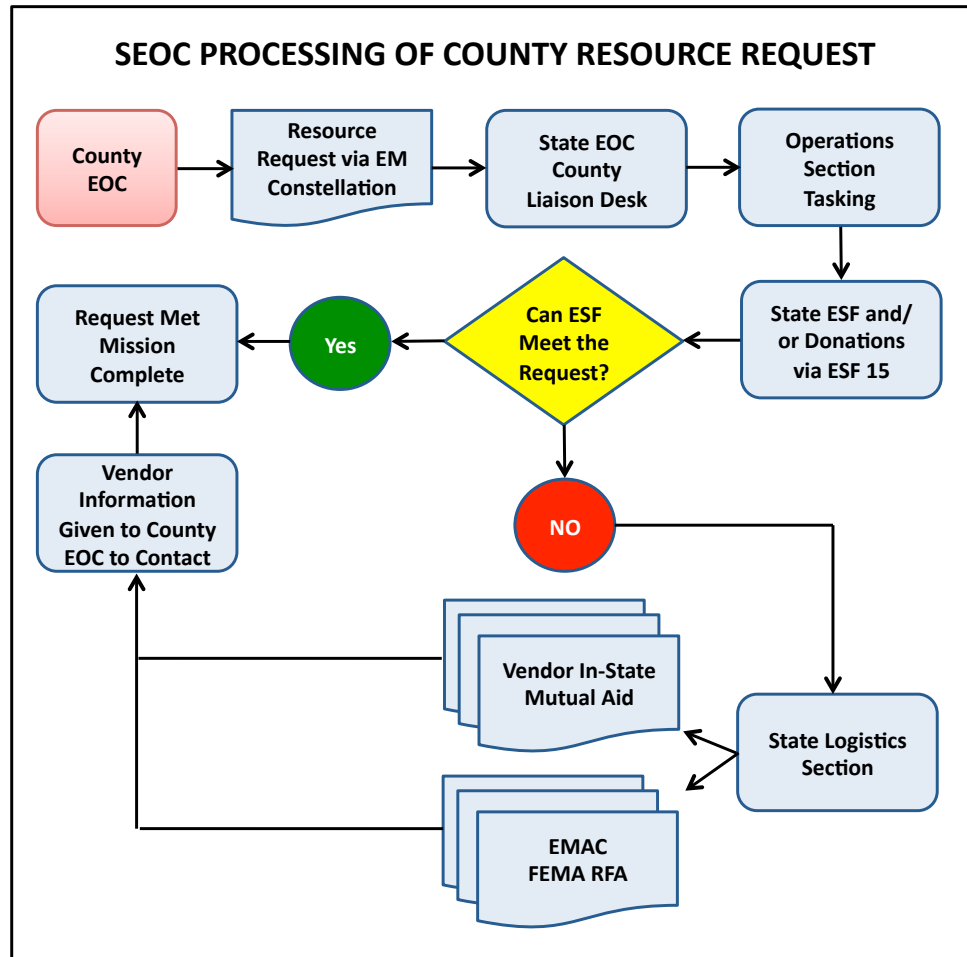
- e. A Federal Coordinating Officer (FCO) works with the SCO to identify requirements. A Joint Field Office (JFO) may be established to coordinate federal resources. A Principal Federal Officer (PFO) may be designated to coordinate federal interagency incident management efforts. See Section 17.0 Federal Government Response, for further details.

15.3 Resource Requests.

- a. The Hillsborough County EOC must validate and approve all County resource requests and verify that local resources have been exhausted, and that resources are not available from the local private sector. The decision making and resource allocation process is illustrated below.



- b. The SEOC receives and processes resource requests as per the process illustrated in the flow chart below.



15.4 County Support to Municipalities.

- The basic concept for emergency operations in Hillsborough County calls for a coordinated effort and graduated response by personnel and equipment from municipal, County, and other disaster support agencies in preparation for, and in response to and recovery from, local disasters. The municipal governments of the cities of Tampa, Plant City, and Temple Terrace have the initial responsibility for disaster response and recovery operations within their jurisdiction. When a municipality's resources are inadequate, assistance will be requested from the County. If the requested assistance is beyond the County's capability, the county will request state and federal assistance from the State Emergency Operations Center (SEOC).

15.5 Private Sector and Non-Governmental Organizations.

- During disaster operations, numerous private sector and private nonprofit organizations provide resources. Many of these groups will participate in relief supply activities conducted at the State Fairgrounds or Points of Distributions as described in ESFs 7 (Resource Support), 11 (Food and Water), and 15 (Volunteers and Donations).

15.5 Mutual Aid Agreements.

- a. Mutual aid agreements and memoranda of understanding dealing with emergency operations will be entered into as the need arises. The primary agency for the type of agreement will develop, coordinate, and monitor their agreement (e.g. OEM for overall emergency management agreements, Fire Rescue Department for fire and ambulance services, Sheriff's Office for law enforcement, etc.). In most cases, mutual aid agreements involving resources of Hillsborough County departments will be approved and signed by the Board of County Commissioners.
- b. The Hillsborough County emergency management program maintains and implements mutual aid agreements with multiple agencies and organizations to provide equipment, supplies, facilities, and personnel. These include agreements with vendors, the State of Florida, the Hillsborough County School Board, the Lutheran Services, and others.
- c. The County and all three municipalities are signatories to the Statewide Mutual Aid Agreement. If resources within the County are insufficient for disaster response and recovery operations, mutual aid will be requested from the SEOC or other local jurisdictions in the state.

16.0 STATE OF FLORIDA RESPONSE.

16.1 The State of Florida provides assistance to impacted counties when the resources of the affected county and its municipalities have been exhausted. The State EOC will coordinate assistance provided to the County. The state has organized various capabilities to assist counties impacted by a disaster to include the following:

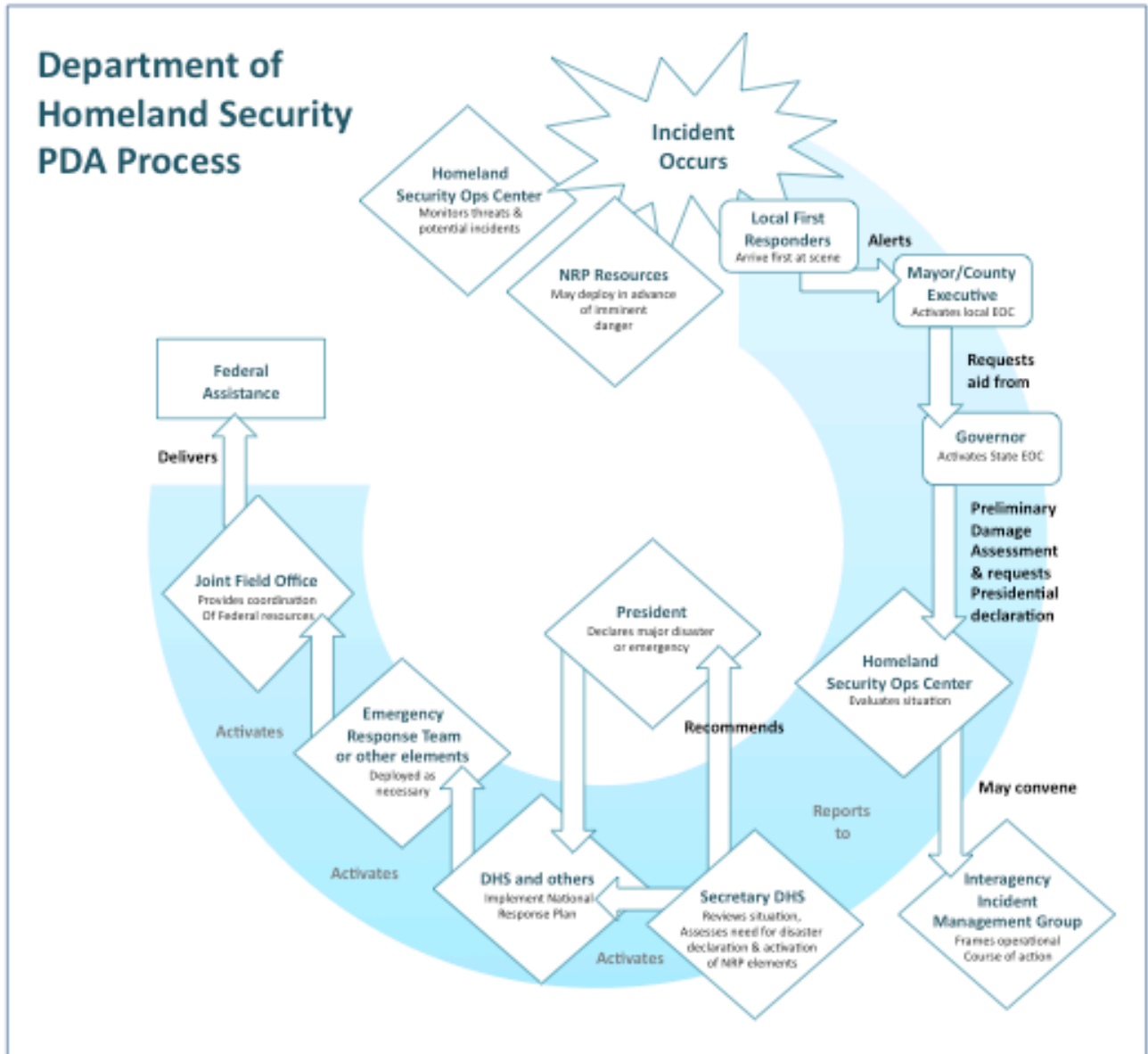
<p>State Emergency Response Team (SERT)</p>	<p>Comprised of all or a partial group of State Emergency Coordinating Officers (ECO), representing the state’s Emergency Support Functions. These ECOs are empowered to carry out the missions that are assigned by their ESF. Assistance requests from counties are forwarded to the State EOC to the various ESF groups. A SERT Liaison Officer, typically a FDEM area coordinator or non-impacted local emergency management coordinator, will be dispatched to a county threatened by, or experiencing, a large-scale emergency or disaster. The SERT Liaison Officer will provide ongoing assessments and relay local recommendations or resource requests to the SEOC. As the emergency situation develops, additional SERT representatives may be deployed to the impacted county to provide additional support and assistance. When organized, this group may be designated as the Area Command. This team will operate from the county EOC or a separate operating location where it can coordinate local or regional response activities.</p>
<p>Rapid Response Teams (RRT)</p>	<p>State and county personnel and volunteers, organized into RRTs may be deployed into an impacted area to augment the Area Command. The type of functions these teams can be assigned includes: management of donated goods and services at the county/regional relief center, organizing, and providing logistical support for volunteer groups, operating staging areas, providing relief for EOC personnel, etc. The OEM Director will coordinate the effective assignment of the teams through the SEOC.</p>
<p>Mutual Aid Support</p>	<p>Mutual aid support sent into the County by the state (either state agencies or county/municipal units) will report to the EOC and may be assembled at a mutual aid staging area (MASA). The MASA may be staffed by a state RRT or with county personnel. The main functions of the MASA will be to receive, process, assign, and coordinate support of mutual aid responders (e.g. fire, law enforcement, EMS, public works, utilities, etc.).</p>

<p>Recon Teams</p>	<p>After the impact of a major or catastrophic emergency, state Recon Teams will be deployed to assess immediate human needs and damage to the infrastructure. This assessment is used to identify those immediate actions that are necessary to preserve life and property. Various state and regional organizations will provide support to Recon Teams in fulfilling their mission. County representatives will join state teams upon their arrival and will coordinate their activities during the assessment process.</p>
<p>Joint Information Center (JIC)</p>	<p>During a disaster, one or more JICs may be set up. The JIC will be staffed with public affairs representatives from local, state, and federal response agencies. The purpose of the JIC is to ensure the coordinated, timely, and accurate release of information to the news media and to the public about disaster related activities.</p>

17.0 FEDERAL GOVERNMENT RESPONSE.

- 17.1 The federal Government provides assistance to affected communities when the capabilities of the local and state governments are exceeded. The SERT will advise FEMA Region IV that a formal request for federal assistance is to be submitted. FEMA may deploy a FEMA liaison to the SEOC, and if a Presidential Declaration of State of Emergency is made, will deploy an Emergency Response Team (ERT). *See Federal Response Flowchart below.*

- 17.2 Under a presidential declaration, the federal government provides assistance through counterpart federal ESFs and the ERT. The federal/state one-on-one liaison will remain in effect in the State EOC throughout the entire federal response operation.



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Comprehensive Emergency Management Plan

I. Basic Plan

D. RESPONSIBILITIES

1.0 GENERAL EMERGENCY MANAGEMENT RESPONSIBILITIES.

1.1 The following common responsibilities are assigned to each department listed in this CEMP.

- a. Participate as requested in mitigation and prevention, preparedness, response, and recovery activities.
- b. Through the Employee Emergency Response Program (EERP), provide staff members with training and exercise opportunities adequate to prepare them to carry out the responsibilities identified in this CEMP.
- c. Upon receipt of an alert or warning of an emergency, initiate notification actions to alert employees on assigned response duties.
- d. As appropriate during an alert or warning:
 - (1) Suspend or curtail normal business activities as appropriate.
 - (2) Recall needed off-duty employees.
 - (3) Consider giving employees time off to prepare their home and family before returning to work as situation allows.
 - (4) Secure and protect departmental facilities.
 - (5) Evacuate departmental facilities if appropriate.
- e. As requested, augment the EOC's effort to warn the public through use of vehicles equipped with public address systems, sirens, or employees going from door to door, etc.
- f. Keep the EOC informed of field activities and maintain a communications link to the EOC.
- g. If appropriate or requested, send a representative to the EOC.

DEPARTMENTS SHOULD ENSURE THAT STAFF MEMBERS TASKED TO WORK IN THE EOC HAVE THE AUTHORITY TO COMMIT RESOURCES, AND HAVE A BROAD UNDERSTANDING OF ALL THE CAPABILITIES AND FUNCTIONS OF THE DEPARTMENT

- h. Activate a department operations center, if appropriate, to support and facilitate department response activities, maintain events log, and report information to the EOC.
- i. Report damages and status of critical facilities to the EOC.
- j. If appropriate or requested, send a representative to the EOC.
- k. Coordinate with the EOC to establish protocols for interfacing with state and federal responders.
- l. Coordinate with ESF 14 (Public Information) before releasing information to the media.
- m. Submit reports to the EOC detailing departmental plans, emergency expenditures, and obligations.

2.0 GENERAL PREPAREDNESS RESPONSIBILITIES.

2.1 Many County departments may have emergency–related functions in addition to their normal daily functions. Each department director is responsible for the development and maintenance of their respective department emergency and continuity of operations (COOP) plans and procedures for each division and section, and performing such functions as may be required to effectively cope with and recover from any emergency affecting their respective areas of responsibility. Specifically, the following common responsibilities are assigned to each department listed in this CEMP.

- a. Create department emergency and COOP plans.
- b. Create and maintain a department calling tree or other method for internal notifications.
- c. Identify department and individual responsibilities (as indicated in these plans), and identify emergency tasks.
- d. Work with other departments to enhance cooperation and coordination, and eliminate redundancy. Departments having shared responsibilities should work to complement each other.
- e. Establish a preparedness education program, and a training and exercise program, so that each division, section, and employee will know exactly where, when, and how to respond.
- f. Develop site specific emergency plans for department facilities as necessary.

- g. Ensure that employee job descriptions reflect their emergency duties.
- h. Train personnel to perform emergency duties and tasks as outlined in the CEMP and department emergency plans.
- i. Identify, categorize, and inventory all available department resources.
- j. Develop procedures for mobilizing and employing additional resources.
- k. Ensure uninterrupted communication capabilities with the EOC.
- l. Prepare to fill positions in the emergency organization as requested by the Director of OEM acting in accordance with this CEMP.
- m. Prepare employees to provide internal support to department operations during the initial emergency response phase. Preparedness actions will include:
 - (1) Identify and mitigate hazards and their ill effects.
 - (2) Provide protection for personnel and property.
 - (3) Identify ways to report an emergency.
 - (4) Establish and maintain lines of succession.
 - (5) Maintain an alerting roster of departmental personnel.
 - (6) Maintain an inventory of equipment required in emergencies and a list of suppliers.
 - (7) Maintain a roster of contacts for outside assistance.
 - (8) Conduct personnel training programs.
 - (9) Familiarize all personnel with their emergency duties.
 - (10) Prepare, maintain and implement departmental emergency operating procedures.
- n. Through the EERP, coordinate with OEM to identify roles and permit training for County employees that will be essential to response and recovery operations.

3.0 GENERAL RESPONSE RESPONSIBILITIES.

- 3.1 Departments will implement their department emergency and COOP plans when necessary. General response actions will include:
 - a. Working through the Employee Emergency Response Program (EERP) notify personnel, make assignments, and direct personnel where to report.
 - b. Ensure the safety of department personnel and property.

- c. Ensure that department vital records are protected and maintained.
- d. Ensure that activity logs are initiated and maintained as a matter of record.
- e. Ensure that department facilities and buildings are secure.
- f. Provide or coordinate support (food, appropriate clothing, supplies, equipment, and facilities) for staff performing emergency duties.
- g. Rotate emergency workers to avoid excess fatigue.
- h. Respond to EOC requests and perform specific tasks within capabilities.
- i. Document all costs and expenditures related to emergency operations. This information is used to support claims for state/federal assistance, should it become available. Records must be maintained for all regular time and overtime during which personnel and equipment are employed. Obtain detailed receipts for all local purchases, including meals.
- j. Keep records of parts and supplies used from Hillsborough County inventories. All such records are subject to audit. Completeness and accuracy are essential.

4.0 SPECIFIC RESPONSIBILITIES BY DEPARTMENT.

Note: This Section provides a general summary emergency responsibilities. See Section IV, Response, for specific details and tasks.

4.1 County.

- The following specific responsibilities, which are applicable to disaster operations in Hillsborough County, apply to the officials, departments, or agencies indicated. Each organization reflected herein should translate their tasking into a specific action oriented checklist for use during incident management operations, including how the organization will accomplish its assigned tasks.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
Affordable Housing (Director)	<ol style="list-style-type: none"> 1. Coordinates the temporary housing program during disasters. In this role, coordinates temporary housing operations with FEMA and state representatives.
Aging Services (Director)	<ol style="list-style-type: none"> 1. Ensures coordination of human services in a disaster between County agencies, American Red Cross, municipalities, and state and federal agencies. 2. Serves as a support agency ESF 6 (Mass Care and Human Services). In this role, coordinates mass care and human services activities for elderly disaster survivors. 3. Serves as a primary coordinating agency for ESF 11 (Food and Water) in coordination with Conservation & Environmental Lands Management (CELM). 4. Provides a representative to serve on the EOC Operations Group during disaster situations and at exercises. 5. Through the Manager, Community Care for the Elderly (CCE): <ol style="list-style-type: none"> a. Notifies applicable clients when an evacuation has been ordered. b. Provides a representative to serve on the EOC Operations Group to assist in the coordination of special needs during disaster situations.
Asset Management & Knowledge Commons (Assistant County Administrator)	<ol style="list-style-type: none"> 1. Directs and coordinates the following departments to ensure their availability and response (personnel, material, and equipment) during the pre-disaster, response, and recovery phases: <ol style="list-style-type: none"> a. Fleet Management. b. Library Services. c. Real Estate & Facilities Services.
Aviation Authority, Tampa Bay Port Authority and Sports Authority (County Authorities and Commissions)	<ol style="list-style-type: none"> 1. Provides resources (personnel, facilities, and equipment) in the event of mass casualty operations or exercises involving respective facilities. 2. Coordinates with the County EOC during disaster/emergency situations. 3. Coordinates restoration of facilities and report damage assessment data to the EOC.

D. RESPONSIBILITIES

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Board of County Commissioners</p>	<ol style="list-style-type: none"> 1. Promulgates this plan for the safeguarding of life and property of the citizens of Hillsborough County. 2. Provides for the continuance of effective and orderly governmental control required for emergency operations through all phases of an impending or actual disaster. 3. Delegates to the Emergency Policy Group and the County Administrator, the authorities as delineated in County Ordinance Chapter 22. 4. Executes agreements with state and federal disaster relief agencies. 5. Activates the County’s Continuity of Government (COG) Plan as necessary.
<p>Building Official, Building and Construction</p>	<ol style="list-style-type: none"> 1. Provides personnel, equipment, and vehicles, as coordinated with the Code Enforcement Department, to support damage assessment operations. 2. Provides emergency building inspections and permitting procedures after a disaster. 3. Conducts surveys, with building inspectors certified by the State of Florida, of damaged structures to determine whether demolition, stabilization, or repair is necessary prior to re-occupancy of buildings. 4. Considers local hazard mitigation goals when addressing regular and emergency building permits.
<p>Clerk to the Courts (County Constitutional Officers)</p>	<ol style="list-style-type: none"> 1. Provides a representative to formally record procedures and decisions of the Emergency Policy Group. 2. In coordination with Management & Budget ensures appropriate financial accountability for federal disaster assistance grants. 3. In coordination with Management & Budget maintains appropriate summary level documentation for federal disaster assistance grants for a minimum of three years following final payment. 4. Ensures continuity of operations for County financial operations to include payroll for employees. 5. Provides for the safeguarding of vital records. 6. Coordinates any closing of judicial offices with appropriate County representatives.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Code Enforcement (Director)</p>	<ol style="list-style-type: none"> 1. Serves as the overall coordinator of ESF 19 (Damage Assessment) activities in Hillsborough County. 2. As part of the EOC Planning Section Group, receives damage assessment reports from agencies reporting from the field, consolidates the data and provides it to the State EOC or Disaster Field Office (DFO). 3. Trains, activates, and directs County damage assessment teams. 4. Establishes procedures for conducting damage assessment activities. 5. Coordinates with municipalities, constitutional authorities, and private non-profit organizations to ensure a complete damage assessment effort is accomplished for the County. 6. Assists state and federal damage assessment teams as appropriate. 7. Assists municipal and separately reporting County agencies as resources allow. 8. Assists Affordable Housing Services in coordinating the temporary housing program during disasters. 9. Issues condemnation declarations for structures unfit for use or habitation, or dangerous to persons or other property, pursuant to Chapter 81-388, Laws of Florida. 10. Where necessary, orders demolition of unfit structures.
<p>Communications & Digital Media (Director)</p>	<ol style="list-style-type: none"> 1. Serves as the primary coordinator of ESF 14 (Public Information). 2. Manages public information activities during disaster situations. 3. Provides necessary emergency and disaster information for the public to media representatives. 4. During normal operations, provides disaster preparedness information to the public through comprehensive public relations and media relations strategies. 5. Provides announcement of openings of cold weather shelters for the homeless to the media when applicable.
<p>Communications Administrator (Chief)</p>	<ol style="list-style-type: none"> 1. Directs and coordinates the following entities to ensure availability and response (personnel, material, and equipment) during the pre-disaster, response, and recovery phases: <ol style="list-style-type: none"> a. Communications & Digital Media. b. Customer Service & Support. 2. Coordinates support for distinguished visitors who may visit the County during disaster response and recovery operations.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Compliance, Communities & Conservation (Assistant County Administrator)</p>	<ol style="list-style-type: none"> 1. Directs and coordinates the following departments to ensure their availability and response (personnel, material, and equipment) during the pre-disaster, response and recovery phases: <ol style="list-style-type: none"> a. Code Enforcement. b. Pet Resources. c. Parks & Recreation. d. Consumer & Veterans Services. e. Conservation & Environmental Lands Management.
<p>Conservation & Environmental Lands Management (Director)</p>	<ol style="list-style-type: none"> 1. Provides personnel and equipment support as resources allow, for various essential disaster response and recovery operations to include temporary debris storage areas, mass care operations, and reception and distribution of disaster relief supplies. 2. Serves as a primary coordinating agency for ESF 11 (Food and Water) in coordination with Aging Services. 3. Provides a representative to serve on the EOC Logistics Group during disaster situations. 4. Provides food service support to members of the EOC Operations Group at the EOC. 5. Provides public information support to ESF 14 (Public Information) as required. 6. Provides personnel and assistance to help operate POD locations. 7. Manage and operate sandbag locations as needed.
<p>County Administrator</p>	<ol style="list-style-type: none"> 1. Provides direction and control over County disaster response and recovery operations. 2. Directs County hazard mitigation and post disaster redevelopment efforts. 3. Oversees response and recovery operations of the EOC Operations Group during emergency operations. 4. Issues emergency decisions as necessary under declared states of local emergencies (see County Ordinance Chapter 22 for delegated powers). 5. Advises and informs the Emergency Policy Group in all disasters. 6. The order of succession for direction and control of disaster operations is from the County Administrator to the Deputy County Administrator, to the Fire Chief, and the Director of OEM.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
County Administrator (Deputy)	<ol style="list-style-type: none"> 1. Directs and coordinates the following department teams to ensure their availability and response (personnel, material, and equipment) during the pre-disaster, response and recovery phases: <ol style="list-style-type: none"> a. Compliance, Communities & Conservation. b. Asset Management & Knowledge Commons. c. Economic Prosperity. d. Fire Rescue. e. Medical Examiner. f. Emergency Dispatch Communications.
County Attorney	<ol style="list-style-type: none"> 1. Provides advice and guidance to the Board of County Commissioners, Emergency Policy Group, the County Administrator, EOC Command, and Director of OEM concerning legal responsibilities during disaster response and recovery operations. 2. Advises disaster preparedness groups.
County Departments, Constitutional Authorities, and Emergency Response Agencies	<ol style="list-style-type: none"> 1. Develops and maintain Continuity of Operations Plans (COOPs). The COOPs will address personnel requirements and provisions to protect equipment. Organizations with facilities in flood zones will specifically address evacuation procedures in their plans. 2. Ensures personnel are appropriately trained for disaster operations. 3. Provides employees who do not have disaster related responsibilities to work in other vital areas of disaster response. 4. Provides representation as required to the EOC for actual disasters and exercises. 5. Establishes procedures to ensure that all key personnel are warned of impending disasters. 6. Establishes procedures to ensure damage assessments of areas under their control are accomplished and reported to the EOC. 7. Ensures detailed records are kept for disaster response and recovery operations for federal and state reimbursements.
Customer Service & Support (Director)	<ol style="list-style-type: none"> 1. Provides disaster related information to the public and documents public requests for disaster related assistance by operating and managing the EOC Call Center.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Development & Infrastructure (Chief Administrator)</p>	<ol style="list-style-type: none"> 1. Directs and coordinates the following departments to ensure availability and response (personnel, material and equipment) during the pre-disaster, response, and recovery phases: <ol style="list-style-type: none"> a. Development Services. b. Solid Waste Management. c. Public Utilities. d. Public Works. 2. Assistant County Administrator, Transportation & Utilities Team, is the successor for disaster operations.
<p>Development Services (Director)</p>	<ol style="list-style-type: none"> 1. Provides personnel, material, equipment, as available, to augment County disaster response and recovery operations. 2. Provides support to ESF 3 (Public Works & Engineering) as coordinated by the ESF 3 coordinator. 3. Provides public information support to ESF 14 (Public Information) as required.
<p>Disaster Transportation Coordinators (Evacuation Working Group and Emergency Management)</p>	<ol style="list-style-type: none"> 1. Coordinates emergency transportation requirements for the evacuation of the general public, hospitals, nursing homes, and people with special needs. 2. Assists the Evacuation Working Group and OEM with developing plans for emergency transportation. 3. Develops and maintain current lists of vehicle resources, by type, available for emergency operations. 4. Coordinates with the Medical Director for Mass Casualty Planning in developing emergency transportation plans for hospitals and nursing homes.
<p>Economic Development (Director)</p>	<ol style="list-style-type: none"> 1. Serves as primary coordinator for ESF 18 (Business & Industry). In this role, coordinates business activities in the EOC during response and recovery operations. 2. Through the Entrepreneur Collaborative Center (ECC) provides disaster preparedness information to small businesses.
<p>Economic Prosperity (Assistant County Administrator)</p>	<ol style="list-style-type: none"> 1. Directs and coordinates the following departments to ensure their availability and response (personnel, material, and equipment) during the pre-disaster, response and recovery phases: <ol style="list-style-type: none"> a. Economic Development. b. Extension Services.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Emergency Dispatch Communications (Manager)</p>	<ol style="list-style-type: none"> 1. Ensures dispatchers are trained in emergency management policies, procedures, and techniques. 2. Provides notification of incidents in Hillsborough County as appropriate to the State Watch Office. 3. During potential or actual mass casualty operations, provides notification to emergency response agencies, the Medical Director Mass Casualty Planning (MDMCP), and the Director of OEM. Determines hospital bed availability through State System at the direction of the MDMCP. Coordinates resources for the on-scene Incident Commander. Provides personnel to operate the mass casualty net control in the EOC when activated for actual events and exercises.
<p>Emergency Management (Director)</p>	<ol style="list-style-type: none"> 1. Develops plans and procedures to ensure County government readiness to effectively respond to potential natural, technological, and human-caused disasters. 2. Provides for the operation and internal procedures of the Hillsborough County Emergency Operations Center (EOC). 3. In coordination with County departments, municipalities, other local disaster and state agencies, develops, refines, and maintains this Comprehensive Emergency Management Plan, and ensures that necessary revisions are prepared, coordinated, published, and distributed. 3. Serves as a primary coordinating agency for ESF 1 (Transportation) in coordination with the Evacuation Working Group. 4. Serves as the primary coordinating agency for ESF 5 (Planning & Information), ESF 13 (Military Support), and ESF 15 (Volunteers & Donations). 5. Coordinates disaster preparedness planning, training, and exercising activities with EOC committees to address such areas as shelter operations, emergency transportation, hospitals, nursing homes, hurricane evacuation/response/ recovery, special needs, etc. 6. Serves as the overall coordinator for disaster preparedness training and education in Hillsborough County. 7. Ensures appropriate notifications and warnings are provided to County and municipal officials, other disaster response agencies, and the public. 8. Ensures all communications, direction and control, alerting, and EOC operating systems are functional and ready to support disaster response and recovery operations.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<ol style="list-style-type: none"> 9. Maintains a continuous all-hazards awareness program for Hillsborough County. 10. During emergency operations, ensures accurate and timely disaster related information is provided to ESF 14 (Public Information) for dissemination to media representatives for dissemination to the media and directly to the public. 11. Advises the state of all disaster activities through the State Watch Office. 12. Coordinates EOC activities with municipal, County, and state disaster preparedness officials. 13. Activates the EOC when necessary to coordinate emergency activities. 14. Ensures full administrative and communications support is available to members of the EOC Operations Group. 15. Coordinates with the American Red Cross and School Board in the selection and planning for public shelters. Coordinates the opening of public shelters when required. 16. Coordinates support requirements for the Logistics Staging Areas (LSA), County Staging Areas (CSA), County Points of Distribution (POD), and other logistic centers as designated by the state. 17. Through ESF 1 (Transportation) ensures emergency transportation requirements are met during disaster response and recovery operations. 18. Ensures incident reports and damage assessment reports are provided to State Watch Office in a timely manner. 19. Maintains a prioritized list of critical facilities within the County. 20. Coordinates County activities with regard to federal disaster assistance. Provides necessary damage reports to state and federal officials. 21. Coordinates support for state and federal damage assessment and disaster assistance personnel. 22. Serves as the County Administrator’s representative in providing guidance, direction, and support to the Medical Director for Mass Casualty Planning’s activities in support of the County’s mass casualty program. Coordinates administrative support to the Medical Director during mass casualty operations and exercises to include EOC communications, status boards, and personnel assistance. 23. After consultation with NWS Ruskin, provides recommendations to the Department of Homeless Services designee on opening of shelters for the homeless when predicted chill factors meet County criteria. 24. Through the ARES/RACES Coordinator:

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<ul style="list-style-type: none"> a. Provides radio communications support to the EOC, public shelters, American Red Cross Headquarters, Relief Center, and other locations as required during disaster operations. b. Coordinates the recruitment and registration of sufficient volunteers to support disaster needs. c. Coordinates training and exercises to ensure sufficient state of readiness exists among RACES volunteers. <p>26. Maintains partnerships with faith-based, volunteer, and NGO partners that support disaster response and recovery operations.</p> <p>27. Maintains a database of County personnel in non-disaster-related positions who will fill disaster-related functions as required.</p>
<p>Environmental Protection Commission (County Authorities and Commissions)</p>	<ul style="list-style-type: none"> 1. Acquires necessary environmental permits and clearances from the Florida Department of Environmental Protection and the Department of Agricultural and Consumer Services. 2. Coordinates with Solid Waste Management Division concerning the selection of debris disposal sites. 3. Participates in damage assessment activities as necessary. 4. Serves as a support agency to ESF 3 (Public Works and Engineering), ESF 8 (Health and Medical), and ESF 10 (Hazardous Materials).
<p>Extension Service (Director)</p>	<ul style="list-style-type: none"> 1. Serves as a supporting agency for ESF 17 (Animal Protection) dealing with large animals. 2. Serves as a supporting agency for ESF 11 (Food and Water). In this capacity provides food assistance to disaster survivors as resources allow. 3. Provides public information support to ESF 14 (Public Information) as required.
<p>Financial Administrator (Chief)</p>	<ul style="list-style-type: none"> 1. Directs and coordinates the following to ensure availability and response (personnel, material, and equipment) during the pre-disaster, response and recovery phases: <ul style="list-style-type: none"> a. Affordable Housing Services. b. Management and Budget. c. Procurement Services. d. Human Resources. e. Enterprise Solutions and Quality Assurance. 2. Ensures continuity of County fiscal operations after a disaster to include employee payroll, purchasing, and contracting. 3. Manages the County risk management program.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
Fire Rescue (Chief)	<ol style="list-style-type: none"> 1. Assists in disaster response and recovery activities as resources and expertise allow. 2. Assists the Director of OEM in disaster operations by providing off duty Fire Rescue personnel as resources allow. 3. In coordination with the Sheriff’s Office, notifies residents of evacuation zones and mobile homes of evacuation orders. If necessary, assists residents who need help in evacuating. 4. Serves as coordinator of search and rescue operations as primary coordinator for ESF 9 (Search and Rescue). Directs search and rescue operations in the unincorporated County in the aftermath of a hurricane. Provides necessary personnel and equipment for the required number of search and rescue teams. Provides training to all elements of search and rescue teams. 5. Provides information to the EOC, through search and rescue teams, about locations and extent of damage after a disaster. Provides support to ESF 19 (Damage Assessment) teams if required. 6. Serves as the primary fire services coordinator in countywide disaster operations. Serves as the primary coordinator of ESF 4 (Firefighting). 7. Provides assistance, as available, when requested from other fire services, law enforcement, and emergency medical service agencies. 8. Notifies the Lakeland District, Florida Forest Service, in the event of a wildland or forest fire, requesting state assistance if needed. 9. Serves as the primary coordinator of ESF 10 (Hazardous Materials). 10. Provides first responder, advanced life support (ALS), and emergency ambulance transport services during mass casualty and hurricane operations and exercises. Also provides paramedics to support rescue helicopters as required. 11. Provides ambulance transportation for medical evacuees from evacuating hospitals and nursing homes as well as disabled/handicapped people from residences. Serves as coordinator in the EOC of all ambulance support for evacuating hospitals and nursing homes both for the evacuation and retrograde phases. 12. Provides paramedic support to special needs shelters when required. 13. Provides medical support to public shelters in the unincorporated County as resources allow. 14. Provides public information support to ESF 14 (Public Information) as required.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
Fleet Management (Director)	<ol style="list-style-type: none"> 1. Provides recommendations on the relocation and the proper storage of vehicles and equipment. 2. Provides available fuel to EOC identified special needs shelters. 3. Ensures adequate fuels and vehicular support are available for County vehicles during response and recovery operations in coordination with the EOC. 4. Serves as the primary coordinator for countywide fuel support for disaster response and recovery operations under ESF 12 (Energy & Utilities) and maintenance of all vehicles supporting EOC operations. 5. Coordination of fuels support at the State Fairgrounds.
Geospatial Division (Division Director)	<ol style="list-style-type: none"> 1. Provides Geographic Information System (GIS) mapping support to the EOC during response and recovery operations.
Health Care Services (Division Director)	<ol style="list-style-type: none"> 1. Assists the Medical Director for Mass Casualty Planning in coordinating ESF 8 (Health and Medical Services) activities. 2. Provides a representative to serve on the EOC Operations Group during disaster situations. 3. Coordinates with the Aging Services and Conservation & Environmental Lands Management as primary coordinators for ESF 11 (Food and Water). 4. Provides public information support to ESF 14 (Public Information) as required.
Hillsborough Area Regional Transit Authority (HART) (County Authorities and Commissions)	<ol style="list-style-type: none"> 1. Provides buses for disaster related evacuations. 2. Develops procedures and routes to pick up hurricane evacuees in flood zones in the City of Tampa and Town & Country. 3. Conducts public information efforts to inform the public of hurricane evacuation routes and pickup points. 4. Designates a transportation planner to coordinate emergency transportation requirements and to serve as a member of the Evacuation Working Group. 5. Provides a representative to the EOC Operations Group to coordinate HART transportation activities during evacuation operations. 6. Provides, on an annual basis immediately prior to hurricane season, a list of resources available for evacuation operations.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Hillsborough County School Board</p>	<ol style="list-style-type: none"> 1. Provides designated schools as public shelters in coordination with the Social Services and OEM. 2. Establishes procedures to ensure that schools designated as public shelters are opened for use when required. 3. Assigns principals of schools designated as public shelters to be facility managers. Provides other school staff as required to ensure custodial and food service support. 4. Ensures sufficient food, water, and sanitary services are available in public schools designated as public shelters. 5. Provides school buses and drivers for emergency transportation during disaster evacuations. 6. Develops procedures and routes to pick up evacuees in flood zones in the southern part of the unincorporated County. 7. Provides two representatives to the EOC Operations Group, one to coordinate shelter operations and one to coordinate school bus transportation activities. 8. Designates a transportation planner to coordinate emergency transportation requirements and serve as a member of the Evacuation Working Group. 9. Provides, on an annual basis immediately prior to hurricane season, a list of school bus resources available for evacuation operations. 10. Ensures students and staff of County public schools are provided training for response to disaster situations. 11. Provides students, staff, transportation, and security resources, as required, to support the annual mass casualty exercise. 12. Provides for the safeguarding of vital records. 13. Provides support for County damage assessment activities.
<p>Human Resources (Director)</p>	<ol style="list-style-type: none"> 1. Coordinates the County EERP during EOC activations. 2. Coordinates with state and federal officials regarding the insurance program for County property.
<p>Human Services Administrator (Chief)</p>	<ol style="list-style-type: none"> 1. Directs and coordinates the following divisions to ensure availability and response (personnel, material and equipment) during the pre-disaster, response, and recovery phases: <ol style="list-style-type: none"> a. Aging Services. b. Health Care Services. c. Children & Youth Services. d. Sunshine Line.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
Information & Innovation Office (Chief)	<ol style="list-style-type: none"> 1. Directs and coordinates the following divisions to ensure availability and response (personnel, material and equipment) during the pre-disaster, response, and recovery phases: <ol style="list-style-type: none"> a. IT Business Management Services Division. b. Information Technology Department. c. Performance Improvement Division. d. Enterprise Project Management Division.
Information Technology (Director)	<ol style="list-style-type: none"> 1. Provides Local Area Network (LAN) communications support to the EOC Operations Group during emergencies. 2. Serves as the primary coordinator of ESF 2 (Communications). 3. Coordinates telecommunications support for County activities at the EOC satellite locations during evacuation and recovery operations. 4. Ensures adequate backup data automation support is available for disaster operations. 5. Provides a representative to serve as the liaison to state assessment teams concerning damage to County communications infrastructure.
Library Services (Director)	<ol style="list-style-type: none"> 1. Provides facilities as operating sites for County departments that have to evacuate as necessary. 2. Provides public information support to ESF 14 (Public Information) as required.
Management & Budget (Director)	<ol style="list-style-type: none"> 1. Coordinates financial activities with regard to state and federal disaster assistance. 2. Develops and carries out necessary administrative procedures for federal disaster assistance programs to ensure accurate financial transactions, accounting, grants management, document tracking, and payroll processing. 3. Provides guidance and support to County departments in processing federal disaster assistance financial documentation. 4. Maintains appropriate summary level federal disaster assistance documentation for a minimum of three years following final payments.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Mass Casualty Planning (Medical Director)</p>	<ol style="list-style-type: none"> 1. Serves as the primary support agency to the Florida Department of Health – Hillsborough for ESF 8 (Health and Medical Services). 2. Serves as an official consultant and coordinator for mass casualty activities to the BOCC and the County Administrator through the Director of OEM. 3. Develops plans and procedures to support the Hillsborough County mass casualty system. 4. Coordinates operations involving mass casualty operations to include evacuation and patient assignment of evacuating hospitals through Hillsborough County Mass Casualty Operations Procedures as described in Emergency Support Function Annex 8. 5. Assists the EOC Emergency Transportation Coordinator and County Fire Rescue in planning for and coordinating transportation assets for health care facility evacuations and mass casualty events. 6. Activates the Hospital Priority Discharge System (bed availability) for Hillsborough County in event of a mass casualty or hurricane event. 7. Makes assignments of disaster survivors and medical hurricane evacuees to the various hospitals in the County under mass casualty/hurricane conditions. 8. Coordinates medical assistance (physicians, nurses, etc.) for mass casualty situations. 9. Coordinates with and assists the Incident Commander and emergency medical services representatives with medical support, requests for transportation support, and hospital assistance during a mass casualty event. 10. Plans for and conducts an annual mass casualty exercise which tests response capabilities of medical facilities and emergency response agencies in the County. Conducts an oral critique and prepares a written after action report for this exercise. 11. Coordinates with the Hillsborough County Medical Examiner for disaster morgue services. 12. Coordinates with the Director, South Florida Blood Bank, for services in mass casualty operations. 13. Coordinates National Disaster Medical System (NDMS) activities for Hillsborough County. 14. Coordinates with the American Red Cross regarding operation of public shelters and with the Florida Department of Health – Hillsborough regarding special needs shelters.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
Medical Examiner	<ol style="list-style-type: none"> 1. Responds to the scenes of disaster-related deaths. Investigates death scenes, with sole authority to disturb and remove dead bodies. (When a body is in danger of being destroyed by fire the authority to move bodies is customarily exercised, without any special permission, by fire fighters). 2. Removes dead bodies from scenes. 3. Identifies dead bodies in coordination with local law enforcement agencies. 4. Performs autopsies to determine cause of death. Arranges for temporary autopsy facilities and refrigerated body storage as required. 5. Provides a representative to serve on the EOC Operations Group during disaster situations in support of ESF 8 (Health and Medical Services). 6. Is the sole source of disaster death counts; will report these statistics, in accordance with procedures established by the state, during a Governor’s Order declaring the County a disaster area. The information will be passed through the County EOC to the State EOC.
Municipalities	<ol style="list-style-type: none"> 1. Prepare a disaster plan that supports the County Comprehensive Emergency Management Plan (CEMP). 2. Maintain viable Continuity of Government and Continuity of Operations Plans in the event of disaster situations or disruption in services. 3. Ensure that municipal response agencies provide effective response and recovery operations for disasters and emergencies within geographical boundaries. Maintain municipal ordinances to allow for effective operations. 4. Coordinate municipal emergency response and recovery activities with the County EOC and applicable County departments or agencies. 5. Provide representatives as required to the County EOC during actual disasters and exercises to coordinate law enforcement, fire, and public works matters. Note: municipal representatives must have the authority to commit municipal resources. 6. Ensure appropriate municipal employees are trained for disaster operations. 7. Ensure adequate alerting and warning systems are in place to warn the general public and municipal employees of impending disaster situations. 8. Issue state of local emergency and evacuation orders where necessary in localized emergencies. 9. Develop evacuation and traffic control plans that coincide with overall County plans. Control traffic within city limits during evacuations.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<ol style="list-style-type: none"> 10. Notify residents of evacuation zones and mobile homes of evacuation orders. 11. Provide security and law enforcement at all public shelters in jurisdictions. Tampa Fire Rescue provides paramedics for special needs shelters. Municipalities provide medical support for public shelters within city limits as resources allow. 12. Control reentry into evacuated areas within jurisdictions. 13. Plan for and conduct emergency operations to maintain and restore all water and wastewater capabilities within jurisdiction during disaster and emergencies. Assist the Florida Department of Health – Hillsborough in determining potability of water supply. 14. Ensure plans, procedures, and training for damage assessment are established so that accurate and timely damage assessment surveys will be conducted after a disaster. Ensure damage assessment reports are submitted to the County EOC in a timely manner. 15. Plan for and conduct debris removal and disposal operations after a disaster. Coordinate efforts with the County Public Works Department and Solid Waste Management Division. Request necessary environmental permits and clearances from EPC. 16. Ensure that detailed records are kept for disaster response and recovery operations for federal and state reimbursements. 17. Designate appropriate public officials to attend federal public assistance briefings. Ensure that all projects undertaken under the federal assistance program are in accordance with established guidelines. Provide required reports to state and federal representatives. 18. Provide support as available during mass casualty operations and exercises within Hillsborough County to include personnel and resources in the law enforcement, fire and emergency medical services areas. 19. Provide for safeguarding of vital records. 20. Through respective building departments, coordinate necessary demolition or stabilization of structurally damaged public facilities. 21. Through respective building departments, coordinate with owners or management of structurally damaged private or private nonprofit facilities regarding structural integrity of the damaged structures. Take appropriate action, including condemnation of damaged structures. 22. Assign a coordinator to serve as an emergency management liaison to OEM.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<ul style="list-style-type: none"> 23. Manage Points of Distribution (PODs) within jurisdictions. 24. Manage the assignments for city employees during disaster situations.
<p>Operations & Legislative Affairs Officer</p>	<ul style="list-style-type: none"> 1. Coordinates support for distinguished visitors who may visit the County during disaster response and recovery operations. 2. Identifies and supports training of representatives to serve at the Volunteer Reception Center (VRC). 3. Maintains VRC Operations.
<p>Parks & Recreation (Director)</p>	<ul style="list-style-type: none"> 1. Clears debris from parks and recreation facilities and coordinates with Solid Waste Management Division for its disposal, and conducts damage assessment of County parks. 2. Provides a representative to serve on the EOC Operations Group during disaster situations. 3. Provides public information support to ESF 14 (Public Information) as required. 4. Operates County cold weather shelters for the homeless when necessary. 5. Provide daycare service for County employee's children. 6. Manage and operate sandbag locations as needed.
<p>Pet Resources (Director)</p>	<ul style="list-style-type: none"> 1. Serves as the primary coordinator for ESF 17 (Animal Protection) and directs County activities dealing with disaster response for small and large animals. 2. Coordinates the reception and sheltering of pets (dogs and cats) at shelters designated for sheltering pets. 3. Provides a representative to the EOC Operations Group during disaster situations.
<p>Procurement Services (Director)</p>	<ul style="list-style-type: none"> 1. Serves as the primary coordinator for ESF 7 (Resource Support). Serves as a support agency for all ESFs. 2. Maintains lists of sources of equipment and services that can be purchased or leased for disaster response and recovery activities. 3. Contracts for needed equipment and services to fill the needs of the EOC Logistics Group during response and recovery operations. 4. Activates the debris management contract when requested by the EOC Director and ESF 3 (Public Works and Engineering). 5. Provides support to the EOC Operations Group as necessary during disaster recovery operations.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
Property Appraiser (County Constitutional Officers)	<ol style="list-style-type: none"> 1. Provides support for County damage assessment activities. 2. Provides for the safeguarding of vital records.
Public Utilities (Director)	<ol style="list-style-type: none"> 1. Directs and coordinates the following divisions to ensure availability and response (personnel, materials and equipment) during the pre-disaster, response, and recovery phase: <ol style="list-style-type: none"> a. Field Maintenance Services. b. Utilities Operations. c. Technical Services. d. Enterprise Solutions. e. Environmental Division. 2. Serves as the lead agency for ESF 12 (Energy and Utilities). 3. Serves as a supporting agency for ESF 3 (Public Works and Engineering) and provides a representative to the EOC Operations Group. 4. Operates, controls, maintains, and restores the potable, waste, and reclaimed water systems in unincorporated Hillsborough County. 5. Assists the Florida Department of Health – Hillsborough in determining potability of water supply. 6. Arranges for alternate sources of potable water for public consumption if required. 7. Coordinates with municipal, regional, and adjoining county water officials during disaster/emergency operations. 8. Provides a representative to serve as liaison to state assessment teams concerning the status of County water and wastewater systems. 9. Provides public information support to ESF 14 (Public Information) as required.
Public Works (Director)	<ol style="list-style-type: none"> 1. Serves as the primary coordinator of ESF 3 (Public Works and Engineering). 2. Provides geographic information system (GIS) mapping support to the EOC during response and recovery operations. 3. Provides personnel and equipment as required to support County search and rescue teams. 4. Conducts damage assessment on County roads and bridges. Provides liaison to state assessment teams concerning roads and bridges. 5. In its primary role as overall coordinator for debris management within Hillsborough County, accomplishes the following:

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<ul style="list-style-type: none"> a. Directs organic units to clear critical roadways, according to pre-established debris clearing routes, as soon as practicable following the disaster. b. Implements debris management contracts and directs contractor activities in the unincorporated County. c. Coordinates with municipal public works departments and provides debris management assistance as required. d. Coordinates with Solid Waste Management Division for disposal of debris. e. Maintains a current response list of all known sources of debris management equipment within County resources, as well as potential resources that can be contracted, leased, or purchased. 6. Coordinates with the Sheriff's Office and FDOT regarding highway safety, such as closing roads and rerouting traffic. 7. Maintains site-specific records of all manpower, equipment and financial resources used during disasters. 8. Directs the County public works response to flood operations. 9. Through Mosquito Control Section capabilities, provides pest control and aerial and surface damage assessment support during disaster response and recovery operations. 10. Provides transportation support to ESF 1 (Transportation) as required. 11. Provides public information support to ESF 14 (Public Information) as required.
<p>Real Estate & Facilities Services (Director)</p>	<ul style="list-style-type: none"> 1. Serves as a support agency for ESF 7 (Resource Support) and ESF 3 (Public Works). In this role, identifies and maintains a list of candidate facilities for use in disaster response and recovery operations. 2. Obtains office space or other facilities, as required, for federal and state disaster assistance functions (e.g. Disaster Field Office (DFO), Disaster Recovery Centers (DRC), etc.). 3. Provides assistance in damage assessment of County buildings. 4. Coordinates the preparation of County facilities for an impending hurricane. 5. Coordinates recovery activities for County owned facilities. 6. Performs damage assessment for all general use County government buildings. 7. Coordinates the establishment of the alternate location for continuity of County government. Relocates all designated critical equipment to the site before storm arrival. Ensures County government is prepared to

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<p>operate from the alternate site should the County Center be closed from disaster damage.</p> <p>8. Activates the County’s continuity of operations (COOP) site locations for departments to assemble and conduct operations should their normal facilities be inoperable from disaster damage.</p>
<p>Sheriff's Office, (County Constitutional Officers)</p>	<ol style="list-style-type: none"> 1. Maintains law and order during disaster and emergency operations. 2. Acts as the primary agent in countywide disaster operations in the coordination of all required public safety activities. 3. Serves as the primary coordinator of ESF 16 (Law Enforcement). 4. Provides necessary personnel and equipment for the required number of County search and rescue teams (ESF 9). Participates in search and rescue training and exercises. 5. Serves as overall Traffic Control Coordinator, controls traffic flow through use of traffic control points and other measures. Coordinates traffic control operations with municipal and state law enforcement agencies. 6. Establishes procedures to provide disaster warnings to the general public in the unincorporated area of the County. 7. In coordination with County Fire Rescue, notifies residents of evacuation zones and mobile homes of evacuation orders. If necessary, assists residents who need help in evacuating. 8. Provides security and law enforcement at the EOC during activations. 9. Provides security and law enforcement at all public shelters in the unincorporated County. 10. Maintains and supports County operated two-way radio communications systems. 11. Controls reentry operations into evacuated areas in the County. 12. Ensures security and prevents looting in evacuated areas. 13. Provides assistance to municipalities during disaster/emergency situations when requested and as resources permit. 14. Provides security at various response and recovery sites to include Disaster Recovery Centers (DRC), Points of Distribution (POD), etc., established by County, state, or federal agencies. 15. Provides support to ESF 17 (Animal Protection) through large animal teams. 16. Serves as a supporting agency to ESF 13 (Military Support). 17. Provides traffic control and security during power outages. 18. Provides personnel and equipment as required to support mass casualty operations and exercises.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
	<ol style="list-style-type: none"> 19. Plans for and conducts operations for civil disturbances. 20. Provides security to cold weather shelters for the homeless when appropriate. 21. Assists the County Needs Assessment Team (NAT) and coordinates with state representatives who arrive for impact assessments. Works with state members to determine status of County law enforcement systems. 22. Provides for the safeguarding of vital records.
<p>Social Services (Director)</p>	<ol style="list-style-type: none"> 1. Provides a representative to serve on the EOC Operations Group during disaster situations. 2. Serves as the primary coordinator for ESF 6 (Mass Care and Human Services). 3. Coordinates with the Aging Services Director as a supporting agency for ESF 11 (Food and Water). 4. Serves as the County Community Relations Coordinator during recovery operations. In this role, coordinate with state and federal community relations personnel. 5. Provides public information support to ESF 14 (Public Information) as required.

DEPARTMENT	RESPONSIBILITIES
4.1 COUNTY	
<p>Solid Waste Services (Division Director)</p>	<ol style="list-style-type: none"> 1. Serve as a supporting agency to ESF 3 (Public Works and Engineering). 2. Controls disposal of disaster related debris. Designates debris management sites (DMS) and disposal sites for the various kinds of debris. 3. Ensures all disposal sites are prepared and equipped to receive disaster related debris. 4. Coordinates with the Environmental Protection Commission (EPC) in selection of debris disposal sites. 5. Requests waivers from EPC for burning of debris if necessary. 6. Coordinates with municipal solid waste departments with regard to disposal of their debris. 7. Sets up methods and procedures to receive disaster related debris from private individuals and businesses. Provides debris disposal services at the direct disposal cost incurred by Solid Waste unless otherwise waived by the Emergency Policy Group or Board of County Commissioners. 8. Provides for disposal of contaminated or spoiled foodstuffs, as well as carcasses of dead animals. 9. Maintains detailed records of all manpower, equipment, and financial resources used in debris disposal for federal disaster assistance reimbursement. 10. Provides transportation assets as available to support County emergency transportation requirements. 11. Provides public information support to ESF 14 (Public Information) as required.
<p>Sunshine Line (Director)</p>	<ol style="list-style-type: none"> 1. Plans for and conducts transportation operations to evacuate people with special needs (elderly and disabled) and move them to appropriate shelter. Includes return of special needs evacuees to their residences or appropriate temporary housing when appropriate. 2. Designates a transportation planner to coordinate emergency transportation requirements and to serve as a member of the Evacuation Working Group. 3. Provides transportation support to disaster response and recovery operations and exercises as resources allow. 4. Provides, on an annual basis immediately prior to hurricane season, a list of transportation resources available for evacuation operations.

4.2 Cooperating Organizations and Agencies.

DEPARTMENT	RESPONSIBILITIES
4.2 COOPERATING ORGANIZATIONS AND AGENCIES	
American Red Cross	<ol style="list-style-type: none"> 1. Provides mass care and feeding operations for survivors and emergency workers during disaster operations. 2. Serves as a supporting agency of ESF 6 (Mass Care & Human Services), ESF 8 (Health and Medical Services), ESF 11 (Food and Water), and ESF 15 (Volunteer and Donations). 3. Provides representation whenever necessary to the EOC for actual disasters and disaster exercises. 4. In coordination with the School Board and OEM, identifies public shelters for use during emergencies. 5. At the direction of the EOC opens public shelters as required. 6. Operates public shelters to include providing the required staff, equipment, supplies, and feeding operations. Provides shelter operations reports to the EOC. 7. Recruits and provides training to salaried and volunteer disaster services personnel to include shelter management. 8. Establishes American Red Cross Service Delivery Sites or service delivery methods to meet immediate disaster caused needs of disaster survivors. Services can include assistance or formal referrals to address needs such as food, personal essentials, clothing, shelter, information and referral, welfare information, physical health needs, and mental health needs. 9. Coordinates American Red Cross damage assessment activities with those of the County. 10. Provides representatives to manage the American Red Cross facility at the Florida State Fairgrounds when activated. 11. Coordinates feeding operations of emergency workers at the Fairgrounds as resources allow. 12. Coordinates with ESF 1 (Transportation) and Medical Director for Mass Casualty Planning in the development of plans for the emergency transportation of evacuees from disaster site(s) to shelters. 13. Provides a representative to serve as liaison to state assessment teams concerning the status of mass care efforts in the County.
Crisis Center of Tampa Bay	<ol style="list-style-type: none"> 1. Serves as a support agency for ESF 6 (Mass Care and Human Services), ESF 7 (Resource Support), and ESF 11 (Food and water).
OneBlood	<ol style="list-style-type: none"> 1. Provides blood resources and expertise as necessary in support of disaster survivors in a mass casualty situation.

DEPARTMENT	RESPONSIBILITIES
4.2 COOPERATING ORGANIZATIONS AND AGENCIES	
Salvation Army	<ol style="list-style-type: none"> 1. Provides shelters, food, clothing, other supplies and counseling services to disaster survivors. 2. Provides a representative to the EOC to support coordination of mass care operations with other ESF 6 (Mass Care and Human Services) agencies. 3. Coordinates human services with County agencies. 4. Operates, by agreement with the state, comfort stations for disaster survivors. 5. Provides support, as resources allow, to County operations at the State Fairgrounds.
Sun City Emergency Squad	<ol style="list-style-type: none"> 1. Provides BLS, ambulance transport service, and first responder emergency medical services as available to countywide mass casualty operations. 2. Participates in countywide mass casualty exercises.
United Way	<ol style="list-style-type: none"> 1. Administratively manages funds donated for general relief use during disasters. Dispenses funds for response and recovery efforts based on instructions of local government officials.

4.3 Utilities, Military, Medical Facilities.

DEPARTMENT	RESPONSIBILITIES
4.3 UTILITIES, MILITARY, MEDICAL FACILITIES	
290th Joint Communications Support Squadron (Florida Air National Guard). (Military Organizations)	1. Provides communications support as approved by appropriate authorities.
Civil Air Patrol (CAP) (Military Organizations)	1. Provides resources (personnel and equipment) in support of County disaster and mass casualty operations. 2. Provides aerial support to County disaster operations as resources allow (e.g. light transport of equipment or personnel, search and rescue, traffic control, photographic and reconnaissance support, and communications).
Communications Vendors (Utilities)	1. Coordinates restoration of telephone and data service to Hillsborough County as part of ESF 2 (Communications). 2. Provides telephone communications and data support, to include activating required number of telephone lines, at the Fairgrounds when activated. 3. Provides a representative to the EOC Operations Group during emergencies.
Florida Army National Guard (53rd Infantry Brigade) (Military Organizations)	1. Provides resources as available and as approved by appropriate authorities. 2. Provides a staff representative to the EOC Operations Group during disaster situations and exercises as available.
Hillsborough County Hospitals, (Medical Facilities)	1. Make provisions for emergencies or disasters as applicable. If sufficient resources are not available, coordinate assistance needed with the Emergency Operations Center. 2. Develop comprehensive emergency management plans in accordance with criteria set forth in Florida Administrative Code Rule 59A-3.078. Submit plans to OEM as scheduled on an annual basis for review and approval. 3. Maintain contact with OEM and Florida Department of Health – Hillsborough to provide for coordinated efforts in disaster preparedness and planning. One method to accomplish this is through the Hillsborough County Healthcare Coalition.

DEPARTMENT	RESPONSIBILITIES
4.3 UTILITIES, MILITARY, MEDICAL FACILITIES	
	<ol style="list-style-type: none"> 4. Provide facilities, resources, and personnel as necessary in support of County mass casualty and hurricane operations. 5. Coordinate with the Medical Director Mass Casualty Planning (MDMCP) concerning mass casualty operations and planning. 6. Ensure that proper protocols are in place to affectively disseminate communications from the County Emergency Dispatch Communications (EDC)/MDMCP/EOC through the use of pagers, phone trees, e-mail, internet, etc. Keep the EM System database current with names and contact information of designated personnel. 7. Ensure facility disaster plans fully address mass casualty operations in support of this plan. When the County mass casualty system is activated hospitals must: <ol style="list-style-type: none"> a. Prepare an immediate bed status report through a current census and priority discharge plan upon request of the County EDC. Status report will be provided in EM System as the primary mode with fax machine, e-mail, or two-way radio as backups. Hospitals will also make the status of disaster survivors available through EM System. b. Provide for personnel recall in increments as needed. c. Designate trained EM System personnel to keep the data base current. Those hospitals with a two-way radio capability ensure trained operators are available to maintain contact with County EDC / EOC. d. Provide enhanced security for their facility. e. Provide for continuity of facility operations and functions. <p>Note: Hospital plans should address possible evacuation to or from the facility.</p>
<p>Hillsborough County Nursing Homes, Ambulatory Surgical Centers, and Assisted Living Facilities (ALF) (Administrators) (Medical Facilities)</p>	<ol style="list-style-type: none"> 1. Make provisions for evacuating premises for emergencies or disasters as applicable. If sufficient resources are not available for evacuation, coordinate assistance needed with the Emergency Operations Center. 2. Develop comprehensive emergency management plans in accordance with criteria set forth in applicable Florida Administrative Code rules. Submit plans to OEM as scheduled for review and approval. 3. Ensure emergency power supply is in place per state regulations.

DEPARTMENT	RESPONSIBILITIES
4.3 UTILITIES, MILITARY, MEDICAL FACILITIES	
MacDill Air Force Base (Military Organizations)	<ol style="list-style-type: none"> 1. Provides resources as available and approved by appropriate authorities to support County disaster response and recovery activities. 2. Provides a staff representative to the EOC during disaster situations.
Tampa Electric Company (TECO) (Utilities)	<ol style="list-style-type: none"> 1. Provides information to OEM as it becomes available about impending power shortage situations. 2. Provides a representative to the EOC Operations Group during disasters. 3. Serves as a support coordinator for electrical power matters under ESF 12 (Energy and Utilities). 4. Provides personnel and equipment support, as required and as resources allow, to County and municipal search and rescue teams.
U.S. Army Reserve Center, U.S. Marine Corps Reserve, and U.S. Navy Reserve Center (Military Organizations)	<ol style="list-style-type: none"> 1. Provide resources under appropriate directives or orders from applicable Department of Defense agencies.
United States Coast Guard (Military Organizations)	<ol style="list-style-type: none"> 1. Provides resources as available and as approved by appropriate authorities to support County disaster response and recovery activities. 2. Provides a staff representative to the EOC during disaster situations.

4.4 State of Florida.

DEPARTMENT	RESPONSIBILITIES
4.4 STATE OF FLORIDA	
Department of Transportation, District 7	<ol style="list-style-type: none"> 1. As requested, provides a representative to the EOC during disaster response and recovery operations. 2. Conducts debris removal from interstates and state roads, and supports County debris clearance activities as resources allow.
Florida Department of Health – Hillsborough	<ol style="list-style-type: none"> 1. Develops and maintains a plan to mobilize and coordinate all public health resources during disaster operations. 2. Serves as the primary coordinator for ESF 8 (Health and Medical Services). 3. Directs and coordinates public health service activities during disaster operations. 4. Coordinates planning for and operates County special needs shelters. Provides doctors and nurses as available to staff special needs shelters. Maintains a registry of people with special needs. 5. Provides public health advice and assistance to local jurisdictions during disasters and emergencies. 6. Coordinates state and federal public health assistance when provided. 7. Provides advisories to the public through ESF 14 (Public Information), concerning health related items during disasters and emergency situations. 8. Coordinates with Solid Waste Management Division and the Environmental Protection Commission to ensure health standards are maintained at all debris disposal sites. 9. Provides assistance to the Medical Examiner and Medical Director for mass casualty planning for mortuary services during disaster operations. 10. Provides for the safety of the County water supply through testing and provides information to the public through ESF 14 (Public Information) regarding potability of the water supply and methods to purify water. 11. Inspects for contaminated foodstuffs and drugs, identifying contamination, and condemning as appropriate. 12. Provides for the safeguarding of vital records. 13. Provides a representative to serve as liaison to state assessment teams concerning the status of County health and medical systems.
Florida Highway Patrol	<ol style="list-style-type: none"> 1. Provides law enforcement support for response and recovery operations. 2. Provides a representative to the EOC Operations Group during disaster response and recovery operations.

DEPARTMENT	RESPONSIBILITIES
4.4 STATE OF FLORIDA	
Florida Marine Patrol	<ol style="list-style-type: none"> 1. Provides support as necessary for recovery operations.
State Fairgrounds Authority	<ol style="list-style-type: none"> 1. Provides facilities to house County evacuation response and recovery operations. 2. Provides support as available to evacuation and recovery operations (e.g. forklifts, tables, chairs, and ancillary equipment).
State of Florida	<ol style="list-style-type: none"> 1. Maintains an emergency management organization at the state level involving all government agencies, businesses, and volunteer organizations that have responsibilities in comprehensive emergency management within Florida. 2. Maintains a broad-based public awareness, education, and preparedness program designed to reach a majority of the citizens of Florida, including citizens needing special media formats, such as non-English speaking individuals. 3. Supports the emergency needs of all counties by developing reciprocal intra- and inter-state mutual aid agreements in addition to assistance from FEMA. 4. Directs and controls a state response and recovery organization based on emergency support functions, involving broad participation from state, private, and voluntary relief organizations, and that is compatible with the federal response and recovery organization and concept of operations. 5. Develops and implements programs or initiatives designed to avoid, reduce, and mitigate the effects of hazards through the development and enforcement of policies, standards and regulations. 6. Coordinates state activities with those Florida volunteer organizations active in disasters. Ensures that these organizations are identified and organized under ESF 15 (Volunteer and Donations) of the State Emergency Response Team. 7. Coordinates state activities with Florida’s business community and its organizations to ensure a broad and comprehensive coverage of assistance and relief during a disaster. 8. Promotes mitigation efforts in the business community with emphases on the state’s infrastructure. 9. Identifies critical industry and infrastructures that may be impacted by disaster or are required for emergency response efforts. 10. Reviews and analyzes the plan against national criteria to ensure compliance with goals, procedures, and benchmarks that guide emergency management programs.

DEPARTMENT	RESPONSIBILITIES
4.4 STATE OF FLORIDA	
University of South Florida	<ol style="list-style-type: none"> 1. Provides public shelter facilities and staff as available during hurricane evacuations. One shelter facility shall serve as a special needs shelter for medically dependent evacuees.

4.5 Federal Government.

DEPARTMENT	RESPONSIBILITIES
FEDERAL GOVERNMENT	
Federal Government	<ol style="list-style-type: none"> 1. Provides emergency response on federally owned or controlled property, such as military installations and federal prisons. 2. Provides federal assistance as directed by the President of the United States under the coordination of the Federal Emergency Management Agency and in accordance with federal emergency plans. 3. Identifies and coordinates provision of assistance under other federal statutory authorities. 4. Provides assistance to the state and local governments in response to the recovery from a commercial radiological incident consistent with guidelines as established in the current Federal Radiological Emergency Response Plan and the National Response Framework. 5. Manages and resolves all issues pertaining to a mass influx of illegal aliens. 6. Provides repatriation assistance to U.S. citizens (including noncombatants of the U.S. Department of Defense) evacuated from overseas areas. The U.S. Department of Health and Human Services (DHHS), in coordination with other designated federal departments and agencies, is responsible for providing such assistance.

Comprehensive Emergency Management Plan

I. Basic Plan

E. FINANCIAL MANAGEMENT

1.0 GENERAL.

- 1.1 During and after emergency and disaster events, normal fiscal and administrative functions and regulations may need to be temporarily modified or suspended in order to support emergency operations in a timely manner. Additionally, if certain emergency costs can be documented, certain reimbursements from state and federal sources may be possible.
- 1.2 Authority to expend funds in emergency management operations is contained in Florida Statute 252 and Hillsborough County Codes of Ordinances Chapter 22, Article II, Section 22-24. In general, emergency operations are funded by the budget allocations of each agency involved. A Presidential disaster or emergency declaration will permit funding under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L.100-707 in addition to the financial resources initiated at the state and local levels.
- 1.3 Timely financial support of any extensive response activity could be crucial to saving lives and protecting property. While innovative and expeditious means of procurement are called for during times of emergencies, it is still mandatory that good accounting principles and practices be employed in order to safeguard the use of public funds from fraud, waste, and abuse.

2.0 POLICIES.

- 2.1 Procurement Services personnel shall facilitate the acquisition of all supplies, equipment, and services necessary to support the emergency response actions of Hillsborough County departments.
- 2.2 All departments will make every effort possible to assure the safety of cash, checks, accounts receivable, and assist in the protection of other vital documents and records.
- 2.3 Hillsborough County may qualify for reimbursement of certain emergency costs from state and federal disaster recovery programs. Hillsborough County may also collect damages from its insurance carriers. Successful documentation of expenditures will maximize the reimbursements and assistance that the County and its citizens will receive. All County departments and agencies are expected to include requirements for emergency fiscal record keeping in their emergency plans and procedures.

- a. Departments will designate personnel to be responsible for documentation of disaster operations and expenditures.
 - b. Emergency expenditures will be incurred in accordance with existing County emergency purchasing procedures.
- 2.4 During emergency operations, non-essential administrative activities may be suspended, and personnel not assigned to essential duties may be assigned to other departments to provide emergency support.
- 2.5 Each department will keep an updated inventory of its personnel, facilities, and equipment resources as part of their emergency plans and procedures.

3.0 FISCAL.

- 3.1 Management and Budget is responsible for financial management during disaster operations and will provide periodic training to appropriate fiscal representatives on this area. Complete and accurate accounts of emergency expenditures and obligations, including personnel and equipment costs, must be maintained. Management and Budget establishes procedures for processing and maintaining records of expenditures and obligations for manpower, equipment, and materials. All appropriate logs, formal records, and file copies of all expenditures (including personnel timesheets) must be kept by all departments, agencies, and municipalities in order to provide clear and reasonable accountability and justification for future reimbursement. Reimbursement for disaster related expenditures is not automatic – it must be authenticated by detailed records. Further, all federal public assistance funds are subject to state and federal audit.
- 3.2 When circumstances dictate, emergency response field personnel may be given purchasing authority after coordination with Procurement Services. A record of all purchases shall be reported to Procurement in accordance with County purchasing policies. A complete and accurate record of all purchases, a complete record of all properties commandeered to save lives and property, and an inventory of all supplies and equipment purchased in support of the emergency response shall be maintained. It is important to track what was purchased versus what is consumed. FEMA reimbursement is based on what is consumed during an event.
- 3.3 Though certain formal procedures may be waived, this in no way lessens the requirement for sound financial management and accountability. Departments will identify personnel to be responsible for documentation of disaster costs and utilize existing administrative methods to keep accurate records separating disaster operational expenditures from day-to-day expenditures. Department directors will be held responsible for deviations from the emergency procurement procedures.

- 3.4 A separate Emergency Operations Center (EOC) Finance Section may be formed to handle the monetary and financial functions during large emergencies and disasters. See the Hillsborough County EOC Manual for details.

4.0 LOGISTICS.

- 4.1 Logistics will be needed to support the field operations, the Emergency Operations Center (EOC) operations, and disaster victims. Departments responding to emergencies and disasters will first use their available resources. When this plan is implemented, the EOC becomes the focal point for procurement, distribution, and replacement of personnel, equipment, and supplies. Scarce resources will be allocated according to established priorities and objectives of the Incident Commander(s).
- 4.2 The acquisition of facilities, equipment, supplies, services, and other resources may be accomplished by designated department and agency purchasing elements or through ESF 7 (Resource Support) under applicable purchasing procedures and guidelines. See ESF 7 for further information on the procurement process. If needed resources are not available within the County, requests may be made to the State EOC. The County will be responsible for costs incurred for resources brought in from outside sources.
- 4.3 All departments are expected to maintain an inventory of all non-consumable items, to include their disposition after the conclusion of the emergency proclamation. Items that are not accounted for, or that are placed in County inventory as an asset will not be eligible for reimbursement.

5.0 ADMINISTRATION AND DOCUMENTATION.

- 5.1 During an emergency or disaster, administrative procedures may have to be suspended, relaxed, or made optional in the interest of protecting life or property. Departments are authorized to take necessary and prudent actions in response to disaster emergency incidents. Emergency service and public safety officers have independent authority to react to emergency situations.
- 5.2 Normal procedures that do not interfere with timely accomplishment of emergency tasks will continue to be used. Those emergency administrative procedures which depart from “business-as-usual” will be described in detail in department emergency and disaster policies, procedures, and instructions or in their incident action plan during an EOC activation.
- 5.3 Departments are responsible for keeping records of the name, arrival time, duration of utilization, departure time, and other information relative to the service of emergency workers, as well as documentation of the injuries, lost or damaged equipment, and any extraordinary costs. Documentation to substantiate costs for disaster operations will be submitted to Management and Budget for consolidation.

5.4 Periodic training sessions will be provided by the Florida Division of Emergency Management (FDEM) concerning guidelines and processes involving the state and federal disaster assistance process. OEM will coordinate this training for all concerned agencies and departments, as well as provide training to County and municipal personnel, on cost recovery documentation and processes. Note: Management and Budget provides public assistance process training for departments under the County Administrator.

6.0 MUTUAL AID ASSISTANCE.

6.1 The County and the three municipalities are signatories to the Statewide Mutual Aid Agreement. Under this agreement, requests for assistance can be made to FDEM or to any other signatory (e.g. other county or municipality). The requesting party shall be responsible for reimbursement of all reimbursable expenses to all assisting parties.

7.0 DISASTER RELIEF FUNDING AGREEMENTS.

7.1 For any federal disaster declaration providing funds to the County, the County enters into a Federally Funded Sub-Award and Grant Agreement with the state. These funding agreements provide the framework for the administration of the federal and state funds which flow to the County under the particular disaster declaration. These agreements shall be approved by the County Board of County Commissioners (BOCC) and signed by the chairman. The agreement is also signed by the State Governor's Authorized Representative (GAR) usually the Director of the FDEM.

8.0 PROTECTION OF RECORDS.

8.1 All County departments, constitutional authorities, and other governmental agencies must ensure protection of their records during disaster situations. Offsite storage of duplicate vital records, whenever feasible, is strongly recommended. All departments should also have plans to address the recovery of damaged records. The County's Information & Innovation Office maintains a comprehensive disaster recovery program as part of the County Continuity of Operations Plan (COOP).

9.0 FINANCIAL ASSISTANCE.

9.1 After a disaster, there are many sources of state and federal aid that are available as well as non-government and private sector donations that could be directed to the most important uses. Federal sources of financial assistance include: the public assistance program, the hazard mitigation grant program, the community development block grants, and the community disaster loan program. See CEMP Part V, Recovery, Attachment 2, Recovery Assistance Programs, and Attachment 4, Public Assistance Program Process.

10.0 FINANCIAL MANAGEMENT COORDINATION WITH MUNICIPALITIES.

- 10.1 The County provides a conduit to its municipalities for coordinating state and federal recovery assistance programs. Municipalities are responsible for their own response and recovery financial and administrative management, for defining and executing their own recovery, and will establish their leadership role in such a way that municipalities can integrate into County, federal, state, and regional response and recovery efforts.
- 10.2 After a federal disaster declaration for public assistance is issued, each municipality (eligible applicant) must designate a Municipal Coordinating Officer (applicant agent) who will maintain ongoing communication with the County's Applicant Agent. Municipal Coordinating Officers will provide documentation to the County, when appropriate and needed, to ensure financial support from state and federal agencies.

11.0 REFERENCES.

- 11.1 Hillsborough County Procurement Services Procurement Procedures, October 2017.
- 11.2 Hillsborough County Public Assistance Procedures Manual.
- 11.3 County Ordinance (Emergency Management) Chapter 22, Article II, Section 22-24 (Emergency Purchasing).

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Comprehensive Emergency Management Plan

I. Basic Plan

F. ATTACHMENTS

1.0 PRIMARY/SUPPORT AGENCY MATRIX

2.0 ACRONYMS

3.0 INCIDENT COMMAND

3.1 INCIDENT COMMAND RESPONSIBILITIES

3.2 INCIDENT COMMAND MATRIX BY INCIDENT TYPE

4.0 EMERGENCY OPERATIONS POLICY MAKING

5.0 MAPS

5.1 STORM SURGE EVACUATION MAP

6.0 HILLSBOROUGH COUNTY ORGANIZATION CHART

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Attachment
1.0 PRIMARY/SUPPORT AGENCY MATRIX

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
48 th Civil Support Team										S									
4th Assault Amphibian Battalion (USMC)													S						
911 Agency		S																	
Aging Services											P								
Amateur Radio (ARES/RACES)		S	S			S													
Ambulance Companies	S							S											
American Red Cross						S		S			S			S					S
Aviation Authority																			S
Big Cat Rescue																	S		
Busch Gardens																	S		
Chamber of Commerce																		S	
Citizen Corps Council of Hillsborough County															S				
City of Plant City																			S
City of Tampa																			S
City of Temple Terrace																			S
Clinics, Medical								S											
Code Enforcement			S					S	S		S	S							P
Colleges and Universities								S						S					
Commercial Print Media														S					
Commercial Radio and Television														S					
Communications & Digital Media												S		P					

F. ATTACHMENTS

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Community Emergency Response Team (CERT)						S		S			S								
Community Organizations Active in Disasters (COAD)						S					S								
Conservation & Environmental Lands Management			S								P								S
Constitutional Agencies*					S														
Consumer and Veteran Services																			S
County Administrator							S								S				
County Attorney							S												
County Departments, All	S				S	S	S							S					
County Extension Service																	S		
Crisis Center of Tampa Bay															S				
Development Services																			S
Economic Development																		P	S
Emergency Dispatch Communications		S																	
Emergency Management	P	S			P	S		S		S	S	S	P		P			S	
Employee Emergency Response Program (EERP)						S	S				S				S				
Environmental Protection Commission			S					S		S	S								S

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Evacuation Working Group (EWG)	P																		
Extension Service											S								S
Fairgrounds							S								S				
Faith Based Organizations						S													
Federal Agencies														S					
Federal Veterinary Medical Assistance Teams (VMAT)																	S		
Feeding Tampa Bay											S								
FEMA														S					
Fire Marshal's Office																			S
Fire Rescue	S			P			S	S	P	P		S							S
Fleet Management Department	S		S									S							
Florida Animal Control Association																	S		
Florida Department of Agriculture & Consumer Services (DACS)								S			S								
Florida Department of Business and Professional Regulations								S											
Florida Department of Children and Families (DCF)											S								
Florida Department of Environmental Protection								S											

F. ATTACHMENTS

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Florida Department of Health - Hillsborough			S			S		P		S	S	S		S					S
Florida Department of Law Enforcement (FDLE)																S			
Florida Division of Emergency Management					S		S			S									
Florida DOT, District 7	S		S																
Florida Fish and Wildlife Conservation Commission (FWC)																	S		
Florida Forest Service (FFS), Lakeland District				S															
Florida Highway Patrol								S				S				S			
Florida Horsemen's Benevolent & Protective Association																	S		
Florida National Guard								S			S		S			S			
Florida Small Business Development Center																		S	
Florida State Fire Marshal				S															
Frontier Communications		S	S																
GA Foods Inc.											S								
Greater Tampa Bay Association of Continuity Professionals (ACP)																			S

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Greater Tampa Chamber of Commerce																		S	
HCC Vet Tech Program																	S		
Health Care Services								S											
Hillsborough Area Regional Transit	S					S								S			S		S
Hillsborough County Animal Control								S									S		
Hillsborough County Extension Office																		S	
Hillsborough County Mosquito Control								S											
Hillsborough County Pet Resources Department						S												P	
Hillsborough County Planning Commission	S																		
Hillsborough County Public Schools														S					
Hillsborough County School Board						S		S			S								S
Hillsborough County School Board Transportation	S																		
Hillsborough County School Security																S			
Hillsborough County Schools							S												
Homeless Services						P													

F. ATTACHMENTS

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Hospitals, Hillsborough						S								S					
Human Resources							S												
Humane Society																	S		
In Patient and Residential Facilities: Hospitals; Rehabilitation Hospitals; Skilled Nursing; Assisted Living; Other Residential Facilities								S											
Information & Innovation Office		P			S		S												S
Innovation Place																		S	
Life Path								S											
Lutheran Services Florida															S				
MacDill Air Force Base (AFB)													S						
MacDill Air Force Base Fire Department				S															
Management & Budget							S												
Meals on Wheels											S								
Medical Director for Mass Casualty Planning								S											
Medical Examiner								S											
Medical Reserve Corps								S											
Military														S					
Mormon Youth Group											S								
Municipal Fire Department EMS	S																		
Municipal Police Departments											S			S		S	S		
Municipalities			S			S					S	S		S					

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	
National Weather Service					S									S						
Parks and Recreation	S		S					S			S									S
Pharmacies, Home Health/Nurse Registry Agencies; Home Medical Equipment Providers								S												
Physicians and Nurses								S												
Plant City EDC																			S	
Plant City Fire Rescue				S						S										
Private Sector	S					S														
Private/Non-Profit/Volunteer/Non-Governmental Organizations					S															
Procurement Services							P				S	S								
Property Appraiser																				S
Public Utilities			S					S	S		S	P								S
Public Works			P	S				S	S	S		S				S				S
Real Estate & Facilities Services			S				S					S			S					S
Representatives: Businesses, Real Estate & Insurance																			S	S
Risk Management & Safety					S		S													S
Salvation Army						S					S				S					
Seminole Police Department																S				
Senior Connection Center Inc.											S									
Sheriff's Office	S		S	S			S	S	S	S	S	S	S	S		P	S			S
Sheriff's Office Communications		S																		
Social Services						P					S									

F. ATTACHMENTS

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Solid Waste Services			S					S											S
Spectrum Communications		S	S																
Sports Authority																			S
State Agencies														S					
State Agricultural Response Team (SART)																	S		
State Animal Response Coalition																	S		
Sunshine Line	S																S		
Tampa Bay Local Emergency Planning Committee (LEPC), District VIII										S									
Tampa Bay Port Authority																			S
Tampa Bay Water														S					
Tampa Downtown Partnership																		S	
Tampa Electric Company & Peoples Gas (TECO)			S					S	S			S		S					
Tampa Fire Rescue				S						S									
Tampa International Airport Police Department (TIA)																S			
Tampa Police								S								S			
Tampa Zoo																	S		
Tampa-Hillsborough Economic Development Corporation																		S	
Tax Collector																			S

Department, Agencies & Organization	Transportation	Communications & IT	Public Work & Engineering	Fire Fighting	Information & Planning	Mass Care & Human Services	Resource Support	Health & Medical	Search and Rescue	Hazardous Materials	Food and Water	Energy & Utilities	Military Support	Public Information	Volunteers & Donations	Law Enforcement & Security	Animal Protection	Business & Industry	Damage Assessment
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
Temple Terrace Fire Rescue				S						S									
U.S. Coast Guard (Sector Saint Petersburg)													S						
United Way											S				S				
University of Florida - Veterinary Emergency Treatment Service (VETS)																	S		
University of South Florida						S													
University of South Florida Police																S			
Urgent Care Centers								S											
Verizon Wireless		S																	
Veterans Affairs											S								
Veterans and Consumer Services			S																
Veterinary Medical Society																	S		
Visit Tampa Bay														S				S	
Voluntary Organizations Active in Disasters (VOAD)	S					S													
Westshore Alliance																		S	

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Attachment
2.0 ACRONYMS

ACRONYM	DESCRIPTION
&	and
ACP	Greater Tampa Bay Association of Continuity Professionals
ACP	Association of Continuity Professionals
ACS	Auxiliary Communications Service
AFB	Air Force Base
ALF	Assisted Living Facility
ALS	Advanced Life Support
AMW	Air Mobility Wing
ARC	American Red Cross
ARES	Amateur Radio Emergency Service
ASCS	Agricultural Stabilization and Conservation Service
AT&T	American Telephone and Telegraph Company
ATF	Alcohol, Tobacco and Firearms
BLS	Basic Life Support
BOCC	Board of County Commissioners
BP	Basic Plan
CAMEO	Computer-Aided Management of Emergency Operations
CAP	Civil Air Patrol
CB	Citizen's Band
CCC	Citizens Corps Councils
CCE	Community Care for the Elderly
CCP	Crisis Counseling Assistance and Training Program
CCST	Community Crisis Support Team
CDC	Centers for Disease Control and Prevention
CDM	Communications & Digital Media
CELM	Conservation & Environmental Lands Management
CEMP	Comprehensive Emergency Management Plan
CEO	Chief Executive Officer
CERCLA	Comprehensive Environmental Response, Compensation, and Liability Act of 1980

ACRONYM	DESCRIPTION
CERT	Community Emergency Response Team
CFR	Code of Federal Regulations
CHHAs	Coastal High Hazard Areas
CIP	Capital Improvements Program
CISD	Critical Incident Stress Debriefing
COADs	Community Organizations Active in Disasters
CoC	Greater Tampa Chamber of Commerce
COE	Corps of Engineers
COG	Continuity of Government
COOP	Continuity of Operations Plan
COT	City of Tampa
CRS	Community Rating System
CRT	Community Response Team
CSA	County Staging Area
CST	48 th Civil Support Team
CWP	County Warning Point
DACS	Florida Department of Agriculture & Consumer Services
DART	Disaster Animal Response Team
DBPR	Florida Department of Business and Professional Regulations
DCF	Florida Department of Children and Families
DCM	Disaster Case Management
DEP	Department of Environmental Protection
DFO	Disaster Field Office
DHHS	Department of Health and Human Services
DHS	Department of Homeland Security
DLS	Disaster Legal Services
DMAT	Disaster Medical Assistance Teams
DMS	Debris Management Sites
DOD	Department of Defense
DoH	Department of Health
DOT	Department of Transportation
DRC	Disaster Recovery Center

ACRONYM	DESCRIPTION
DRI	Development of Regional Impact
DRM	Disaster Recovery Manager
DSCA	Defense Support of Civil Authorities
DSCO	Deputy State Coordinating Officer
DTC	Disaster Transportation Coordinators
DUA	Disaster Unemployment Assistance
e.g.	For example
EARS	Emergency Animal Rescue Service
EAS	Emergency Alert System
EBS	Emergency Broadcast System
ECC	Entrepreneur Collaborative Center
ECO	Emergency Coordinating Officer
EDC	Emergency Dispatch Communications; Tampa-Hillsborough Economic Development Corporation
EDICS	Emergency Deployable Interoperable Communications System
EERP	Employee Emergency Response Program
EHS	Extremely Hazardous Substances
EIDL	Economic Injury Disaster Loans
EIS	Emergency Information System
EM	Emergency Management
EMnet	Emergency Management Network
EMPC	Emergency Medical Planning Council
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
EOC	Emergency Operations Center
EPC	Environmental Protection Commission
EPG	Emergency Policy Group
ERT	Emergency Response Team
ERV	Emergency Response Vehicle
ESATCOM	Emergency Satellite Communications
ESF	Emergency Support Function
ESG	Emergency Support Group
ESQA	Enterprise Solutions & Quality Assurance

ACRONYM	DESCRIPTION
etc.	Et Cetera
EWG	Evacuation Working Group
F.S.	Florida State
FACA	Florida Animal Control Association
FBO	Faith Based Organizations
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FDACS	Florida Department of Agriculture & Consumer Services
FDCF	Florida Department of Children and Families
FDEM	Florida Division of Emergency Management
FDEP	Florida Department of Environmental Protection
FDLE	Florida Department of Law Enforcement
FDOH	Florida Department of Health
FDOT	Florida Department of Transportation
FDRC	Federal Disaster Recovery Coordinator
FEMA	Federal Emergency Management Agency
FFCA	Florida Fire Chief’s Association
FFS	Florida Forest Service, Lakeland District
FHT	Florida Hospital Tampa (Formerly University Community Hospital/UCH)
FIMA	Federal Insurance and Mitigation Administration
FIND	Florida Interfaith Network for Disasters
FL	Florida
FlaWARN	Florida's Water/Wastewater Agency Response Network
FLNG	Florida National Guard
FMA	Flood Mitigation Assistance
FMAG	Fire Management Assistance Grant Program
FNARS	FEMA National Radio System
FSA	Farm Service Agency
FSS	Florida State Statue
FWC	Florida Fish and Wildlife Conservation Commission
GAR	Governor’s Authorized Representative
GATV	Government Access Television

ACRONYM	DESCRIPTION
GETS	Government Emergency Telecommunications System
GIS	Geographic Information Service
HAHF	Hillsborough Animal Health Foundation
HART	Hillsborough Area Regional Transit Authority
HAZMAT	Hazardous Material
HBPA	Florida Horsemen’s Benevolent & Protective Association
HCC	Hillsborough Community College
HCCCPC	Hillsborough County City – County Planning Commission
HCFL Alert	Hillsborough County’s official mass notification system
HCFR	Hillsborough County Fire Rescue
HCPW	Hillsborough County Public Works
HCSO	Hillsborough County Sheriff’s Office
HCTA	Hillsborough County Trauma Agency
HCVMS	Hillsborough County Veterinary Medical Society
HELP	Hillsborough Emergency Long-Term Program
HIPAA	Health Insurance Portability and Accountability Act
HIT	Hazardous Incident Team
HMERP	Hazardous Materials Emergency Response Plan
HMGP	Hazard Mitigation Grant Program
HMRT	Hazardous Materials Incident Response Team
HMTUSA	Hazardous Materials Transportation Uniform Safety Act
HR	Human Resources Department
HSEEP	Homeland Security Exercise and Evaluation Program
HSPD	Homeland Security Presidential Directive
HSWCD	Hillsborough Soil & Water Conservation District
HTV	Hillsborough Television
HUD	Department of Housing and Urban Development
HURREVAC	Hurricane Evacuation (Computer Program)
I	Interstate
I-SAT	Initial Safety Assessment Team
IA	Individual Assistance
IAO	Individual Assistance Officer

ACRONYM	DESCRIPTION
IAP	Incident Action Plan
ICP	Incident Command Post
ICS	Incident Command System
IFAS	Institute of Food and Agricultural Services
IHP	Individuals and Households Program
IIO	Office of the Chief Information & Innovation Officer
Inc.	Incorporated
IRA	Immediate Response Authority
IRS	Internal Revenue Service
ISO	Insurance Service Office
IT	Information Technology
ITS	Information and Technology Services
JCSE	Joint Communications Support Element
JCSS	Joint Communications Support Squadron
JFO	Joint Field Office
JIC	Joint Information Center
LAN	Local Area Network
LEPC	Local Emergency Planning Committee
LIHEAP	Low Income Energy Assistance Program
LMS	Local Mitigation Strategy
LMSWG	Local Mitigation Strategy Working Group
LNG	Liquefied Natural Gas
LPH	Life Path Hospice; Licensed Practical Nurse
LSA	Logistics Staging Area
MAC	Multi-agency Coordination System
MARC	Mutual Aid Radio Communications
MARPLOT	Mapping Application for Response Planning
MARS	Military Affiliate Radio System
MASA	Mutual Aid Staging Area
MASH	Medical Animal Shelter
MAT	Mitigation Assessment Team
MCF	Message Control Form



ACRONYM	DESCRIPTION
MDMCP	Medical Director for Mass Casualty Planning
MERT	Medical Emergency Response Team
MGT	Management
MHz	Megahertz
MMRS	Metropolitan Medical Response System
MOSI	Museum Of Science Industry
MRC	Medical Reserve Corps
MSCA	Military Support to Civil Authorities
MSO	Marine Safety Office
MYTEP	Multi-Year Training and Exercise Plan
N/A	Not Applicable
NAT	Needs Assessment Team
NAWAS	National Warning System
NCS	National Communications System
NDMS	National Disaster Medical System
NDRF	National Disaster Recovery Framework
NFIP	National Flood Insurance Program
NGO	Non-Government Organization
NHC	National Hurricane Center
NIMS	National Incident Management System
NIMSCAST	NIMS Compliance Assistance Support Tool
NLT	Network Level Testing
NOAA	National Oceanic and Atmospheric Administration
NOK	Next-Of-Kin
NRF	National Response Framework
NSEP	National Security and Emergency Preparedness
NWS	National Weather Service
OEM	Office of Emergency Management
ONA	Other Needs Assistance
Ops	Operations
P.L.	Public Law (or PL)
PA	Public Address

ACRONYM	DESCRIPTION
PA	Public Assistance
PAC	Public Assistance Coordinator
PC	Personal Computer
PCPD	Plant City Police Department
PCS	Personal Communications Service
PDA	Preliminary Damage Assessment
PDM	Pre-Disaster Mitigation
PDRP	Post-Disaster Redevelopment Plan
PDRP	Post Disaster Recovery Plan
PFD	Personal Flotation Device
PFO	Principal Federal Officer
PGS	Peoples Gas
PIO	Public Information Officer
PNP	Private Non-Profit
POD	Point of Distribution
PSA	Public Service Announcement
PSN	People with Special Medical Needs
PSOC	Public Safety Operations Complex
PUD	Public Utilities Department
PW	Project Worksheet
PW	Public Works
PWD	Public Works Department
RACES	Radio Amateur Civil Emergency Services
RAP	Recovery Action Plan
RD	Regional Director
RDSTF	Regional Domestic Security Task Force
REFS	Real Estate & Facilities Services Department
RIAT	Rapid Impact Assessment Team
RN	Registered Nurse
ROC	Recovery Operations Center
RPA	Request for Public Assistance
RRT	Rapid Response Team

ACRONYM	DESCRIPTION
RSFs	Recovery Support Functions
RTF	Recovery Task Force
RV	Recreation Vehicle
SAR	Search and Rescue
SARA	Superfund Amendments and Reauthorization Act
SARC	State Animal Response Coalition
SART	State Agricultural Response Team
SBA	Small Business Administration
SCO	State Coordinating Officer
SDRC	State Disaster Recovery Coordinator
SEOC	State Emergency Operations Center
SERT	State Emergency Response Team
SFHAs	Special Flood Hazard Areas
SHARES	Shared Resources
SITREP	Situation Report
SLOSH	Sea Lake and Overland Surge from Hurricanes (Storm Surge Prediction Model)
SOC	Sheriff Operations Center
SOP	Standard Operating Procedure
SWAT	Special Weapons and Tactics
SWO	State Watch Office
TACs	Technical Assistance Committees
TBHMERP	Tampa Bay Hazardous Materials Emergency Response Plan
TBRPC	Tampa Bay Regional Planning Council
TBW	Tampa Bay Water
TDD	Telecommunications Device for the Deaf
TECO	Tampa Electric Company
TF	Task Force
TFR	Tampa Fire Rescue
TGH	Tampa General Hospital
TIA	Tampa International Airport
TIP	Transport International
TPD	Tampa Police Department

ACRONYM	DESCRIPTION
TRAC	Training Resources and Activity Center
TS	Tropical Storm
TSAR	Tactical Search and Rescue
TSP	Telecommunications Service Priority
TTPD	Temple Terrace Police Department
U.S.	United States
UC	Unified Command
UHF	Ultra High Frequency
USC	United States Code
USCG	United States Coast Guard ; USCG St. Petersburg
USDA	United States Department of Agriculture
USF	University of South Florida
USMC	United States Marine Corps
UT	University of Tampa
VA	Veterans Affairs
VBEOC	Virtual Business Emergency Operations Center
VDC	Volunteer and Donations Center
VETS	University of Florida - Veterinary Emergency Treatment Service
VHF	Very High Frequency
VIP	Very Important Person
VIPS	Volunteers in Police Service
VMAT	Veterinary Medical Assistance Team
VOAD	Voluntary Organizations Active in Disasters
VRC	Volunteer Reception Center
WEA	Wireless Emergency Alerts
WMD	Weapon of Mass Destruction

3.0 INCIDENT COMMAND

3.1 INCIDENT COMMAND RESPONSIBILITIES

EMERGENCY MANAGEMENT
Coordinate resources
Inter-agency coordination
Multi-agency coordination
Reporting
Long-range planning
Transportation support (through ESF 1)
Sheltering (through ESF 6)
Mass notification

LAW ENFORCEMENT
SWAT
Evacuations
Traffic control
Crowd control
Notification of next of kin
Investigations
Search
Security

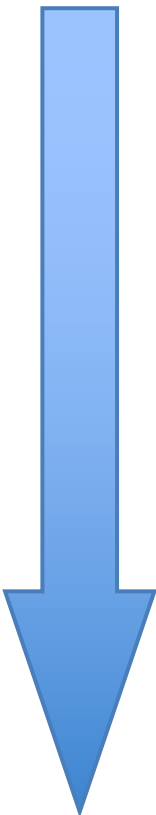
FIRE RESCUE
Fire suppression
Search & Rescue
HazMat
Staging area
Landing zone
Triage
Ambulance transport
Air Ambulance transport
Hospital notification & coordination (less than 15 casualties)
Ambulance staging
EMS supply logistics

MASS CASUALTY DIRECTOR
Hospital notification & coordination (more than 15 casualties)
Medical advice
Maintain data on hospital capabilities
Monitor bed availability

INCIDENT COMMANDER
Coordinate response
Request resources
Delegate functions such as:
• Public information
• Short-range planning
• Safety
• Operations

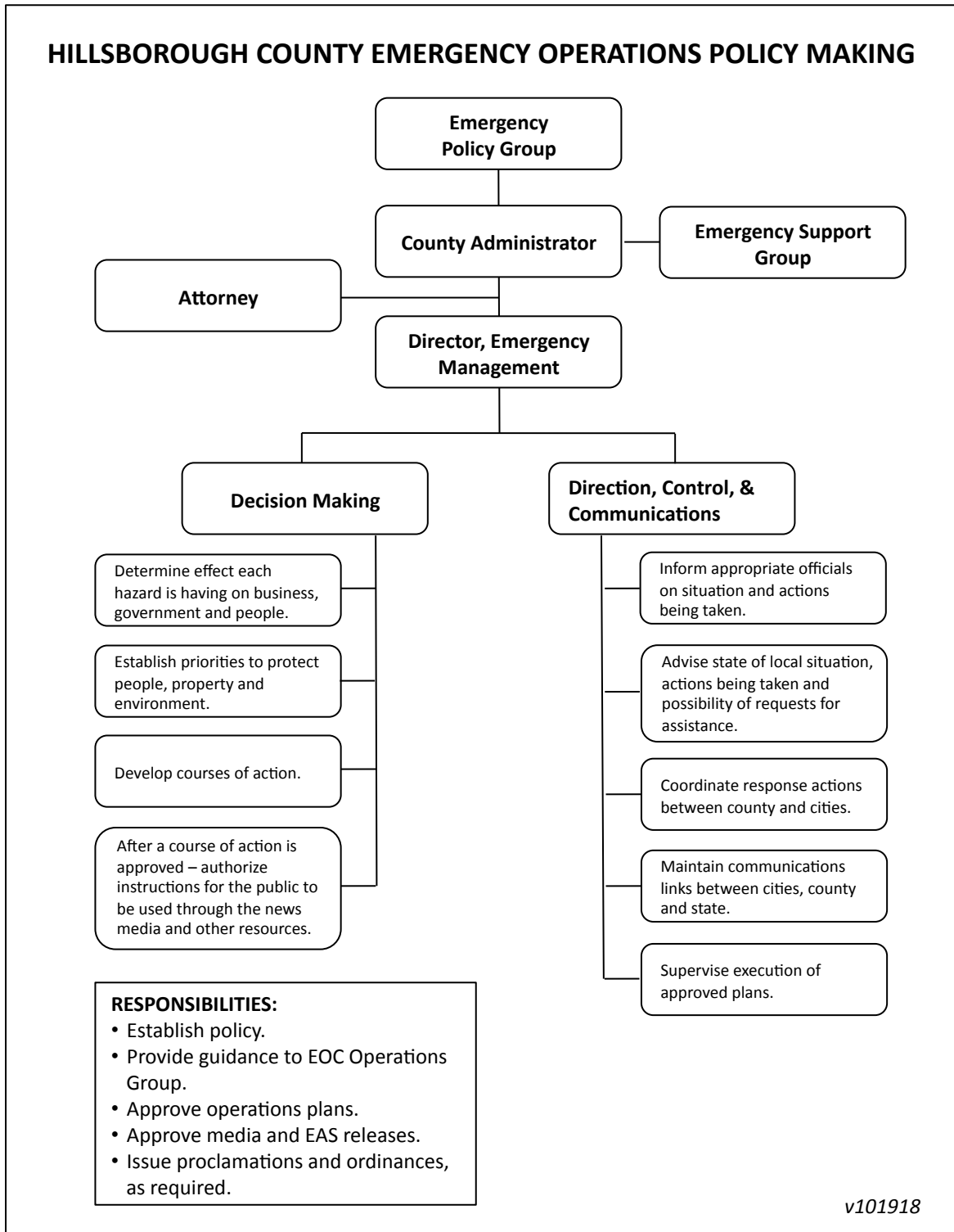
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3.2 INCIDENT COMMAND MATRIX BY INCIDENT TYPE

INCIDENT COMMAND MATRIX				
INCIDENT	FIRE RESCUE		LAW ENFORCEMENT	EOC
	FIRE OPERATIONS	MEDICAL OPERATIONS		
Hurricane	Notification Evacuation Rescue	Medical Treatment Special Needs Evacuation Shelter Support	Traffic Control Evacuation Security	<ul style="list-style-type: none"> • COMMAND Evacuation Transportation Sheltering Recovery
Hazmat	<ul style="list-style-type: none"> • COMMAND Mitigation 	Medical Treatment Survivor Transportation	Evacuation Traffic Control Security	Assistance Coordination Resources Policy Guidance for Major Incident
Air Crash	<ul style="list-style-type: none"> • INITIAL COMMAND Rescue Extinguishment 	Triage Medical Treatment Survivor Transportation	Evacuation Traffic/Crowd Control Security <ul style="list-style-type: none"> • ASSUME COMMAND FOR INVESTIGATION 	
Fire	<ul style="list-style-type: none"> • COMMAND Rescue Extinguishment 	Medical Treatment Survivor Transportation	Evacuation Traffic/Crowd Control Security	
SWAT		Support to Law Enforcement (MERT)	<ul style="list-style-type: none"> • COMMAND Traffic/Crowd Control Security 	
Terrorism	Support to Law Enforcement Rescue Extinguishment	Support to Law Enforcement (MERT)	<ul style="list-style-type: none"> • COMMAND Traffic/Crowd Control Mitigation 	
Tornado	<ul style="list-style-type: none"> • COMMAND Rescue 	Medical Treatment Survivor Transportation	Traffic/Crowd Control Mitigation Security	
Fresh Water Flooding	<ul style="list-style-type: none"> • COMMAND Evacuation Rescue 	Medical Treatment Transportation Special Needs Shelter Support	Traffic/Crowd Control Evacuation Assistance Security	

INCIDENT COMMAND MATRIX				
INCIDENT	FIRE RESCUE		LAW ENFORCEMENT	EOC
	FIRE OPERATIONS	MEDICAL OPERATIONS		
Major Transportation Incident (Bus/Rail Auto)	<ul style="list-style-type: none"> • COMMAND Rescue Extinguishment	Triage Medical Treatment Survivor Transportation	<ul style="list-style-type: none"> • ASSUME COMMAND FOR INVESTIGATION Traffic/Crowd Control Security	
Explosives	Rescue Extinguishment	Medical Treatment Survivor Transportation	<ul style="list-style-type: none"> • COMMAND Traffic/Crowd Control Evacuation Mitigation	
Mass Casualty (If no Law Enforcement Threat)	<ul style="list-style-type: none"> • COMMAND Rescue	Triage Medical Treatment Survivor Transportation	Traffic/Crowd Control Security Evacuation	

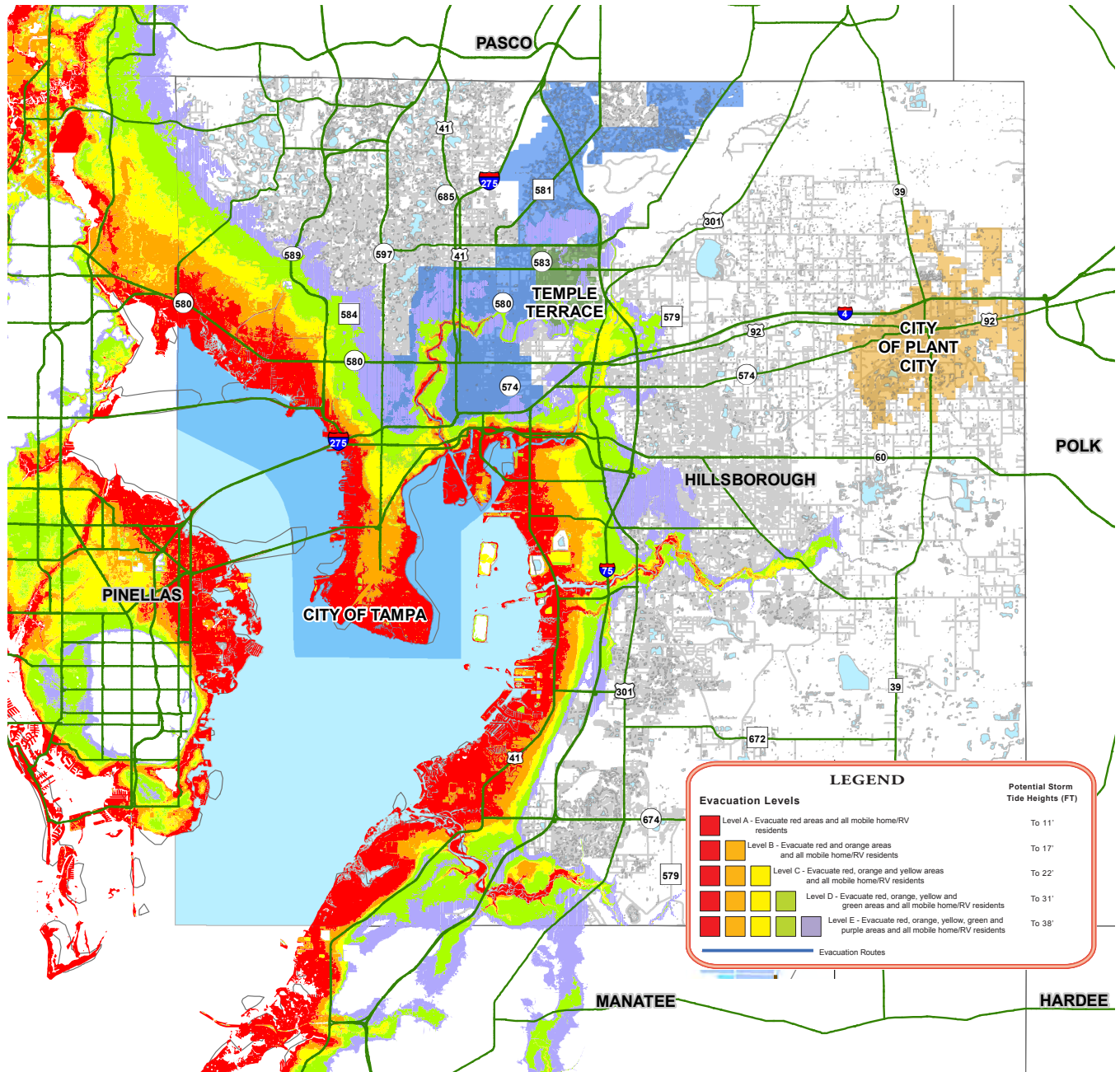
4.0 EMERGENCY OPERATIONS POLICY MAKING



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5.0 MAPS

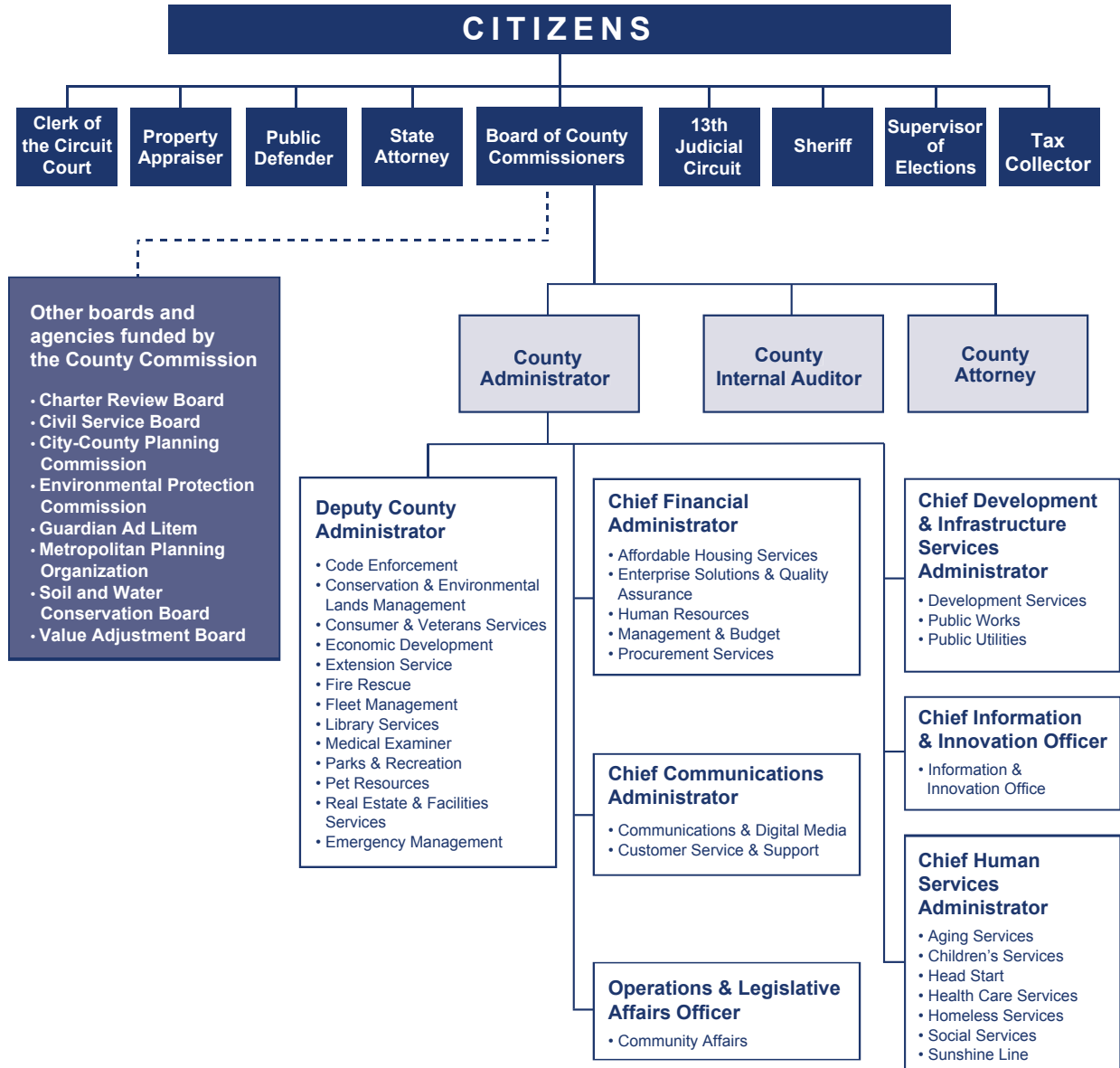
5.1 STORM SURGE EVACUATION MAP



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6.0 HILLSBOROUGH COUNTY ORGANIZATION CHART

This chart shows the organization of County government entities and their accountability to the electorate. Those directly elected to office by voters are shown directly below the citizens' box. Boards and commissions funded through the Board of County Commissioners, but not otherwise accountable to the Board, are connected by the dotted line.



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**Hillsborough
County Florida**

Office of Emergency
Management

Comprehensive Emergency Management Plan (CEMP)

II. MITIGATION

Hillsborough County CEMP

Comprehensive Emergency Management Plan

II. MITIGATION

1.0 GENERAL.

- 1.1 Hazard mitigation planning is the process of developing a set of actions designed to reduce or eliminate risk to people and property from hazards and their effects. Mitigation efforts include activities that will prevent or reduce the impact of emergency and disaster results on people, property, and environment. Efforts include building codes, land use planning, training, and education, and structural and non-structural safety measures.
- 1.2 Philosophically, there are three things we can do to mitigate. We can:
 - a. Act on the hazard (the cause of the emergency).
 - b. Act on the people (the population effected by the emergency).
 - c. Act on the interaction between the hazard and the people.
- 1.3 Mitigation activities may be undertaken before a hazard event or afterwards. Pre-event mitigation activities are highly desirable, since the period immediately following a hazard event is often a difficult one in which to make mitigation decisions. If put in place soon enough, mitigation activities can reduce the damage caused by the next event. Also worth noting is mitigation can break the cycle of repeated destruction resulting from hazard events.
- 1.4 Under normal conditions when an emergency or disaster is not occurring, and there is no threat to life and property, every reasonable effort is made to ensure that when a disaster does strike, adverse impacts will be minimized. To do so, numerous ongoing activities are carried out by local, state, and federal governments. Such activities include land use management, planning, emergency preparedness, training and education, and flood, hurricane, or other hazard damage reduction.
 - Mitigation is largely unfunded; it is subject to appropriated monies.

2.0 HILLSBOROUGH COUNTY LOCAL MITIGATION STRATEGY (LMS).

- 2.1 The LMS is a plan developed to reduce and or eliminate the risks associated with natural and man-made hazards. The LMS provides for collaboration between state and local entities that encourages pre-disaster planning, recognizes need for mitigation, and designates funding for

projects through federal grant opportunities. The LMS must be updated every five years to remain compliant with federal and state statutes and codes. The LMS is an ongoing process that is managed for the County and municipalities by the County LMS Working Group (LMSWG).

- 2.2 Hillsborough County's LMS was updated approved in 2015 and complies with the Code of Federal Regulations, 44 CFR §201.6 - Local Mitigation Plans (eCFR.gov, 2014) and Florida Administrative Code (FAC) 27P-22.004 (4)(e). The LMS expires in 2020.
- 2.3 The LMSWG is comprised of County, municipal, private sector, and community partners, including the general public, that prepare and promote the County's LMS strategies and projects to reduce long-term risks to life and property from natural, technological, and human caused disasters. The LMSWG will coordinate with the state as required on mitigation matters.
- 2.4 The LMSWG acts under the direction of the Development Infrastructure Department Hazard Mitigation Manager pursuant to a Board of County Commissioner's adopted resolution. As an added level of balance in the review of programs and projects associated with the LMSWG, a steering committee has been established. The Steering Committee is the Operations Committee of the Office of Emergency Management, which is a cross-fertilized group of community representatives' verse in disaster management. The Steering Committee is also supported by agencies that have Emergency Support Functions (ESF) in the County as defined in the Hillsborough County CEMP.

3.0 SUMMARY OF HILLSBOROUGH COUNTY GENERAL MITIGATION INITIATIVES.

Note: Details and further information is contained in the Hillsborough County Local Mitigation Strategy.

- 3.1 The County LMS identifies the potential risks associated with hazards that are most likely to occur in the County. The LMS working group and stakeholders have identified mitigation initiatives that will reduce the County's vulnerability to these risks. The initiatives listed below were reviewed by County and municipal departments, the Local Mitigation Strategy Working Group, and other public and private entities that may be affected by their implementation.
- 3.2 Hillsborough County and municipalities are involved in creating, implementing and participating in various programs and projects that work towards achieving the LMS goals, strategies, and objectives. The LMS Appendix G provides a mitigation project list for Hillsborough County and municipalities. The project list is continually perpetuated.

SUMMARY OF HILLSBOROUGH COUNTY GENERAL MITIGATION INITIATIVES <i>(Source: Hillsborough County Local Mitigation Strategy)</i>	
a. Assessments	Assessment planning tools and techniques are used to reduce the threat of damage and disasters.
b. Canals and Waterways	Ensure rivers, canals, and other waterways are maintained (unless in an area designated not to receive such attention) and shorelines are monitored for erosion control.
c. Controlled and/or Prescribed Burns	Preventative fire programs in cooperation with the local fire departments and state forestry department. Includes citizen awareness programs.
d. Debris Movement and Management	Equipping trucks with necessary equipment; coordinating efforts to dispose of debris; reviewing areas that may produce great quantities of debris from natural features; and educating private property owners.
e. Development Management	Use of planning tools and techniques to reduce the threat of damage from disasters; relocating facilities or structures which have undergone repetitive damage; use of long-term redevelopment plans to create neighborhoods that are more disaster-resistant.
f. Education/Coordination	Public and private sector mitigation coordination; increasing educational awareness to encourage home and business hazard preparedness and mitigation efforts; alerting residents of the need to purchase insurance riders.
g. Emergency Services / Emergency Management Enhancements	Improve coordination of emergency services during times of disaster; Emergency Operations Center readiness; acquisition and installation of emergency generators; educating citizens of what to do in case of an emergency.
h. Flood Control	Improvements to the storm water and drainage facilities to improving the flow of floodwaters in an attempt to reduce areas subject to periodic floods; rehabilitation and expansion of conveyance systems; creation of retention areas.
i. Flood Prevention	Preservation of open spaces; restriction of development in floodplains; limiting wetlands encroachment; improve and maintain storm water management systems.

SUMMARY OF HILLSBOROUGH COUNTY GENERAL MITIGATION INITIATIVES <i>(Source: Hillsborough County Local Mitigation Strategy)</i>	
j. Flood Reduction/ Protection	Involves techniques for flood control and protection such as elevating homes or land; storm water and drainage improvements; retrofits for buildings (watertight closures for doors and windows, eliminating ground level openings or using floodwalls, use of water-resistant materials, structural reinforcements to withstand water pressures, and placement of mechanical and electrical elements in the upper parts of the building); better control the flow of floodwaters or reduce areas subject to periodic flooding by the rehabilitation and expansion of conveyance systems and creation of retention areas.
k. Hazardous Materials (HazMat)	Includes techniques to reduce losses to emergency personnel, citizens, structures, and the environment; training for response personnel; notification systems; education of the public to safeguard themselves by including “safe rooms” in their houses to reduce exposure; activities and programs by the regional Local Emergency Planning Committee (LEPC) which works with other local governments, the private sector, and citizens to identify mitigation measures and insure the public’s right to know under SARA Title III.
l. Improved Technology	Support and enhance permitting systems; redundant IT infrastructure and warning systems; web and GIS integration for letting citizens assess their own risk through hosted risk modeling.
m. Mechanical Maintenance	Includes the administration and maintenance associated with critical facilities to maintain to ensure the community will continue to operate during and after disasters.
n. Power and Back-up Power	Encourage critical facilities to install emergency power and equip to accept alternative sources of power; encourage mutual aid with Florida’s Water/Wastewater Agency Response Network (FlaWARN) a formalized system of “utilities helping utilities”.
o. Property Protection	Includes establishing a funding source for acquisition of properties that have experienced repetitive losses due to flooding and acquire property located floodplains; acquisition of adjacent uplands as open space that further reduces the introduction of impervious surface that can contribute to flooding problems and degradation of water quality; enforcement of floodplain ordinances; participation in the National Flood Insurance Plan’s Community Rating System; continue to identify structures located in floodplains and storm surge areas; education of property owners who are located in the floodplain that they should secure flood insurance.

SUMMARY OF HILLSBOROUGH COUNTY GENERAL MITIGATION INITIATIVES <i>(Source: Hillsborough County Local Mitigation Strategy)</i>	
p. Public Information	Includes various activities to advise property owners regarding the hazards and potential mitigating activities associated with building in the floodplains; promote all hazards emergency preparedness education.
q. Recovery / Damage Assessment	Includes maintaining damage assessment and recovery plans, procedures and programs.
r. Sheltering and Housing	Includes maintaining evacuation and shelter plans and procedures; identifying shelter locations; acquiring and maintaining shelter equipment and supplies.
s. Structural Projects / Structural Hardening	Includes projects that implement the County’s Master Drainage Plan to alleviate flood impacts. The County, as part of its Capital Improvements Program (CIP), continuously provides funding for the reconstruction of obsolete storm sewer systems, funding for individual projects designed to alleviate flooding problems in specific locations in the County, and funding to acquire property and construct storm water management facilities to alleviate flooding impacts to roads and infrastructure.
t. Transportation Systems	Includes planning and programs to prevent or minimize disaster impacts to transportation systems within the county.
u. Wind Protection	Focuses on reducing the damage from wind by strengthening floors, foundations, and wall/floor attachments of existing structures.

4.0 NATIONAL FLOOD INSURANCE PROGRAM (NFIP) COMPLIANCE.

- 4.1 Government entities within Hillsborough County are in good standing with the National Flood Insurance Program. Additionally, the Hillsborough County Board of County Commissioners, the City of Tampa, and the City of Temple Terrace participate in the Community Rating System as administered through by Insurance Service Office, Inc. (ISO).
- 4.2 Hillsborough County is an active participant in the NFIP. See the County LMS Section V for details.
- 4.3 The County and municipalities in concert with the LMS:
 - a. Continue to enforce their adopted floodplain management ordinance requirements, which include regulating all new development and substantial improvements in Special Flood and Coastal High Hazard Areas (SFHAs and CHHAs).

- b. Continue to maintain all records pertaining to floodplain development, which are available for public inspection.
 - c. Continue to notify the public when there are proposed changes to the floodplain ordinance or flood insurance rate maps.
 - d. Maintain the Flood Insurance Rate Maps (FIRM) Study, and Flood Insurance Rate Maps, and letters of map changes.
 - e. Continue to promote flood insurance for all properties.
 - f. Continue the Community Rating System outreach programs.
- 4.4 Hillsborough County has established a public outreach program that is a community- wide effort and includes participants from all jurisdictions. An Outreach Committee implements the program in a process that exceeds minimum requirements outlined within the National Flood Insurance Program, Community Rating System Coordinator’s Manual. The Committee reviews annual activities that may be implemented to increase the awareness of the community regarding all hazards. Goals that are used to direct the Outreach Committee are:
- a. Inform residents about all hazards and appropriate mitigation techniques.
 - b. Inform residents about the flood hazard and flood protection methods.
 - c. Inform residents about the availability and desirability of flood insurance.
 - d. Inform residents about the County’s all hazards and flood warning systems and safety precautions.

5.0 MITIGATION RESPONSIBILITIES.

- 5.1 The Development and Infrastructure Department coordinates the overall effort to address hazard mitigation with regard to community development and land use management. The Public Works staff identifies problems with existing regulations or practices regarding community growth and development that reduce the effectiveness of those regulations with regard to avoiding or reducing vulnerability to natural and man-made hazards. Where applicable, the staff recommends appropriate local legislation to the Board of County Commissioners (BOCC) through the County Administrator.
- 5.2 Selected government departments and agencies at the municipal, County, and state level are responsible for identifying problems with existing development regulations or practices, and developing hazard mitigation policies. Functional areas and departments/agencies responsible for them within Hillsborough County are as follows:

Mitigation Functional Area	Responsible Departments / Agencies
Land Use	County and municipal planning and zoning departments, building departments, and Hillsborough City - County Planning Commission.
Construction Practices (Building Codes)	County and municipal building departments, County and municipal planning and zoning departments.
Transportation Improvements	Florida Department of Transportation, County and municipal planning and zoning departments, County and municipal public works departments, and the Metropolitan Planning Organization.
Economic Development Activities	Development Services, Economic Development Department, and Chambers of Commerce.
Water Management	Southwest Florida Water Management District, Tampa Bay Water, County and municipal public utilities departments.
Flood Mitigation	County and municipal building departments, County and municipal planning and zoning departments, County and municipal public utilities departments, County and municipal engineering departments.
Law Enforcement	Sheriff's Office and municipal police departments.
Building Inspections	County and municipal buildings departments, County and municipal code compliance and enforcement departments.
Zoning Enforcement	County and municipal planning and zoning departments, County and municipal code enforcement departments.
Special Public Construction Projects	County and municipal planning and zoning departments, engineering services elements, municipal public utilities and public works departments.
Rules, Regulations, Ordinances	The County and municipalities are responsible for review of their rules, regulations, and ordinances regarding hazard mitigation to make appropriate recommended changes to their governing bodies.
Hazard Vulnerability Reviews and Mitigation Planning	All directors of County and municipal departments and constitutional authorities are responsible for hazard vulnerability reviews and mitigation planning within their own areas of responsibility.

- 5.3 The Department Infrastructure and Department and the Office of Emergency Management (OEM) act as coordinators for hazard vulnerability review and mitigation planning on a countywide basis. They will notify the Florida Division of Emergency Management (FDEM) of mitigation problems affecting the County.
- 5.4 Mechanisms available to carry out hazard mitigation policy development and implementation include zoning codes, building codes, subdivision regulations, and development of regional impact (DRI) reviews. The Hillsborough County City-County Planning Commission (HCCCPC) reviews developments for compliance with Comprehensive Plans. County and municipal planning and zoning departments review developments for zoning compliance. Zoning Hearing Masters hear rezoning applications at public hearings and make recommendations to the applicable governing body for final determination.
- 5.5 A continuing effort must be made to develop plans, policies, and ordinances to regulate post-disaster reconstruction in order to reduce future risk levels. Local planning agencies are primarily responsible for this function. Assisting in this effort are building departments, budget departments, real estate departments, OEM, and the City-County Planning Commission.
- 5.6 The directors of each city and County department, constitutional authorities, chiefs of each fire department, the Sheriff, and city police chiefs are responsible for identifying sites that they observe within their jurisdiction and area of expertise that pose a risk to people and their activities due to natural or technological hazards. They will review all elements of the CEMP to ensure that hazard mitigation considerations are effective for their area of expertise and responsibility.
- 5.7 Hillsborough County City – County Planning Commission (HCCCPC) is responsible for ensuring that hazard mitigation considerations are addressed in the comprehensive planning process regarding land use. The HCCCPC will work closely with the Tampa Bay Regional Planning Council (TBRPC), the Southwest Florida Water Management District, County and municipal officials, and all governmental and private entities involved in land use planning.
- 5.8 County and municipal planning and zoning departments are responsible for implementing comprehensive plan policies and for the development of ordinances and for regulations necessary for their implementation. Responsibilities of planning and zoning departments in this area include:
 - a. Developing land development regulations, or initiating amendments to existing regulations, to decrease risk to residents and property from natural and technological hazards.
 - b. Changing and implementing regulations that govern the location and type of development and the design and construction of buildings in hazard prone areas.

- c. Identifying state and regional hazard mitigation policies and programs that affect local growth and development, and ensuring such policies are considered at the local level.
 - d. Providing input, as deemed appropriate, into the development of state and regional hazard mitigation policies and programs.
- 5.9 Land use and site review regulations that encourage hazard mitigation planning include the following:
- a. Land development regulations.
 - b. Development reviews for compliance with Comprehensive Plans.
 - c. Development of Regional Impact (DRI) reviews.
 - d. County participation in the National Flood Insurance Program.
- 5.10 Regulations for the design, construction, and maintenance of buildings and structures that encourage hazard mitigation planning include:
- a. Building codes.
 - b. Building inspection and code compliance and enforcement ordinances.
 - c. Flood damage control ordinances.
 - d. Subdivision regulations.
 - e. State radon building rules.
- 5.11 The Public Works Department and OEM are responsible for providing public information and education programs that address hazards confronting the County. Communications & Digital Media provides public relations and media relations support to these programs as appropriate.
- 5.12 Public workshops and hearings at the regional and state levels provide a medium by which local governments will have input concerning the development of regional and state mitigation policies and programs.
- 5.13 Whenever federal hazard mitigation funds are made available, OEM and Public Works will notify applicable County departments, the municipalities, and any other pertinent public or private nonprofit entities. Projects included in the Local Mitigation Strategy will be used as the baseline for funding received. The LMS Working Group will select a final prioritized list and submit it to the state for consideration.
- 5.14 The Development and Infrastructure Department will ensure that local mitigation goals are met when addressing regular and emergency building permits. In this process Building and Construction Services will coordinate with state agencies involved in the emergency permitting process. Locally, the process for expedited permitting is outlined in County Policy No. 02-007 which allows for a four business day turnaround time as long as the guidelines set forth in the policy are met and the applicant qualifies.

6.0 REFERENCES.

6.1 Federal.

- a. The Disaster Mitigation Act of 2000.
- b. Sections 322, 404, and 406 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (P.L. 93-228, as amended).
- c. 44 CFR Part 206 Subpart M for minimum standards.
- d. FEMA Mitigation Assistance Unified Guidance (Hazard Mitigation Grant Program, Pre-Disaster Mitigation Program, Flood Mitigation Assistance Program, Repetitive Flood Claims Program, Severe Repetitive Loss Program), and addendum, February 27, 2015.

6.2 State.

- a. Hazard Analysis for the State of Florida.
- b. State of Florida Hazard Mitigation Plan.

6.3 County.

- a. Hillsborough County Local Mitigation Strategy, 2015.
- b. Hillsborough County Comprehensive Plan.
- c. Hillsborough County Codes: Land Use, Zoning, Building.



**Hillsborough
County Florida**

Office of Emergency
Management

Comprehensive Emergency Management Plan (CEMP)

III. PREPAREDNESS

Hillsborough County CEMP

Comprehensive Emergency Management Plan

III. PREPAREDNESS

1.0 GENERAL.

1.1 The Hillsborough County Comprehensive Emergency Management Plan (CEMP) contains departmental emergency responsibilities and tasks, which translate to actions found within the CEMP's "Emergency Support Function (ESF)" schedule, and within each department's emergency plans and standing operational procedures. Hillsborough County departments having emergency and disaster responsibilities will need to educate, train, and equip their personnel to ensure that planned responsibilities become reality. Further, emergency preparedness education programs for the general public will reduce disaster demands. An informed general public will also be more self-reliant.

2.0 POLICIES.

- 2.1 Each department and participating jurisdictions will budget for adequate training on such topics as necessary to ensure that they and their personnel are prepared to carry out their stated responsibilities and tasks.
- 2.2 The Office of Emergency Management (OEM) formalizes and maintains the majority of applicable emergency plans and standard operating procedures. Additionally, OEM maintains various supportive documents applicable to diverse County agencies and departments for their utilization.
- 2.3 OEM conducts training for relevant agencies and personnel that includes, but is not limited to EOC operations, divisional/departmental, and personnel preparedness. OEM also coordinates training through the state and the Federal Emergency Management Agency (FEMA) Emergency Management Institute.
- 2.4 Departments will review their departmental plans and procedures annually. Departments that have primary roles for emergency support functions will provide OEM with their operation procedures and applicable revisions.
- 2.5 Each department head is responsible for maintaining a continuity of operations plan (COOP), and the preservation of vital records and documents deemed essential for continuing government functions and conducting post-disaster operations.

3.0 EMERGENCY PREPAREDNESS ACTIVITIES OVERVIEW.

- 3.1 OEM undertakes a constant year-round approach in preparing a countywide response, recovery, and mitigation capability.
- 3.2 On-going community emergency preparedness activities coordinated by OEM include:
 - a. Encouraging critical facilities (hospitals, schools, nursing homes, utilities) to develop and maintain response and recovery plans.
 - b. Response resource development (developing enhanced capability).
 - c. Equipment and supply acquisition for emergency response.
 - d. Disaster drills and exercises.
 - e. Warning system tests.
 - f. Emergency communications system tests.
 - g. Emergency public information system tests.
 - h. Public information and education.
 - i. Emergency Operations Center readiness.
 - j. Development and maintenance of plans and procedures.
 - k. Disaster preparedness presentations.

4.0 PUBLIC AWARENESS AND EDUCATION.

See the Hillsborough County Public Information and Outreach Plan and Outreach Strategy for further details.

- 4.1 The County maintains a Public Information and Outreach Plan to provide guidance to OEM and the County's Outreach Committee for informing and educating citizens and visitors concerning threats to life, safety, and property, and for conducting outreach engagements throughout the community in order to improve prevention, mitigation, and preparedness efforts. Outreach programs focus on preparing citizens for response and recovery. Emphasis is on individual and family responsibility for preparedness to increase the resiliency of County residents, and reduce the dependency on government and relief organizations in the immediate aftermath of a disaster.
- 4.2 Public emergency preparedness education programs and materials will be made available upon request, as time and resources permit, to all segments of the community. Program goals are to increase awareness of hazards, explain how best to safely respond, and promote self-preparedness. Public education and outreach priorities are established by the Outreach Committee at the beginning of each year.

- 4.3 Special efforts are dedicated to reaching those citizens with special needs. OEM works with county and state social services agencies, and home health care agencies to ensure disaster preparedness information is disseminated to all of the members of our vulnerable population. Those citizens who need assistance during an evacuation are encouraged in disaster pamphlets and in personal contacts to register with the Special Needs Program. Individuals on the list are contacted each year to update databases.
- 4.4 Working with Communications & Digital Media, preparedness information is disseminated to the media, residents, and visitors via a wide variety of communications tools and tactics, including news releases, interview placements, the County’s website, social media platforms, HCFL Alert, Hillsborough Television (HTV), and printed collateral (fliers, rack cards, posters, etc.), and through various channels in partnership with Neighborhood Relations and Community Liaisons.
- 4.7 The County participates in regional, state, and federal hurricane preparedness programs. Specific County programs include:
- a. A Disaster Planning Guide is distributed in English and Spanish at the start of each hurricane season, and includes a map of the County hurricane evacuation zones and criteria.
 - b. OEM coordinates and delivers hurricane awareness talks.
 - c. Certain County departments distribute specialized brochures and pamphlets to promote hurricane awareness and planning for target audiences i.e. pet and large animal owners, food and agriculture industry, etc.
 - d. Florida Severe Weather Awareness Week.
 - e. Prepare Hillsborough.
 - f. Great American Teach-In.

5.0 PLANNING.

- 5.1 The Director of OEM is responsible for ensuring that the County CEMP is maintained, reviewed, and updated. A comprehensive review and revision of the CEMP is conducted once every four years. During the four years prior to the comprehensive revision, the OEM will take as many opportunities as possible to review the effectiveness of the CEMP. Exercises and real-world events are the primary methods the OEM employs to evaluate the CEMP. Following each exercise and activation of the EOC, OEM develops after action reports and improvement plans to determine, in part, those areas of the CEMP deemed insufficient in meeting the needs of the emergency or disaster. OEM ensures the CEMP is updated accordingly, as well as any supporting plans and procedures, based upon the findings and recommendations from after action reports.
- 5.2 OEM has the overall responsibility for ensuring that OEM authored CEMP related plans, annexes, operations guides, and associated checklists are kept current. All County departments and organizations that have CEMP emergency response or recovery assignments are responsible for developing and maintaining their own internal plans.

5.3 CEMP supporting plans and programs include:

CEMP SUPPORTING PLANS AND PROGRAMS	
Emergency Operations Center (EOC) Operations Plan and Position Guides	Describes EOC roles and responsibilities for activation, operations, information management, sustainment, and deactivation. Position guides include job aids for each position detailing the specific tasks they must complete during an operational period at the EOC.
Hazard/Incident Specific and Special Event Plans	Basis for effective response to a specific hazard or special event, and outlines the roles and responsibilities unique to that hazard. Examples include the Localized Flooding Response Incident Annex, the Terrorism Incident Annex, etc.
Support Plans	Support the response to emergencies and disasters. They include procedures that augment the procedures outlined within hazard specific and other plans. Examples include the Emergency Communications Support Annex, the Logistics Support Annex, and the Re-entry Common Operating Framework Support Annex.
Continuity of Operations Plan (COOP)/Continuity of Government (COG)	Ensures County government can carry on all essential functions and ensure the preservation of vital records/documents deemed essential in case of a facility specific emergency or community-wide disaster.
Local Mitigation Strategy (LMS)	The purpose of the LMS is to develop and execute an ongoing strategy for reducing the community’s vulnerability to natural, technological, and human caused hazards. The strategy provides a rational, managed basis for considering and prioritizing hazard-specific mitigation options and for developing and executing sound, cost- effective mitigation projects.
Recovery Plan	Details a coordinated system for recovery operations, identifies the operational concepts, and provides an overview of organizational structures which will bridge the gap between the CEMP and the PDRP. The plan addresses policies that promote an expedited, all-hazards disaster recovery process among all stakeholders.
Post Disaster Redevelopment Plan (PDRP)	Serves as a single source, countywide document to promote, assist, and facilitate post and pre-disaster decisions and actions relating to long-term community recovery, reconstruction, and economic redevelopment following major or catastrophic disasters.
Program Plans	Support OEM day-to-day operations and County readiness to include the OEM Strategic Plan and the Multi-Year Training and Exercise Plan (MYTEP).

CEMP SUPPORTING PLANS AND PROGRAMS	
Department Plans and Standard Operating Guides (SOG)	Procedures or guidelines that are agency specific and utilized by that entity to accomplish the CEMP functions, missions, or activities they are responsible for.
Mutual Aid Agreements	Ensures mutual aid agreements and contracts are established among all parties providing or requesting resources.
Duty Officer Program	Provides for daily coordination and initial and ongoing monitoring of incidents and events of countywide significance. The Duty Officer is rotated between selected OEM staff members on a weekly basis and is on call and available to respond to any incident 24 hours a day, seven (7) days a week to assist the on-scene Incident Commander (IC) with alert and notification, resource management, public information, and protective actions.
County Warning Point	The County Warning Point (CWP) is a countywide 24-hour a day, seven (7) days a week staffed communications center which provides monitoring, notification, and warning to the emergency response team, municipal partners, non-governmental agencies, State Watch Office, and other partner agencies with response responsibilities. The CWP serves as a dispatch center and acts as a point of contact for County agencies (except law enforcement) after normal business hours, weekends and holidays.
Employee Emergency Response Program (EERP)	OEM has coordinated with its county partners and agencies to identify various roles for County employees that will be essential to response and recovery if the County was severely impacted by a disaster. This program educates employees on personal/family preparedness and planning, and ensures they are trained and exercised on their specific roles before, during, or after a disaster.

5.4 OEM participates in regional planning with adjoining county emergency management personnel, the Tampa Bay Regional Planning Council (TBRPC), the Regional Domestic Security Task Force (RDSTF), the Local Emergency Planning Committee (LEPC), the Urban Areas Security Initiative (UASI), the Tampa Bay Health & Medical Coalition, Port Tampa Bay, Port Ammonia Operators Group, Port SSI, Aviation SSI Liaison, and the State Hazard Analysis Working Group.

6.0 TRAINING.

6.1 OEM is the overall coordinator within Hillsborough County for emergency management training and education. County departments, authorities, municipalities, and all other public and private emergency response agencies have the responsibility of ensuring their personnel with

emergency responsibilities are sufficiently trained. All agencies should take the necessary steps to ensure appropriate records are kept reflecting emergency training received by their personnel.

6.2 OEM works with department heads, elected officials, and neighboring jurisdictions to ensure that emergency response agencies and members of County departments receive sufficient training in the County's Comprehensive Emergency Management Plan (CEMP), and other specific disaster contingency plans to ensure their proper response when required. On-going training programs include:

- a. National Incident Management System / Incident Command System.
- b. Hazardous materials.
- c. Communications.
- d. Disaster plans updates.
- e. Mass casualty planning and operations.
- f. Employee Emergency Response Program (EERP).
- g. Emergency Operations Center (EOC) operations.
- h. WebEOC software.

6.3 OEM will coordinate all disaster prevention, preparedness, response, recovery, and mitigation training provided to County personnel by FDEM and FEMA. OEM will provide schedules of the state emergency management training courses to appropriate County agencies. Applications for state and FEMA training courses will be submitted via the State Emergency Response Team (SERT) Training Resources and Activity Center (TRAC) to FDEM with approval given by the OEM Training Coordinator or OEM Director.

6.4 Training for local emergency response personnel will be under the all hazards approach to emergency management. Training will ensure that current state and federal concepts on emergency prevention, preparedness, response, recovery, and mitigation are provided.

- a. First responders train on a regular basis in fields related directly and indirectly to emergency management. This training includes:
 - Law Enforcement (Sheriff's Office and municipal police departments) – traffic control, emergency deployment, search and rescue, security/crowd control, first aid, and hazardous materials first responder awareness level training.
 - Fire Services (county and municipal) – firefighting tactics, electrical hazards, aircraft crash, first aid/emergency medical treatment, search and rescue, hazardous materials operations level training, and incident command.

- Emergency Medical Services (county and municipal fire/rescue) – emergency medical techniques, first aid, life support/cardiac life support, treatment of mass casualties, and hazardous materials first responder awareness level training.
- b. Response agencies will maintain records of personnel receiving training to include competency level. The goal for response agencies is to maintain all responders in a fully trained status.
- 6.5 The County EOC Operations Group will be a major forum for providing training on the current county, state, and federal disaster policies and procedures, to include mitigation activities. Representatives from county, municipalities, state, and federal agencies in the local area, as well as volunteer and non-governmental agencies, will participate and share information on respective roles and responsibilities during disaster prevention, preparedness, response, recovery, and mitigation operations.
- 6.6 OEM will coordinate disaster preparedness planning and training activities with committees to address such functional areas as shelter operations, emergency transportation, hospitals, nursing homes, assisted living facilities, etc. OEM also engages in numerous hazard specific training sessions such as hurricanes, radiological emergencies, hazardous material emergencies, and mass casualty incidents.
- 6.7 National Incident Management System (NIMS).
- OEM ensures NIMS training for County employees, emergency responders, and Emergency Operations Center (EOC) staff.
 - The County’s response to emergencies follows the concepts of NIMS. Appropriate training is encouraged and provided as shown in the following Table: NIMS Training Guidelines.

NIMS TRAINING GUIDELINES	
Audience	Required Training
<p>Federal/state/local/tribal/private sector and non-governmental personnel to include:</p> <p>Entry level first responders and disaster workers:</p> <ul style="list-style-type: none"> • Emergency Medical Service personnel • Firefighters • Law Enforcement personnel • Public Works/Utility personnel • Skilled Support Personnel 	<ul style="list-style-type: none"> • FEMA IS-700: NIMS, an introduction • ICS-100: Introduction to ICS or equivalent

NIMS TRAINING GUIDELINES	
Audience	Required Training
<ul style="list-style-type: none"> Other emergency management, response, support, volunteer personnel at all levels 	
<p>Federal/state/local/tribal/private sector and non-governmental personnel to include:</p> <p>First line supervisors, single resource leaders, field supervisors, and other emergency management/response personnel that require a higher level of ICS/NIMS training.</p>	<ul style="list-style-type: none"> FEMA IS-700: NIMS, an introduction ICS-100: Introduction to ICS or equivalent ICS-200: Basic ICS or equivalent
<p>Federal/state/local/tribal/private sector and non-governmental personnel to include:</p> <p>Middle management including strike team leaders, task force leaders, unit leaders, division/group supervisors, branch directors, and multi-agency coordination system / emergency operations center staff.</p>	<ul style="list-style-type: none"> FEMA IS-700: NIMS, an introduction FEMA IS-800: National Response Framework, an introduction ICS-100: Introduction to ICS or equivalent ICS-200: Basic ICS or equivalent ICS-300: Intermediate ICS or equivalent Position specific courses as applicable to identified EOC positions
<p>Federal/state/local/tribal/private sector and non-governmental personnel to include:</p> <p>Command and general staff, select department heads with multi-agency coordination system responsibilities, area commanders, emergency managers, and multi-agency coordination system/emergency operations center managers.</p>	<ul style="list-style-type: none"> FEMA IS-700: NIMS, an introduction FEMA IS-800: National Response Framework, an introduction ICS-100: Introduction to ICS or equivalent ICS-200: Basic ICS or equivalent ICS-300: Intermediate ICS or equivalent (FY07 Requirement) ICS-400: Advanced ICS or equivalent Position specific courses
<p>Elected and senior officials.</p>	<ul style="list-style-type: none"> ICS-402

Table: NIMS Training Guidelines

- 6.8 State and federal agencies offer a variety of training and education programs available to local government. Training opportunities are provided and coordinated by Florida Division of Emergency Management (FDEM) and FEMA, and include:
- a. Emergency management training and education programs for first responders, emergency workers, emergency managers, public and private officials, and others.
 - b. Preparedness information and programs for the general public.
 - c. Emergency management webinars.
- 6.9 OEM will work with key stakeholders to:
- a. Encourage departments to provide personnel training in specific emergency management skills and related professional development.
 - b. Ensure training for EOC staff.
 - c. Encourage public education efforts for schools, community groups, businesses, County and municipal employees, and the general public.
 - d. Prepare and coordinate drills and exercises.
- 6.10 County departments are expected to:
- a. Ensure that their employees are trained in the concepts of the County's CEMP and in their particular department/agency emergency plans and standing operational procedures.
 - b. Encourage their employees to develop personal preparedness plans and supplies.
 - c. Encourage department public education programs to include emergency preparedness and emergency management information.

7.0 EXERCISES.

- 7.1 The County uses the Homeland Security Exercise and Evaluation Program (HSEEP) for guidance to plan, conduct, and evaluate disaster exercises. HSEEP is both doctrine and policy for designing, developing, conducting, and evaluating exercises. HSEEP is a threat and performance-based exercise program that includes a cycle, mix, and range of exercise activities of varying degrees of complexity and interaction.
- 7.2 Hillsborough County's exercise and training program will endeavor to involve all public and private agencies with emergency response functions. Primarily this includes the members of the Emergency Policy Group, Emergency Support Group, and EOC Operations Group. Emergency management officials of adjoining counties may be invited to participate or observe when appropriate.

- 7.3 OEM will coordinate involvement of County departments and staff in situational drills, tabletop, or functional exercise to test the CEMP, and the County's capability to respond to emergencies. County departments and agencies that participate in these programs vary by type of exercise.
- 7.4 OEM is also responsible to ensure that all state and federally mandated emergency management exercises are carried out on schedule.
- 7.5 The County conducts annual hazard specific drills and exercises. Participants in these exercises are generally multi-jurisdictional and multi-discipline and may include private industry, the public, and non-governmental agencies.
- 7.6 OEM will provide disaster exercise assistance to government and non-government agencies as requested. As resources allow, OEM personnel will participate in hospital and nursing home disaster drills upon request. Other exercises will be attempted and coordinated by OEM as time, resources, and conditions permit.
- 7.7 The County conducts and participates in yearly exercises to include the statewide HURREX and a County mass casualty exercise. Other exercises are scheduled as needed and as resources and time permits.
- 7.8 OEM maintains a yearly schedule of exercises. See the County's multi-year training and exercise plan for details.
- 7.9 All exercises will be evaluated according to HSEEP methodology. An after action report and improvement plan will be developed for all exercises and real world events.

8.0 REFERENCES.

- 8.1 Hillsborough County Disaster Planning Guide published and distributed annually.
- 8.2 Hillsborough County Public Information and Outreach Plan.
- 8.3 Hillsborough County Outreach Strategy.
- 8.4 State and federal outreach publication and materials.
- 8.5 Hillsborough County Multi-Year Training and Exercise Plan.



**Hillsborough
County Florida**
Office of Emergency
Management

Comprehensive Emergency Management Plan (CEMP)

IV. RESPONSE

Hillsborough County CEMP

Comprehensive Emergency Management Plan

IV. RESPONSE

ESF 1 Transportation

ESF 2 Communications & Information Technology (IT)

ESF 3 Public Works & Engineering

ESF 4 Fire Fighting

ESF 5 Information & Planning

ESF 6 Mass Care and Human Services

ESF 7 Resource Support

ESF 8 Health & Medical

ESF 9 Search & Rescue

ESF 10 Hazardous Materials

ESF 11 Food and Water

ESF 12 Energy & Utilities

ESF 13 Military Support

ESF 14 Public Information

ESF 15 Volunteers & Donations

ESF 16 Law Enforcement & Security

ESF 17 Animal Protection

ESF 18 Business and Industry

ESF 19 Damage Assessment

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Comprehensive Emergency Management Plan

IV. Response

ESF 1 TRANSPORTATION

Primary Agency	EMERGENCY MANAGEMENT; EVACUATION WORKING GROUP (EWG)
Support Organizations	Ambulance Companies County Departments, All Fire Rescue Fleet Management Department Florida DOT, District 7 Hillsborough Area Regional Transit Hillsborough County Planning Commission Hillsborough County School Board Transportation Municipal Fire Department EMS Parks and Recreation Private Sector Sheriff's Office Sunshine Line Voluntary Organizations Active in Disasters (VOAD)
Purpose	This function provides for the coordination of all available County transportation resources available and required for the response to and recovery from any minor, major, or catastrophic disaster event.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. All County transportation and fuel resources will be utilized on a priority basis to save lives and property. 2. The primary responsibility for transportation planning and operations rests with the various stakeholders of ESF 1 listed in the responsibilities section of this document. 3. For planning activities, the ESF 1 Evacuation Working Group (EWG), comprised of all the agencies and departments that provide evacuation resources and support, is administratively coordinated by the County Office of Emergency Management (OEM). 4. The resources available to ESF 1 will be used to assist County emergency operations, departments/agencies, and other ESFs with their emergency efforts to move people, materials, equipment, and other resources as necessary. The priorities for allocation of these assets will be:

	<ol style="list-style-type: none"> a. Evacuating persons from immediate peril. b. Maintaining traffic movement for re-entry transport of emergency resources. c. Transporting materials, personnel, and supplies for the support of emergency activities being conducted by other departments/agencies or ESFs as requested through the County’s EOC. <ol style="list-style-type: none"> 5. During mass evacuations, transportation priorities will be given to hospitals, nursing homes, people with special needs, and hospice patients. Public transportation will also be provided to individual citizens who have no other way to proceed from evacuation zones to public shelters. 6. In a major emergency, the relaxation of certain restrictions (waive weight, height, and load requirements for vehicles transporting critical items) is essential to allow rescue and relief equipment into affected areas.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT and EVACUATION WORKING GROUP (EWG)

Preparedness	<p>OEM will work with the EWG to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 1 EWG Planning meetings to: <ul style="list-style-type: none"> • Plan for effective and efficient utilization of emergency transportation resources. • Encourage each provider to maintain a disaster plan that includes procedures on how the maximum number of drivers and necessary staff will be available for duty for emergency evacuations and provide for sustained operations. • Routinely engage ESF 1 partners to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. b. Maintain a current contact list for ESF 1 partners. c. Ensure that all government employees and volunteers who have ESF 1 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Maintain an inventory and sources of transportation resources, manpower, and equipment to include supplies and maintenance. 3. Maintain emergency action checklists specific to this function.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this</p>

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
EMERGENCY MANAGEMENT and EVACUATION WORKING GROUP (EWG)	
	list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.
Emergency	<ol style="list-style-type: none"> 1. During localized emergencies receive requests for transportation through the Emergency Operations Center/Emergency Dispatch Communications. 2. Ensure that support agencies are on alert as appropriate and that their transportation resources, equipment, supplies, and manpower are placed in the appropriate readiness status and are in safe areas away from impact. 3. If the magnitude of the disaster is such that numerous emergency transportation resources are required, appropriate members of the EWG will convene and coordinate this activity from the EOC. All requests for emergency transportation will include the following information: <ol style="list-style-type: none"> a. Agency requesting assistance. b. Type and number of vehicles requested. c. Purpose of transportation. d. Reporting location. e. Name of transportation coordinator at the disaster site. f. Contact information (telephone / radio frequency). 4. Provide coordination of transportation assistance to other ESFs, County agencies, and volunteer agencies requiring transportation capacity to perform emergency response missions.
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Staff the ESF 1 function within the County EOC “Logistics Support Section”. 2. Determine condition and status of County and support agency transportation resources. 3. Develop list of current available County and support agency vehicles, personnel, and equipment. 4. In coordination with ESF 3, assist the EOC Planning Section in determining the condition and status of county transportation routes necessary for evacuation, response, and recovery operations. 5. Maintain liaison with all support departments and communication with field personnel. 6. Determine present and future need for transportation resources. 7. Continually assess the situation to address the most critical transportation needs and develop strategies. 8. Receive, prioritize, and coordinate requests for transportation resources.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
EMERGENCY MANAGEMENT and EVACUATION WORKING GROUP (EWG)	
	<ol style="list-style-type: none"> 9. Coordinate with ESF 7 to procure rental vehicles and other needed equipment with operators and independent maintenance locations as required. 10. Provide transportation services to assist in disaster/damage assessment operations. 11. Coordinate transportation resource needs with the State EOC (SEOC) as necessary. <ul style="list-style-type: none"> • If federal emergency transportation assistance is needed, the SEOC will coordinate this assistance with the Federal Emergency Management Agency (FEMA). 12. Coordinate with the SEOC to acquire evacuation transportation assistance where necessary. 13. Compile and maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/ Administration Section Chief every 24 hours.
Recovery Actions	<ol style="list-style-type: none"> 1. Upon request, coordinate transportation resources to assist with recovery activities. <ol style="list-style-type: none"> a. Transportation needs may be provided through a combination of county, state, and federal resources. b. Remind transportation providers to maintain records of costs and expenditures. 2. In the post-disaster timeframe, emergency transportation will be used to support stabilization and recovery actions to include: <ol style="list-style-type: none"> a. The return of evacuees from shelters to their points of origination (or designated return locations). b. The movement of disaster survivors to recovery centers. c. Moving responders, supplies, and equipment to disaster areas. d. Other transportation requirements as deemed necessary by the OEM Director/EOC. 3. Assist with development of recovery actions and strategies. 4. Participate in after action briefings and “hotwashes”. 5. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Ambulance Companies	<ol style="list-style-type: none"> 1. Serves as members of the EWG. 2. Provide ALS/BLS ambulances for evacuations. 3. Dispatchers will coordinate their ambulance assets responding to the evacuation needs of patients from evacuating hospitals, nursing homes, and the special needs population consistent with EOC priorities.
County Departments, All	<ol style="list-style-type: none"> 1. Provide transportation resources as available and within capability.
Fire Rescue	<ol style="list-style-type: none"> 1. Provide Advanced Life Support (ALS) units for evacuation support as resources allow. 2. Serve as a member of EWG as an EMS transportation subject matter expert. 3. Serves as a member of the EWG. 4. Provide ambulances for evacuation support as resources allow.
Fleet Management Department	<ol style="list-style-type: none"> 1. Ensure availability of adequate fuel supplies for emergency response vehicles. 2. Maintain arrangements for commercial fuel companies to give priority to County emergency response vehicles during disaster response and recovery operations. 3. Maintain a current list of vendors, which will supply fuel on a priority basis. 4. Normal maintenance issues and repairs for County owned vehicles.
Florida DOT, District 7	<ol style="list-style-type: none"> 1. Manage messaging on highways for evacuee instructions. 2. Coordinate with ESF 1 on evacuation operations.
Hillsborough Area Regional Transit	<ol style="list-style-type: none"> 1. Primary member of the ESF 1 EWG. 2. Provides busses and mini-busses for evacuations.
Hillsborough County Planning Commission	<ol style="list-style-type: none"> 1. Serve as a subject matter expert for population/ evacuation studies.
Hillsborough County School Board Transportation	<ol style="list-style-type: none"> 1. Primary member of the ESF 1 EWG. 2. Provide buses for evacuations and predetermined routes in East and South County.
Municipal Fire Department EMS	<ol style="list-style-type: none"> 1. Serves as a member of the EWG. 2. Provide Advanced Life Support (ALS) units for evacuation support as resources allow.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Parks and Recreation	1. Transportation of goods and equipment.
Private Sector	1. Provide trucks, tractor trailers, buses, vans, taxi cabs, etc. Coordination with these providers will be accomplished by the EWG.
Sheriff's Office	1. Coordinate traffic management for events that require movement of people, equipment, and goods or incidents that require evacuations. 2. Control ingress and egress to areas around disaster events.
Sunshine Line	1. Primary member of the ESF 1 EWG. 2. Provide minibuses for evacuations for people with special needs and the general public.
Voluntary Organizations Active in Disasters (VOAD)	1. Augment transportation resources and evacuation support.
ATTACHMENTS	1. Hurricane Transportation Procedures.
REFERENCES	1. Disaster Transportation Standard Operating Procedure.

Attachment

1. HURRICANE TRANSPORTATION PROCEDURES

ESF 1 and representatives of the Evacuation Working Group (EWG) will coordinate emergency transportation activities prior to and after the landfall of a hurricane.

A. PRE-STORM (+ 96 to 72 Hours).

1. EOC Operations Group will determine emergency transportation requirements.
2. ESF 1 will contact EWG transportation providers to:
 - Determine the number and type vehicles available within the County.
 - Ensure availability of drivers and necessary staff to support response and recovery operations.
 - Remind transportation providers to keep detailed records of all personnel/vehicle activities. Suggested information includes number of passengers, dates and times, operator numbers, vehicle numbers, departure/destination locations, and mileage per day devoted to disaster activities. Support staff hours must also be documented.
3. If emergency transportation resources within the county are inadequate, ESF 1 will coordinate within logistics to request assistance from the State EOC ESF 1.
4. Messaging announcing these services are produced and distributed to the public through various channels by ESF 14 (Public Information).
5. All County departments and emergency response agencies will ensure that any transportation resources subject to damage from hurricane surge or wind forces are staged at safe areas in advance of a storm.
6. Fleet Management will ensure availability of adequate fuel supplies for emergency response vehicles.
7. It is important to note that the EWG will be meeting quarterly and it is the role of the group to create and maintain effective standard operating guidelines for EOC activations. It is not the purpose of this attachment to detail an evacuation but simply to provide an overview.

ESF 1 Support to Hurricane Evacuations	
General Public	<ul style="list-style-type: none"> • Hillsborough Area Rapid Transit (HART) will run buses on certain established routes which cover evacuation areas primarily in the City of Tampa and the Town 'n Country area. • School Board Transportation will run buses in unincorporated areas of the south part of the county. • Both sets of routes will be run continuously once an evacuation is ordered, and citizens will be dropped off at designated public shelters or refuges of last resort. • HART buses will stop at established bus stops or between on a wave-down basis, while School Board buses will stop on a wave-down basis only. • Messages announcing these services are produced and distributed to the public through various channels. ESF 14 (Public Information) will use established communication routes to accomplish this. • Both HART and School Board Transportation will provide sufficient resources to return evacuees from shelters to their departure locations.
Ambulance Support	<ul style="list-style-type: none"> • An EWG Emergency Medical Services (EMS) representative in the EOC will be the overall coordinator of ambulance support during evacuation/disaster activations. • The primary ambulance assets for hurricane evacuations will be private ambulance companies (e.g. AMR and Americare). • Advanced Life Support (ALS) units from the County and municipalities will provide evacuation support as resources allow. • Ambulances will be needed to transport a certain portion of patients from evacuating hospitals, nursing homes, and the special needs population. These are generally pre-arranged agreements. • Dispatchers will coordinate their ambulance assets responding to the evacuation needs of these groups consistent with EOC priorities. • As a rule, special needs patients will be moved early in the evacuation at the direction of the EOC staff. The intent is to have these patients moved before hospitals and nursing homes make the decision to evacuate. • Hospitals and nursing homes will be allocated ambulances as they make the decision to evacuate.
Transportation of Hospital Patients	<ul style="list-style-type: none"> • Hospitals must plan for transportation to evacuate their patients and necessary supporting equipment and supplies. • Hospitals must have agreements with transportation providers if they do not have sufficient internal transportation assets to evacuate their facility. • If an evacuating hospital determines that sufficient transportation is not available request for transportation support can be submitted to the EOC.

<p>Transportation of People with Special Needs</p>	<ul style="list-style-type: none"> • Many special needs evacuees have registered for evacuation and sheltering assistance via the Florida Department of Health’s Special Needs Registry. • Confirmation of evacuation need should yield a list of evacuees to pick up and transport to specific shelters based on their needs. • Evacuation of people with special needs, including hospice patients, will be accomplished primarily with minibuses owned or contracted buses • Private taxi companies and wheel chair van services may be used to augment these resources. • Ambulances from BLS providers, County Fire Rescue, or Tampa Fire Rescue will be used as required when such mode of transportation is required. Note: The Special Needs Evacuation and Shelter Guide contains further information on evacuation of people with special needs.
<p>Transportation of Patients in Nursing Homes, Assisted Living Facilities (ALF) and other Residential Health Care Facilities</p>	<ul style="list-style-type: none"> • Nursing homes, ALFs, and other residential health care facilities must have current agreements with transportation providers if they do not have sufficient internal transportation assets to evacuate their facility. • If a facility determines that sufficient transportation is not available at time of disaster, transportation support may be coordinated with the EOC. (Note: See Ambulance Support).

B. POST STORM.

1. No post hurricane activity may begin until winds subside below 45 mph.
2. Transportation providers should plan to return passengers to initial pickup locations unless these locations have been rendered unsafe or inoperative by the storm.
3. The EOC will issue specific instructions on return of passengers to their departure locations.
4. Transportation providers should continue to keep detailed records on return of evacuees.
5. Fleet management will continue to ensure availability of adequate fuel supplies for emergency response vehicles.

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Comprehensive Emergency Management Plan

IV. Response

ESF 2 COMMUNICATIONS AND INFORMATION TECHNOLOGY (IT)

Primary Agency	INFORMATION & INNOVATION OFFICE
Support Organizations	911 Agency Amateur Radio Emergency Dispatch Communications Emergency Management Frontier Communications Sheriff's Office Communications Spectrum Communications Verizon Wireless
Purpose	<ol style="list-style-type: none"> 1. Communications and information systems are essential for adequate response to emergency situations. This function describes the communication and information technology systems (voice, data, and public safety) that are available for the uninterrupted flow of information during the response and recovery phases of a disaster, and provides for the coordination of related personnel, equipment, and supplies. 2. Support public safety and the operation of government services by maintaining continuity of information and telecommunication infrastructure equipment and other technical resources. 3. Provide primary and back-up radio communications.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. Each County department, division, and supporting agencies may ensure the ability to communicate with the Emergency Operations Center (EOC) from their operations center, and from their operations center to their operational units. 2. Emergency response activities will be given priority use of all the County communication and information systems and resources.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

INFORMATION & INNOVATION OFFICE

Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 2 planning meetings to maintain ESF 2 support plans.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

INFORMATION & INNOVATION OFFICE

- b. Routinely engage ESF 2 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response.
- c. Maintain a current contact list for ESF 2 partners.
- d. Ensure that all government employees and volunteers who have ESF 2 responsibilities are prepared, know their roles during disaster response, and participate in continuing education, and training opportunities.
- 2. Identify communications facilities and resources available for use.
 - Each agency should maintain and update inventories of equipment needed to accomplish assignments.
- 3. Ensure that all communications systems and technology in the EOC are appropriately equipped and functional.
- 4. Ensure all Public Safety Answering Point (PSAP) sites are operational.
- 5. Ensure redundant communications to state EOC.
- 6. Ensure that the list of radio frequencies is updated.
- 7. Maintain inventory of spare parts.
- 8. Maintain a County-wide data recovery plan.
- 9. Schedule tests and exercises of the communication and information systems and procedures.
 - a. Test redundancy telecommunication layers and rapid deployment kits.
 - b. Review and test the integrity of backed up data.
- 10. Maintain telecommunications and connectivity to support communications with the public and the routing of the public’s requests to responders.
- 11. Maintain emergency action checklists specific to this function.
- 12. Participate in emergency management and EOC training and exercises.
- 13. Work with partners to identify the best locations to pre-position equipment and personnel.

NOTE

Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

INFORMATION & INNOVATION OFFICE

<p>Emergency</p>	<ol style="list-style-type: none"> 1. When notified of an emergency, contact EOC for an incident briefing and to obtain potential deployment instructions. 2. Deploy communications and IT resources necessary to operate in impacted areas. 3. Respond to requests for communications assistance, identify required support agencies, begin mobilization of communications resources and personnel, and prepare to activate. 4. Support the potential need to activate the EOC.
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. When notified, report to the EOC. 2. Staff the ESF 2 function within the "EOC Logistics Section". 3. Determine the condition and status of County communication and technology systems. 4. Ensure EOC internal communications and technology systems are adequate. <ol style="list-style-type: none"> a. Manage the emergency communications section in the EOC to include: radio, telephone, repair crews, runners, amateur radio, backup resources, software maintenance, and updates, etc. b. Support media center and joint information center communications operations, as needed. 5. Maintain communications with operational units and field incident commanders. 6. Ensure communication links to/from shelters, mass care sites, points of distribution sites, call centers, department operation centers, etc. (including amateur radio). 7. Coordinate, acquire, and deploy additional resources, equipment, and personnel to establish point-to-point communications as required. 8. Obtain and coordinate communications and information system resources as requested by field incident commanders. 9. Sources for resources can include: <ol style="list-style-type: none"> a. All County departments. b. State EOC. c. Amateur Radio – WCF (West Central Florida) Section American Radio Relay League (ARRL), ARRL National Organization. d. Commercial vendors. 10. Establish and maintain contact with state EOC. <ol style="list-style-type: none"> a. Provide information on status of County communication and information systems.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
INFORMATION & INNOVATION OFFICE	
	<ul style="list-style-type: none"> b. Request additional communication and information system resources as needed. 11. Coordinate with ESF 12 to restore power to the networks (generators, hook-up, rental, etc.). 12. Assess damages to communication and technology systems. <ul style="list-style-type: none"> a. Coordinate installation, restoration, and repairs. b. Provide damage information to the EOC Planning Section. 13. Prioritize and coordinate restoration of communications and technology systems with providers and vendors. 14. Compile and maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours. 15. Support the development of a demobilization plan in consideration of ensuring all communication and IT assets are retrieved and accounted for in a timely manner.
Recovery Actions	<ul style="list-style-type: none"> 1. Provide voice and data support to recovery operations. 2. Evaluate initial condition of County communications and information systems, infrastructure, and equipment. 3. Contact necessary vendors to assist in recovery efforts. 4. Restore systems in accordance with predefined priorities. 5. Restore the County's communications and information systems, infrastructure, and equipment. 6. Assist with development of recovery actions and strategies. 7. Participate in after action briefings and hotwashes. 8. Assist in the development of After Action Reports and Improvement Plans. 9. Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
911 Agency	<ol style="list-style-type: none"> 1. Maintains 911 operations among all County partners. 2. Coordinate and support all PSAPs. 3. Contact PSAPs to request operational status.
Amateur Radio	<ol style="list-style-type: none"> 1. Ensure communication links to/from shelters, mass care sites, points of distribution sites, etc. (including amateur radio). 2. Coordinate, acquire and deploy additional resources (amateur radio), equipment, and personnel technicians to establish point-to-point communications as required. 3. Establish and follow up on unplanned communications requirements. 4. Maintain partnerships with other amateur radio clubs. 5. Maintain list of radio frequencies. 6. Maintain frequency use procedures and protocols.
Emergency Dispatch Communications	<ol style="list-style-type: none"> 1. Maintains the web-based system for communications with hospitals during disaster situations. 2. Maintains one of the County's radios network listings.
Emergency Management	<ol style="list-style-type: none"> 1. Maintain internal communications with employees and other support agencies with mass notification systems.
Frontier Communications	<ol style="list-style-type: none"> 1. Maintain and restore telephone and data service within the county. 2. Preposition staff and equipment to support response and recovery operations.
Sheriff's Office Communications	<ol style="list-style-type: none"> 1. Maintain list of radio frequencies. 2. Maintain frequency use procedures and protocols. 3. Provide 700/800 Mhz system for all County users.
Spectrum Communications	<ol style="list-style-type: none"> 1. Maintain and restore data service within the county.
Verizon Wireless	<ol style="list-style-type: none"> 1. If possible, provide priority access to wireless phones of primary emergency response agencies during disaster operations. 2. Verizon wireless works with the State EOC to prioritize requests. Hillsborough County has access to the Verizon Crisis Response Team to resolve issues.
ATTACHMENTS	<ol style="list-style-type: none"> 1. Hillsborough County Communications Systems. 2. Alert/Warning/Notification System.
REFERENCES	<ol style="list-style-type: none"> 1. Communications, Notifications and Warning System Plan.

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Attachment

1. HILLSBOROUGH COUNTY COMMUNICATIONS SYSTEMS

The Hillsborough County Emergency Operations Center (EOC) has overall responsibility for providing direction and control and for coordinating resources and services during disaster situations. The EOC has access to numerous radio, telephone, and internet-based systems to ensure direction and control of the County's response to any emergency. The County's Communications Systems include:

800 MHZ Radio System	Primary communications for response units, used by County and city public safety agencies (Sheriff, Fire Rescue, and Police), and is also available to coordinate emergency response operations during disasters.
Amateur Radio	Can provide both long range and intra-county radio communications capabilities by using amateur radio, Citizen's Band (CB) radio, aviation and marine radio, Military Affiliate Radio System (MARS), Civil Air Patrol (CAP) communications, the federal government's Shared Resources (SHARES) radio program, and the FEMA National Radio System (FNARS) using both voice and digital methods. Also provides interoperable communications support using assigned public safety radio frequencies between local, state, federal, and military agencies.
Computer Systems	Computer networks and the ability to communicate via Internet based applications are widespread and are utilized daily. Computers and other portable devices have access to the Internet via network and wireless capabilities.
Customer Service and Support (CSS)	Hillsborough County's non-emergency customer service (call) center is a one-stop information and assistance center that answers questions, coordinates complaints, handles designated requests for services and serves as a means for rumor control. During EOC activations it is a conduit for callers to report non-emergency disaster related issues or receive important information prior to, during and following a disaster or major emergency.
Emergency Messaging Network (EMNET)	Provides capability to transmit voice, high speed data, facsimile, and video communications throughout the state's emergency management network.
Emergency Status System (ESS)	Web based system used by County Emergency Dispatch Communications (EDC) for communications with hospitals during disaster situations.
EMnet Voice Manager and Message Manager	The Emergency Management Network Voice Manager (EMnet VM) and Message Manager (MM) constitute the State Warning Point's (SWP) backup communications system for voice and data communication to the counties and other state agency emergency management facilities.

Everbridge Emergency Notification System / HCFL Alert	The Everbridge Emergency Notification System (ENS) / HCFL Alert provides the ability to send notifications and warnings to individuals or groups through a variety of contact paths to include mobile and landline phones, SMS (text) messages, email, and push notifications.
Land Line Telephone	A primary communications system during emergencies.
Marine VHF Calling & Distress	Used to communicate between merchant marine and port units.
Mobile Communications Command Centers	There are three mobile communications command centers within County resources: two are maintained by the Sheriff's Office and one by County Fire Rescue. Tampa Police Department also operates a mobile communications command post.
Mobile Satellite (MSAT) Telephones	Satellite phones are available to utilize as a redundancy to landline and other communications.
Two Way Public Safety Radio	Provides a valuable means of communications during disaster and emergency operations.
Wireless Telephone	A primary communications system during emergencies.

Attachment

2. ALERTS/WARNINGS/NOTIFICATIONS/INFORMATIONAL MESSAGING SYSTEMS

Hillsborough County has a variety of ways for providing emergency and non-emergency alerts, warnings, notifications, and informational messages.

The Office of Emergency Management (OEM) is responsible for the day to day monitoring of hazards, both natural, human-caused and technological, which may impact the safety and well-being of Hillsborough County citizens, visitors, and property. OEM monitors the National Weather Service (NWS), National Warning System (NAWAS), Emergency Management Network (EMnet), and local news broadcasts stations. OEM maintains emergency contact lists for all Emergency Support Functions (ESFs), City Emergency Management Coordinators, Fire Chiefs, Police Chiefs, and the Emergency Policy Group (EPG). OEM maintains the contracted services for satellite phones and the public emergency mass notification system. As a hazard becomes more imminent, OEM may issue advisories to raise awareness of the potential event among the local response community, and/or activate the EOC to bring in additional support to establish information flow to the public through additional organizations or ESFs, such as ESF-14 (Public Information).

Emergency alerts and warnings will be made in collaboration with Emergency Dispatch Communications (EDC) Center personnel utilizing all available means of communications to inform and warn County officials, local governments, emergency responders, disaster organizations, other concerned agencies and the public.

Non-emergency alerts and warnings to the media, residents, and visitors will be coordinated by Communications & Digital Media via a wide variety of communications tools, including news releases, interview placements, the County’s website, social media platforms, HCFL Alert, Hillsborough Television (HTV), and through various channels in partnership with Neighborhood Relations and Community Liaisons.

There are various systems available for emergency and non-emergency alerts, warnings, notifications and informational messages:

SYSTEM	DESCRIPTION
Amateur Radio Network (ARES/RACES)	This network provides a means to disseminate emergency public protection messages to various local and statewide amateur radio users and groups.
Computer Controlled Telephone Out Dial Systems (Reverse 9-1-1)	1. The EOC, Sheriff’s Office, and Tampa Police possess telephone out dial systems that can be used to provide residents and businesses in designated areas with public safety or emergency management advisories.

E-mail	Advisories can be sent electronically to multiple addresses by E-mail.
Emergency Alert System (EAS)	<p>1. Composed of AM, FM, and TV broadcast stations and non-government industry utilities operating on an organized basis during emergencies at national, state, and local levels. It provides for the alerting of participating stations, dissemination of standardized emergency information, and/or termination of non-emergency station activities until the emergency subsides.</p> <p>Note: This system can only alert those individuals who are monitoring the radio/television broadcast at the time of the warning.</p> <p>2. In Hillsborough County, the primary EAS station is WMTX (100.7 MHz FM); the secondary EAS station is WWRM (94.9 MHz FM).</p>
HCFL Alert	HCFL Alert is Hillsborough County government’s official mass notification system. Subscribers will receive emergencies alerts, and can choose to receive important informational messages, and severe weather alerts. Delivery options include voice, text, and email messages. Contact list options also include the County’s 9-1-1 database, and white and yellow page contacts.
Health Alert Network (HAN)	HAN is a national program providing vital health information and the infrastructure to support the dissemination of that information at the state and local levels, and beyond.
Integrated Public Alert and Warning System (IPAWS)	IPAWS provides public safety officials with an effective way to alert and warn the public about serious emergencies using the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), the National Oceanic and Atmospheric Administration (NOAA) Weather Radio, and other public alerting systems from a single interface.
Media (television, social media, radio and print)	The media – particularly broadcast and social media - play a critical role in the County’s capability to warn the public in a timely manner. The Office of Emergency Management and the Emergency Dispatch Communications (EDC) Center staff will provide content to for non-emergency alerts/warnings/notifications and informational messages to Communications & Digital Media for potential distribution to traditional and non-traditional media sources. Spanish-language radio stations are available to provide warnings to their listeners. With regard to the hearing-impaired, television stations provide the key method of warning these persons.
Mobile Public Address Systems (PA)	An effective means of alerting the populace is law enforcement and fire personnel broadcasting the warning via mobile public address systems.

National Warning System (NAWAS)	NAWAS is a nationwide private telephone communications system funded by the Federal Emergency Management Agency. It operates on three levels of government: federal, state, and local. The system has network nodes located at strategic locations in each state. States, in turn, coordinate a system connecting system nodes in various counties.
National Weather Service (NWS)	Ruskin Weather will broadcast warning messages for Hillsborough County over their NOAA Weather Radio network. This system will be activated by a phone call from the EOC to Ruskin Weather. OEM encourages County departments, agencies, and all public and private facilities to obtain an inexpensive weather radio receiver in order to have the capability of receiving warning messages. Ruskin Weather is also designated as an alternate to activate the EAS.
Normal Telephone System (Including Fax)	The Warning Points keep comprehensive listings of telephone numbers to be called for various emergency situations. Faxes can also be used for this purpose.
Personal Contact	The least efficient method of alerting the populace is door-to-door by law enforcement and fire personnel. However, personal contact is a highly effective way of alerting the affected populace, especially for localized disasters.
Port Siren Alert System	This radio based system is activated when a hazardous materials release occurs in the Port area. The alert system can be activated at the EOC or at the Port.
SkyWarn	SkyWarn is a national program designed to place personnel in the field to spot and track severe weather. Field personnel (spotters) are trained by the National Weather Service in basic severe weather meteorology, and in how and what to report to the proper officials. During periods of severe weather, spotters are dispatched to the field and relay reports to the NWS and EOC.
Two-Way Radio	The Warning Points have access to existing radio systems, e.g., police, fire, etc., to warn specific agencies.

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Comprehensive Emergency Management Plan

IV. Response

ESF 3 PUBLIC WORKS AND ENGINEERING

Primary Agency	PUBLIC WORKS
Support Organizations	<p>Amateur Radio (ARES/RACES) Code Enforcement Conservation & Environmental Lands Management Environmental Protection Commission Fleet Management Department Florida Department of Health – Hillsborough Florida DOT, District 7 Frontier Communications Municipalities Parks and Recreation Public Utilities Real Estate & Facilities Services Sheriff's Office Solid Waste Services Spectrum Communications Tampa Electric Company & Peoples Gas (TECO) Veterans and Consumer Services</p>
Purpose	<p>The purpose of this function is to define the role of Public Works in providing resources related to the protection of the County's citizens and their property when the County is threatened or impacted by a major or catastrophic disaster event. This function is responsible for providing technical advice and evaluations, damage assessment (roads and bridges, potable and waste water systems, plants, and pump stations), engineering services, construction management and inspections, emergency contracting, facilities management/maintenance, emergency road and debris clearance, temporary construction of emergency access routes, emergency traffic support and signalization, flood mitigation, emergency demolition or stabilization of damaged structures, GIS support, restoration, and management of transportation infrastructure, and emergency repair of water and wastewater treatment facilities.</p>

	<p><u>Debris Management</u></p> <ol style="list-style-type: none"> 1. Provide for the coordination of emergency road and debris clearance. 2. To clear and dispose of disaster generated debris from publically owned lands and rights-of-way within unincorporated county limits and resume normal services as soon as possible. Debris collection from private right-of-way may occur when directed.
<p>Policies, Preferred Practices, and Procedures</p>	<ol style="list-style-type: none"> 1. The first priority of this function will be to assist public safety personnel in the saving of life. See Public Works and Engineering assignments in ESF 9. 2. To provide Public Works and Engineering to lands and facilities within the County. 3. Disaster response to private property issues shall be addressed when directed by the appropriate authority. Reference Hillsborough County Code of Ordinances, Part A, Ordinance Number 18-16. 4. To clear travel ways for passage and access. 5. Perform damage assessment of roadway, bridges, stormwater, water, and wastewater infrastructure. <p><u>Debris Management</u></p> <ol style="list-style-type: none"> 1. Debris clearance is critical to life safety and security. Debris removal efforts will first focus on clearing of major transportation routes and roadways into damaged areas to allow for the movement of emergency vehicles, personnel, equipment, and supplies. 2. Debris removal is necessary in affected areas to prevent the development and spread of vector-based epidemiological agents and general sanitation problems. All disposal activities will be conducted with health and safety concerns being the foremost consideration and to mitigate environmental impacts. 3. The County will document and track the cost of debris collection and removal for possible reimbursement. 4. Coordinate activities with County contracted debris removal vendor(s) and other County departments. 5. Coordinate debris monitoring contractor(s) who will monitor and document debris removal, and will monitor hazardous tree trimming and removal activities.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
PUBLIC WORKS	
Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 3 planning meetings to maintain ESF 3 support plans. b. Routinely engage ESF 3 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 3 partners. d. Ensure that all government employees and volunteers who have ESF 3 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Maintain inventories of resources and equipment. 3. Ensure continued participation in public education communications programs. 4. Participate in tests and exercises. 5. Maintain emergency action checklists specific to this function. 6. Maintain pre-event contracts to support Public Works and Engineering needs in an emergency. 7. Work with ESF 1 to establish and maintain priorities for roadway corridors that will have priority in regard to debris removal and repair to allow access into damaged areas. 8. Prepare and test the County’s portable pumps. 9. Support County departments and other appropriate partners in preparing for sandbag operations. 10. Maintain a Debris Management Plan. Plan content should include strategies for: <ol style="list-style-type: none"> a. Debris collection. b. Identification of sites for temporary debris storage and reduction. c. Recycling. d. Disposal. e. Hazardous waste identification and handling. f. Administration. g. Dissemination of information to the public. 11. Participate in emergency management and EOC training and exercises 12. Disseminate information on known hazardous locations for awareness.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation</p>

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
PUBLIC WORKS	
	<p>or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. Preposition staffing and resources and verify inventory in advance of an impending disaster. <ul style="list-style-type: none"> • Stage equipment resources to a safe location. 2. When notified of an emergency situation, send personnel, equipment, and vehicles to the emergency scene, staging area, or other location, as appropriate to assist the situation. 3. Assist law enforcement and fire services personnel in saving lives to include: clearing of roads and traffic control; construction of emergency access roads; communication support; use of vehicles for transportation, sheltering, and rescue personnel support; provide technical support for the inspection of critical facilities within the County. 4. ESF 3 field emergency operations may include: <ol style="list-style-type: none"> a. Assist with flood control. b. Assisting in the evacuation of people at risk in and around the emergency scene. c. Assisting in tactical search and rescue (TSAR) efforts. d. Assisting damage assessment activities of public infrastructure. e. Emergency clearance and removal of debris for reconnaissance of the damaged areas and passage of emergency personnel and equipment for health and safety purposes. f. Temporary construction of emergency access routes that include damaged streets, roads, bridges, waterways, and any other facilities necessary for passage of rescue personnel. g. Provide emergency traffic signs and signal service at intersections as directed. h. Determination of the structural safety of emergency operations facilities. i. Emergency demolition or stabilization of damaged structures and facilities designated as immediate hazards to the public health and safety, or as necessary, to facilitate the execution of rescue operations. j. Restore utilities and services normally provided by the County.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
PUBLIC WORKS	
	<ul style="list-style-type: none"> k. Assist in security measures and traffic control by providing traffic barricades and signs. l. Debris removal operations in areas affected by emergencies or disasters. <ol style="list-style-type: none"> 5. Send a senior representative to the EOC when the EOC has been activated during an emergency. 6. Administer and manage contracted services.
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Staff the ESF 3 function within the EOC "Operations Section". 2. Ensure operation of Public Works dispatch and reporting systems. 3. Report condition and status of Public Works resources. 4. Report incident sites requiring Public Works repair or restoration of services. 5. Determine present and future need for Public Works and Engineering resources to support: <ul style="list-style-type: none"> a. Search and rescue. b. Heavy rescue. c. Damage assessment. d. Road and bridge repair. e. Emergency road clearance. f. Debris clearance. g. Flood control. h. Traffic control. i. Repair to utility systems. 6. Obtain and coordinate Public Works and Engineering response teams/personnel, equipment, and vehicles to the emergency scene, staging area, or other location(s), as appropriate. 7. Sources for additional resources can include: <ul style="list-style-type: none"> a. Mutual aid. b. State EOC. c. County, state, and federal resources. d. Private companies and contractors. 8. Track resources deployed for disaster response. 9. If possible, provide mutual aid as requested by State EOC. 10. Develop priorities and coordinate with utility companies the restoration of utilities to critical and essential facilities. 11. Coordinate condemnation, demolition, and stabilization of damaged buildings.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PUBLIC WORKS

12. Compile and maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours.
 - a. All agencies involved in debris management activities will ensure comprehensive records are maintained on all manpower, equipment, supplies, and contract resources used.
 - b. All agencies will ensure that these records are maintained by specific site, since site-specific records will be required when applying for federal assistance.

Debris Management

1. Appoint a debris management coordinator; Implement the County’s Debris Management Plan.
2. Contact the County’s debris management contractor(s) to activate the County’s debris management contract(s).
 - The Public Works Director or designee shall issue task order(s) based upon the overall circumstances of the event and the best interests of the County.
3. Coordinate emergency road clearance and removal of debris for reconnaissance of the damaged areas and passage of emergency personnel and equipment for health and safety purposes. Priorities:
 - a. Priority 1: restore those arterial roadways servicing hospital/medical facilities; police/fire stations; critical community facilities such as water/wastewater facilities, electrical substations, communications facilities, damaged gas mains, etc.; airports and the interstate roadway system.
 - b. Priority 2: clear debris from collector roadways.
 - c. Priority 3: clear residential local roadways.
4. Identify incident sites requiring debris clearance and management:
 - a. Public rights-of-way.
 - b. Public property.
 - c. Private property.
5. Recommend disposal sites for debris:
 - Temporary staging areas and debris reduction sites.
6. Coordinate debris collection, reduction, and hauling:
 - a. Coordinate debris removal operations in areas affected by emergencies or disasters.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PUBLIC WORKS

	<ul style="list-style-type: none"> b. Coordinate or assist in removal of debris from private property, within the limits established by the County Administrator. 7. Coordinate the removal of debris with County, state, and federal environmental officials. 8. Coordinate debris operation. Debris from residential properties will be separated into two general groups: <ul style="list-style-type: none"> a. Vegetation debris and construction and demolition debris. b. Separate hazardous materials and hazardous waste from debris to the extent possible. 9. Coordinate debris disposal. <ul style="list-style-type: none"> a. Identify debris disposal issues, i.e. hazardous materials. b. Secure necessary environmental permits and legal clearances. 10. Determine priority and methods of disposal as appropriate: <ul style="list-style-type: none"> a. Mulching and chipping clean vegetative debris. b. Hauling mulched or chipped vegetative debris to an approved disposal site. 11. Provide logistical support for demolition operations. 12. Administer and manage contracted services. 13. Sources for additional resources can include: <ul style="list-style-type: none"> a. Mutual aid. b. County, state, and federal resources. c. Private companies and contractors. 14. Provide personnel and equipment for debris management operations. 15. Provide emergency road clearance and removal of debris for reconnaissance of the damaged areas and passage of emergency personnel and equipment for health and safety purposes. 16. Support debris removal operations in areas affected by emergencies or disasters.
<p>Recovery Actions</p>	<ul style="list-style-type: none"> 1. Provide engineers, skilled personnel, construction workers, etc., with construction equipment and materials to assist in recovery activities. 2. Coordinate debris management contractors; monitor contractor services. 3. Coordinate with County, state, or federal agencies as needed to accomplish damage assessments and repairs. 4. Assist with development of recovery actions and strategies. 5. Issue condemnation declarations for structures unfit for use or habitation, or dangerous to persons or other property pursuant to Chapter 81-388, Laws of Florida.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PUBLIC WORKS

- 6. Participate in after action briefings and “hotwashes”.
- 7. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

Amateur Radio (ARES/RACES)	1. Provide radio communications as needed.
Code Enforcement	1. Issue condemnation declarations for structures unfit for use or habitation, or dangerous to persons or other property pursuant to Chapter 81-388, Laws of Florida. 2. Assist with sandbag distribution.
Conservation & Environmental Lands Management	1. General support that may include assisting with road clearance, providing staging areas, and assisting in debris operations. 2. Assist with sandbag distribution.
Environmental Protection Commission	1. Issue authorization for emergency landfills, burning of debris, and asbestos notifications.
Fleet Management Department	1. Provide repair and fuel services for vehicles and equipment.
Florida Department of Health – Hillsborough	1. Ensure health standards are maintained at all debris storage, processing, and disposal sites. 2. Determine potability of the water supply.
Florida DOT, District 7	1. Responsible for debris management, repairs, and restoration activities on interstates, U.S. highways, and state roads. 2. Federal Highway Emergency Relief coordination.
Frontier Communications	1. Provide support to restore services as quickly as possible.
Municipalities	1. Share responsibility for debris management within their jurisdiction per interlocal agreements.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Parks and Recreation	1. Assist with sandbag distribution.
Public Utilities	<ol style="list-style-type: none"> 1. Responsible for providing water and wastewater services in the unincorporated areas of the county. 2. Assist in damage assessment and documentation. 3. Answer queries from the public regarding water and wastewater problems. 4. Assist the Florida Department of Health – Hillsborough in determining potability of the water supply (Public Utilities laboratory staff). 5. Public Utilities water treatment plants, which have emergency generators, may provide water for firefighting.
Real Estate & Facilities Services	1. Provide damage assessment at County operated facilities.
Sheriff's Office	1. Provide escort for road clearing teams.
Solid Waste Services	<ol style="list-style-type: none"> 1. Recommend disposal sites for debris. 2. Support debris removal operations in areas affected by emergencies or disasters.
Spectrum Communications	1. Provide support to restore services as quickly as possible.
Tampa Electric Company & Peoples Gas (TECO)	<ol style="list-style-type: none"> 1. De-energize power lines entangled in trees blocking roadways. 2. Provide on-site personnel to assist in 'first push' debris removal operations.
Veterans and Consumer Services	1. Provide private infrastructure damage assessment.
ATTACHMENTS	<ol style="list-style-type: none"> 1. Transportation Infrastructure Elements and Responsible Agencies. 2. Right-of-Entry Agreement.
REFERENCES	<ol style="list-style-type: none"> 1. Public Works and Engineering Debris Management Plan. 2. Storm Surge Chemical Containment Study. 3. Hillsborough County Local Mitigation Strategy. 4. Municipal ESF 3 Annexes.

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Attachment

1. TRANSPORTATION INFRASTRUCTURE ELEMENTS AND RESPONSIBLE AGENCIES

Transportation Infrastructure Elements	Responsible Agency
Interstates, U.S. Highways, State Roads, and Bridges	Florida Department of Transportation (FDOT)
County Roads, Streets, and Bridges	Hillsborough County Public Works and Engineering Department
Municipal Roads, Streets, and Bridges	Applicable Municipality
Airports (TIA, Tampa Executive Airport, and Peter O. Knight)	Hillsborough County Aviation Authority
Port of Tampa Bay	Port Authority
Railways	CSX
Navigable Waterways	U.S. Coast Guard / Port Authority

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Attachment
2. RIGHT-OF-ENTRY AGREEMENT

RIGHT-OF-ENTRY AGREEMENT

I _____, We _____, the owner (s) of
the property commonly identified as _____
Street

_____, _____, State of Florida,
City or Town County

do hereby grant and give freely and without any coercion whatsoever, the right of access, entry and use of and to said property to the _____, State of Florida, its agencies, contractors, and subcontractors thereof, for the purpose of removing and clearing any and all disaster generated debris of whatever nature from the above described property.

IT IS FULLY UNDERSTOOD THAT THIS PERMIT IS NOT AN OBLIGATION TO PERFORM DEBRIS CLEARANCE.

The undersigned agrees and warrants to hold harmless

_____, _____,
City County

State of Florida, its agencies, contractors and subcontractors for any damage of any type whatsoever, either to the above described property or persons situated thereon and hereby release, discharge and waive any and all action, either legal or equitable, which might arise out of any use or activities on the above described property.

I (have_____, have not_____) will _____, will not_____, receive(d) any compensation for debris removal from any other source, including SBA, ASCS, private insurance, Individual and Family Grant program or any other Public Assistance Program. For the considerations and purposes set forth herein. I hereby set by hand and seal this _____ day of _____, 20_____.

Witness Owner/Owners

Owner/Owners

Current Telephone Number

Current Address

FINAL
6/20/18
HGE

HILLSBOROUGH COUNTY ORDINANCE NO.: 18-16

**A HILLSBOROUGH COUNTY ORDINANCE
AMENDING SECTION 130-24 OF THE HILLSBOROUGH
COUNTY CODE OF ORDINANCES AND LAWS;
PROVIDING FOR THE AUTHORITY TO ACCESS
PRIVATE ROADS AND PRIVATE RIGHTS-OF-WAY
FOR THE REMOVAL OF DISASTER DEBRIS;
PROVIDING FOR SEVERABILITY; PROVIDING FOR
AN EFFECTIVE DATE.**

WHEREAS, during declared states of emergency and pursuant to the Comprehensive Emergency Management Plan of Hillsborough County, Hillsborough County collects and removes disaster debris on public roads and public rights-of-way in unincorporated Hillsborough County to protect the public's health, safety and welfare; and

WHEREAS, unincorporated Hillsborough County contains over 1,300 miles of private roads and private rights-of-ways; and

WHEREAS, Hillsborough County would like to access these private roads and private rights-of-way, during declared states of emergency to collect and remove disaster debris, which left unattended would constitute an immediate threat to the public's health, safety and welfare; and

WHEREAS, Hillsborough County would like to obtain reimbursement from the Federal Emergency Management Agency (FEMA) for the costs associated with collecting and removing disaster debris from private roads and private rights-of-way; and

WHEREAS, having an ordinance that clearly establishes the authority of Hillsborough County to access these private roads and private rights-of-way to collect and remove disaster debris during declared states of emergency will assist in the reimbursement process with FEMA.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF COUNTY COMMISSIONERS OF HILLSBOROUGH COUNTY, FLORIDA, IN REGULAR MEETING THIS 20th DAY OF June, 2018.

1. Section 130-24 of the Hillsborough County Code of Ordinances and Laws is amended to read as follows:

Section 130-24 Disaster Relief

- (a) In the event of hurricane, tropical storm, severe disturbance, riot or other calamity, the County may require a franchise collector to remove and dispose of excess solid waste. The collection service may be reduced or modified until such time as the County approves resumption of normal service.
 - (b) When a local, state or federal state of emergency has been declared, the County has the authority to access private roads and private rights-of-way in unincorporated Hillsborough County for the removal of disaster debris to eliminate any immediate threat to the health, safety and welfare of the residents of Hillsborough County and to promote the economic recovery of the community at large.
2. **Severability:** If any section, sentence, clause, phrase, or provision of this ordinance is held invalid or unconstitutional by a court of competent jurisdiction, the remaining provisions of this ordinance shall not be affected thereby, but shall remain in full force and effect.
 3. **Effective Date:** The provisions of this ordinance shall become effective upon filing with the office of the Secretary of State.

STATE OF FLORIDA }
COUNTY OF HILLSBOROUGH }

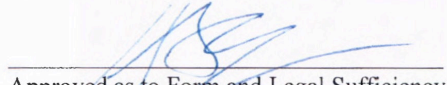
I, Pat Frank, Clerk of the Circuit Court and Ex Officio clerk of the Board of County Commissioners of Hillsborough County, Florida, do hereby certify that the above and foregoing is a true and correct copy of an Ordinance adopted by the Board at its regular meeting of June 20, 2018, as the same appears of record in Minute Book 505 of the Public Records of Hillsborough County, Florida.

WITNESS my hand and official seal this 21st day of June, 2018.

Pat Frank, Clerk of Circuit Court

By: Miguel K. Diaz
Deputy Clerk

Approved by the County Attorney's Office


Approved as to Form and Legal Sufficiency



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Comprehensive Emergency Management Plan

IV. Response

ESF 4 FIRE FIGHTING

Primary Agency	FIRE RESCUE
Support Organizations	<p>Florida Forest Service (FFS), Lakeland District Florida State Fire Marshal MacDill Air Force Base Fire Department Plant City Fire Rescue Public Works Sheriff's Office Tampa Fire Rescue Temple Terrace Fire Rescue</p>
Purpose	<p>To provide support for the detection and suppression of urban, rural, and wildland fires resulting from, or occurring coincidentally with, an incident requiring a coordinated county-wide response for assistance.</p>
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. It is thoroughly understood that operating at the scene of an emergency is inherently dangerous. Therefore, all personnel shall be expected to operate in a safe manner. 2. All operations will utilize the National Incident Management System (NIMS) and Incident Command System (ICS) as the standard for on-scene command, control, and coordination of incidents. 3. There are five jurisdictional fire departments in Hillsborough County: Hillsborough County Fire Rescue, Tampa Fire Rescue, Plant City Fire Rescue, Temple Terrace Fire Department, and MacDill Air Force Base Fire Department. Each maintains its own command structure, but cooperates and coordinates its operations with the other departments in the county. 4. Each fire department is signatory of the Statewide Mutual Aid Agreement, and as such, are allowed to participate in cooperative relationships to accept services, equipment, supplies, materials, or funds for emergency management efforts. Any participating party may request assistance (oral or written) during emergency or disaster. 5. During routine operations each jurisdictional firefighting agency will operate according to their existing policies, protocols, and procedures manuals. 6. The fire department having jurisdiction over the incident will have incident command and the other responding departments will operate under that command (Unified Command).

	<ol style="list-style-type: none"> 7. The Incident Commander is in charge of the incident and shall coordinate all incident related activities until such time as the incident has been secured and there is no further threat to the community. 8. If additional support is needed, it will be obtained through existing automatic aid or mutual aid agreements. 9. During an incident/event when the Emergency Operations Center (EOC) is activated, overall fire missions will be prioritized and agreed to by the Director of OEM and the ESF 4 Coordinator. 10. Fire mission priorities will follow the standard fire service protocol of: <ol style="list-style-type: none"> a. Life safety. b. Incident stabilization. c. Property conservation. 11. For mutual aid, the Florida Fire Chiefs’ Association has divided the state into seven response regions. Hillsborough County is in Region 4. The organizational structure within each region is based on the National Incident Management System (NIMS) utilizing the Incident Command System (ICS). 12. Requesting Assistance: <ol style="list-style-type: none"> a. When a fire department is affected by an emergency situation locally, the fire chief will request additional assistance from area mutual aid departments. b. When the department is no longer able to obtain the needed assistance from area departments through local mutual aid, requests for Statewide Mutual Aid assistance can be made through the Florida Fire Chiefs’ Association (FFCA) Statewide Emergency Response Plan (SERP) by directing their request through the County EOC ESF 4. The County EOC will complete a Request for Assistance form and forward it to the State EOC. The State EOC (SEOC) will forward the request to the SEOC ESF 4/9 (Fire and Search & Rescue) desk, who will forward the request to the FFCA SERP statewide coordinator. 13. The Florida Fire Chiefs’ Association and the State Fire Marshal have entered into a Memoranda of Understanding (MOU) with the Florida Department of Environmental Protection and the Department of Health relating to periods of activations of the SEOC. Under these MOU’s, ESF 4 (Fire), ESF 9 (Search & Rescue), ESF 8 (Health and Medical), and ESF 10 (Hazardous Materials) will work together in the deployment of various response resources including the Department of Environmental Protection (DEP) emergency response personnel and the statewide multi-agency Environmental Response Team. Any request for these resources will be coordinated in accordance with the FFCA SERP. 14. Mutual aid resources will report to the ESF 4 coordinator or staging area, as directed, for check in and assignment.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FIRE RESCUE	
Preparedness	<p>Coordinate with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 4 planning meetings to maintain ESF 4 support plans. b. Routinely engage ESF 4 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 4 partners. d. Ensure that all government employees and volunteers who have ESF 4 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Solicit and organize input from support agencies to establish and maintain the support plan for ESF 4. 3. Maintain inventories of resources and equipment. 4. Participate in local and regional firefighting drills, and exercises. 5. Maintain emergency action checklists specific to this function. 6. Maintain mutual aid agreements. 7. Participate in the Florida Fire Chiefs' Association Statewide Emergency Response Plan. 8. Participate in emergency management and EOC planning, training, and exercises.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. It is thoroughly understood that operating at the scene of an emergency or disaster is inherently dangerous. Therefore, all personnel shall be expected to operate in a safe manner. 2. All operations will utilize the National Incident Management System (NIMS) and Incident Command System (ICS) as the standard for on-scene command, control, and coordination of incidents. 3. The fire department having jurisdiction over the incident will have Incident Command and the other responding departments will operate under that command (Unified Command).

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FIRE RESCUE	
	<ol style="list-style-type: none"> 4. Each responding agency/department will conduct on-scene operations in accordance with their existing guidelines, policies, protocols, and/or procedures manuals. 5. An incident action plan (IAP) will be implemented on all incidents. The IAP will be updated each 12 hour operational period. 6. Complete and maintain appropriate documentation.
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Provide representatives to staff/support the ESF 4 desk as appropriate. 2. Establish and maintain contact with the State EOC ESF 4 as appropriate: <ol style="list-style-type: none"> a. Provide information on the current situation, status of County firefighting systems. b. Request additional firefighting resources, as needed. 3. Identify incident sites requiring firefighting operations. 4. Assess County's fire fighting capability to respond based on existing resources and possible threat to the community. 5. Determine status and condition of County firefighting resources. 6. Establish and maintain contact with on-site Incident Command to provide situational awareness. 7. Support requests from the Incident Commander for needed on scene resources. 8. Coordinate local, state, and federal mutual aid firefighting resources as necessary. <ol style="list-style-type: none"> a. Florida Forest Service (FFS), Lakeland District, for wildland fires. b. Florida the Division of State Fire Marshal for urban/municipal firefighting assistance. 9. Identify and anticipate current and future need for firefighting and/or other on-scene resources. 10. Interface with ESF 8 (Health and Medical), ESF 9 (Search and Rescue), ESF 10 (Hazardous Materials), and other ESFs as necessary to accomplish goals and objectives. 11. Maintain accurate records of all incidents and actions taken during emergency operations which include, but are not limited to, damaged and/or lost equipment, equipment procured, staffing, injuries, damage to physical plants, and any other items involving a possible cost factor. 12. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

FIRE RESCUE

<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Coordinate and complete incident documentation and cooperate in cost recovery process. 2. Assist with County recovery planning and implementation as required. 3. Assist with development of recovery actions and strategies. 4. Participate in after action briefings and “hotwashes”. 5. Provide information for the development of After Action Reports and Improvement Plans.
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SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

<p>Florida Forest Service (FFS), Lakeland District</p>	<ol style="list-style-type: none"> 1. Receive notification(s) of wild fires from the Hillsborough County Fire Rescue Chief or his/her designee. 2. Provide state resources. 3. Assume Incident Command for forest or wildland fires. 4. Coordinate with the initial on-scene commander. 5. Originate all requests for state aid.
<p>Florida State Fire Marshal</p>	<ol style="list-style-type: none"> 1. Act as liaison between state agencies providing urban/municipal firefighting assistance and county/municipal fire departments. 2. Conduct fire investigations as appropriate.
<p>MacDill Air Force Base Fire Department</p>	<ol style="list-style-type: none"> 1. Provide fire suppression within jurisdiction. 2. Respond to mutual aid requests. 3. Provide a representative to staff EOC ESF 4 as required.
<p>Plant City Fire Rescue</p>	<ol style="list-style-type: none"> 1. Provide fire suppression within jurisdiction. 2. Respond to mutual aid requests. 3. Provide a representative to staff EOC ESF 4 as required.
<p>Public Works</p>	<ol style="list-style-type: none"> 1. Clear roads for emergency vehicles. 2. Support with general manpower, earthmovers, and like equipment. 3. Shut-off utilities as requested. 4. Assist with maintaining water flow as requested.
<p>Sheriff’s Office</p>	<ol style="list-style-type: none"> 1. Communicate with fire department on reports of fires. 2. Provide law enforcement and traffic control in support of Fire Rescue actions. 3. Conduct or assist evacuations in conjunction with Fire Rescue, when necessary, to save lives and protect property. 4. Assist fire department in restricting access to unsafe buildings or areas.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Tampa Fire Rescue	<ol style="list-style-type: none"> 1. Provide fire suppression within jurisdiction. 2. Respond to mutual aid requests. 3. Provide a representative to staff EOC ESF 4 as required.
Temple Terrace Fire Department	<ol style="list-style-type: none"> 1. Provide fire suppression within jurisdiction. 2. Respond to mutual aid requests. 3. Provide a representative to staff EOC ESF 4 as required.
ATTACHMENTS	None.
REFERENCES	<ol style="list-style-type: none"> 1. Florida Fire Chiefs' Association Statewide Emergency Response Plan.

Comprehensive Emergency Management Plan

IV. Response

ESF 5 INFORMATION AND PLANNING

Primary Agency	EMERGENCY MANAGEMENT
Support Organizations	<p>County Departments, All</p> <p>Florida Division of Emergency Management</p> <p>Information & Innovation Office</p> <p>National Weather Service</p> <p>Private/Non-Profit/Volunteer/Non-Governmental Organizations</p> <p>Risk Management & Safety</p>
Purpose	<ol style="list-style-type: none"> 1. To provide accurate information gathering, processing, analysis, integration, and utilization for response and recovery situational awareness and incident action planning to meet disaster needs. 2. To ensure Emergency Operations Center (EOC) information management to include message collection, processing and tracking, visual display of information, and compilation and transmittal to appropriate agencies. 3. To ensure coordination of informational resources to support decision making.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. The County EOC serves as the central point for support of County emergency operations. In a disaster or emergency, the EOC will be the central collection point to compile, analyze, and prepare situation information for all necessary decision makers. 2. All incidents will be managed utilizing the National Incident Management System (NIMS). 3. All affected County departments and participating organizations are to provide information to the EOC Command and EOC Planning Section related to their department's current and planned response and recovery activities. 4. All affected County departments and participating organizations are to be actively involved in the development and implementation of the EOC Incident Action Plan (IAP). 5. All affected County departments and participating organizations are to treat the goals, objectives, and tasks stated in the EOC IAP as official priorities and policy for the period covered by the plan.

	<ol style="list-style-type: none"> 6. All affected County departments and participating organizations shall develop internal plans for implementing their assigned tasks within the EOC IAP. 7. All affected County departments and participating organizations are to be active contributors to the development of situational awareness reports to include situation reports (SitRep) and status reports (StatRep) which present data based on a point in time. 8. All affected County departments and participating organizations are to be active contributors to the common operating picture (a real-time mapping service displayed in EOC). 9. All affected County departments and participating organizations are to be active contributors in the recovery planning process. 10. All departments will prepare an After Action Report after the conclusion of the incident.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

Preparedness	<ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Promote and distribute situational awareness. b. Facilitate quarterly operations group meetings. c. Facilitate quarterly training and exercise meetings. d. Support each ESF in the facilitation of their planning meetings. e. Facilitate quarterly ESF 5 planning team meetings. f. Maintain an ESF 5 contact list. g. Ensure employees, partners, and stakeholders are aware of the importance of emergency preparedness and their emergency responsibilities, and participate in continuing education and training opportunities. 2. Maintain operating and position guides for the EOC including supporting materials such as displays, message forms, records, and report forms, etc. 3. Ensure training and exercises are conducted to test the readiness capabilities of the EOC and provide ESF partners, stakeholders, and support agencies and organizations experience with EOC operations. 4. Ensure the training of ESF partners, stakeholders, and support agencies and organizations on the use of EOC operating and position guides. 5. Determine staffing needs, and designate and train personnel to fulfill EOC staffing requirements. 6. Ensure the EOC, alternate EOC facilities, and equipment are regularly tested, including generators.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
EMERGENCY MANAGEMENT	
	<ol style="list-style-type: none"> 7. Maintain procedures for after action reports, critiques, and debriefings. 8. Collaborate with the whole community with various year-round emergency management programs, projects, and initiatives to enhance countywide disaster response and recovery operations, i.e., Multi-Year Training & Exercise Program (MYTEP), Public Education and Outreach, Citizens Corp Council, Community Emergency Response Teams (CERT), Grants Administration, Continuity of Operations Planning (COOP)/Continuity of Government (COG) Program, Critical Facilities Index Planning, Healthcare CEMP Program, Hazard Vulnerability Analysis Grant Program, Regional Domestic Security Task Force/UASI, Emergency Sheltering Program, Employee Emergency Response Program (EERP), Hazard Mitigation Program, and others as necessary.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. Receive notification of an incident. 2. Continuously monitor the incident. 3. Conduct stakeholder conference calls and meetings as appropriate. 4. Issue public warnings and instructions in coordination with ESF 14 (Public Information). 5. Establish communications with incident commander(s). <ol style="list-style-type: none"> a. Obtain situation information. b. Determine public protection actions and needs. c. Determine resource needs. d. Deploy duty officer to the scene if deemed appropriate. 6. Ensure notifications of key personnel. 7. Determine need to implement the County’s CEMP. 8. Determine need to activate the EOC. <ol style="list-style-type: none"> a. If yes, activate the EOC. b. Notify EOC staff. 9. Determine need to declare a local state of emergency. <ul style="list-style-type: none"> • If yes, notify County Administrator. 10. Ensure communications with local, regional, and state entities, as needed.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
EMERGENCY MANAGEMENT	
	<ol style="list-style-type: none"> 11. Create an incident in WebEOC and populate as needed. 12. Conduct initial meeting(s) to determine needs for response and recovery. 13. Determine the need for utilizing Employee Emergency Response Program (EERP) personnel.
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Staff the ESF 5 function and ESF 5 Units (see EOC organization chart) within the EOC “Planning Section”. <ol style="list-style-type: none"> a. Organize the EOC information management system and displays as per EOC Standard Operating Procedures. b. Develop, display (walls, screens, monitors), and maintain a “common operating picture”. c. Post information to WebEOC to provide situational awareness. d. Develop and issue regular flash reports, situation reports (SitRep), and status reports (StatRep) as appropriate. e. Begin and maintain the EOC IAP. f. Prepare briefings and facilitate meetings. 2. Establish and maintain communications with the field and incident commander(s). <ol style="list-style-type: none"> a. Request and receive situation reports. b. Monitor resource requests and status. 3. Coordinate through ESF 14 (Public Information) to develop and disseminate public information messaging, as required by the incident. Message content should include: <ol style="list-style-type: none"> a. A summary of the incident/event. b. Actions the EOC is taking. c. Public warning messages and actions the public should take to include protective action measures, including evacuation and shelter-in-place. d. Incident safety information (what to do and what not to do). e. Shelter locations for displaced citizens. f. Instructions for access and functional needs and specific medical needs populations. g. A schedule of when updates will occur. 4. Work with partners and stakeholders to maintain situational awareness through all means available, which includes: <ol style="list-style-type: none"> a. Communications with field forces (request spot reports) through the EOC ESF liaisons. b. Assign and deploy field observers if needed.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

	<ul style="list-style-type: none"> c. Ensure the Liaison Officer maintains situational awareness with external partner agencies. 5. Compile impact and damage assessment reports from County and city representatives. 6. Ensure daily reconnaissance of all impacted areas. <ul style="list-style-type: none"> • Compile status report to assist in the development of the EOC Incident Action Plan. 7. Plan for future operational periods. <ul style="list-style-type: none"> a. Collect, process, and disseminate essential elements of information. Information will be used for response operations and provision of input for reports, briefings, displays, and plans. b. Consolidate information into reports and other materials that describe and document overall response activities. <ul style="list-style-type: none"> – Keep the ESFs and EOC staff situationally aware. c. Maintain displays of pertinent information for use in briefings. d. Research technical information. e. Collect and integrate various information sources. f. Develop a written EOC Incident Action Plan (IAP) which identifies the objectives and tasks to be performed during the next operational period and the resource requirements to complete those tasks, as well as identifying future issues to be addressed (what is to be done next and what will it take to do it). IAP elements include: <ul style="list-style-type: none"> – Summary (briefing document). – Objectives: specific and measurable. – Organization: County EOC staff, Incident Commanders, etc. – Tasks and assignments: who is doing what, where, resources required. – Supporting materials (as needed); maps, traffic plan, security plan, medical plan, communications plan, etc., as well as weather data, special precautions, and safety messages. 8. Establish, maintain contact with local, regional, state, and federal EOCs: <ul style="list-style-type: none"> a. Provide situation status and damage information. b. Receive situational awareness information. 9. Conduct regular EOC briefings. 10. Begin the recovery action planning process. 11. Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
EMERGENCY MANAGEMENT	
	<ul style="list-style-type: none"> 12. Continue to facilitate meetings to assess needs for recovery. 13. Ensure Preliminary Damage Assessment (PDA) information is discussed and disseminated to/through municipality development services towards the decision to place a hold on building and new construction. (Development Services / Building Official / Fire Marshal) 14. Facilitate the development of a response demobilization plan.
Recovery Actions	<p><i>Note: Also see CEMP Section V Recovery.</i></p> <ul style="list-style-type: none"> 1. Continue to conduct meetings to assess needs for recovery. 2. Activate the County Recovery Plan and the Recovery Task Force. 3. Develop a County Recovery Action Plan for the following phases: stabilization, short term, intermediate term, and long term. <ul style="list-style-type: none"> a. Activate recovery functions. b. Make assignments for each recovery support function. 4. Prepare damage assessment reports. 5. Request and apply for disaster assistance if necessary. 6. Activate the County Redevelopment Task Force to guide long-term redevelopment. 7. Conduct after action briefings and “hotwashes”. 8. Develop After Action Reports and Improvement Plans. 9. Return EOC to pre-emergency conditions. 10. Initiate any pre-identified mitigation measures. 11. Continue to coordinate with ESF 19 (Damage Assessment) on damage assessments. 12. Finalize demobilization plan and share with stakeholders.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
County Departments, All	<ol style="list-style-type: none"> 1. Provide situation reports from field forces to County EOC. 2. Participate in the incident action planning process as required. 3. Support the documenting of incident information and damage assessment. 4. Provide the EOC with information relative to departmental needs, priorities, and planned activities during the next designated incident period. 5. Provide information as to potential or expected events which could affect future incident action plans. 6. As requested, identify resource needs both internally and externally to accomplish stated goals, objectives, and tasks. 7. Deploy departmental resources to implement the incident action plan. 8. Ensure depth of staffing to maintain EOC operations support over extended periods.
Florida Division of Emergency Management	<ol style="list-style-type: none"> 1. Provide region and state situation reports. 2. May provide technical assistance and subject matter expertise as requested.
Information & Innovation Office	<ol style="list-style-type: none"> 1. Provide information technology support. 2. Support the documenting of incident information and damage assessment (GIS).
National Weather Service	<ol style="list-style-type: none"> 1. Provide weather information and forecasts.
Private/Non- Profit/ Volunteer/Non- Governmental Organizations	<ol style="list-style-type: none"> 1. Support the documenting of incident information and damage assessment. 2. Provide EOC with information relative to organization needs, priorities, and planned activities during the next designated incident period. 3. As requested, identify resource needs both internally and externally to accomplish stated goals, objectives, and tasks. 4. Ensure depth of staffing to maintain operations over extended periods.
Risk Management & Safety	<ol style="list-style-type: none"> 1. Participate in the development of the EOC incident action plan and make appropriate safety and health recommendations. 2. Monitor field operations in regards to safety and ensure field safety officer(s) are in place.
ATTACHMENTS	None.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

REFERENCES

1. County EOC Operations Manual and Position Desk Books.
2. Hillsborough County Code of Ordinance & Laws, Chapter 22, Article III (Reconstruction Following Emergencies), Section 22-49 and 22-52.
3. City of Plant City Emergency Preparedness Plan.
4. City of Tampa Comprehensive Emergency Operations Plan, and associated annexes and plans.
5. City of Temple Terrace Emergency Preparedness Plan.

Comprehensive Emergency Management Plan

IV. Response

ESF 6 MASS CARE AND HUMAN SERVICES

Primary Agency (s)	SOCIAL SERVICES; HOMELESS SERVICES
Support Organizations	<p>Amateur Radio (ARES/RACES) American Red Cross (ARC) Community Emergency Response Team (CERT) Community Organizations Active in Disasters (COAD) County Departments, All Emergency Management Employee Emergency Response Program (EERP) Faith Based Organizations Florida Department of Health – Hillsborough Hillsborough Area Regional Transit Hillsborough County Pet Resources Department Hillsborough County School Board Hospitals, Hillsborough Municipalities Private Sector Salvation Army University of South Florida Voluntary Organizations Active in Disasters (VOAD)</p>
Purpose	<p>Provide guidelines for the planning and coordination of mass care and related emergency human services before, during, and after a disaster situation to address mass care and immediate basic needs of people impacted by disasters or potential threats.</p>
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. The provision of mass care and sheltering as a consequence of disasters is a fundamental responsibility of local government. 2. The County will provide coordination of all mass care and shelter operations through the County Emergency Operations Center (EOC) to ensure the population is effectively served. 3. The County’s Social Services Department is the lead agency for the establishment of shelters, with the exception of special needs, and will

	<p>determine shelter needs in collaboration with the Office of Emergency Management (OEM):</p> <ol style="list-style-type: none"> a. How many shelters will be needed based on the level of evacuation ordered. b. The number of shelter personnel that will need to be deployed. c. When shelter personnel will deploy. <ol style="list-style-type: none"> 4. ESF 6 will coordinate with support agencies whenever there is an immediate need to provide food, water, and shelter to victims of a disaster. 5. All government, non-government organizations (NGOs), and private resources will be used as necessary to coordinate effective public/private partnerships during an emergency. 6. The care and transport of pets and other animal needs will be managed in coordination with ESF 17 (Animal Protection). 7. NONDISCRIMINATION. No services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency over and above what normally would be expected in the way of government services. The County's activities pursuant to the federal/state agreement for major emergency recovery will be carried out in accordance with Title 44, Code of Federal Regulations (CFR) Section 205.16. - Nondiscrimination. Federal disaster assistance is conditional on full compliance with this rule. 8. It is the policy of the County to comply with the American Disabilities Act and its standards set forth in Title 41. CFR Section 101.19–6, to the extent permitted by fiscal constraints. <ul style="list-style-type: none"> • It is important to note that mass care shelters are temporary in nature and are designed for people displaced as a result of emergency incidents or disaster. All mass care and shelter services will attempt (but not guarantee) to meet current requirements for the Americans with Disabilities Act (ADA).
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
SOCIAL SERVICES and HOMELESS SERVICES	
Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 6 planning meetings to maintain ESF 6 support plans. b. Routinely engage ESF 6 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 6 partners.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

SOCIAL SERVICES and HOMELESS SERVICES

	<ul style="list-style-type: none"> d. Ensure that all government employees and volunteers who have ESF 6 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Identify locations and capacities of mass care facilities and shelters. <ul style="list-style-type: none"> a. Maintain agreements with shelter providers. b. Analyze County mass care and shelter requirements. c. Identify current County mass care and shelter inventories and resources. d. Ensure plans and provisions for animals. Coordinate with ESF 17 (Animal Protection). 3. Ensure shelters are reviewed periodically by the shelter verification committee, consisting of OEM, the School District of Hillsborough County, and Social Services who will: <ul style="list-style-type: none"> a. Ensure evacuation shelters meet enhanced hurricane protection area (EHPA) standards. b. Verify shelter capacities based on the State of Florida Emergency Shelter Plan (SESEP) report using only those areas deemed safe shelter areas within the campus. 4. Maintain lists of resources and facilities. 5. Collaborate with OEM to continue recruitment and training of County employees (Employee Emergency Response Program) and volunteers for mass care and shelter operations. 6. Develop, train, and test emergency plans and procedures on an annual basis. 7. Develop and participate in mass care and sheltering exercises. 8. Develop emergency action checklists. 9. Maintain agreements as appropriate with local agencies who can provide volunteer mass care personnel, facilities, and support resources. 10. Develop and maintain procedures and SOPs for implementing sheltering operations. 11. Develop procedures for providing notification to sheltered populations regarding shelter closing, consolidation, and relocation issues.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
SOCIAL SERVICES and HOMELESS SERVICES	
NOTE	Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.
Emergency	<ol style="list-style-type: none"> 1. When notified, report to the EOC. 2. Obtain and coordinate mass care and human services resources as requested by EOC Command and the EOC Operations Section Chief. <ol style="list-style-type: none"> a. Mass care, sheltering, and human services emergency actions may include coordination of: <ul style="list-style-type: none"> • Feeding for victims. • Medical and nursing aid. • Temporary sanitation facilities • Distribution of food, clothing, medicine, and commodities. • Social service needs of victims. • Mental health services. • Special needs services. • Emergency animal sheltering; coordinate with ESF 17 (Animal Protection). b. Coordinate through ESF 14 (Public Information) to identify and publicize shelter locations. c. Ensure shelters are staffed and equipped. d. Coordinate access and functional needs sheltering and services. e. Ensure provisions for animals; coordinate with ESF 17 (Animal Protection). f. Determine and ensure food and shelter for emergency and recovery workers.
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Staff the ESF 6 function within the County EOC “Operations Support Section”. 2. Identify the need and locations for: <ol style="list-style-type: none"> a. Mass Care: shelters, feeding centers, basic first aid, bulk distribution of needed items, and related services. b. Disaster human services (an extension of non-disaster human/social services with attention to ensuring continued service delivery and addressing unmet human services needs).

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

SOCIAL SERVICES and HOMELESS SERVICES

	<ol style="list-style-type: none"> 3. Identify current resources available to support mass care and human services and determine future needs. 4. Obtain and coordinate mass care and human services resources as requested by the EOC Operations Section Chief. Included in mass care operations will be providing food and shelter for emergency and recovery workers. 5. Coordinate appropriate mass care and human services response operations with the County human service agencies and the various other ESF 6 support agencies and organizations. Mass care and human services response operations includes sheltering, feeding, family reunification, and first aid. 6. Coordinate with ESF 11 (Food and Water) to establish priorities to ensure that food and potable water are provided to the most critical areas of need first. 7. Coordinate through ESF 14 (Public Information) to provide mass care and human services related information to the media for release to the public (e.g. types of assistance available, locations of sites providing assistance, etc.). <ol style="list-style-type: none"> a. Ensure all updated information is relayed in a timely fashion to ESF 14 (Public Information). b. Ensure information is coordinated among all mass care and human services providers to ensure conflicting information is not provided to the public. 8. Establish, maintain contact with the State EOC ESF 6: <ul style="list-style-type: none"> • Provide information on current and anticipated mass care, housing, and human services needs. 9. Compile and maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours. <ol style="list-style-type: none"> a. Ensure agencies providing mass care and human services keep detailed records of fund expenditures and personnel time sheet documentation in order to have adequate records to apply for federal disaster assistance. b. Governmental agencies must ensure that disaster-related assistance is kept separate from normal ongoing welfare programs.
<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Conduct a County mass care and human services needs assessment with appropriate partners based on the situation.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

SOCIAL SERVICES and HOMELESS SERVICES

2. Assistance Centers:
 - a. Determine numbers and types of needed assistance centers.
 - b. Coordinate locations, set up, staffing, and operations.
 - c. Determine numbers of disaster survivors who cannot obtain appropriate assistance and are therefore in "dire need".
 - Authorize expenditure of County funds and validate assistance claims through the County Assistance Center Social Services staff. (See Attachment 2 Human Services Operations and Assistance Centers.)
3. Coordinate family reunification efforts with the American Red Cross.
4. Coordinate through ESF 14 (Public Information) to communicate recovery public information and education.
 - a. Ensure public information to evacuees regarding safe return to damaged areas.
 - b. Ensure public is informed of available recovery programs and services.
5. Coordinate with ESF 8 (Health and Medical) to arrange for behavioral health professionals.
6. Continue EOC operations until it is determined that EOC coordination is no longer necessary.
7. Coordinate with ESF 1 (Transportation) to assist evacuees in returning to their homes if necessary.
8. Assist those who cannot return to their homes with temporary housing.
9. Deactivate shelters and mass care facilities and return them to normal use.
10. Clean and return shelters to original condition; keep detailed records of any damages.
11. Consolidate mass care shelter(s) costs, and submit these statements to the appropriate authorities for possible reimbursement.
12. Coordinate with the County Recovery Task Force to ensure individuals and families affected by the disaster continue to receive assistance for serious needs and necessary expenses.
13. Return staff, clients, and equipment to regularly assigned locations.
14. Provide financial information for cost recovery through appropriate channels.
15. Participate in after action briefings and "hot-washes".
16. Assist in the development of After Action Reports and Improvement Plans.
17. Updates plans and procedures based on critiques and lessons learned during an actual event.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Amateur Radio (ARES/RACES)	1. Provide communications support at each shelter.
American Red Cross (ARC)	<ol style="list-style-type: none"> 1. Staff and operate public shelters: <ol style="list-style-type: none"> a. Provide logistical support for ARC public shelters. b. Conduct mass care operations. c. Maintain a shelter assignment list of ARC agencies that is updated annually. d. Recruit and train ARC volunteers on a continuing basis. 2. Provide mental health services physically and/or virtually as conditions dictate. 3. Provide disaster health services physically and/or virtually as conditions dictate. 4. Staff family reunification centers.
Community Emergency Response Team (CERT)	1. CERT and Citizen Corps volunteers may be called upon to assist ESF 6 during disaster situations for a variety of jobs such as shelter managers/workers, needs assessment workers, and food distribution workers.
Community Organizations Active in Disasters (COAD)	1. Serve as a coordinating agency for member non-profit charitable organizations to provide human services in the event of a disaster.
County Departments, All	1. Support mass care and sheltering operations as requested.
Emergency Management	<ol style="list-style-type: none"> 1. Provide shelter locations and other support required by Social Services. 2. Maintain a data base of potential resources that can be available for disaster mass care and human services support.
Employee Emergency Response Program (EERP)	1. Provide trained workers to assist in sheltering and mass care operations.
Faith Based Organizations	<ol style="list-style-type: none"> 1. Provide shelter locations. 2. Support shelter operations.
Florida Department of Health - Hillsborough	<ol style="list-style-type: none"> 1. Manage special medical needs shelters. 2. Maintain a special needs registration list and update it on a continual basis.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Hillsborough Area Regional Transit	<ol style="list-style-type: none"> 1. Provide transportation services to support mass care operations.
Hillsborough County Pet Resources Department	<ol style="list-style-type: none"> 1. Responsible for coordinating reception and sheltering of the pets. See ESF 17 (Animal Protection).
Hillsborough County School Board	<ol style="list-style-type: none"> 1. Provide shelter locations. 2. Provide meals to evacuees. 3. Provide housekeeping and maintenance services during shelter operations.
Hospitals, Hillsborough	<ol style="list-style-type: none"> 1. May support shelter operations by coordinating medical care and resources for shelters.
Municipalities	<ol style="list-style-type: none"> 1. Provide mass care and human services support within their jurisdictions as resources allow to include coordinating with human service agencies to establish feeding sites and distribution sites for food and water.
Private Sector	<ol style="list-style-type: none"> 1. Support shelter and recovery efforts through coordination with ESF 18 (Business and Industry). 2. Provide mass care and human services support.
Salvation Army	<ol style="list-style-type: none"> 1. Provide mass care and human services support.
School Board	<ol style="list-style-type: none"> 1. Provide feeding for evacuees. 2. Provide facilities for public shelters. 3. Ensure a minimum of a three day supply of food, sufficient water, and sanitation facilities are available for designated public school shelters. 4. Ensure that food service and janitorial personnel support are available. 5. Identify facilities that are appropriate for feeding facilities.
University of South Florida	<ol style="list-style-type: none"> 1. Provide food to shelter residents. 2. Provide security support for shelters.
Voluntary Organizations Active in Disaster (VOAD)	<ol style="list-style-type: none"> 1. Serve as a coordinating agency for member non-profit charitable organizations to provide human services in the event of a disaster.
ATTACHMENTS	<ol style="list-style-type: none"> 1. Shelters: Types, Uses, Roles, and Responsibilities. 2. Human Services Operations and Assistance Centers. 3. Special Needs Registration.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

REFERENCES

1. Disaster Temporary Housing Plan.
2. Host County Shelter Plan.
3. Refuges of Last Resort Listing.
4. Current list of official County public shelters (published annually in the Disaster Planning Guide and posted on the County web site).
5. Hillsborough County Special Needs Shelter and Evacuation Plan.
6. Hillsborough County Host Shelter Plan.
7. Volunteer Resource Guide.
8. EOC Shelter Operations Guide (draft).

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Attachment

1. SHELTERS: TYPES, USES, ROLES, AND RESPONSIBILITIES

<p>A. PUBLIC SHELTERS</p>	<ol style="list-style-type: none"> 1. Opened at the direction of the County Administrator or representative, usually the Director of the Office of Emergency Management (OEM), in coordination with the Hillsborough County’s Social Services Department (ESF 6) and School Board. 2. Located at public schools prior to or during a storm. May also be in churches, public buildings, or other appropriate facility post-storm or other weather/disaster event. 3. Staffed and operated by Hillsborough County in collaboration with local support organizations. 4. Opened in accordance with FEMA and American Red Cross procedures. 5. School Board ensures adequate food is available at their facilities for approximately three days at a time. School food service personnel will prepare the food. Hillsborough County Social Services (ESF 6), in coordination with the School Board, will coordinate additional food if initial stocks are depleted. 6. Closed when no longer needed at the discretion of the Director of OEM in coordination with Hillsborough County Social Services (ESF 6) and School Board.
<p>B. SPECIAL NEEDS SHELTERS (SNS)</p>	<ol style="list-style-type: none"> 1. Individuals requiring special medical care will be directed to a County special needs shelter operated by the Florida Department of Health – Hillsborough (FDOH – Hillsborough). People in this category are encouraged to preregister with the Special Needs Registry maintained by FDOH – Hillsborough for assignment to one of these shelters. Coordination of transportation to and from the SNS will be coordinated with ESF 1, if needed. 2. SNS will be opened at the request of the County Administrator or representative (usually the Director of OEM) in coordination with Hillsborough County Social Services (ESF 6), the School Board, and the University of South Florida (USF). Kidney dialysis patients will be sheltered at a designated shelter facility. Under lesser disaster scenarios (e.g. mobile home evacuation) only one special needs shelter will be opened. 3. The FDOH – Hillsborough operates special needs shelters with health care professionals. Additional medical staff will be provided by volunteers from home health care agencies and other private or public agencies. Facilities and logistical support will be provided by the staff of the facility.

	<ol style="list-style-type: none"> 4. The County provides large generators for special needs shelters to power special medical equipment, air conditioners, cafeterias, etc. There are also medical supplies available for each special needs shelter location. The School Board and USF will ensure adequate food is available at special needs shelters. 5. Details on the special needs program can be found in the Hillsborough County Special Needs Shelter and Evacuation Guide.
<p>C. COMFORT STATIONS</p>	<ol style="list-style-type: none"> 1. In the early stages of disaster response and recovery activities (possibly within 36 - 48 hours after disaster impact), comfort stations may be set up by the state and operated by the Salvation Army for disaster survivors and emergency responders. Comfort stations are set up in centralized locations and provide basic life sustaining services to disaster survivors who do not need shelter and for emergency responders who are working in disaster areas. Comfort stations will provide one or more of the following basic minimal life sustaining services: <ol style="list-style-type: none"> a. Food and water: Prepared meals and potable water for drinking and hygiene. Commodity food will not be distributed to survivors at comfort stations. Water and ice may be distributed. b. Disaster relief supplies including comfort kits and cleanup kits, etc. c. Health and first aid treatment that may include applicable vaccinations. d. Information on recovery services and programs available through public and private agencies. e. Temporary refuge. Comfort stations are not designed for overnight stays. However, they may serve as respite areas with minimal amounts of cots, tents, and serve as a means of supporting other services available at the site. f. Crisis counseling for survivors via field outreach programs offered by appropriate agencies. 2. The number of comfort stations and the types of services provided will be based on the given disaster and its magnitude. Overall management of comfort stations will be provided by the Salvation Army in coordination with the state EOC (SEOC) ESF 6. In coordination with the County EOC and based on such sources as state assessment teams, the SERT operations officer will establish the number and scope of comfort stations. 3. ESF 6 in the (SEOC) will provide overall coordination for establishing comfort stations and overseeing operations until the stations are closed. The Salvation Army, in support of ESF 6, will serve as the primary agency

	<p>to operate the comfort stations and will provide an onsite manager for each station. If Salvation Army resources are exhausted, the SEOC ESF 6 desk will coordinate and assign other support agencies to fulfill this task.</p> <ol style="list-style-type: none"> 4. Comfort stations are designed to support mass care needs that cannot be served by the existing structure. Comfort stations will remain open only as long as is necessary based on the community's needs and the capability of the community's human services organizations to provide disaster services to survivors. Comfort stations will be closed upon mutual agreement between state representatives and the County EOC. 5. The County ESF 6 function will closely monitor comfort station operations. Ideally, a specific individual under ESF 6 (Salvation Army) will monitor comfort station operations on a full time basis. All decisions regarding comfort stations must be jointly entered into by state and County officials. 6. Services similar to those provided at comfort stations may be provided by the American Red Cross Emergency Aid Stations as Red Cross resources allow.
<p>D. HOST SHELTERING</p>	<ol style="list-style-type: none"> 1. Under certain scenarios, where disasters threaten other parts of the state, Hillsborough County will be requested to shelter evacuees from those areas. 2. The key factor in a sheltering operation of out-of-county evacuees is to get shelter information to the evacuees. To accomplish this, Information Centers may be established along, or near to, highways at the approach ends of the County. Florida Department of Transportation (FDOT) lighted message boards, if available and requested by the EOC, may be placed at key places providing pertinent shelter information. FDOT personnel, if available, may augment County personnel to provide lodging and shelter information to those evacuees seeking it. 3. Another method of providing shelter information is through commercial radio stations. Appropriate information will be provided to local media outlets by ESF 14 (Public Information). Shelter information will also be provided to the SEOC for dissemination to media outlets throughout the state. As a part of this effort, WUSF, the local Public Broadcast Station, has an agreement with the state to carry hurricane evacuation information. FDOT message signs may be used to direct travelers to applicable radio stations that are carrying evacuation information. 4. Shelters will be opened as needed and located as close as possible to major incoming routes to the County. Shelter openings may be staggered to accommodate the required numbers of people seeking shelter.

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| | <p>5. Communications will be an important element of these sheltering operations. The main means of communication will be by cellular telephone, landline telephone, and two way radios. Status of local hotels/motels will be provided to the EOC by the Tampa/Hillsborough County Convention & Visitors Association. The Hillsborough County Social Services Department (ESF 6) will be in constant contact with the School Board or other sheltering facilities to coordinate opening and staffing of shelters.</p> |
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2. HUMAN SERVICES OPERATIONS AND ASSISTANCE CENTERS

The County is the first responder for human services in the aftermath of a disaster. Ongoing County human services activities will be coordinated in the EOC by the Departments of Social Services & Homeless Services.

In localized emergency situations, not considered of enough magnitude for state and federal declarations of emergency, the County will be the only government source of assistance available to those in need. In all emergency situations, the American Red Cross and other humanitarian organizations will provide assistance as resources allow. In a major disaster many other sources of emergency assistance from state and federal resources may be made available. Whenever sufficient resources are not available within the county, requests for assistance will be transmitted to the state EOC.

A. CITIZENS IN "DIRE NEED"
<p>The County may be required to expend funds to provide basic needs for disaster survivors who cannot obtain appropriate assistance from other sources when needed (e.g. American Red Cross, state agencies, federal agencies, or humanitarian organizations) and are therefore in "dire need". After a local emergency has been declared, the Social Services Director, or designee, is authorized to expend County funds to assist disaster survivors in "dire need". Validity of claims for this type of assistance must be verified by County Assistance Center Social Services staff.</p>
B. COUNTY ASSISTANCE CENTERS
<ol style="list-style-type: none"> 1. Designated County Community Resource Centers will function as County Assistance Centers to provide help to those in need. Personnel from the Social Services Department will staff the County Assistance Centers to provide a variety of direct services to low-income, elderly, and disabled citizens adversely affected by a disaster. 2. Primary Locations: <ul style="list-style-type: none"> • Lee Davis Community Resource Center, 3402 N. 22nd. St., Tampa • West Tampa Community Resource Center, 2103 N. Rome Ave., Tampa • South Shore Community Resource Center, 201 14th Ave., S.E., Ruskin • Plant City Community Resource Center, 307 N. Michigan Ave., Plant City. • University Area Community Social Service Center, 13605 N. 22nd St., Tampa 3. Alternate Locations: <ul style="list-style-type: none"> • YMCA, 110 E. Palm Ave. (For Lee Davis CRC) • Egypt Lake Recreation Center, 3126 Lambright St. (For West Tampa CRC) • Haines Street Recreation Center, 1601 E. Haines St. Plant City (For Plant City CRC) • Bethune Civic Center, North St., Wimauma (For Ruskin CRC) 4. If hurricane damage is severe, additional County Assistance Centers may be needed.

C. AMERICAN RED CROSS SERVICES

The American Red Cross establishes Service Delivery Sites or service delivery methods to meet immediate disaster caused needs of disaster survivors. Services can include assistance or formal referrals to address needs such as food, personal essentials, clothing, shelter, information and referral welfare information, physical health needs, and mental health needs.

D. STATE DISASTER RECOVERY CENTERS (DRC)

If the damage is sufficient to call for the Governor to issue a Declaration of a State of Emergency, the Florida Division of Emergency Management (FDEM) may establish one or more Disaster Recovery Centers (DRCs) in Hillsborough County. Among the disaster relief programs that may be made available by the state are food stamps, rental and energy assistance, job services, unemployment insurance, and emergency food provisions. These programs may actually be administered by the state, County, volunteer organizations, or a combination thereof. Disaster survivors must meet prevailing eligibility guidelines for state administered programs.

DRCs will be set up in strategic locations depending on the damaged areas. In the event of a Presidential Disaster Declaration, federal DRC(s) will be merged with the State DRCs.

E. FEDERAL DISASTER RECOVERY CENTERS (DRC)

Following a Presidential Disaster Declaration, the Federal Emergency Management Agency (FEMA) will establish a Joint Field Office (JFO). The JFO serves as the coordination center for all federal and state assistance programs and supports recovery program implementation.

FEMA also sets up Disaster Recovery Centers for disaster survivors to provide information about the types of federal grant and assistance programs for which they are eligible. These centers, staffed by federal and state representatives, do not provide direct services.

They provide information in such areas as temporary housing, disaster related loans, emergency home repairs, and unemployment insurance. Normally, DRCs should be operational within seven days after a Presidential Declaration, although in a major disaster, they could be established sooner. For actual registration for assistance programs, FEMA will set up a 1-800 telephone applicable number.

Attachment

3. SPECIAL NEEDS REGISTRATION

- A.** Chapter 252.355, F.S. requires the Florida Division of Emergency Management (FDEM) to develop and maintain a uniform electronic registration system and database. Florida Department of Health (FDOH) also maintains a manual process as part of registry requirements.

- B.** The Hillsborough County Special Needs Registry is established using an Everbridge Portal that is managed by the Office of Emergency Management (OEM).
 - 1. This portal will enable applicants to electronically register for the special needs program.
 - 2. OEM will provide an appropriate level of access to the various agencies supporting the special needs program.
 - 3. OEM will receive and upload registration information from the FDOH – Hillsborough on a monthly basis or as needed.

- C.** The FDOH – Hillsborough will evaluate all registration applications and make the appropriate determination for shelter assignment based on their condition and the capabilities at the shelter.
 - 1. Individuals who do not meet the minimum criteria will be referred to the nearest general population shelter to their residence.
 - 2. Individuals who meet the criteria will be informed of their status and provided information about the sheltering program.
 - 3. Individuals who exceed the criteria will be notified that FDOH – Hillsborough will be contacting their medical provider to determine placement in an appropriate medical facility should evacuation be necessary. NOTE: In some instances, placement will not be made until an evacuation order is given.

For further details see the Hillsborough County Special Needs Evacuation and Shelter Plan.

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Comprehensive Emergency Management Plan

IV. Response

ESF 7 RESOURCE SUPPORT

Primary Agency	PROCUREMENT SERVICES
Support Organizations	<p>County Administrator County Attorney County Departments, All Employee Emergency Response Program (EERP) Fairgrounds Fire Rescue Florida Division of Emergency Management Hillsborough County Schools Human Resources Information & Innovation Office Management & Budget Real Estate & Facility Services Risk Management & Safety Sheriff's Office</p>
Purpose	<ol style="list-style-type: none"> 1. Provide resources and logistical support for emergency response and recovery efforts. 2. Provide for the effective procurement, utilization, prioritization, and conservation of available local resources (equipment, supplies, and staffing) during emergencies. 3. Provide for acquisition of resources from the state or federal government when local resources are depleted. 4. Receipt, storage, and distribution of donated foods and goods.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. Resources will be typed, inventoried, prioritized, or will be used in the most efficient manner possible, and will be applied to functions and areas of greatest need. 2. ESF 7 will follow purchasing policies reflected in the County Ordinance (Emergency Management) Chapter 22, Article II, Section 22-24 (emergency purchasing) and as set forth in this Comprehensive Emergency Management Plan. 3. Additional resources will be requested from the State EOC (SEOC) after all available County resources have been or will be used.

	<ol style="list-style-type: none"> 4. The County Emergency Operations Center (EOC) is responsible for securing resources in support of incident command and operations. Departments that obtain resources from the public or private sector by any other means may not be reimbursed for their expenses. 5. The County Administrator may invoke temporary controls on local resources and establish priorities for use. 6. Each County department is responsible for arranging the movement of department assets to points where they are needed during emergencies and disasters. If the department does not have suitable transportation capabilities, it may request assistance through the EOC. 7. The EOC is responsible for securing resources from outside the county. Departments that obtain resources from the public or private sector by any other means may not be reimbursed for their expenses. 8. Purchasing limits and rules may be suspended during declared emergencies, in accordance with Procurement Policy. (See Hillsborough County Procurement Policy and Hillsborough County Procurement Procedures.) 9. The County Administrator, in extraordinary circumstances, may convene advisory groups of public and private sector representatives to coordinate and manage the emergency use of community resources. 10. The EOC will coordinate dissemination of information concerning any emergency measures, and voluntary controls or rationing. 11. Citizens are advised to prepare their own emergency supply kit to meet family needs so they are self-sufficient for a minimum of 72 hours. 12. The County will coordinate with the SEOC to establish an emergency distribution system if an emergency disrupts the normal distribution process. 13. The County’s Employee Emergency Response Program (EERP) will follow the HR Policies set forth unless special disaster assignments and or compensation is invoked, the standard policies will be utilized. HR Policies “The Disaster Recovery Work Assignments Policy – 1.8” and the “Disaster Recovery Compensation Policy - 3.1”.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
PROCUREMENT SERVICES	
Preparedness	Work with the Office of Emergency Management to: <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 7 planning meetings to maintain ESF 7 support plans. b. Routinely engage ESF 7 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PROCUREMENT SERVICES

	<ul style="list-style-type: none"> c. Maintain a current contact list for ESF 7 partners. d. Ensure that all government employees and volunteers who have ESF 7 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Analyze resource requirements. Use resource typing where possible. 3. Maintain lists of vendors and suppliers of equipment, materials, and services needed during disaster response and recovery operations. 4. Establish inventory, control, and delivery systems where applicable. 5. Maintain a standardized form for use in emergency resource requests by agencies in the EOC during emergency operations. 6. Maintain agreements with resource providers as necessary. 7. Identify potential staging area locations and requirements. 8. Identify and establish agreements with local and regional suppliers. 9. Identify and establish agreement storage facilities, both refrigerated and non-refrigerated, for the warehousing of food, water, and ice. 10. Maintain emergency action checklists. 11. Participate in exercises.
<p>NOTE</p>	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
<p>Emergency</p>	<ul style="list-style-type: none"> 1. When notified of an emergency situation, report to the EOC, if appropriate. 2. Coordinate implementation of resource support activities with the appropriate tasked organizations. 3. Activate mutual aid agreements and memorandums of understanding (MAA and MOU). 4. Identify resource needs and request resources from EOC. 5. Negotiate contracts for support of emergency actions as required. <ul style="list-style-type: none"> • Assure that emergency procurement procedures and documentation is followed. 6. Determine need for Employee Emergency Response Program (EERP) activation. If needed, activate notification procedures.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PROCUREMENT SERVICES

**Emergency
Operations
Center (EOC)
Support**

1. Staff the ESF 7 function within the County EOC Logistics Section.
 - Coordinate with Human Resources to implement EERP as needed.
2. Coordinate with the EOC Command, Operations, and Planning Sections to determine resource needs. Essential information includes:
 - a. Size.
 - b. Amount.
 - c. Location.
 - d. Type of resource.
 - e. Time frame in which it is needed.
3. Advise and assist the EOC Command and General Staff with determining priorities. In general:
 - a. Receive, document, prioritize, and track requests for resources.
 - b. Use resource inventory lists to match and meet resource needs.
 - c. Coordinate transportation with ESF 1 (Transportation) as necessary.
 - d. Assist in establishing staging areas in coordination with the EOC Operations Section Chief.
 - e. Coordinate supply distribution points, reception, storage, and deployment.
 - f. Coordinate resource needs with other ESFs.
 - g. Notify resource requesters of the fact that requests have been satisfied and provide data concerning expected time of arrival, quantity en-route, etc.
 - h. Maintain financial and legal accountability.
4. Obtain and coordinate food and water and other resources, as requested by field incident commanders and ESFs.
 - Identify the number of people without food within the affected area.
5. Obtain, coordinate food, water, and other resources as requested by the EOC Commander and OEM Director.
 - Identify the number of EOC personnel who will need food within the projected EOC activation timeline.
6. Determine present and future need for food, water, and ice resources.
 - Notify vendors of present and future needs.
7. Sources for resources can include:
 - a. All County personnel, equipment, supplies, and facilities.
 - b. State EOC.
 - c. County, state, federal agencies, and organizations.
 - d. Volunteer organizations.
 - e. General public.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PROCUREMENT SERVICES

	<ul style="list-style-type: none"> f. Businesses and industry. g. Non-profit organizations. 8. Develop a plan that will ensure timely distribution of food, water, and other supplies to the affected areas. 9. Procure storage facilities, both refrigerated and non-refrigerated, for the warehousing of ice and perishable food items outside of affected area. <ul style="list-style-type: none"> • Local restaurants may be able to provide refrigerated storage. 10. Coordinate food, water, and supply activities with the appropriate tasked organizations. <ul style="list-style-type: none"> • Coordinate assistance in preparation and segregation of food stuffs for mass bulk distribution. 11. Coordinate with ESF 1 (Transportation) for transportation of food, water, and other supplies to designated distribution or mass feeding sites. 12. Establish, maintain contact with the State EOC: <ul style="list-style-type: none"> a. Coordinate additional resource needs. b. Coordinate delivery of food, water, and other supplies to affected areas. 13. Continue to assess the situation and priorities to address the most critical needs and develop strategies. 14. Coordinate with ESF 15 (Volunteers and Donations) on a continual basis for donated resources. <ul style="list-style-type: none"> • See ESF 15 for further detail on volunteer and donations operations at the Fairgrounds. 15. Coordinate preparing and submitting emergency requisitions for goods and services necessary to support operations as requested. 16. Provide a current inventory of warehoused food products and quantities, and identify additional sources to obtain supplies. 17. Coordinate the transportation of food shipments to warehouses, feeding sites, and pantry locations. 18. Coordinate with ESF 14 (Public Information) and ESF 15 (Volunteers and Donations) to ensure appropriate information on resources needed is provided to the media so that local and national volunteer groups and vendors are aware of the needs. 19. Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours. <ul style="list-style-type: none"> • Maintain records of the cost of supplies, resources, and staff-hours.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PROCUREMENT SERVICES

<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Continue to provide food, water, and other supplies for related recovery activities as required. 2. Coordinate with the EOC Planning Section to determine recovery resource needs. 3. Return resources to original owner at the end of the incident. 4. Payment for resources and liability will be subject to MAA and MOUs, or contracts. 5. Participate in after action briefings and “hot washes”. 6. Assist in the development of After Action Reports and Improvement Plans. 7. In coordination with Human Resources: <ol style="list-style-type: none"> a. Continue to staff response and recovery locations (EOC, call center, shelters, PODs, etc.) with EERP employees, employees from other partnering agencies, and outside temporary staffing vendors as needed. b. Monitor and provide guidance regarding closing out locations. c. Collect and maintain information and supplies.
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SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

<p>County Administrator</p>	<ol style="list-style-type: none"> 1. May invoke temporary controls on local resources and establish priorities for use. 2. Approve use of emergency procurement processes.
<p>County Attorney</p>	<ol style="list-style-type: none"> 1. Review contracts for legal form and sufficiency.
<p>County Departments, All</p>	<ol style="list-style-type: none"> 1. Provide personnel, equipment, supplies, and facilities as available and appropriate. 2. Maintain records of expenditures, work hours, and other items. 3. Assign emergency procurement liaison.
<p>Employee Emergency Response Program (EERP)</p>	<ol style="list-style-type: none"> 1. Maintain the EERP database and ensure that adequate numbers of personnel are available at each work site. 2. Oversee the training for EERP personnel.
<p>Fairgrounds</p>	<ol style="list-style-type: none"> 1. Main staging area for resources brought into Hillsborough County. 2. Provide storage space.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Fire Rescue	<ol style="list-style-type: none"> 1. Deploy fire resources, as required, in priority order agreed upon by EOC. 2. Allocate fire/rescue/EMS equipment and resources to support emergency operations. 3. Obtain resources and response support in accordance with the Florida Fire Chief's Association Plan. 4. Assist with distribution of resources.
Florida Division of Emergency Management	<ol style="list-style-type: none"> 1. At the state level, decision making authority and commitment of state resources is retained at the State EOC (SEOC) or by the state emergency response team (SERT) leader. The SERT leader may issue mission assignments to state agencies (state ESFs) in support of local response needs. Mission assignments and mutual aid agreements coordinated by the state, are tracked in the SEOC by staff reporting to the SERT leader.
Hillsborough County Schools	<ol style="list-style-type: none"> 1. Provide personnel, equipment, supplies, facilities, and other resources necessary to aid the resource support needs utilizing existing staff and facilities, as requested.
Human Resources	<ol style="list-style-type: none"> 1. Serve as the Personnel Unit Leader under the Resource Support Unit. <ol style="list-style-type: none"> a. Access the EERP database to make sure that all the functions (shelters, PODs, etc.) are being staffed by EERP personnel at adequate levels. b. Determine if more personnel are needed. c. Establish and staff a personnel recruiting center for temporary labor. 2. Serve as the EOC Time Unit Leader under the Administration and Finance Section. 3. Manage an EERP Coordination Center to resolve issues and answer questions from County staff and agencies. 4. Coordinate with the EOC Logistics Section to provide personnel, equipment, supplies, and locations for EERP staff, including other County agencies. 5. Provide notification to County staff (EERP and other agencies) through the County's notification system (Everbridge). 6. Ensure a Workers Compensation staff member is available 24 hours a day for staff. 7. Coordinate with departments and agencies as required.
Information & Innovation Office	<ol style="list-style-type: none"> 1. Provide computer system and data support. 2. Support design and development of the EERP Portal system.
Management & Budget	<ol style="list-style-type: none"> 1. Ensure appropriate budgets are in place to allow procurement of disaster materials supplies and services. 2. Provide guidance to departments on tracking costs and FEMA Public Assistance Process.

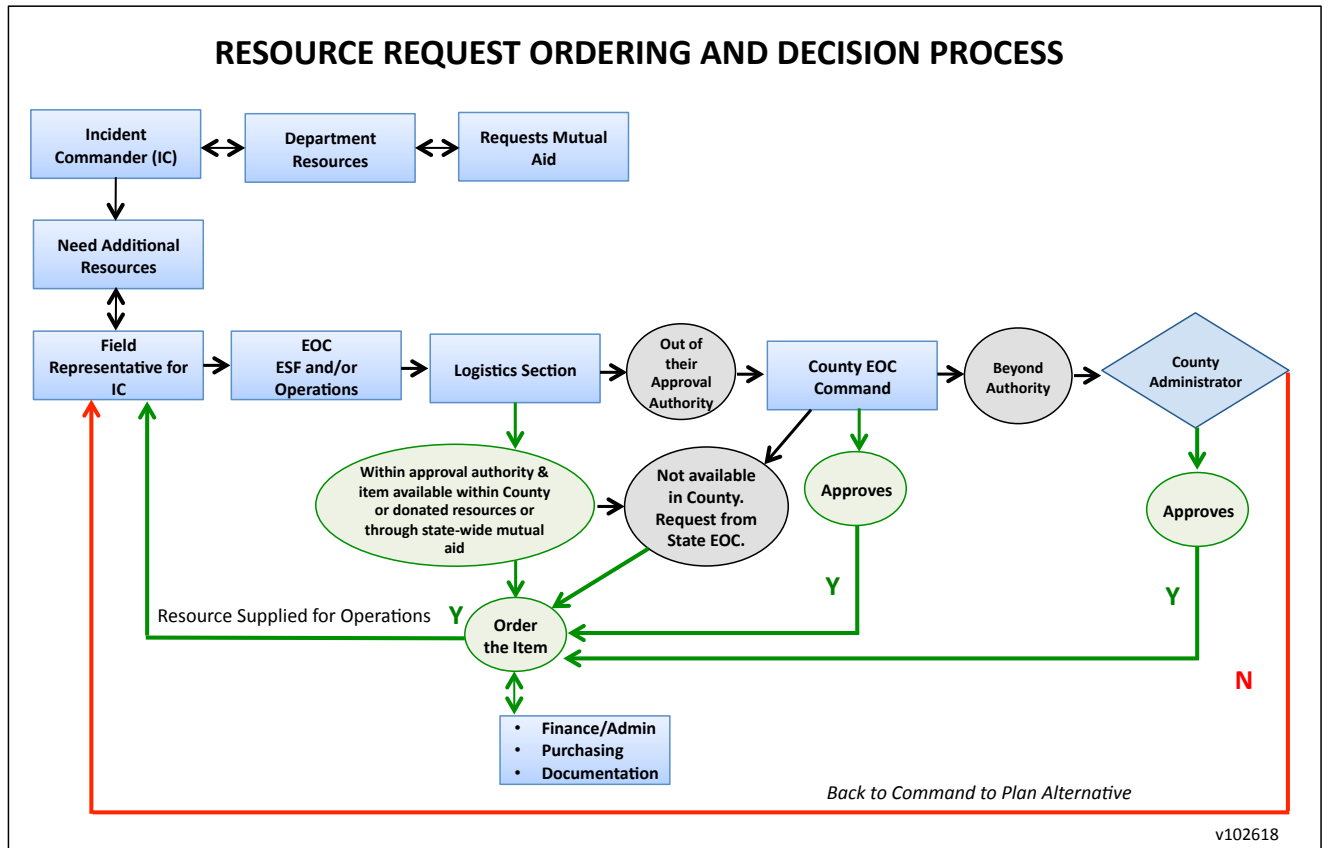
SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Real Estate & Facility Services	<ol style="list-style-type: none"> 1. Identify and lease storage space. 2. Notify vendors with emergency contractors for temporary power as needed. 3. Secure and protect facilities.
Risk Management & Safety	<ol style="list-style-type: none"> 1. Ensure all vendors have proper insurance.
Sheriff’s Office	<ol style="list-style-type: none"> 1. Deploy law enforcement resources as required. 2. Allocate equipment and resources to support other departments, as needed. 3. Activate mutual aid agreements as needed. 4. Assist with distribution of resources.
ATTACHMENTS	<ol style="list-style-type: none"> 1. Procurement Process. 2. Resource Request: Ordering and Decision Making Process Flow Chart.
REFERENCES	<ol style="list-style-type: none"> 1. EOC resource database Inventories. 2. Emergency Ordinance (Purchasing). 3. Logistics Plan. 4. Procurement Policy. 5. HR Disaster Policies. 6. EER Portal - Employee Information Database. 7. EERP Standard Operating Guide (SOG). 8. Everbridge County’s Notification System Standard Operations Procedures (SOP).

Attachment 1
PROCUREMENT PROCESS

- A.** Needed items will be acquired from available resources within Hillsborough County if at all possible. Sources include assets within County government and the municipalities. During disaster situations, all resources within County government agencies are considered available. Coordination for such resource reallocation will be accomplished within the EOC. If necessary, reimbursement will be made in accordance with local directives.
- B.** If needed supplies and equipment are not available within County government resources, ESF 7 will attempt to purchase or lease them from commercial sources.
- C.** If necessary items cannot be acquired through local sources, requests for these items will be made to the State EOC. If determined a valid request, the State EOC has various potential options to fill the resource request. These include state resources, mutual aid resources from other counties, resources from another state, or federal government resources. In all cases, the County will be responsible for costs incurred for resources brought in from outside sources. If the County has been declared to receive federal disaster assistance, funds expended for requested resource support are reimbursable. See CEMP Part V Recovery, Attachment 4, Public Assistance (PA) Program Process, for information on reimbursement procedures for federal disaster assistance.
- D.** Procurement Services maintains lists of vendors and suppliers of equipment, materials, and services needed during disaster response and recovery operations. In some cases, contingency contracts may be written for known critical services or items. For example, the County and municipalities have contingency contracts with recovery companies for debris management services after a disaster.
- E.** To obtain goods and services from commercial sources under emergency conditions, ESF 7 will follow purchasing policies in County Ordinance (Emergency Management) Chapter 22, Article II, Section 22-24 (emergency purchasing) and as set forth in this Comprehensive Emergency Management Plan.
- F.** Coordination will be effected with the other governmental agencies of the Hillsborough County Government Purchasing Council. The Statewide Mutual Aid Agreement will be implemented as necessary to obtain required goods and services from other jurisdictions.
- G.** Contracts for resources or services will be initiated by ESF 7. Contracts will be managed by the agency responsible for the support provided, e.g. Public Works Department for the debris management contract.
- H.** ESF 7 will conduct operations in accordance with all local, state, and federal laws and regulations.

- I. In some cases, donated resources may be available at the Fairgrounds. Coordination will be maintained between ESF 7 and the Fairgrounds on a continual basis. See ESF 15 (Volunteers and Donations) for further detail on volunteer and donations operations at the Fairgrounds.

Attachment 2
RESOURCE REQUEST: ORDERING AND DECISION MAKING PROCESS FLOW CHART



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Comprehensive Emergency Management Plan

IV. Response

ESF 8 HEALTH AND MEDICAL

Primary Agency	FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH	
Support Organizations	<p>Ambulance Companies American Red Cross Clinics, Medical Code Enforcement Community Emergency Response Team (CERT) Emergency Management Environmental Protection Commission Fire Rescue Florida Department of Agriculture & Consumer Services Florida Department of Business and Professional Regulations Florida Department of Environmental Protection Florida Highway Patrol Florida National Guard (<i>if activated</i>). Health Care Services Hillsborough County Animal Control Hillsborough County Mosquito Control Hillsborough County School Board</p>	<p>In Patient and Residential Facilities – Hospitals, rehabilitation hospitals, skilled nursing, assisted living, other residential facilities Life Path Medical Director for Mass Casualty Planning Medical Examiner Medical Reserve Corps Parks and Recreation Pharmacies, Home Health/Nurse Registry Agencies; Home Medical Equipment Providers Physicians and Nurses Public Utilities Public Works Sheriff’s Office Solid Waste Services Tampa Electric Company & Peoples Gas (TECO) Tampa Police Department Urgent Care Centers</p>
Purpose	<ol style="list-style-type: none"> 1. ESF 8 coordinates and manages response to health and medical needs following significant natural disasters, and planned or man-made events. 2. A significant natural disaster or man-made event could make it necessary for County public health and medical assistance to be provided. In addition to direct assistance, the County would be required to provide leadership and coordination in carrying out emergency response efforts in the areas of health and medical issues. The recovery and restoration of the health and medical infrastructure of the community is of paramount importance and ESF 8 will take the lead in that effort. 	

	<ol style="list-style-type: none"> 3. Manage, coordinate, and prioritize county-wide health services to support the health and medical needs of local governments, other emergency support functions, voluntary relief organizations, state and federal agencies, survivors, and victims of a significant natural or man-made disaster. 4. ESF 8 will also be the lead for the following: <ol style="list-style-type: none"> a. Reduce morbidity. b. Reduce mortality. c. Prevent or disrupt the transmission of disease. d. Protect key infrastructure and the environment.
<p>Policies, Preferred Practices, and Procedures</p>	<ol style="list-style-type: none"> 1. Continuation of public health functions and control of environmental factors related to public health is essential following an emergency to prevent the outbreak of disease and to monitor the spread of vectors associated with the emergency and its aftermath. 2. It is the policy of Hillsborough County to support and facilitate the coordination of agencies that can provide the response necessary to mitigate the health/medical emergency. 3. The County endeavors to assure the highest-level quality of care possible given to its citizens. However, emergency measures to protect life and health during disasters likely will be exclusively dependent upon local and area resources. Austere conditions may limit the amount and quality of care. 4. Appropriate information on casualties/patients will be provided to the State EOC (SEOC). 5. Continuation of behavioral health programs is essential to the wellbeing of the community following an emergency. 6. Expedient behavioral health services are coordinated by public health, and provided by both public and private providers.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

Preparedness

1. Maintain this Emergency Support Function (ESF).
 - a. Conduct ESF 8 planning meetings to maintain ESF 8 support plans.
 - b. Routinely engage ESF 8 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response.
 - c. Maintain a current contact list for ESF 8 partners.
 - d. Ensure that all government employees and volunteers who have ESF 8 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities.
2. Ensure ESF 8 staff are trained in the Incident Command System and the National Incident Management System (which are utilized in all ESF 8 health and medical operations).
3. Maintain a 24-hour schedule for key DOH – Hillsborough staff and designated team members.
4. Maintain procedures for coordinating all aspects of the health and medical system, preparedness, planning, response, and recovery during disasters (natural or man-made) or pre-planned events.
5. Maintain procedures for activating ESF 8 when the County EOC is activated to a level II or greater based on the response and consequence management needs.
6. Maintain procedures to organize ESF 8 support agencies into a single coordinating structure. The lead agency for that structure is determined by the event itself.
7. Maintain procedures to coordinate ESF 8 support agencies and organizations in performance of disaster assistance missions.
8. Maintain liaison and coordination with agencies, organizations, or municipalities that perform similar functions i.e. health and medical care, support, outreach, or treatment. Require each entity to provide ESF 8 with specifics on facility locations, operations, field sites, or outreach.
9. Maintain procedures to deploy personnel into affected areas to provide surveillance and monitoring of public health following major emergencies.
10. Maintain and exercise the Special Needs Shelter Plan and staffing procedures.
11. Maintain a corps of licensed and credentialed volunteers (Hillsborough Medical Reserve Corps) to assist in health and medical emergency operations.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE	
FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH	
	<p>12. Maintain a list of laboratories that can provide testing for water, food, environmental contaminants, and diseases, and sources for equipment, chemicals, and medications related to health services activities.</p>
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<p>Initial actions by the EOC include:</p> <ol style="list-style-type: none"> 1. Identify, assess, and prioritize health and medical needs including but not limited to facility status, community impact, patient movement / potential evacuations, available resources, and long-term recovery. 2. As needed, request State ESF 8 deployable assessment team(s) to determine specific health and medical needs and priorities. 3. Maintain contact with health and medical facilities to ensure that staff, equipment, and supplies are available. 4. Process requests for resources, augment staff, and restock equipment and supplies at the special needs shelter(s), alternate care sites, and at health and medical facilities. 5. Process requests for health and medical services to include the types of health and medical services needed, quantities, transportation, and destinations. 6. Coordinate or support medical needs requiring emergency response to include support, care, and movement of persons impacted by the event and those with special needs. 7. Ensure fatality management, victim identification, and mortuary services are available. 8. Coordinate and support responder health and safety and crisis counseling, and mental healthcare for the public. 9. Provide public information on medical, public health, injury prevention, and disease control. 10. Ensure public messages related to environmental health protective and response actions are provided in quantity to Rapid Assessment Teams, ESF 14 (Public Information), and the Joint Information Center (if activated).

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

	<p>11. Special needs shelters: consult with the Medical Director for mass casualty, subject matter experts, or technical experts to manage client needs, patient movement, placement, and shelter operations or supplies.</p>
<p>Emergency Operations Center (EOC) Support</p>	<p>Public Health</p> <ol style="list-style-type: none"> 1. Staff the ESF 8 function within the County EOC. 2. Determine conditions, status of health resources within the County. 3. Coordinate and dispatch DOH-Hillsborough survey teams to areas affected by the disaster to determine public health and medical needs and provide appropriate information to the EOC for resolution. The survey team’s tasks include: <ol style="list-style-type: none"> a. Surveillance and monitoring of conditions that could impact public health. b. Evaluation of food, drug, or medical safety. c. Coordinate with appropriate agencies to inspect, test, and condemn foodstuffs if necessary. Conduct joint investigations with appropriate agencies to identify sources of suspected foodborne illness. d. Assessment of worker health and safety. e. Determine potability of water sources (includes private well systems). f. Provide information and guidance to the public concerning safety of water and food. g. Conduct key medical facility assessments. h. Investigate disease occurrence. i. Identify chemical, biological, and radioactive contamination and work with first responders to identify biological, chemical radiological, or physiological hazards. j. Conduct assessments of environmental critical facilities. k. Determine mental health needs. l. Disseminate emergency public health information. 4. Establish surveillance to monitor both the general population and high-risk population segments; carry out field studies and investigations; monitor injury and disease patterns and potential disease outbreaks; and provide technical assistance on disease injury prevention and precautions. <ul style="list-style-type: none"> • Prepare situation reports as the event progresses and provide to the OEM/EOC as directed. 5. Determine present and future needs for health resources. 6. Obtain and coordinate public health resources as necessary.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

7. Establish points of embarkation / debarkation supporting patient movement when Federal Coordinating Centers are activated.
8. Provide personnel, equipment, supplies, and other resources necessary to coordinate plans and programs for public health activities.
9. Coordinate with appropriate agencies and municipalities to inspect and advise on general food handling and sanitation matters.
 - a. Ensure safe and efficient regulated foods, drugs, biologic products, and medical devices during an emergency. It may become necessary to seize, remove, or destroy contaminated or unsafe products.
 - b. Ensure evaluate and ensure the safety of drugs and other materials as appropriate.
10. Determine need for and disseminate public health information and warnings as required and needed.
 - a. Prepare and provide information to be made to the public regarding the emergency.
 - b. Coordinate through ESF 14 (Public Information) the dissemination of emergency related public health information, instructions, and warnings to the public.
11. Coordinate preventive health services.
12. Assure the provision of prophylaxis and immunizations to County residents to protect against disease.
 - Determine need to set up point(s) of dispensing (POD) for the dissemination of medications and vaccines.
13. Coordinate with hospitals and other healthcare providers on health resource needs.
14. Coordinate investigation and surveillance, and coordinate measures for containment of harmful health effects.
 - Collect and forward data related to disease outbreaks to appropriate state and federal officials.
15. Coordinate laboratory services.
16. Provide frequent updates to the EOC Planning Section as to the status of the public health function objectives and tasks.
17. Provide health guidance to the private medical community.
18. Request additional public health resources from state and federal agencies to include the Health and Human Services (HHS) Office of Assistant Secretary for Preparedness and Response (ASPR), as needed.
19. Compile and maintain records of cost and expenditures and forward them to the EOC Finance/Administration Section Chief every 24 hours.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

- Ensure all emergency health responders and providers maintain comprehensive records of all expenditures and obligations for manpower, equipment and resources. These records will be necessary to obtain federal or state disaster assistance.

Mental Health

1. Assess behavioral health needs following an incident considering both the immediate and cumulative stress resulting from the incident.
2. Verify available behavioral health resources.
3. Coordinate behavioral health services.
4. Coordinate through ESF 14 (Public Information) the dissemination of public education on critical incident stress and stress management resources.

Mass Fatality

1. Provide assistance to Medical Examiner for mass fatality incidents.
2. Coordinate with Sheriff’s Office and municipal police departments in determining cause of death involving fatalities or serious injuries.

Medical Services

1. Coordinate communications between emergency medical responders and local hospitals.
2. Determine condition, status of medical resources.
3. Determine present and future need for medical resources.
 - a. Determine need for additional personnel to include multiple casualty incidents.
 - b. Determine coordination needed regarding special needs shelters (SpNS)
 - c. Examine need for medical equipment and supplies.
 - d. Ascertain need for patient evacuations.
4. Coordinate Support for SpNS.
5. Manage the 3 County’s SpNS and coordinate their activities through ESF 8 (Health and Medical), ESF 1 (Transportation), ESF 4 (Fire Fighting), School District-Hillsborough County, support agencies, and partners when activated.
 - a. Coordinate with ESF 1 and ESF 4 to alert and notify SpNS clients of shelter activation, and coordinate transportation or placement in appropriate health and medical facilities as needed.
 - b. Set up and staff SpNS. DOH staff members activate, operate, discharge, and demobilize residents with special needs or functional needs.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

- c. OEM is responsible for sheltering facilities, infrastructure, supplies, and equipment.
- d. Provide status updates OEM on staff and clients, and need for equipment, supplies, consumables, food, fuel, water, and other items as needed.
- 6. Determine condition, status of hospitals and healthcare agencies, and medical resources.
 - a. Examine need for medical equipment and supplies.
 - b. Ascertain need for patient evacuation.
- 7. Identify need for alternate care facilities (ACFs).
- 8. Coordinate the ACF medical resources to include:
 - a. Personnel.
 - b. Medical equipment and supplies.
 - c. Logistical support.
- 9. Obtain and coordinate medical resources as requested by field incident commanders, including:
 - a. Provision for hospital emergency medical care.
 - b. Assist in identification, coordination, and mobilization of medical equipment, supplies, and personnel.
- 10. Sources needed or additional resources can include:
 - a. Mutual aid.
 - b. State EOC.
 - c. American Red Cross.
 - d. Area hospitals.
 - e. National Disaster Medical System assets.
 - f. Private sector physicians, nurses, clinics.
- 11. Evaluate mutual aid requests and determine which can be filled.
- 12. Compile and maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief every 24 hours.
 - Ensure all emergency medical responders and providers maintain comprehensive records of all expenditures and obligations for manpower, equipment, and resources. These records will be necessary to obtain federal or state disaster assistance.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

**Recovery
Actions**

1. Provide information and coordinate necessary resources to support established assistance centers.
2. Monitor and support the restoration of health, medical, mental health, and disaster behavioral health infrastructure and the continuation of care.
3. Monitor and support reestablishment of primary health and medical care across the county.
4. Support long-term monitoring of the population’s health status.
5. Remain in place during the recovery phase unless released. Designate support agencies (these may change to reflect available resources, area of impact, and functional requirements).
6. Monitor and continue to gather information on resources used, anticipated length of recovery activities and resources required.
7. Coordinate with ESF 1 (Transportation), ESF 13 (Military Support), and ESF 16 (Law Enforcement) to transport patients to facilities located outside of Hillsborough County if needed. Airlifting may be required. Ambulance capability may have to be enhanced from outside the county. Multiple patients may be transported together.
8. Coordinate or support jurisdictions and entities to assure water quality, and to treat and dispose of wastewater and solid waste. In some instances, jurisdictions and entities may have their own facilities and are responsible for testing and quality assurance programs.
9. Respond to shortages of qualified personnel, equipment, or assistance without regard to jurisdiction or entity. ESF 8’s priority is the safety and well-being of the public.
10. Request fatality management assistance through the state Department of Health (DOH) to identify victims and provide mortuary services. Ensure notification of next of kin takes place using the accepted protocols of response agencies following accidental or traumatic deaths.
11. Coordinate with ESF 5 (Information and Planning) and through ESF 14 (Public Information) to issue public advisories on food and water contamination, disease threats and outbreaks, safety and injury prevention, and other health and medical issues.
12. Primary and support agencies use appropriate state and federal rules, regulations, laws, and guidance to maintain records of staff utilization, obligations, expenditures, and use of other resources. DOH - Hillsborough augments its normal level of accountability and business controls to track resources and expenses.

PRIMARY DEPARTMENT RESPONSIBILITIES / TASKS BY PHASE

FLORIDA DEPARTMENT OF HEALTH – HILLSBOROUGH

- 13. Primary and support agencies conduct after action evaluations and present recommendations on health and medical mitigation.
- 14. Coordinate behavioral health services as needed.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS

Ambulance Companies	<ul style="list-style-type: none"> 1. Provide ambulance service as needed.
American Red Cross	<ul style="list-style-type: none"> 1. Staff and operate general population shelters. 2. Provide host shelters with food and support. 3. Provide and coordinate behavioral health capabilities at mass care shelters, ARC service sites and airplane crash sites. 4. Assist in providing food and water to homebound special needs populations. 5. Provide case management services.
Clinics, Medical	<ul style="list-style-type: none"> 1. Provide medical care for those injured or ill.
Code Enforcement	<ul style="list-style-type: none"> 1. Provides operational support on building safety and damages. 2. Can assist in determining structural integrity post event.
Community Emergency Response Team (CERT)	<ul style="list-style-type: none"> 1. Provide support to operations as necessary within scope.
Emergency Management	<ul style="list-style-type: none"> 1. Responsible for sheltering facilities, infrastructure, supplies, and equipment during significant events or activations.
Environmental Protection Commission	<ul style="list-style-type: none"> 1. Coordinate with DOH - Hillsborough on environmental response actions impacting human health. 2. Assist in response to surface and ground water contaminations. 3. Provide environmental sampling data to DOH - Hillsborough for evaluation of human health impacts. 4. Augment laboratory surge.
Fire Rescue	<ul style="list-style-type: none"> 1. Coordinate emergency medical services (EMS) activity during immediate post-event and as required during recovery operations. 2. Coordinate transport of victims to medical facilities outside the at-risk area in accordance with approved trauma transport protocols.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS

	<ol style="list-style-type: none"> 3. Support patient movement from or between health and medical facilities, and position an advanced life support (ALS) unit at each special needs shelter when activated. 4. Coordinate transport needs with ESF 1 (Transportation) for persons with special needs. 5. Assist with establishment and management of points of embarkation / debarkation supporting patient movement activities when the Federal Coordinating Center is activated. 6. Coordinate the following resources: <ol style="list-style-type: none"> a. ALS / BLS vehicles. b. Emergency medical equipment procurement. c. Emergency medical technicians. d. Fire corps. e. Medical evacuation / transport aircraft. f. Paramedics. 7. Assess disaster area for damage, and numbers of dead or injured. 8. Coordinate with the District 6 Medical Examiner's Office locations of mass fatalities. 9. Coordinate the provision of short-term medical care to those cut off from medical services. 10. Assist local, state, and federal authorities in the establishment of field medical units. 11. Provide technical assistance and consultation on worker health and safety measures.
<p>Florida Department of Agriculture & Consumer Services</p>	<ol style="list-style-type: none"> 1. Coordinate with DOH - Hillsborough on food safety issues and investigations. 2. Coordinate with DOH - Hillsborough on animal illnesses that have potential for human impact. 3. Augment laboratory surge. 4. Provide technical assistance in all agricultural and environmental issues relating to public health.
<p>Florida Department of Business and Professional Regulations</p>	<ol style="list-style-type: none"> 1. Conduct inspections of food establishments. 2. Coordinate with DOH - Hillsborough and Florida Department of Agriculture & Consumer Services (FDACS) on human health issues identified during food establishment inspections following disasters.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS	
Florida Department of Environmental Protection	<ol style="list-style-type: none"> 1. Coordinate with DOH - Hillsborough on environmental response actions impacting human health. 2. Assist in response to surface and ground water contaminations and air quality. 3. Provide environmental sampling data to DOH - Hillsborough for evaluation of human health impacts. 4. Augment laboratory surge.
Florida Highway Patrol	<ol style="list-style-type: none"> 1. Provide support to shelter and evacuation operations as necessary within scope and availability.
Florida National Guard (if activated)	<ol style="list-style-type: none"> 1. Provide personnel and equipment from medical evacuation and hospital units. 2. Provide helicopters and crews for use in evacuation of casualties or transport of supplemental personnel and supplies.
Health Care Services	<ol style="list-style-type: none"> 1. Provide interventional and definitive care for injured or ill. 2. Provide staff or other resources if possible to support response efforts.
Hillsborough County Animal Control	<ol style="list-style-type: none"> 1. Coordinate investigations and responses to nuisance animals and for animal bites. 2. Coordinate to determine the location(s) for disposal of dead animals. 3. Provide staffing and resources to support special needs shelters.
Hillsborough County Mosquito Control	<ol style="list-style-type: none"> 1. Coordinate or support vector control. 2. Provide vector control equipment and supplies. 3. Provide technical assistance and consult on protective actions regarding vector-borne diseases. 4. Conduct field investigations and laboratory analysis of relevant samples. 5. Provide air and ground surveillance in the pre-event and post-event phases.
Hillsborough County School Board	<ol style="list-style-type: none"> 1. Coordinate and assist ESF 1 (Transportation) and ESF 8 in the transportation for persons with functional and special needs to the special needs shelters or medical facilities as needed. 2. Manage general population shelters located within school district facilities. 3. Coordinate with ESF 8 on point of dispensing locations and provide supportive staff as requested.
Hospitals	<ol style="list-style-type: none"> 1. Accept patients as approved by the Medical Director for mass casualty planning. 2. Provide for medical surge as needed. 3. Conduct health surveillance as appropriate for the event and coordinate with DOH – Hillsborough Epidemiologists.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS	
	<ol style="list-style-type: none"> 4. Provide medical care as needed. 5. Re-supply field units with consumable medical supplies if available. 6. Provide assessments of hospital capabilities and facility status. 7. May mobilize staff to provide teams to respond to mass casualty incidents. 8. Coordinate with the Blood Bank and assist in blood procurement for community needs. 9. Participate in hospital radio net that links hospitals, EOC, fire dispatch, and Fire Department/Emergency Medical Services. 10. Acute care hospitals coordinate with designated download facilities when downloading non-critical patients to increase acute care capacities.
In Patient and Residential Facilities – Hospitals, rehabilitation hospitals, skilled nursing, assisted living, other residential facilities.	<ol style="list-style-type: none"> 1. Coordinate with ESF 8 Health and Medical to evacuate or relocate clients from disaster areas. 2. Ensure staff, resources, equipment, and medication are available for in-patient facilities.
Life Path	<ol style="list-style-type: none"> 1. Coordinate with ESF 8 to evacuate or relocate persons with terminal illness from disaster areas. 2. Provide equipment and medication for patient’s life-limiting illness. 3. Ensure counseling and bereavement services.
Medical Director for Mass Casualty Planning	<ol style="list-style-type: none"> 1. The Medical Director for Mass Casualty (MDMC) will be the overall coordinator of health and medical operations for the County. Other ESF 8 agencies will have direct roles in assisting the MDMC coordinate health and medical activities and will be expected to have representatives in the EOC on a 24-hour basis when the EOC is activated. These agencies include Health & Social Services, Medical Examiner, and DOH - Hillsborough.
Medical Examiner	<ol style="list-style-type: none"> 1. Coordinate with law enforcement, search and rescue, emergency responders, and volunteers to secure the fatality site, preserve evidence, collect personal property, and protect real property. 2. Assure the provision for decedent identification and mortuary services in accordance with established victim identification protocol. Coordinate victim identification with subject matter experts and technical experts in pathology, anthropology, odontology, x-ray, fingerprint, and DNA.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS	
	<ol style="list-style-type: none"> 3. Identify temporary morgue site, if needed, ensure transportation, preparation, and final disposition of remains in accordance with established protocols. 4. Operate established or temporary morgue services to prepare and arrange final disposition of remains in accordance with established protocols. 5. Coordinate with American Red Cross on victim identification and mortuary protocol for family notification in accordance with established ARC procedures.
Medical Reserve Corps	<ol style="list-style-type: none"> 1. Provide medical support personnel as requested. 2. Provide licensed and credentialed medical and mental health support personnel as requested. 3. Provide non-medical volunteers.
Parks and Recreation	<ol style="list-style-type: none"> 1. Provide staff and vehicles to support transportation of supplies and equipment during medical dispensing and sheltering operations or during evacuations.
Pharmacies, Home Medical Equipment Providers	<ol style="list-style-type: none"> 1. Provide list of available medical supplies, drugs, and equipment as requested by FL DOH. 2. Provide personnel to assist with preparation and distribution of pharmaceuticals.
Physicians and Nurses	<ol style="list-style-type: none"> 1. During a disaster, qualified medical providers, non-acute care hospitals, and outpatient clinics/facilities should be prepared to accept and treat minor injuries, and perform triage when necessary.
Public Utilities	<p>Identify and correct problems associated with public water and sewer systems to include potability of water, and wastewater treatment, and solid waste.</p> <ol style="list-style-type: none"> 1. May provide laboratory support to governmental agencies by bacteriological testing of potable water and environmental testing of sewage releases. 2. Provide technical and logistical support to collect and dispose of solid waste, contaminated food stuffs, household and commercial hazardous waste services, as well as the disposal of dead animals, which have the potential to create problems relating to public health and environmental issues. 3. Coordinate with outside facilities and generators of medical waste to assure proper storage, shipment, collection, and disposition. 4. Provide technical information for development of public information messaging on debris removal, disposal sites, and collection and disposal operations.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS	
	<ol style="list-style-type: none"> 5. Assist other ESFs with determining the location(s) for disposal of dead animals. 6. Identify and coordinate the collection and disposal of waste from critical service areas, such as special need shelter locations, medical facilities, nursing homes, etc.
Public Works	<ol style="list-style-type: none"> 1. Identify and correct problems associated with public water and sewer systems to include potability of water and wastewater treatment and solid waste. 2. May provide laboratory support to governmental agencies by bacteriological testing of potable water and environmental testing of sewage releases. 3. Provide technical and logistical support to collect and dispose of solid waste, contaminated food stuffs, household and commercial hazardous waste services, as well as the disposal of dead animals, which have the potential to create problems relating to public health and environmental issues. 4. Coordinate with outside facilities and generators of medical waste to assure proper storage, shipment, collection, and disposition. 5. Provide technical information for development of public information messaging on debris removal, disposal sites, and collection and disposal operations. 6. Assist other ESFs with determining the location(s) for disposal of dead animals. 7. Identify and coordinate the collection and disposal of waste from critical service areas, such as special need shelter locations, medical facilities, nursing homes, etc.
Sheriff's Office	<ol style="list-style-type: none"> 1. Provide security at all County special needs shelters. 2. When requested, can provide wellness checks during activations and provide additional security for DOH investigation teams and during evacuations. 3. Provide security escorts during equipment or pharmaceutical transports. 4. Provide security at medical facilities, medical needs sheltering sites, and points of dispensing sites. 5. Work with the FL DOH regarding isolation and quarantines. 6. Control access to incident scenes and vacated areas.
Solid Waste Services	<ol style="list-style-type: none"> 1. Conduct inspections of public disposal facilities and ensure their functionality, mitigating the threat of contamination to the environment. 2. Collect and dispose of contaminated or spoiled foodstuffs and drug.

SUPPORT ORGANIZATIONS RESPONSIBILITIES / TASKS	
Tampa Electric Company & Peoples Gas (TECO)	<ol style="list-style-type: none"> 1. Coordinate and oversee all power disruptions, damaged lines, power restoration, and localized and regional power outages.
Tampa Police Department	<ol style="list-style-type: none"> 1. Provide security at medical facilities, medical needs sheltering sites, and points of dispensing sites. 2. Work with the FL DOH regarding isolation and quarantines. 3. Control access to incident scenes and vacated areas.
Urgent Care Centers	<ol style="list-style-type: none"> 1. Make available facilities for emergency care of victims of the disaster in addition to day-to-day operations. 2. Report health surveillance to FL DOH and Emergency Management/EOC.
ATTACHMENTS	<ol style="list-style-type: none"> 1. Supplemental Information.
REFERENCES	<ol style="list-style-type: none"> 1. Hillsborough County Medical Facilities Inventory. 2. Hillsborough County Mass Casualty Plan. 3. Hillsborough County Mass Fatality Plan. 4. FL DOH - Hillsborough County Pandemic Flu Plan. 5. Special Needs Shelter Plan.

**Attachment 1
SUPPLEMENTAL INFORMATION**

A. EMERGENCY AND OPERATIONAL CONSIDERATIONS.

Medical infrastructure may sustain some level of damage, disrupting normal medical and health services. The level of damage will influence both the level and accessibility of responding medical relief agencies and organizations.

Fatalities, disease, and/or injuries may occur among health and medical workers in about the same ratio as in the general population.

Assistance beyond local resources may take as much as 72 hours to become available. Primary and support agencies should plan to be self-sufficient during this time.

Effective coordination of disaster response and health and medical assistance may be difficult during the immediate post-event period due to damage or destruction of communication networks.

In disasters resulting in significant human impact, there may be a significant surge at medical facilities. Additional resource requests, depending on the severity of the event and the geographic area(s) impacted, could potentially take up to 48 hours to fill.

In disasters, immediate lifesaving needs caused by the event may strain or exceed readily available resources.

There may be an immediate overload of requests for emergency medical aid. Individual rescue units may possibly be working as independent entities due to a loss of communications and medical control. Emergency Medical Service (EMS) personnel may sustain injury and fatigue, further lessening available personnel resources. EMS personnel may not be available for staging at all shelter locations or alternate care sites.

During pandemics or severe epidemics, the medical workforce may be severely strained. Supply lines may experience extreme shortages and hospitals will exceed capacity for long periods of time.

Assistance from outside Hillsborough County may be required to maintain the continuity of health and medical services.

Incoming medical supplies may be delayed hours or days, making strict conservation mandatory.

Damage to critical infrastructure, chemical and industrial plants, sewer lines, and water distribution systems, and secondary hazards (fires) may result in environmental and public health hazards to the surviving population.

The damage and destruction may produce needs for mental health crisis counseling for disaster victims and response personnel.

Disruption of sanitation services and solid waste services, loss of power, and masses of people in shelters may increase the potential for disease.

Numerous deaths may necessitate use of temporary morgues by the Medical Examiner's Office.

Responders may need critical incident stress management and behavioral health services beyond those currently offered.

Behavioral health intervention and long term needs may overwhelm the capacity of the community. Outside resources may be required.

B. ESF 8 RESPONSIBILITIES INCLUDE:

1. Conduct needs assessments, and identify and resolve systems issues and gaps.
2. Plan and coordinate medical surge activities:
 - Mass casualty response.
 - Alternate care sites.
 - Health and medical supplies/equipment.
 - Behavioral health.
3. Environmental:
 - Water.
 - Wells.
 - Septic.
 - Animal bites.
 - Enteric disease surveillance.
 - Assist Florida Department of Agriculture & Consumer Services (DACCS) and Florida Department of Business and Professional Regulations (DBPR) in conducting food outbreak investigation.
4. Biological:
 - Conduct surveillance.
 - Provide guidance/consultation.
 - Provide medical countermeasures.
5. Infectious diseases:
 - Conduct surveillance.
 - Provide guidance and information.

- Conduct epidemiological investigation.
 - Provide medical countermeasures.
 - Isolation and quarantine.
 - Non-pharmaceutical Interventions.
6. Mass fatality management (Primary agency: Medical Examiner):
 - Victim identification.
 - Decontamination of remains.
 - Proper disposal of remains.
 - Notification.
 7. Patient movement/evacuation:
 - Coordinate movement of patients from hospitals, LTF, and ALF if the facility has no capacity.
 - Receive and place patients for definitive care from other disaster stricken areas.
 8. Provide information/guidance:
 - Health messaging to the public.
 - Information and guidance for providers.
 - Information and guidance to partners.
 9. Special needs sheltering:
 - Assure appropriate shelter placement for applicants.
 - Staff and operate special needs shelters.
 - Coordinate with EM on transportation, needs and support for the special needs shelters.
 - Discharge planning.
 10. Pre- and post-event hospital assessment.
 11. Health and medical resource requests (mass casualty, special needs shelters, teams, medical examiner, medical, and resources).
 12. Verify service availability and coordinate medical service information.
 13. Environmental support and activities for disaster housing.
 14. Post disaster health needs assessment if required.
 15. Responder safety and health support.
 16. Other activities and responsibilities that may not currently be identified above, and may be situation and event specific.

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Comprehensive Emergency Management Plan

IV. Response

ESF 9 SEARCH AND RESCUE

Primary Agency	FIRE RESCUE
Support Organizations	Code Enforcement Public Utilities Public Works Sheriff’s Office Tampa Electric Company & Peoples Gas (TECO)
Purpose	To provide support for the location, rescue, and immediate medical treatment to survivors who are lost, isolated or trapped.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. It is thoroughly understood that operating at the scene of an emergency is inherently dangerous. Therefore, all personnel shall be expected to operate in a safe manner. 2. All operations will utilize the National Incident Management System (NIMS) and Incident Command System (ICS) as the standard for on-scene command, control, and coordination of incidents. 3. Search and rescue operations will be a coordinated effort involving fire rescue, law enforcement, EMS, public works, public utilities, and electric and gas utilities providers. 4. Hillsborough County Sheriff’s Office is the lead agency for missing person searches. 5. Hillsborough County Fire Rescue is the lead agency and coordinator for all other search and rescue operations in Hillsborough County. 6. Each municipality will be responsible for search and rescue operations within their respective jurisdictions. 7. Hillsborough County Fire Rescue Operations Chief and Special Operations Chief will serve as the coordinators for ESF 9. 8. The County search and rescue (SAR) mission will be divided into three components: <ol style="list-style-type: none"> a. Initial Safety Assessment Teams (ISAT) – Small teams staffed with Code Enforcement and Fire Rescue personnel that will rapidly assess an impacted area to determine SAR needs and conduct a preliminary “windshield assessment”.

	<ul style="list-style-type: none"> b. Tactical Search and Rescue teams (TSAR) – Small units capable of rapidly searching heavily impacted areas and have capabilities to search areas inaccessible by normal vehicles. c. Other specialty units – Units equipped to respond to complex incidents requiring specialized, technical resources. <p>9. For mutual aid, the Florida Fire Chiefs’ Association has divided the state into seven response regions. Hillsborough County resides in Region 4. The organizational structure within each region is based on the National Incident Management System (NIMS) utilizing the Incident Command System (ICS).</p> <p>10. Requesting Assistance.</p> <ul style="list-style-type: none"> a. The Florida Fire Chiefs’ Association and the State Fire Marshal have entered into a Memoranda of Understanding (MOU) with the Florida Department of Environmental Protection (FDEP) and the Department of Health relating to periods of activations of the State Emergency Operations Center (SEOC). Under these MOU’s, ESFs 4 (Fire Fighting), 9 (Search and Rescue), 8 (Health and Medical), and 10 (Hazardous Materials) will work together in the deployment of various response resources including the FDEP emergency response personnel and the statewide multi-agency Environmental Response Team. Any request for these resources will be coordinated in accordance with the Florida Fire Chiefs’ Association Statewide Emergency Response Plan. b. Requests for Statewide Mutual Aid assistance can be made through the Florida Fire Chiefs’ Association (FFCA) Statewide Emergency Response Plan (SERP) by directing their request through the County EOC/ESF 9. The County EOC will complete a request for assistance form and forward it to the SEOC. The SEOC will forward the request to the state ESF 4/9 Desk, who will forward the request to the Florida Fire Chiefs’ Association Statewide Emergency Response Plan Statewide Coordinator. <p>11. Mutual aid resources will report to the ESF 9 coordinator or staging area, as directed, for check in and assignment.</p>
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FIRE RESCUE	
Preparedness	<p>Coordinate with the Office of Emergency Management to:</p> <ul style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ul style="list-style-type: none"> a. Conduct ESF 9 planning meetings to maintain ESF 9 support plans. b. Routinely engage ESF 9 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

FIRE RESCUE

- c. Maintain a current contact list for ESF 9 partners.
- d. Ensure that all government employees and volunteers who have ESF 9 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities.
- 2. Maintain inventories of resources and equipment.
- 3. Participate in local and regional search and rescue drills and exercises.
- 4. Maintain emergency action checklists specific to this function.
- 5. Maintain mutual aid agreements.
- 6. Participate in the Florida Fire Chiefs’ Association Statewide Emergency Response Plan.
- 7. Participate in emergency management and EOC planning, training, and exercises, as appropriate.

NOTE

Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.

Emergency

- 1. It is thoroughly understood that operating at the scene of an emergency is inherently dangerous. Therefore, all personnel shall be expected to operate in a safe manner.
- 2. All operations will utilize the National Incident Management System (NIMS) and Incident Command System (ICS) as the standard for on-scene command, control, and coordination of incidents.
- 3. Hillsborough County Fire Rescue will have Incident Command and the other participating departments/agencies will operate under that command (Unified Command).
- 4. Assemble and deploy Initial Safety Assessment Teams (ISAT), Tactical Search and Rescue Teams (TSAR), and specialty units as needed for the situation.
- 5. Each responding agency and department will conduct on-scene operations in accordance with their existing guidelines, policies, protocols, and/or procedures manuals.
- 6. Systematically search and account for individuals trapped or missing following an incident or disaster.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FIRE RESCUE	
	<ol style="list-style-type: none"> 7. An incident action plan (IAP) will be implemented on all incidents. The IAP will be updated each 12 hour operational period. 8. Complete and maintain appropriate documentation.
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Provide representatives to staff and support the EOC ESF 9 desk, as appropriate. 2. Establish and maintain contact with the SEOC ESF 9 Desk, as appropriate. 3. Identify incident sites or situations requiring search and rescue services. 4. Assess County’s ability to respond based on existing resources and the potential threat to the community. 5. Determine status and condition of County search and rescue resources. 6. Establish and maintain contact with on-scene resources to provide situational awareness. 7. Support requests from the Search and Rescue Coordinators (HCFR Operations Chief and/or HCFR Special Operations Chief). 8. Coordinate local, state, and federal mutual aid search and rescue resources as necessary. 9. Identify and anticipate current and future need for search and rescue and/or other on–scene resources. 10. Interface with ESF 8 (Health and Medical), ESF 10 (Hazardous Materials), and other ESFs as necessary to accomplish goals and objectives. 11. Maintain accurate records of all incidents and actions taken during emergency operations which include, but are not limited to, work hours, damaged and/or lost equipment, equipment procured, staffing, injuries, damage to physical plants, and any other items involving a possible cost factor. 12. Compile and maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief as requested/required every 24 hours.
Recovery Actions	<ol style="list-style-type: none"> 1. Coordinate and complete incident documentation and cooperate in cost recovery process. 2. Assist with County recovery planning and implementation as required. 3. Assist with development of recovery actions and strategies. 4. Participate in after action briefings and “hotwashes”. 5. Provide information for the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Code Enforcement	1. Provide personnel, equipment, and resources for Initial Safety Assessment Teams (ISAT) operations.
Public Utilities	1. Provide personnel, equipment, and resources for Tactical Search and Rescue Teams (TSAR) operations.
Public Works	1. Provide personnel, equipment, and resources for Tactical Search and Rescue Teams (TSAR) operations.
Sheriff's Office	1. Provide security for Tactical Search and Rescue Teams (TSAR) teams. 2. Provide escort for resource movements or convoys, as required/necessary.
Tampa Electric Company & Peoples Gas (TECO)	1. Provide personnel, equipment, and resources for Tactical Search and Rescue Teams (TSAR) operations.
ATTACHMENTS	1. Search and Rescue Hurricane Operations.
REFERENCES	None.

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Attachment

1. SEARCH AND RESCUE HURRICANE OPERATIONS

A. CONCEPT OF OPERATIONS

1. The concept of this plan is to rapidly gain access to those areas of Hillsborough County impacted by a tropical storm or hurricane as soon as the wind speed has declined to an acceptable level.
2. Hillsborough County’s search and rescue (SAR) capabilities are divided up into three types of units:

<p>Initial Safety Assessment Teams (ISAT)</p>	<ul style="list-style-type: none"> • Small teams staffed with Code Enforcement and Fire Rescue personnel that will rapidly assess an impacted area to determine the SAR needs. • These units will be conducting a “windshield assessment” only and must not be slowed or stopped for active rescues. • ISAT will report areas of heavy damage or possible trapped victims to TSAR teams.
<p>Tactical Search and Rescue Teams (TSAR)</p>	<ul style="list-style-type: none"> • Tactical Search and Rescue Teams are small units that are capable of rapidly searching heavily impacted areas and have the capabilities to search areas inaccessible by normal vehicles. • Each team will be capable of transiting areas impassable to street type vehicles; of neutralizing downed power lines; of clearing debris from roadways; of extinguishing fires; of rendering emergency basic life support; of maintaining security within the area of the team’s operation; and identifying the need for additional specialty resources.
<p>Specialty Units</p>	<ul style="list-style-type: none"> • These units include Hazmat and USAR, are equipped to respond to complex incidents and tasked with identified sites requiring additional resources.

3. During a hurricane emergency, SAR Specialty Units (HCSO Aviation Section, HCSO Marine Enforcement Section, HCSO Underwater Recovery Team, HCFR HazMat, and HCFR Heavy Rescue) will be activated and deployed to an appropriate staging location as determined by the HCFR Chief of Operations or HCFR Chief of Special Operations in coordination with HSCO Homeland Security Division Major, prior to the onset of severe weather. Specialty personnel will report to the supervisor located at the staging area and stand by for search and rescue assignments. HCSO specialty unit equipment (including but not limited to aircraft, boats, and tow vehicles) may be stored inside of the Expo Hall or another safe haven until weather permits safe deployment of the component.

4. During the evacuation phase, each team will report to staging areas geographically dispersed throughout the county. The County Fire Rescue Policies and Procedures Manual lists the locations of the team staging areas. Staging area locations can be changed by the Chief of Operations and/or the Special Operations Chief if the pre-determined staging areas are not sufficient. The sites should be visited annually and a determination made prior to Hurricane season if the site will be utilized.
5. Each of these units provides a different type of service and provides citizens and first responders with a wide variation of capabilities depending on their needs. The number of units implemented will depend on the expected category of storm as indicated below:

Category of Storm	Units Pre-Staged
1 or 2	NW and SE Command, Six ISATs, and Eight TSARs
3 or Higher	All Area Commands, Twelve ISATs, and Sixteen TSARs

B. COMMAND AND CONTROL

1. The impacted areas will be divided up into four separate operational areas of the unincorporated area of Hillsborough County:

Area 1	Western County Line to I-275
Area 2	I-275 to I-4
Area 3	I-4 to the Alafia River
Area 4	Alafia River to the Southern County Line

2. Initial response to each of the operational areas will be provided under the Area Command concept with a Fire Rescue Staff or Battalion Chief serving as the SAR Commander for each area as follows:

Northwest (NW)	All operations in Area 1
Northeast (NE)	All operations in Areas 2 & 3
Southeast (SE)	All operations in Area 4

3. These units will use the designation appropriate for their area of operation in all communications (i.e., NW Command). All communications from the teams will be routed through that command to the SAR Coordinator in the Fire Operations Center.

4. Each area will be provided with teams as described below. Each team will be under the supervision of a Fire Rescue Officer. Command of the individual teams will operate under a unified command with the Fire Rescue Officer directing the overall operation in conjunction with the other responders.

C. RESPONSIBILITIES

1. The first priority after a hurricane is to locate any survivors in affected areas and ensure the safety of injured or stranded citizens. As areas requiring search are identified, SAR assets will be assigned according to location, type of situation, etc. Injured survivors will be treated, as needed, and transported to the closest appropriate medical facility. Stranded citizens will be relocated to safe areas. Fires, electrical hazards, and public works type hazards will be handled as they are encountered by the appropriate personnel. Each ISAT will be conducting “initial” SAR Triage activities as well as hazard identification.
2. Rescue operations will be delegated to TSAR or Specialty Teams, so that ISAT teams can maintain their mobility. This requires the minimum assistance to survivors as possible until relieved by other units, so that the team can move onward and inward to the damage area. Keep in mind that an access route record should be maintained so that any other units requested can be directed using the routes already cleared by the ISAT. This would expedite units arriving to the location and reduce the risks of the responding units suffering terminal damage to tires trying to get to these areas or being blocked by debris using other routes.

D. TEAM ELEMENTS

1. ISAT - Each team should consist of the following elements:

Vehicle(s) / Department	Personnel / Numbers
4x4 SUV/Pickup Truck: Code Enforcement	Code Enforcement (1) HCFR (1)

2. TSAR - Each team will consist of the following elements:

Vehicle(s) / Department	Personnel / Numbers
Hydraulic Excavator/Front End Loader: Public Works	Public Works (2)
Flat Bed Trucks: Public Works	HCSO (2)
4x4 SUV/ Pickup Trucks: HCFR/HCSO	HCFR (3 BLS trained)
Electrical Service Truck: TECO	TECO (1)

E. TEAM STAGING LOCATIONS

1. There are four staging locations identified where elements of the TSAR Teams will meet when activated. Each location will have two complete teams reporting to staging locations prior to deployment into search areas.

T-SAR Team Number	Staging Location
2, 4, 6, 8	Northwest County
10, 12, 14, 16	North County
1, 3, 5, 7	East County
9, 11, 13, 15	South County

F. ACTIVATION PROCEDURES

1. Upon being activated, personnel will report to a location designated at the time of activation for a pre-deployment briefing with the command personnel and other assigned assets. After the briefing, the personnel will report to the designated staging locations. Each team will ensure their vehicles are fully fueled, have an adequate supply of food and water, and that all equipment is present and functional (including personal flotation devices (PFD) for each team member) prior to reporting to the designated staging area.

G. OPERATIONAL INFORMATION

1. Communications: Each unit will utilize the pre-assigned talk group for inter-team communications. The assigned talk group will be monitored by the Area Commander who will report to the SAR Coordinator on the talk group designated for ESF 9.
2. All crew members will wear PFDs at all times when working in, on, or near water, regardless of depth. When approaching a building or “target” on foot in water, personnel will utilize an appropriate tool as a “sounding device” (such as a pike pole) to test the ground area in front of them as they walk to prevent falling into hazards.
3. Members should be observant of all hazards when travelling by vehicle or by foot.
4. Any units involved in SAR activities will utilize the marking system described in the Statewide Emergency Response Plan upon completion of a building search.
5. Food and water provisions for SAR personnel will be provided via coordination with the EOC. Each unit will carry ten gallons of drinking water. Provisions must be on hand prior to hurricane season. Provisions will be verified by Fire Rescue and distributed to the teams when activated.

H. OPERATING PROCEDURES

1. Tactical search and rescue teams will report to their respective staging areas in advance of the storm. The deployment timeline will be determined by the HCFR Chief of Operations. The number of personnel and resources will also be determined by the HCFR Chief of Operations based upon intelligence information gathered on the storm. The tactical search and rescue teams will deploy to their assigned search and rescue areas as soon after the storm as weather permits. Geographical areas of responsibility are reflected in the Fire Rescue Policies and Procedures Manual.
2. Search and rescue actions and support by the Sheriff's Office include: (Note: these actions are not under control by HCFR.)
 - a. Sheriff's Office aviation assets will go airborne as soon as weather conditions permit to determine which areas of the county will require search and rescue assistance and to direct tactical search and rescue units into those areas requiring assistance. Each aircraft will be equipped with a video camcorder so that the observer can make a visual record of storm damage. The recorded video tapes will be off loaded each time the aircraft refuels. Recorded tapes will then be transported, by the most expedient means practical under existing conditions, to the Sheriff's Office representative in the EOC.
 - b. Units of the Sheriff's Office Marine Enforcement Section and Underwater Recovery Team will be dispatched based upon intelligence information received from the Aviation Section, tactical search and rescue teams, and calls for service received by Fire Rescue, the Sheriff's Office, or the EOC.
3. As search and rescue teams will likely be the first into damaged areas, they may be able to provide an initial rough assessment of damage incurred. As time and resources permit, search and rescue supervisors should provide initial overviews of the extent of damage in their area of operation back to the EOC.
4. Search and rescue teams will stay in contact with the ESF 9 Coordinator as designated at the pre-deployment briefing. Priorities for areas to be searched will be coordinated between the ESF 9 Coordinator and the team supervisors depending on the areas determined to have the greatest need for search and rescue based on field reports and aerial surveillance.
5. Description of search and rescue procedures, in addition to demobilization procedures are contained in the Fire Rescue Policies and Procedures Manual.

I. MUTUAL AID

1. Generally, Hillsborough County has sufficient personnel and equipment resources to conduct search and rescue operations after a disaster. In the event additional resources are necessary, including specialized search and rescue capabilities, the EOC Command or OEM will request assistance from the

SEOC. State provided assistance will be coordinated between the County ESF 9 Coordinator and the SEOC ESF 9 desk in accordance with the Florida Fire Chiefs' Association Statewide Emergency Response Plan.

2. Any mutual aid resources from outside the county will report to the ESF 9 Coordinator or designee. The ESF 9 Coordinator will assign mutual aid assistance to appropriate tactical search and rescue teams.

J. AREAS OF POSSIBLE HAZARDOUS MATERIALS RELEASES

1. There are numerous sites in Hillsborough County that store and/or use hazardous materials and are vulnerable to hurricane storm surge. Areas that are especially vulnerable are the fuel, chemical, and industrial companies and facilities at Hooker's Point, Port Sutton, Port Tampa, Big Bend, and along the Alafia River. A strong potential exists for major hazardous materials incidents should a hurricane strike Hillsborough County.
2. Immediately following a hurricane strike, Hazardous Incident Teams (HIT), and other fire department teams from the County and City of Tampa, should survey known hazardous materials sites. The ports of Tampa Bay have recovery teams that survey for damage after a storm. The HIT team will respond to areas that have releases as reported by these teams. Hazardous materials teams should coordinate these activities with the EOC to include any recommendations to evacuate residents not already evacuated due to the hurricane and any requests for assistance they might need. On-scene activities will be coordinated with search and rescue teams working in areas of potential hazardous materials releases. Obviously, search and rescue teams cannot enter a contaminated area until declared safe by the HIT.

K. TREATMENT AND TRANSPORTATION

1. HCFR will transport survivors out of the affected area if possible with high clearance vehicles. If transportation exceeds the TSAR team's capabilities support will be requested from ESF 1 (Transportation) or ESF 8 (Health and Medical) as appropriate. Injured survivors will be treated by TSAR teams in accordance with BLS treatment protocols and transported to available County hospitals if necessary. Survivors not requiring further medical treatment or hospitalization will be taken to a public shelter.
2. If fatalities are encountered during search and rescue operations the team has body bags with them and they geo locate the bodies for reference. The Hillsborough County Medical Examiner must be contacted for disposition of remains. It is solely the responsibility of the Medical Examiner to coordinate movement of deceased victims. If the Medical Examiner has insufficient access to transportation assets for deceased victims, assistance will be requested from the EOC.

Comprehensive Emergency Management Plan

IV. Response

ESF 10 HAZARDOUS MATERIALS

Primary Agency	FIRE RESCUE
Support Organizations	<p>48th Civil Support Team Emergency Management Environmental Protection Commission Florida Department of Health - Hillsborough Florida Division of Emergency Management Plant City Fire Rescue Public Works Sheriff's Office Tampa Bay Local Emergency Planning Committee (LEPC), District VIII Tampa Fire Rescue Temple Terrace Fire Rescue</p>
Purpose	To provide support for the response to an actual or potential discharge or release of hazardous materials resulting from a natural, manmade, or technological incident/event.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. It is thoroughly understood that operating at the scene of an emergency is inherently dangerous. Therefore, all personnel shall be expected to operate in a safe manner. 2. All operations will utilize the National Incident Management System (NIMS) and Incident Command System (ICS) as the standard for on-scene command, control, and coordination of incidents. 3. For the purpose of this annex, a hazardous material is defined as "any substance or material, including radioactive materials, which, when uncontrolled, can be harmful to people, animals, property, or the environment". 4. Hazardous materials releases of reportable quantities must be reported to the County Warning Point, State Watch Office, and the Hillsborough County Environmental Protection Commission. 5. There are five jurisdictional fire departments in Hillsborough County: Hillsborough County Fire Rescue, Tampa Fire Rescue, Plant City Fire Rescue, Temple Terrace Fire Department, and MacDill Air Force Base Fire

	<p>Department. Each maintains its own command structure, but cooperates and coordinates its operations with the other departments in the county.</p> <ol style="list-style-type: none"> 6. Each fire department is signatory of the Statewide Mutual Aid Agreement, and as such, are allowed to participate in cooperative relationships to accept services, equipment, supplies, materials, or funds for emergency management efforts. Any participating party may request assistance (oral or written) during emergency or disaster. 7. During routine operations each jurisdictional fire rescue department/agency will operate according to their existing policies, protocols, and procedures manuals. 8. The agency having jurisdiction over the incident will have incident command and the other responding departments will operate under that command (Unified Command). 9. The Incident Commander is in charge of the incident and shall coordinate all incident related activities until such time as the incident has been secured and there is no further threat to the community. Once secured, the incident will be turned over to the Responsible Party, as appropriate. 10. Of the five jurisdictional fire departments in the county, two operate a hazardous incident response team (HIT). One team is operated by Tampa Fire Rescue while the other is operated by Hillsborough County Fire Rescue. These teams have personnel trained to the technician level and specialized equipment to respond to hazardous materials incidents which are beyond the response capabilities of the first arriving fire suppression unit. The two teams also provide mutual aid assistance to each other and to those municipalities within the county not having a HIT. Assistance is provided in the form of personnel and equipment as needed and as available. 11. Hillsborough County Fire Rescue and Tampa Fire Rescue are signatories to the Statewide Mutual Aid Agreement. The State of Florida, Department of Financial Services, and the Florida Division of Emergency Management have designated both Hillsborough County Fire Rescue and Tampa Fire Rescue Hazmat Teams as a “Type I Regional Hazardous Materials/Weapons of Mass Destruction Team”, and requires a response to any and all incidents either at the direction of the State Emergency Operations Center (SEOC), State Fire Marshal, Regional Domestic Security Task Force, or as designated within the State Emergency Response Plan. 12. For mutual aid, the Florida Fire Chiefs’ Association has divided the state into seven response regions. Hillsborough County resides in Region 4. The organizational structure within each region is based on the National Incident Management System (NIMS) utilizing the Incident Command System (ICS).
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	<p>13. Requesting Assistance.</p> <ul style="list-style-type: none"> a. The Florida Fire Chiefs’ Association and the State Fire Marshal have entered into a Memoranda of Understanding (MOU) with the Florida Department of Environmental Protection and the Department of Health relating to periods of activations of the SEOC. Under these MOU’s, ESF 4 (Fire Fighting), ESF 9 (Search and Rescue), ESF 8 (Health and Medical), and ESF 10 will work together in the deployment of various response resources including the Florida Department of Environmental Protection (FDEP) emergency response personnel and the statewide multi-agency Environmental Response Team. Any request for these resources will be coordinated in accordance with the Florida Fire Chiefs’ Association Statewide Emergency Response Plan. b. Requests for Statewide Mutual Aid assistance can be made through the Florida Fire Chiefs’ Association (FFCA) Statewide Emergency Response Plan (SERP) by directing their request through the County EOC/ESF 9. The County EOC will complete a request for assistance form and forward it to the SEOC. The SEOC will forward the request to the state ESF 4/9 Desk, who will forward the request to the Florida Fire Chiefs’ Association Statewide Emergency Response Plan Statewide Coordinator. <p>14. Mutual aid resources will report to the ESF 10 coordinator or staging area, as directed, for check in and assignment.</p> <p>15. The lead and support agencies for ESF 10 provide additional support as required in the response and recovery phases of any hazardous materials incident or disaster.</p> <p>16. During a declared state of emergency, Hillsborough County will hold primary responsibility for coordinating hazardous materials response.</p>
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

FIRE RESCUE

Preparedness	<p>Coordinate with the Office of Emergency Management to:</p> <ul style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ul style="list-style-type: none"> a. Conduct ESF 10 planning meetings to maintain ESF 10 support plans. b. Routinely engage ESF 10 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 10 partners. d. Ensure that all government employees and volunteers who have ESF 10 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FIRE RESCUE	
	<ol style="list-style-type: none"> 2. Maintain inventories of resources and equipment. 3. Participate in drills and exercises specific to hazardous materials. 4. Maintain emergency action checklists specific to this function. 5. Maintain mutual aid agreements for hazardous materials response team capability. 6. Participate in the Florida Fire Chiefs’ Association Statewide Emergency Response Plan. 7. Provide updates to the Tampa Bay Hazardous Materials Emergency Response Plan. 8. Participate in emergency management and EOC planning, training, and exercises.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. It is thoroughly understood that operating at the scene of an emergency or disaster is inherently dangerous. Therefore, all personnel shall be expected to operate in a safe manner. 2. All operations will utilize the National Incident Management System (NIMS) and Incident Command System (ICS) as the standard for on-scene command, control, and coordination of incidents. 3. The fire department having jurisdiction over the incident will have Incident Command and the other responding departments will operate under that command (Unified Command). 4. Each responding agency/department will conduct on-scene operations in accordance with their existing guidelines, policies, protocols, and/or procedures manuals. 5. An incident action plan (IAP) will be developed for all incidents. The IAP will be updated each 12 hour operational period. 6. Complete and maintain appropriate documentation. 7. Establish and maintain contact with on-site Incident Command to provide situational awareness. 8. Provide resource support for incidents involving hazardous materials.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
FIRE RESCUE	
	<ol style="list-style-type: none"> 9. Management, mobilization, and coordination of hazardous materials response assets. 10. Interface with ESF 3 (Public Works and Engineering), ESF 4 (Fire Fighting), ESF 8 (Health and Medical), ESF 9 (Search and Rescue), and ESF 16 (Law Enforcement) as appropriate.
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Provide representatives to staff/support the EOC ESF 10 desk when the EOC is activated. 2. Establish and maintain contact with the State EOC ESF 10 as appropriate. 3. Identify incident sites requiring hazardous materials response. 4. Assess County's ability to respond based on existing resources and possible threat to our community. 5. Determine status and condition of County hazardous materials response resources. 6. Establish and maintain contact with on-site Incident Commander to provide situational awareness. 7. Support requests from the Incident Commander for needed on-scene resources. 8. Coordinate local, state, and federal mutual aid hazardous materials response resources as necessary. 9. Identify and anticipate current and future need for hazardous materials response and/or other resources. 10. Interface with ESF 8 (Health and Medical), ESF 9 (Search and Rescue), and other ESFs as necessary to accomplish goals and objectives. 11. Maintain accurate records of all incidents and actions taken during emergency operations which include, but are not limited to, damaged and/or lost equipment, equipment procured, staffing, injuries, damage to physical plants, and any other items involving a possible cost factor. 12. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.
Recovery Actions	<ol style="list-style-type: none"> 1. Coordinate and complete incident documentation and cooperate in cost recovery process. 2. Assist with County recovery planning and implementation as required. 3. Assist with development of recovery actions and strategies. 4. Participate in after action briefings and "hotwashes". 5. Provide information for the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
48th Civil Support Team	<ol style="list-style-type: none"> 1. Provide HazMat Technicians and assist in chemical research. The team will only work in a support as part of the Unified Command.
Emergency Management	<ol style="list-style-type: none"> 1. Conduct and maintain hazard vulnerability analysis of facilities reporting inventories of extremely hazardous substances. 2. Maintain data in Computer-Aided Management of Emergency Operations (CAMEO) software. 3. Maintain updated computer generated mapping showing facilities and vulnerability zones (MARPLOT and ALOHA).
Environmental Protection Commission	<ol style="list-style-type: none"> 1. Provide technical and subject matter experts to assist with identification, mitigation, and remediation of hazardous materials releases, and environmental protection best practices.
Florida Department of Health - Hillsborough	<ol style="list-style-type: none"> 1. Maintain procedures for deploying personnel into affected areas to provide surveillance and monitoring of public health following major emergencies.
Florida Division of Emergency Management	<ol style="list-style-type: none"> 1. Provide subject matter experts, and assist with mutual aid public and private resources as needed.
Plant City Fire Rescue	<ol style="list-style-type: none"> 1. Respond to and coordinate response to hazardous materials incidents within their jurisdiction. 2. Provide representative(s) to staff and support ESF 10 as required.
Public Works	<ol style="list-style-type: none"> 1. Support on–scene operations with personnel, equipment, and supplies as requested. 2. Assist with containment and diking. 3. Provide traffic control devices and advice on evacuation routing. 4. Assist with cleanup and removal if a responsible party cannot be immediately identified. 5. Provide sand, traffic control devices, and personnel assistance as requested by HCFR.
Sheriff’s Office	<ol style="list-style-type: none"> 1. Coordinate with HCFR HIT in assessing the threat and affected area, evacuating affected persons, and creating and maintaining a containment perimeter. 2. Provide support to Incident Commander as required. Actions can include: <ol style="list-style-type: none"> a. Enforce the hot zone perimeter established by the Fire Incident Commander (IC).

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
	<ul style="list-style-type: none"> b. Implement evacuation as requested by the Fire IC. c. Provide perimeter security of evacuated area, traffic rerouting, and re-entry. d. Upon request, provide security for command post, media areas, etc. <p>3. Provide trained explosive ordnance disposal (EOD) bomb technicians to assist Fire Rescue with explosive device calls.</p> <ul style="list-style-type: none"> • Provide equipment to include: EOD trailer, X-ray machine, and containment apparatus.
Tampa Bay Local Emergency Planning Committee (LEPC), District VIII	<ul style="list-style-type: none"> 1. Maintain the regional hazardous materials resource inventory 2. Maintain the Tampa Bay Hazardous Materials Emergency Response Plan.
Tampa Fire Rescue	<ul style="list-style-type: none"> 1. Staff and maintain a state recognized hazardous incidents response team (HIT). 2. Respond to and coordinate response to hazardous materials incidents within their jurisdiction. 3. Respond to mutual aid requests. 4. Provide representative(s) to staff and support ESF 10 as required.
Temple Terrace Fire Rescue	<ul style="list-style-type: none"> 1. Respond to and coordinate response to hazardous materials incidents within their jurisdiction. 2. Provide representative(s) to staff and support ESF 10 as required.
ATTACHMENTS	None.
REFERENCES	<ul style="list-style-type: none"> 1. Hillsborough County Fire Rescue Policies and Procedures Manual. 2. Tampa Bay Hazardous Materials Emergency Response Plan (TBHMERP), published by the Tampa Bay Local Emergency Planning Committee (LEPC), District VIII. 3. Florida Fire Chiefs' Association Statewide Emergency Response Plan.

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Comprehensive Emergency Management Plan

IV. Response

ESF 11 FOOD AND WATER

Primary Agency	AGING SERVICES; CONSERVATION & ENVIRONMENTAL LANDS MANAGEMENT
Support Organizations	<p>American Red Cross Code Enforcement Community Emergency Response Team (CERT) Community Organizations Active in Disasters (COAD) Emergency Management Employee Emergency Response Program (EERP) Extension Service Feeding Tampa Bay Florida Department of Agriculture & Consumer Services (DACCS) Florida Department of Children and Families (DCF) Florida Department of Health, Hillsborough Florida National Guard GA Foods Inc. Hillsborough County School Board Meals on Wheels Mormon Youth Group Municipal Police Departments Municipalities Parks and Recreation Procurement Services Public Utilities Salvation Army Senior Connection Center Inc. Sheriff's Office Social Services United Way Veterans Affairs</p>

<p>Purpose</p>	<p>This ESF addresses the procedures and plans for providing food, water, and other resources to disaster survivors following a disaster, and identifies how food, water, and other supplies will be obtained, stored, and distributed. This function must work closely with ESF 6 (Mass Care and Human Services), ESF 15 (Volunteers and Donations), and ESF 19 (Damage Assessment).</p>
<p>Policies, Preferred Practices, and Procedures</p>	<ol style="list-style-type: none"> 1. Citizens are advised to prepare and maintain their own emergency water and food supply to meet family and pet/livestock needs for a minimum of three days. 2. The County will coordinate with the State EOC to establish an emergency distribution system if a disaster disrupts the normal distribution process. 3. The County will establish distribution centers for food, water, and other resources. 4. The County will work with Feeding Tampa Bay to identify available food pantry locations.

<p>PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE</p>	
<p>AGING SERVICES; CONSERVATION & ENVIRONMENTAL LANDS MANAGEMENT</p>	
<p>Preparedness</p>	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct quarterly ESF 11 planning meetings to maintain ESF 11 support plans. b. Routinely engage ESF 11 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 11 partners. d. Ensure that all government employees and volunteers who have ESF 11 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Identify and establish agreements with local and regional food and water suppliers. 3. Identify and establish agreements with storage facilities for the warehousing of food and water. 4. Maintain a list of potential County Points of Distribution (POD). 5. Maintain emergency action checklists specific to this function. 6. Participate in emergency management and EOC training and exercises. 7. Support the mission critical support function of the Employee Emergency Response Program (EERP).

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

AGING SERVICES; CONSERVATION & ENVIRONMENTAL LANDS MANAGEMENT

<p>NOTE</p>	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
<p>Emergency</p>	<ol style="list-style-type: none"> 1. When notified of an emergency situation, send a representative to the EOC. 2. Obtain and coordinate food, water, and other resources as requested by field incident commanders. 3. Collaborate with other community partners for support.
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Staff the ESF 11 function within the EOC “Operations Section”. 2. Assess the present and future need for food, water, and other resources. <ol style="list-style-type: none"> a. Coordinate with and receive data from the ESF 6 (Mass Care) and ESF 19 (Damage Assessment) who will make determinations on what kinds of food and water support are needed and where. b. Assign priorities based on locations of most need in the county. c. Notify support agencies and vendors of present and future needs. 3. In coordination with ESF 7 (Resource Support), develop a plan that will ensure timely distribution of food, water, and other supplies to the affected areas. This may include: <ol style="list-style-type: none"> a. Identify which points of distribution (POD) will be utilized. b. Coordinate with the EOC Logistics Section for ordering PODs from the State EOC. c. Distribute with/through public shelters, County social service programs, community volunteer organizations, municipalities, and other food pantries. 4. If PODs are not provided at a direct delivery point, coordinate the establishment of at least one County Staging Area (CSA) through ESF 15 (Volunteers and Donations) to receive and distribute bulk emergency relief supplies from the state such as food, water, and tarps within 24 hours post event. (The primary CSA will be at the Florida State Fairgrounds, 4800 U.S. Highway 301, 33584.) 5. Utilize the County’s Point of Distribution Plan (POD) to coordinate the establishment PODs according to the identified needs. <ol style="list-style-type: none"> a. Determine the numbers, locations, and types of PODs. b. Coordinate and monitor set up, staffing, logistics, and operations.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

AGING SERVICES; CONSERVATION & ENVIRONMENTAL LANDS MANAGEMENT

- c. Continually evaluate POD sizes and locations; adjust as needed.
- 6. Coordinate with ESF 15 (Volunteers and Donations) on the distribution of donated food.
 - a. Feeding Tampa Bay will serve as a primary provider and distributor for donated food.
 - b. ESF 11 will redirect donation inquiries to Feeding Tampa Bay.
 - Note:** Commodities donated to the County from private contributors will be managed at the Fairgrounds or other established locations outside of the affected area.
- 7. In collaboration with the EOC Logistics Section and ESF 7 (Resource Support), procure storage facilities for food items outside of affected area.
- 8. Coordinate food, water, and other supply activities with the appropriate tasked organizations.
- 9. Make emergency food supplies available to residents for take-home consumption.
- 10. Coordinate the procurement and delivery of food and water at POD locations.
- 11. Coordinate with ESF 1 (Transportation) and ESF 7 (Resource Support) for transportation of food, water, and other supplies to designated distribution or mass feeding sites.
- 12. If needed, coordinate bulk water distribution (water tankers) to locations identified by the EOC.
- 13. Coordinate the purchase of food and water from commercial sources with ESF 7 (Resource Support) in accordance with County purchasing procedures.
- 14. Provide updates on water/food distribution to the EOC Planning Section and appropriate EOC ESFs on a regular basis to include continuous situation report updates.
- 15. Sources for resources can include:
 - a. Local and regional suppliers.
 - b. Locally purchased commodities by the County and municipalities.
 - c. State EOC.
 - d. State or federal provided resources.
 - e. Re-supply of public shelters through the U.S. Department of Agriculture system and other sources.
 - f. Donated food and water. This may include grocery store chains or other food distributors, or goods donated from sources external to the county.
 - g. County school system stocks.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

AGING SERVICES; CONSERVATION & ENVIRONMENTAL LANDS MANAGEMENT

	<ol style="list-style-type: none"> 16. Establish, maintain contact with the State EOC. <ul style="list-style-type: none"> • Coordinate delivery of food, water, and other supplies to affected areas. 17. Maintain records of the cost of supplies, resources, and staff-hours needed to respond to the disaster. 18. Continue to assess the situation and priorities to address the most critical needs and develop response strategies. 19. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.
<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Continue to provide food, water, and other supplies for related recovery activities as required. 2. Coordinate with Procurement (resource management) in preparing and submitting emergency requisitions for goods and services necessary to support operations as needed. 3. Continue to evaluate food and water needs in preparation for demobilization of POD sites. 4. Inventory warehoused food products and quantities, and identify additional sources to obtain supplies. 5. Coordinate the transportation of food and water shipments to warehouses, feeding sites, and pantry locations. 6. Assist with development of recovery actions and strategies. 7. Participate in after action briefings and “hotwashes”. 8. Assist in the development of After Action Reports and Improvement Plans. 9. Assist with other duties as needed.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

<p>American Red Cross</p>	<ol style="list-style-type: none"> 1. Provide feeding at public shelters and at field locations from its emergency response vehicles (ERV). 2. Authorized to obtain food from the U.S. Department of Agriculture (USDA) at no cost. 3. Assist with locating, obtaining, transporting and distributing food, water, and other commodities. 4. Ensure personnel will be available for 24 hour operations when necessary during response and recovery. 5. Maintain current lists of resources (i.e. personnel, equipment, vehicles, supplies/stocks, suppliers, and vendors).
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SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Code Enforcement	<ol style="list-style-type: none"> 1. Provide damage assessment numbers and information regarding households potentially needing food and water.
Community Emergency Response Team (CERT)	<ol style="list-style-type: none"> 1. Participate in distribution of food, water, and other commodities to disaster survivors.
Community Organizations Active in Disasters (COAD)	<ol style="list-style-type: none"> 1. Serve as a regional coordinating agency for non-profit groups and faith based organizations that are involved with providing food on a regular basis for homeless and low income individuals. During disasters, these organizations may provide food and water to disaster survivors.
Emergency Management	<ol style="list-style-type: none"> 1. Assist with locating, obtaining, transporting and distributing food, water, and other commodities. 2. Ensure personnel will be available for 24 hour operations when necessary during response and recovery. 3. Maintain current lists of resources (i.e. personnel, equipment, vehicles, supplies/stocks, suppliers, and vendors). 4. Assist in identifying distribution sites and coordination of food, water, and other supplies.
Employee Emergency Response Program (EERP)	<ol style="list-style-type: none"> 1. Provide trained County personnel to staff points of distribution (POD).
Extension Services	<ol style="list-style-type: none"> 1. Participate in distribution of food, water, and other commodities to disaster survivors.
Feeding Tampa Bay	<ol style="list-style-type: none"> 1. Provide POD managers to support POD activations. 2. Collaborate on distribution of donated food and water. 3. Provide representative(s) to staff and support ESF 11 as required. 4. Operation of food distribution locations.
Florida Department of Agriculture & Consumer Services (DACS)	<ol style="list-style-type: none"> 1. Lead agency for state ESF 11. 2. May provide a liaison to the EOC in times of disaster.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Florida Department of Children and Families (DCF)	<ol style="list-style-type: none"> 1. Responsible for the state’s Supplemental Nutrition Assistance Program (Food Stamp Program) and will endeavor to provide this service to existing clients and eligible disaster survivors as soon as possible after a disaster. 2. Provide a representative in the EOC Operations Group to facilitate coordination regarding this program, and others, during disaster response and recovery operations.
Florida Department of Health, Hillsborough	<ol style="list-style-type: none"> 1. Ensure safe water supplies. 2. Permit all private wells and conduct water testing.
Florida National Guard	<ol style="list-style-type: none"> 1. If activated, participate in distribution of food, water, and other commodities to disaster survivors.
GA Foods Inc.	<ol style="list-style-type: none"> 1. Provide food and water resources through contracted terms with Aging Services Department.
Hillsborough County School Board	<ol style="list-style-type: none"> 1. Maintain food and water inventory. 2. Participate in distribution of food, water, and other commodities to disaster survivors.
Meals on Wheels	<ol style="list-style-type: none"> 1. Provide food and water resources.
Mormon Youth Group	<ol style="list-style-type: none"> 1. Participate in distribution of food, water, and other commodities to disaster survivors.
Municipal Police Departments	<ol style="list-style-type: none"> 1. Provide security at distribution sites.
Municipalities	<ol style="list-style-type: none"> 1. Coordinate management of PODs in jurisdictional boundaries. 2. Provide damage assessment numbers and information regarding households potentially needing food and water. 3. Participate in distribution of food, water, and other commodities to disaster survivors.
Parks & Recreation	<ol style="list-style-type: none"> 1. Provide parks, facilities, and staff for distribution sites.
Procurement Services	<ol style="list-style-type: none"> 1. Assist with locating, obtaining, transporting, and distributing food, water, and other commodities. 2. Ensure personnel will be available for 24 hour operations when necessary during response and recovery. 3. Maintain current lists of resources (i.e. personnel, equipment, vehicles, supplies/stocks, suppliers, and vendors).

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Public Utilities	<ol style="list-style-type: none"> 1. Assist with locating, obtaining, transporting, and distributing food, water, and other commodities. 2. Ensure personnel will be available for 24 hour operations when necessary during response and recovery. 3. Maintain current lists of resources (i.e. personnel, equipment, vehicles, supplies/stocks, suppliers, and vendors).
Salvation Army	<ol style="list-style-type: none"> 1. Provide feeding at its fixed sites and in field locations from its canteens. 2. Sets up comfort stations, by agreement with the State of Florida, in disaster areas. Comfort stations provide meals to disaster survivors but not food commodities. See ESF 6 (Mass Care) for further information on comfort stations. 3. Assist with locating, obtaining, transporting and distributing food, water, and other commodities. 4. Ensure personnel will be available for 24 hour operations when necessary during response and recovery. 5. Maintain current lists of resources (i.e. personnel, equipment, vehicles, supplies/stocks, suppliers, and vendors).
Senior Connection Center Inc.	<ol style="list-style-type: none"> 1. Distribution of information to senior citizens in need of food and water. 2. Identification of senior citizens in need of food and water.
Sheriff's Office	<ol style="list-style-type: none"> 1. Provide security at distribution sites.
Social Services	<ol style="list-style-type: none"> 1. Support with distribution of food and water.
United Way	<ol style="list-style-type: none"> 1. Participate in distribution of food, water, and other commodities to disaster survivors. 2. Distribute information about POD locations.
Veterans Affairs	<ol style="list-style-type: none"> 1. Participate in distribution of food, water, and other commodities to disaster survivors.
ATTACHMENTS	None.
REFERENCES	<ol style="list-style-type: none"> 1. County Point of Distribution Plan and Operating Guides.

Comprehensive Emergency Management Plan

IV. Response

ESF 12 ENERGY & UTILITIES

Primary Agency	PUBLIC UTILITIES
Support Organizations	Code Enforcement Communications & Digital Media Emergency Management Fire Rescue Fleet Management Department Florida Department of Health–Hillsborough Florida Highway Patrol Municipalities Procurement Services Public Works Real Estate and Facilities Sheriff’s Office Tampa Electric Company & Peoples Gas (TECO)
Purpose	<ol style="list-style-type: none"> 1. Respond to and recover from disruptions in the supply and delivery of electric, gas, and potable water and waste water utilities. 2. This ESF addresses electric, gas, and water utilities aspects of disaster response and recovery operations.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. The Emergency Policy Group may establish electric, gas, and water, waste water utilities allocation and use priorities in conjunction with ESF 12 partners. 2. The Emergency Policy Group may establish and order energy conservation measures in conjunction with ESF 12 partners. 3. Hillsborough County will support, assist, and communicate with utility companies regarding the means by which to help restore electric, gas, potable water, and wastewater utilities service to the public, and return the damaged infrastructure to pre-disaster condition.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PUBLIC UTILITIES

Preparedness

Work with the Office of Emergency Management to:

1. Maintain this Emergency Support Function (ESF).
 - a. Conduct ESF 12 planning meetings to maintain ESF 12 support plans.
 - b. Routinely engage ESF 12 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response.
 - c. Maintain a current contact list for ESF 12 partners.
 - d. Ensure that all government employees and private sector employees who have ESF 12 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities.
2. Identify local electric, gas, and potable water and wastewater utilities providers.
3. Communicate significant energy and utility related information.
4. Establish, maintain resource inventories.
5. Coordinate with the Fleet Management Department to secure contracts for emergency supply of combustible fuel, from outside the immediate area, for use in County vehicles, giving preference to emergency response and road patrol vehicles.
6. Work with TECO and key partners and stakeholders to maintain a database of critical facilities for use in emergency restoration services.
7. Maintain procedures for assessing damages to local utility distribution systems.
8. Encourage mitigation practices at utility distribution facilities to reduce the potential effects of hazards on the utility’s ability to deliver energy to local users.
9. Participate in emergency management and EOC training and exercises.
10. Maintain emergency action checklists specific to this function.

NOTE

Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

PUBLIC UTILITIES

<p>Emergency</p>	<ol style="list-style-type: none"> 1. When notified of an emergency situation, and if requested, send a representative to the County EOC. 2. Coordinate energy and utility activities with the appropriate tasked organizations. 3. Communicate critical energy and utility related issues (load curtailment, significant outages). 4. Coordinate and communicate areas of repetitive flooding (planning and mitigation purposes).
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Staff the ESF 12 function within the County EOC “Operations Section”. 2. Maintain a 24-hour emergency telephone access between energy providers and the EOC. <ul style="list-style-type: none"> • As appropriate request that energy providers send a representative to the County EOC. 3. Determine condition, status of County energy and utility systems. <ol style="list-style-type: none"> a. Support damage assessment activities for energy systems. b. Determine affected areas and structures. c. Determine resources needed for energy restoration. 4. Coordinate with support departments/agencies, to establish priorities and develop strategies for the initial response. 5. Coordinate the provision of energy materials, supplies, and personnel for the support of emergency activities being conducted by the County EOC. 6. Communicate with and monitor County and utility response actions. 7. Maintain communication with utility representatives to determine emergency response and recovery needs. <ul style="list-style-type: none"> • Contact electric, gas, and water utilities serving the emergency area to obtain information about damage and/or assistance needed in their areas of operation. 8. Work with TECO and other utility providers to determine the state/region’s generating capacity, expected peak loads, expected duration of emergency event, explanation of utilities’ actions, and recommendations of local agency actions in support of the utilities. 9. Coordinate assistance to local providers in locating and acquiring equipment necessary to restore local electrical and gas capabilities, and to restore the water/wastewater systems. 10. Coordinate with the utility providers to monitor the procedures followed by individual utilities during energy generating capacity shortages to ensure county-wide action and communication.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
PUBLIC UTILITIES	
	<ol style="list-style-type: none"> 11. Coordinate and communicate areas of repetitive flooding (planning and mitigation purposes). 12. Determine present and future need for energy resources. <ol style="list-style-type: none"> a. Coordinate with ESF 6 (Mass Care) to identify emergency shelter power generation status and needs. b. Coordinate with support agencies and other ESFs in providing assistance in providing resources for emergency power generation. 13. Coordinate with TECO and other utility providers on requests for aid from city, county, state, federal agencies, energy offices, energy suppliers, and distributors. 14. Work with TECO and other energy providers to obtain and coordinate energy resources as requested by field incident commanders. 15. Sources for resources can include: <ol style="list-style-type: none"> a. State EOC b. State and federal agencies c. Private industry 16. Establish, maintain contact with the State EOC. 17. Work with ESF 14 (Public Information) to update local news organizations with accurate assessments of energy supply, demand and requirements to repair or restore energy systems. 18. Maintain accurate logs and other records of emergency responses. 19. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.
Recovery Actions	<ol style="list-style-type: none"> 1. Coordinate the provision for resources to assist local, state, and federal agencies in restoring emergency power and fuel needs. 2. Review recovery actions and develop strategies for meeting local energy needs. 3. Continue to monitor local, state, and utility actions. 4. Coordinate restoring of energy utilities (electrical, gas, etc.) to all County buildings. 5. Coordinate and communicate areas of repetitive flooding, planning/mitigation purposes. 6. Assist with development of recovery actions and strategies. 7. Participate in after action briefings and “hotwashes”. 8. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Code Enforcement	1. Coordinate with TECO for de-energizing circuits for flooding and damaged structures.
Communications & Digital Media	1. Coordinate assimilating and disseminating energy and utilities related public information on behalf of the County. See ESF 14 (Public Information).
Emergency Management	1. Assist in finding, obtaining, managing, or distribution of resources. 2. Maintain a listing of reserve generators and develop procedures for acquiring and deploying generators with personnel to critical facilities during power failures, as needed.
Fire Rescue	1. Provide mobile generator (mounted on truck).
Fleet Management Department	1. Secure contracts for emergency supply of combustible fuel, from outside the immediate area, for use in County vehicles, giving preference to emergency response and road patrol vehicles. 2. Coordinate with ESF 7 (Resource Support) in obtaining and transporting petroleum products needed to sustain disaster activities. 3. Maintain a plan to ensure adequate fuel support is available to support County response and recovery operations.
Florida Department of Health– Hillsborough	1. Work with ESF 14 (Public Information) to provide emergency public information and protective actions related to power outage public health issues. 2. Coordinate restoration activities by communicating with TECO to determine priority health/wellness locations.
Florida Highway Patrol	1. Provide security, escort, aerial support (as needed), and access control.
Municipalities	1. Provide information regarding utility issues within municipal jurisdictions. 2. Provide a liaison to the County EOC as needed. 3. Assist in finding, obtaining, managing, or distribution of resources. 4. Maintain a listing of reserve generators and develop procedures for acquiring and deploying generators with personnel to critical facilities during power failures as needed. 5. Participate on the ESF 12 working group.
Procurement Services	1. Identify sources and alternatives for fuel and electricity. 2. Maintain contact with vendors and maintain a list of resources.
Public Works	1. Maintain a mapping database of critical facilities and note if they have emergency or standby power supplies.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
	<ol style="list-style-type: none"> 2. Maintain a database of existing critical facility generators, noting type of fuel, quantity on hand, and generator load. 3. Maintain push routes for debris clearing for physical access to the building and critical infrastructure restoration. 4. Communicate areas of repetitive flooding, mitigation issues.
Real Estate and Facilities	<ol style="list-style-type: none"> 1. Ensure that an emergency power supply is established for buildings that are considered essential to emergency operations.
Sheriff's Office	<ol style="list-style-type: none"> 1. Provide security of fuel storage facilities, retail stores, and distribution facilities/vehicles. 2. Provide security, escort, aerial support (as needed) and access control.
Tampa Electric Company & Peoples Gas (TECO)	<ol style="list-style-type: none"> 1. Coordinate the restoration of electric power and natural gas systems for response and recovery operations. 2. Provide information to emergency management officials about impending power shortage situations or potential de-energizing of circuits for flooding and damaged structures. 3. Provide a representative to the EOC Operations Group during disasters. 4. Provide current power outage and restoration information to the County EOC. 5. Maintain a database of critical facilities. 6. Communicate with emergency management officials on support needs. 7. Participate in emergency management and EOC training and exercises.
ATTACHMENTS	None.
REFERENCES	<ol style="list-style-type: none"> 1. County EOC Operations Manual and Position Desk Books. 2. Energy and Utility Company Contact List. 3. TECO Energy Emergency Contingency Response and Business Continuity Plan. 4. Hillsborough County Critical Facilities List. 5. Localized Flood Response Plan. 6. Local Mitigation Strategy.

Comprehensive Emergency Management Plan

IV. Response

ESF 13 MILITARY SUPPORT

Primary Agency	EMERGENCY MANAGEMENT
Support Organizations	4th Assault Amphibian Battalion (USMC) Florida National Guard MacDill Air Force Base (AFB) Sheriff's Office U.S. Coast Guard (Sector Saint Petersburg)
Purpose	A major or catastrophic disaster may necessitate the use of the Florida National Guard and federal military resources. The use of these resources must be requested through the State Emergency Operations Center (SEOC).
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. Military (National Guard) support to civil authority is supplemental to local efforts and is primarily available following activation by the Governor. 2. The County will request military support through the SEOC only when the situation is expected to be severe and widespread that effective response will be beyond the capability of the County and available mutual aid resources. 3. A military liaison will be established in the County EOC to facilitate coordination with responding military units. 4. It is preferable that all requests for Defense Support of Civil Authorities (DSCA) go through the SEOC. However, in an emergency situation, any local authority (Sheriff, Fire Chief, Police Chief, Mayor, etc.) has the right to request forces under Immediate Response Authority (IRA). <ol style="list-style-type: none"> a. IRA is implemented "in response to a request for assistance from a civil authority, under imminently serious conditions and if time does not permit approval from higher authority, Department of Defense officials may provide an immediate response by temporarily employing the resources under their control, subject to any supplemental direction provided by higher headquarters, to save lives, prevent human suffering, or mitigate great property damage within the United States. IRA does not permit actions that would subject civilians to the use of military power that is regulatory, prescriptive, proscriptive, or compulsory".

	b. IRA is valid for up to 72 hours; requests can be made verbally then transferred into writing.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

Preparedness	<ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 13 planning meetings to maintain ESF 13 support plans. b. Routinely engage ESF 13 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 13 partners. d. Ensure that staff who have ESF 13 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Maintain emergency action checklists specific to this function. 3. Participate in emergency management and EOC training and exercises.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. Assess the need for military assistance (incident of national significance). 2. Coordinate military activities with the appropriate tasked organizations. 3. Support other local military branches, as needed. 4. Identify the need for Immediate Response Authority (IRA).
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Staff the ESF 13 function within the EOC “Operations Section”. 2. Determine present and future need for military support resources: <ol style="list-style-type: none"> a. Identify incident sites requiring military support services. b. Determine need for military support from other EOC Sections and ESFs. 3. Identify the need for Immediate Response Authority (IRA). 4. Requested military support tasks could include: (Note: Military support is requested through the State EOC.) <ol style="list-style-type: none"> a. Security (support to civilian law enforcement) b. Search and rescue c. Urban search and rescue d. Transportation

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

	<ul style="list-style-type: none"> e. Air support f. Shelter g. Mass care h. Medical services i. Communications j. Mortuary services k. Civil engineering support l. Manpower m. Fire protection n. Points of Distribution <ol style="list-style-type: none"> 5. Identify a staging area(s) for incoming military assistance. 6. Identify specific tasks to be performed. 7. Prepare written “mission assignments” to be given to the on–scene military commander. 8. If military units are deployed within the County: <ul style="list-style-type: none"> a. Provide liaison between the EOC and the on–scene military commander. b. Request their assistance in writing using “mission oriented objectives”. c. The on–scene military commander will determine if the “mission/tasks” are within his/her capability, and will deploy personnel, resources accordingly. 9. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours. <p>Important:</p> <ol style="list-style-type: none"> 1. Civil agencies exercise no command authority over military forces. 2. The role of military forces is to support, not supplant, civil authority. 3. Requests for military support: <ul style="list-style-type: none"> a. Must not conflict with Department of Defense (DOD) priorities. b. Support provided should not compete with private enterprise or the civilian labor force. c. Must be within the experience and availability of the military unit(s) tasked.
<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Assist with development of recovery actions and strategies. 2. Participate in after action briefings and “hotwashes”. 3. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Florida National Guard	<ol style="list-style-type: none"> 1. Provide assistance with traffic control assistance. 2. Provide personnel, equipment and supplies as appropriate and within capabilities, for example at Points of Distribution and warehousing operations. 3. Assist with large scale human services operations and life safety events (weapons of mass destruction (WMD), terrorism events).
MacDill Air Force Base (AFB)	<ol style="list-style-type: none"> 1. Works with OEM on disaster preparedness and response activities. 2. Provides a liaison/representative to the EOC. 3. Assist with large scale human services operations and life safety events (WMD, terrorism events) as authorized by an approved Defense Support for Civilian Authorities declaration only. 4. Note: The 6th Air Mobility Wing (AMW) Commander is the only authority to approve the use of manning and resources for MacDill AFB. 5. The 6th AMW Installation Emergency Managers are the liaison/representatives between Hillsborough County EOC and MacDill AFB for all emergency response related actions.
Sheriff's Office	<ol style="list-style-type: none"> 1. Request assistance through the state law enforcement mutual aid system as necessary. 2. Maintain direction and control of County law enforcement emergency operations.
U.S. Coast Guard (Sector Saint Petersburg)	<ol style="list-style-type: none"> 1. Works with OEM on disaster preparedness and response activities. 2. Provides a representative to the EOC.
ATTACHMENTS	None.
REFERENCES	<ol style="list-style-type: none"> 1. Florida National Guard Operation Plan for Military Support to Civil Authorities (Short Title: FLNG-MSCA). 2. Department of Defense 3025.18.

Comprehensive Emergency Management Plan

IV. Response

ESF 14 PUBLIC INFORMATION

Primary Agency	COMMUNICATIONS & DIGITAL MEDIA
Support Organizations	<p>American Red Cross Colleges and Universities Commercial Print Media Commercial Radio and Television County Departments, All Federal Agencies FEMA Florida Department of Health – Hillsborough Hillsborough Area Regional Transit Hillsborough County Customer Service & Support (Call Center) Hillsborough County Public Schools Hospitals, Hillsborough County Military Municipal Police Departments Municipalities National Weather Service Sheriff's Office State Agencies Tampa Bay Water Tampa Electric Company & Peoples Gas (TECO) Visit Tampa Bay</p>
Purpose	To establish a communications response to imminent disaster or emergency that provides for dissemination of accurate information while maintaining public confidence.
Policies, Preferred Practices, Procedures, and Planning Assumptions	<ol style="list-style-type: none"> 1. It is imperative that residents and visitors have timely and accurate information so they can make and act upon critical decisions about actions they will take to protect life, health, and property. 2. There will be incidents during which the Emergency Operations Center will not be activated, but Communications & Digital Media (CDM) will still maintain the lead role in managing a coordinated messaging effort.

	<ol style="list-style-type: none"> 3. Communications & Digital Media staff will receive media inquiries many days before certain events, such as hurricanes, trigger the activation of the EOC. 4. Peoples’ ability to receive and retain information is dramatically impacted and diminished during a crisis. 5. People receive and access information in a variety of ways and utilize multiple methods. 6. Social media continues to change the speed and landscape of how people communicate news and share information, whether accurate or inaccurate. 7. Technology will fail; it is imperative to have redundancies and back up plans. 8. During emergency incidents when the EOC is not activated, but the Office of Emergency Management (OEM), CDM is expected to continue its day-to-day support of County departments while also coordinating emergency messaging. OEM messaging always has priority when partially activated and resources will be managed accordingly. 9. The Customer Service & Support department manages the operation of OEM’s Call Center, which will be activated upon request by OEM or the Incident Commander. <ol style="list-style-type: none"> a. The Call Center will provide assistance by receiving any non-emergency calls from the public requiring services, by providing information or guidance to the public, and by documenting calls as specified in the related training program(s) and procedural guidance documents. b. The Call Center will direct callers with life safety issues to call 9-1-1.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

COMMUNICATIONS & DIGITAL MEDIA

Preparedness	<ol style="list-style-type: none"> 1. Work with the Office of Emergency Management (OEM) to lead this Emergency Support Function (ESF), including audio/visual requirements. <ol style="list-style-type: none"> a. Facilitate regular meetings with ESF support organizations (or comparable method to maintain relationships). b. Ensure staff preparedness and ability to respond. 2. Maintain Standard Operating Procedures, instructions, and checklists specific to this function. 3. Equip and maintain the ESF 14 room at the Public Safety Operations Complex. 4. Maintain a list of CDM staff assignments, shift leads, and rotation schedule and provide to department senior leadership including the Chief Communications Administrator. 5. Ensure CDM staff is properly trained in policies and practices, crisis communications, and internal technical systems.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

COMMUNICATIONS & DIGITAL MEDIA

6. Maintain “go kit” for CDM staff.
7. Provide comprehensive client support to OEM year-round, including public relations strategy, media relations, special event coordination, graphics support, collateral development and review, social media, and video public service announcements (PSAs) development.
8. Maintain an asset library of social messaging graphics, news release templates, HCFL Alert messages, online newsroom content, and PSAs.
9. Populate and maintain the HCFLGov.net/StaySafe web page and support pages.
10. Coordinate and maintain a working relationship with the media and local partner agency PIOs.
11. Maintain a Joint Information System list of contact information for partner agency PIOs.
12. Maintain website emergency information resource messaging.
13. Maintain information control procedures.
14. Provide emergency information/instructions to hearing impaired and Spanish-speaking populations as resources allow.
15. Participate in the OEM EOC Operations Group training and exercises.
16. Review ESF 14 portions of other emergency plans as requested by OEM.
17. Coordinate with support agencies to establish and maintain the support plan for ESF 14.
18. Promote and maintain the HCFL Alert subscriber portion of the County’s mass notification system.
19. Maintain a library of emergency activities on b-rolls and still photographs for use on various communications platforms and with the media.
20. Maintain video-on-demand, streaming feed, and archives.
21. Maintain a working relationship with the Call Center, especially in areas where messaging, procedures, and practices overlap.
22. Maintain equipment list for video operations.
23. Perform routine inspections/tests of video operations at PSOC to ensure readiness capability.
24. Maintain graphic and video assets that support emergency response efforts.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

COMMUNICATIONS & DIGITAL MEDIA

<p>NOTE</p>	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
<p>Emergency</p>	<p>During incidents for which the EOC is not activated, but OEM is still coordinating activities:</p> <ol style="list-style-type: none"> 1. Serve as a central point for developing and distributing information to media and the general public. 2. Participate in EOC Operations Group conference calls. 3. Coordinate, prepare, and disseminate important public health and safety messaging to residents and the media via a wide variety of communications tools as appropriate to the event, including media briefings/news conferences, news releases, the County’s website, social media platforms, HCFL Alert, HTV, and through various channels in partnership with the Call Center, Neighborhood Relations, and Community Liaisons. 4. Respond to media inquiries about County operations and response; organize media interviews with appropriate subject matter experts. 5. Monitor news stories and social media for accuracy, and provide correct and updated information. 6. Respond to questions asked by residents and visitors on the County’s official social media channels. 7. Coordinate with public information officers from relevant jurisdictions via the Joint Information System to ensure consistency of messaging. 8. Organize a virtual or physical Joint Information Center if warranted. 9. Keep OEM staff informed about atypical inquiries from residents and media. 10. Provide support of the Emergency Policy Group via public notice of meetings and broadcast on HTV. 11. Check regularly with the Call Center to ascertain what questions residents are asking, and focus messaging as appropriate. 12. Coordinate with the Office of Neighborhood Relations and Community Liaisons to reach community leaders and neighborhood groups to assist in the rapid dissemination of information. 13. Maintain media clips and a record of news releases.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

COMMUNICATIONS & DIGITAL MEDIA

	<p>14. Provide messaging to Spanish-speaking populations as resources allow within “time and circumstance” capabilities.</p>
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Staff the Public Information Officer function within the EOC “Command Staff” Section. 2. Provide support of the Emergency Policy Group via public notice and broadcast on HTV. 3. Coordinate, prepare, and disseminate vital public health and safety messaging to residents and the media via a wide variety of communications tools as appropriate to the event, including news releases, the County’s website, social media platforms, HCFL Alert (crafting), HTV, and through various channels in partnership with the Call Center, Neighborhood Relations, and Community Liaisons. 4. Respond to media inquiries about emergency operations and the County’s response. 5. Monitor news stories and social media for accuracy, and provide correct and updated information. 6. Staff the media briefing room at the Public Safety Operations Complex, including working with reporters on technical requirements and providing operational instructions while in the building. 7. Ensure media remain in designated areas (lobby, media briefing room, media workroom). 8. Organize media briefings in conjunction with County leadership and emergency managers; develop key messages for appropriate leadership as warranted. 9. Organize one-on-one media interviews with emergency officials (time and situation dependent) and media pools. 10. Respond to questions asked by residents and visitors on the County’s official social media channels. 11. Coordinate with public information officers from relevant jurisdictions via the Joint Information System to ensure consistency of messaging. 12. Organize and lead a virtual or physical Joint Information Center if warranted. 13. Elevate atypical inquiries from residents and media to EOC command staff. 14. Attend high-level EOC meetings, such as command staff briefings, updates from the National Weather Service, and Florida Division of Emergency Management statewide conference calls. 15. Provide support of the Emergency Policy Group via public notice of meetings and broadcast on HTV.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

COMMUNICATIONS & DIGITAL MEDIA

	<ol style="list-style-type: none"> 16. Check regularly with the Call Center to ascertain what questions residents are asking and focus messaging as appropriate. 17. As needed, participate in and/or coordinate with state and federal Joint Information Centers. 18. Maintain media clips and a record of news releases. 19. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.
<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Serve as a central point for distributing recovery information to media and the general public. 2. Coordinate, prepare, and disseminate vital recovery messaging to residents and the media via a wide variety of communications tools as appropriate to the event, including news releases, the County’s website, social media platforms, HCFL Alert, HTV, and through various channels in partnership with the Call Center, Neighborhood Relations, and Community Liaisons. If the situation necessitates, utilize additional tools such as road signs, variable message boards, fliers, public address system, and the Radio Amateur Civil Emergency Service. 3. Respond to media inquiries. 4. Monitor news stories and social media for accuracy, and provide correct and updated information. 5. Organize media briefings in conjunction with County leadership and emergency managers; develop key messages for appropriate leadership as warranted. 6. Organize one-on-one media interviews with emergency officials (time and situation dependent) and media pools. 7. Staff field locations, distribution points, etc. if necessary. 8. Respond to questions asked by residents and visitors on the County’s official social media channels. 9. Coordinate with public information officers from relevant jurisdictions via the Joint Information System to ensure consistency of messaging. 10. Organize and lead a virtual or physical Joint Information Center if warranted. 11. Elevate atypical inquiries from residents and media to appropriate staff. 12. Provide support of the Emergency Policy Group via public notice of meetings and broadcast on HTV. 13. Provide public notice of and broadcast via HTV meetings of the Emergency Policy Group.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

COMMUNICATIONS & DIGITAL MEDIA

	<ol style="list-style-type: none"> 14. As needed, develop collateral information of importance for distribution to County workers in the field (police officers, firefighters, debris removal personnel, damage assessment team, etc.). 15. Check regularly with the Call Center to ascertain what questions residents are asking, and focus messaging as appropriate. 16. As needed, participate in and/or coordinate with state and federal Joint Information Centers. 17. Coordinate with the Office of Neighborhood Relations and Community Liaisons to reach community leaders and neighborhood groups to assist in the rapid dissemination of information, identify unmet needs, and to establish an ongoing dialogue and information exchange. 18. Maintain media clips and a record of news releases. 19. Continue to maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/Administration Section Chief. 20. Coordinate with federal Community Relation Teams. Maintain contact through the federal/state Disaster Field Office. 21. Provide messaging to non-English speaking population within “time and circumstance” capabilities. 22. Assist in coordinating and supporting community forums and workshops. 23. Participate in after action briefings and “hot-washes”. 24. Assist in the development of After Action Reports and Improvement Plans.
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SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

American Red Cross	<ol style="list-style-type: none"> 1. Establish a disaster welfare inquiry system nationwide for immediate family members outside the affected area to inquire about families affected in Hillsborough County. 2. Coordinating with shelter managers to prepare for media inquiries (interviews).
Colleges and Universities	<ol style="list-style-type: none"> 1. Identify appropriate contact to coordinate messaging (sheltering, volunteers, etc.) 2. Serve as Subject Matter Experts.
Commercial Print Media	<ol style="list-style-type: none"> 1. Assist with emergency and relief information dissemination.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Commercial Radio and Television Stations	<ol style="list-style-type: none"> 1. Assist with emergency and relief information dissemination.
Federal Agencies	<ol style="list-style-type: none"> 1. Serve as Subject Matter Experts. 2. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
FEMA	<ol style="list-style-type: none"> 1. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Florida Department of Health – Hillsborough	<ol style="list-style-type: none"> 1. Provide official information regarding emergency preparedness, relief, recovery, and resource information. 2. Serve as Subject Matter Experts.
Hillsborough Area Regional Transit	<ol style="list-style-type: none"> 1. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Hillsborough County Customer Service & Support (Call Center)	<ol style="list-style-type: none"> 1. Manage the operation of OEM’s Call Center, which will be activated upon request by OEM or the Incident Commander to support preparedness, response, and recovery activities. 2. Receive non-emergency calls from the public requiring services, provide information and guidance to the public, and document calls as specified in the related training program(s), and procedural guidance documents. 3. Provide official information regarding emergency preparedness, relief, recovery, and resources, and coordinate with CDM as to what this official information shall be. 4. Ensure Call Center personnel are briefed on responsibilities and procedures. 5. Make any adjustments as necessary to the Call Center’s recorded messages and online customer service portal (used by the public to submit online requests). 6. Direct callers with life safety issues to call 9-1-1. 7. Shift out of emergency operations when appropriate to support the County’s return to normal Call Center operations. 8. Through its Office of Neighborhood Relations, facilitate communication with and outreach to local communities.
Hillsborough County Departments, All	<ol style="list-style-type: none"> 1. Assist with emergency information dissemination. 2. Provide pertinent and timely information to EOC.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Hillsborough County Public Schools	1. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Hospitals located in Hillsborough County	1. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Military	1. Serve as Subject Matter Experts. 2. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Municipal Police Departments	1. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Municipalities	1. Share pertinent information from the official EOC on resources, emergency noticing, and relief.
National Weather Service	1. Serve as Subject Matter Expert.
State Agencies	1. Serve as Subject Matter Experts. 2. Provide official information regarding emergency preparedness, relief, recovery, and resource information.
Tampa Bay Water	1. Provide information regarding the local water supply in the event of an emergency or natural disaster.
Tampa Electric Company & Peoples Gas (TECO)	1. Provide information regarding power outages and recovery.
Visit Tampa Bay	1. Maintain communications links with hotels and motels in the county.
ATTACHMENTS	None.
REFERENCES	None.

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Comprehensive Emergency Management Plan

IV. Response

ESF 15 VOLUNTEERS AND DONATIONS

Primary Agency	EMERGENCY MANAGEMENT
Support Organizations	<p>Citizen Corps Council of Hillsborough County County Administrator Crisis Center of Tampa Bay Employee Emergency Response Program (EERP) Fairgrounds Lutheran Services Florida Real Estate & Facilities Services Salvation Army United Way</p>
Purpose	To coordinate the reception and assignment of volunteer workers as well as the management of donated goods and services.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. The County may assist those seeking to help and direct them to appropriate disaster agencies and organizations. 2. The County will assist with donated goods and volunteer management to ensure that an organized, equitable, and thorough disaster support is rendered to affected citizens. 3. The County will assist in coordination and management of unsolicited goods and spontaneous volunteers. 4. The County will assist with the donations management system. Federal/state government and Non-Governmental Organization (NGO) activities are always in support of the County. 5. The management of volunteers and donations requires a united and cooperative effort during all phases of disaster by local government, NGOs, community and faith-based organizations, the business sector, and the donor community. 6. Not all volunteers, registered, affiliated, or spontaneous, may be used during a particular disaster. Deployment of volunteers is based on the size and type of disaster as well as the skills needed by officials to mount an effective response and recovery effort. Qualified, registered and/or credentialed volunteers will be used as requested in emergency response actions. The

	<p>County may reject or limit the utilization of volunteer services based on the analysis of ongoing need, matched against qualified volunteers.</p> <ol style="list-style-type: none"> 7. If a volunteer wants to help in recovery operations such as building repair, debris removal, etc., they cannot be referred to government controlled disaster recovery operations due to liability ramifications. However, individuals can be referred to humanitarian organizations that specialize in recovery work and who may need volunteer assistance. 8. This plan does not supersede the established protocols of voluntary agencies regarding their respective procedures for soliciting goods and services, or mobilizing their trained volunteers. However, in a county emergency, voluntary agencies, and community based organizations, are expected to abide by this document in order to ensure a consistent disaster relief and volunteer system. 9. The County encourages individuals interested in volunteering their personal services to participate through and/or affiliate with a recognized nonprofit voluntary organization in disaster relief efforts in preparation before the disaster occurs. Spontaneous volunteers will be discouraged from going directly to any disaster site. 10. Untrained and unaffiliated volunteers may be incorporated into response and recovery operations, particularly for large scale disasters. A volunteer reception area should be established away from the disaster site to process unsolicited volunteers. 11. Volunteers will follow the instructions of the supervisors and adhere to the safety precautions provided to them. The County does not accept responsibility for risk taking and negligent actions by volunteers. 12. Appropriate food safety protocols will be implemented during any distribution of food. 13. Transportation and distribution of donations from the donor to the receiving organization or site will be the responsibility of the donor. 14. The County encourages donations to established non-profit voluntary or community based organizations tasked to provide response and recovery services. <ol style="list-style-type: none"> a. Donors will be discouraged from sending unsolicited donations directly to the disaster site. Under no circumstances will pharmaceutical supplies, other medications, or prepared foods, be accepted from the public. b. The County encourages cash donations to recognized nonprofit voluntary organizations with disaster experience. 15. The County will coordinate with the SEOC to assure the expeditious delivery of donated goods to the affected area(s) and individuals.
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	<ol style="list-style-type: none"> 16. Donations will be managed in accordance with generally accepted accounting principles. 17. All agencies involved should maintain logs and journals on all activities regarding financial matters, trip reports, matters of institutional knowledge and concern, recordings of vital data, and after action reports or critiques (lessons learned). 18. All activities, functions, and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation. 19. The County’s Employee Emergency Response Program (EERP) will follow the Human Resources (HR) Policies set forth unless special disaster assignments and or compensation is invoked, the standard policies will be utilized (HR Policies “The Disaster Recovery Work Assignments Policy – 1.8” and the “Disaster Recovery Compensation Policy - 3.1”).
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

Preparedness	<ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 15 planning meetings to maintain ESF 15 support plans. b. Routinely engage ESF 15 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 15 partners. d. Ensure that all government employees and volunteers who have ESF 15 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. <p><u>Volunteers</u></p> <ol style="list-style-type: none"> 1. Maintain a plan and procedures for coordinating the influx of volunteers offering their services to the County in time of emergency. <ol style="list-style-type: none"> a. Include provisions for referring needed services to appropriate ESFs or consideration. b. Coordinate planning with other participant organizations. 2. Identify potential sites for volunteer reception centers. <ul style="list-style-type: none"> • Site inspections and contact with the point of contact should be completed bi-annually. 3. Maintain a formal process (portal) to register volunteers as agents for the County. 4. Maintain a volunteer outreach and training program.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
EMERGENCY MANAGEMENT	
	<p><u>Donations</u></p> <ol style="list-style-type: none"> 1. Maintain a County plan and procedures for the management of donations. 2. Maintain procedures for receiving, storing, sorting, and distributing donated goods or ensure an auditing procedure is in place for partner(s) that will handle donations. 3. Train volunteer and County personnel (EERP) in donations management. 4. Maintain procedures and policies for disseminating information to the general public through ESF 14 (Public Information) and to the various law enforcement agencies regarding routing information, types of material needed, etc. This should be a quarterly message through communications and outreach planning. 5. Solicit, receive, inventory, secure, and store available relief resources as needed. 6. Coordinate with local officials and agencies to develop procedures and policies for accepting special types of donations (e.g. cash, perishable materials, etc.). <ul style="list-style-type: none"> • Conduct bi-annual meetings with financial board members. <p><u>Employee Emergency Response Program (EERP)</u></p> <ol style="list-style-type: none"> 1. Manage the EERP. 2. Coordinate with ESF 7 (Resource Support) regarding the management and coordination of the EERP. 3. Maintain the EERP database. 4. Provide and coordinate training for EERP personnel. 5. Manage the EERP Coordination Center to resolve issues and answer questions from County staff and agencies.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. When notified report to the EOC. 2. Coordinate personnel, supplies, and other resources necessary to assist with acceptance, sorting, storage, and distribution of donated goods.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

	<ol style="list-style-type: none"> 3. Coordinate trained individuals to provide assistance with site logistics, transportation, and resources at donation and volunteer management sites.
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Staff the ESF 15 function within the EOC "Logistics Section". 3. The Donations and Volunteer Coordinator will liaise with relief agencies, the State Donations Coordinator, and the State Volunteer Coordinator to meet needs and avoid duplication of efforts. 4. The primary location of the volunteers and donations system during disaster response and recovery operations will be a suitable location as deemed appropriate by the EOC. 5. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours. 6. Coordinate with the EOC Logistics Section on feeding of personnel at the donations management warehouse and sites, and the volunteer registration center(s). <p><u>Volunteers</u></p> <ol style="list-style-type: none"> 1. Determine present and future need for volunteer resources. 2. Obtain and coordinate volunteer resources as requested. 3. Establish a Volunteer Reception Center (VRC) for registration of unaffiliated/spontaneous volunteers. <ol style="list-style-type: none"> a. Implement procedures to solicit, register, screen, receive, and deploy volunteers. b. Provide trained personnel to manage and operate the VRC for registration and assignment of volunteers. c. Provide personnel to administer a volunteer phone bank to receive offers of volunteer assistance. 4. May provide personnel to manage warehouses for donated goods and assist with distribution of donations. 5. Sources for resources can include: <ol style="list-style-type: none"> a. NGOs. b. General public. c. County Employees. d. Other County agency employees. 6. Coordinate, when necessary with the SEOC for the influx of volunteer help offered in aftermath of an emergency. 7. Provide EOC ESFs with periodic updates concerning offers received. When an

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

- EOC ESF requests services offered by volunteers, implement procedures to arrange for the deployment of personnel to areas where need exists.
8. Provide information to the EOC PIO (ESF 14) concerning the proper method(s) of offering volunteer services.
 9. Coordinate provision of food, water, and shelter for volunteer workforce.
 10. Provide for recording and reporting volunteer hours.

Donations

1. Assess the need for donations.
 - Determine present and future needs for donated goods (type and approximate numbers).
2. Coordinate through ESF 14 (Public Information) to develop and disseminate public information messaging for media releases describing what is needed and what is not needed, as well as procedures for properly packaging, labeling, and transporting donated goods to Donations Management Centers. Additionally, the preference for cash donations as opposed to in-kind donations should be stressed.
 - Periodically update public information concerning needed items, etc.
3. Coordinate location(s) and set up of donations collection site(s).
 - Coordinate donations collection with the appropriate tasked organizations.
4. Assist in the coordination of distribution of donations.
 - a. Determine location(s) for distribution center site(s).
 - Distribution sites will be established as close to the disaster area as safely possible for disaster victims to obtain needed items that may be available.
 - b. Coordinate set up of distribution center site(s).
 - c. Assign volunteers to assist with the management of donated items.
 - d. Request transportation resources from Logistics to facilitate the movement of needed items to staging areas or into the emergency area.
 - e. Identify and coordinate with NGOs who may be distributing donated supplies from their own facilities.
5. Receive offers of donated goods and services; match offers to needs.
6. Provide periodic listings of donated goods to EOC Section Chiefs, Branch Directors, ESFs, and NGOs so they will know what is available.
 - Respond to inquiries from other EOC Sections, Branches, Units, and ESFs regarding availability of certain items.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

EMERGENCY MANAGEMENT

	<ol style="list-style-type: none"> 7. Coordinate with the State EOC when necessary for the influx of donated goods offered in aftermath of an emergency. <ol style="list-style-type: none"> a. Coordinate activities with the State EOC. b. Work with the State Donations Coordinator (SDC) to determine the initial needs assessment for donated goods and to identify operating facilities suitable as donation warehouses and distribution sites. 8. Implement procedures for disposing of unneeded or unusable items. <ul style="list-style-type: none"> • Unsuitable and unneeded donations must be disposed of properly. Local laws will apply when disposing of hazardous materials. Unusable items will be recycled if possible. Usable goods will be redistributed to non-profit organizations if possible. 9. Implement cash management policies/procedures to insure accountability for all cash donations received by the County during the emergency. <ul style="list-style-type: none"> • Work with Lutheran Services Florida to establish and administer a general recovery/relief account. 10. Coordinate with ESF 7 (Resource Support) for EERP personnel as needed.
Recovery Actions	<ol style="list-style-type: none"> 1. Continue to assess the need for recovery donated goods and services. 2. Continue to monitor and report needs to EOC Planning Section. 3. Coordinate delivery of donated goods into and out of the central distribution center. 4. Continue to inform the community about the locations and availability of donated and other goods and services through the EOC. 5. Continue to distribute donated goods at service sites. 6. Continue to collect donated goods and volunteer services at service sites with the help of volunteers and County departments as necessary. 7. Participate in after action briefings and “hotwashes”. 8. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

Citizen Corps Council of Hillsborough County	<ol style="list-style-type: none"> 1. Advertise the need for volunteers.
County Administrator	<ol style="list-style-type: none"> 1. May invoke temporary controls on local County resources and establish priorities for usage.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Crisis Center of Tampa Bay	<ol style="list-style-type: none"> 1. Support the donations management warehouse operations and distribution.
Employee Emergency Response Program (EERP)	<ol style="list-style-type: none"> 1. Support the management of the County Staging Area(s). <p><u>Donations</u></p> <ol style="list-style-type: none"> 1. Coordinate messaging on donations requests and needs. 2. Real Estate and Facilities will work with various County departments (EERP staff) to manage and operate the fixed or virtual County Donations Management Warehouse (DMW). 3. Support the operation of the DMW. 4. Aging Services will support the collection and distribution of cash donations by Lutheran Services Florida as directed by the donations advisory committee. 5. Participate in meetings, trainings, and exercises facilitated through this ESF. 6. Support the identification of alternate DMW locations and software solutions. 7. Maintain records of costs and expenditures to report to the ESF 15 Lead and the EOC Finance and Administration Section. 8. Maintain a personal disaster preparedness plan. <p><u>Volunteer Reception Center</u></p> <ol style="list-style-type: none"> 1. Coordinate with ESF 14 (Public Information) and the Emergency Management Call Center on messaging for volunteer inquiries and needs. 2. Manage and support the management of the fixed and/or virtual Volunteer Reception Center (VRC). 3. Fulfill requests for volunteers from pre-identified organizations vetted by OEM. 4. Participate in meetings, trainings, and exercises facilitated through this ESF. 5. Support the identification of alternate VRC locations and software solutions. 6. Maintain records of costs and expenditures to report to the ESF 15 Lead and the EOC Finance and Administration Section. 7. Maintain records of volunteer hours served. 8. Identify potential volunteer sheltering needs. 9. Support the set-up and maintenance of the Volunteer Reception Center Phone Bank. 10. Maintain a personal disaster preparedness plan. <p><u>Employee Emergency Response Program (EERP)</u></p> <ol style="list-style-type: none"> 1. Participate in trainings, exercises, real life incidents, and events in support of disaster response and recovery operations.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
	<ol style="list-style-type: none"> 2. Staff pre-identified emergency role. 3. Maintain a personal disaster preparedness plan. 4. Participate in meetings, trainings, and exercises facilitated through this ESF. <p><u>Maintain Awareness of County Emergency Operations</u></p> <ol style="list-style-type: none"> 1. Maintain records of hours worked. 2. Review and maintain EERP Portal information. 3. Maintain contact with immediate supervisor.
Fairgrounds	<ol style="list-style-type: none"> 1. Primary location of the volunteers and donations system during disaster response and recovery operations. 2. Coordinate and monitor the acquisition and installation of all required resources to set up operational areas and logistics receiving points. 3. Coordinate the receipt of material aid from local, state, and federal sources with Fairgrounds staff (as needed security, maintenance, and logistics) and County OEM staff (primarily OEM staff). 4. Coordinate deliveries to points of distribution as needed. 5. Receive, secure, and store available relief resources as needed. 6. Provide potable water.
Lutheran Services Florida	<ol style="list-style-type: none"> 1. Receive donated monies from private sector contributions and ensure these monies are distributed to areas of need as directed by the donations advisory committee. 2. Establish and administer a general recovery/relief account for receipt of cash donations. <ul style="list-style-type: none"> • Authorize expenditures as directed by the committee.
Real Estate & Facilities Services	<ol style="list-style-type: none"> 1. Provide food services. Coordinate with the management of the EERP staffing. 2. Solicit, receive, inventory, secure, and store available relief resources. 3. Maintain EERP database and ensure that adequate personnel are available at each work site. 4. Oversee and manage the distribution of donated resources.
Salvation Army	<ol style="list-style-type: none"> 1. Provide food services to Volunteer Reception Center and Donations Management Warehouse.
United Way	<ol style="list-style-type: none"> 1. Provide financial support of disaster response and recovery operations. 2. Participate in the Donations Advisory Committee.
ATTACHMENTS	None.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

REFERENCES

1. County Staging Area (CSA) SOP.
2. Points of Distribution (POD) Plan.

Comprehensive Emergency Management Plan

IV. Response

ESF 16 LAW ENFORCEMENT AND SECURITY

Primary Agency	SHERIFF'S OFFICE
Support Organizations	<p>Florida Department of Law Enforcement (FDLE) Florida Highway Patrol Florida National Guard Hillsborough County School Security Municipal Police Departments Public Works Seminole Police Department Tampa International Airport Police Department (TIA) Tampa Police University of South Florida Police</p>
Purpose	<ol style="list-style-type: none"> 1. Protection of the public during emergency conditions requires the timely and coordinated efforts of all levels of law enforcement agencies to include municipal, county, state, and federal. A countywide disaster, such as a hurricane, will require a full scale, concerted effort by all law enforcement agencies to ensure public safety requirements. The purpose of this ESF is to assure proper coordination of law enforcement activities during disaster situations. 2. This function provides for the timely and coordinated efforts of law enforcement personnel for public safety and protection. Activities that relate to curfew, traffic control, crowd control, security, and other extra-ordinary law enforcement functions are necessary to provide for the public's safety and welfare within a disaster environment.
Policies, Preferred Practices, and Procedures	<ol style="list-style-type: none"> 1. The Hillsborough County Sheriff's Office will exercise lawful authority to save lives and property, enforce laws, and enforce emergency orders and regulations during emergencies/disasters.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
SHERIFF'S OFFICE	
Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 16 planning meetings to maintain ESF 16 support plans. b. Routinely engage ESF 16 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 16 partners. d. Ensure that all government employees who have ESF 16 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Maintain inventories of resources and equipment. Ensure all essential equipment is operational. 3. Participate in training and exercises, including those hosted by the EOC. 4. Maintain emergency action checklists specific to this function. 5. Develop procedures and policies for use in dealing with civil disorders, terrorist activity, active shooter, and other law enforcement-intensive emergencies. 6. Develop and maintain mutual aid agreements. 7. Develop and deliver relevant messages to the public.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. When notified of an emergency situation, send response teams/personnel, equipment, and vehicles to the emergency scene or other location, as appropriate. <ol style="list-style-type: none"> a. Protect life and property. b. Maintain law and order. 2. Identify an Incident Commander (IC) and establish an Incident Command Post (ICP) if appropriate; assign appropriate personnel to IC staff. 3. Perform IC duties at the emergency scene, if appropriate. 4. Notify the EOC of the situation, if the original notification did not come from the EOC.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

SHERIFF'S OFFICE

5. Send a representative(s) to the EOC when the EOC has been activated during an emergency.
6. Manage law enforcement resources and direct law enforcement field operations. Emergency duties may include:
 - a. Enforcing emergency orders.
 - b. Providing mobile units for warning operations.
 - c. Augmenting emergency communications.
 - d. Directing and controlling traffic during emergency operations.
 - e. Crowd control.
 - f. Supporting search and rescue efforts (Aviation Division, Marine Enforcement Division, Underwater Recovery Team).
 - g. Supporting damage assessment activities.
 - h. Deploying personnel to provide security for emergency teams (Fire and EMS) operating in hostile or potentially hostile environments.
 - i. Providing security to key facilities: incident sites, critical facilities, damaged property, mass care/shelter sites, and staging areas.
 - j. Providing security in the area affected by the emergency to protect public and private property.
 - k. Evacuation:
 - Assist in the evacuation of people at risk in and around the emergency scene.
 - Provide security and patrol of evacuated areas.
 - Control access to the scene of the emergency or the area that has been evacuated.
 - l. Supporting other public safety activities as required.
 - m. Requesting assistance through mutual aid and the EOC.
7. Hazardous Materials Response:
 - a. Law enforcement units responding to a hazardous material incident will ensure that they have a full understanding of the Incident Commander's assessment of the situation and that they take full and proper precautions to protect themselves.
 - b. Only personnel having proper training and equipment should be deployed to a hazardous material incident.
8. Consider pre-staging and augmentation actions during any preparation phase for an impending disaster.
9. Craft and deliver relevant messages to the public.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

SHERIFF'S OFFICE

**Emergency
Operations
Center (EOC)
Support**

1. Staff the ESF 16 function within the EOC “Operations Section”.
2. Coordinate response to identify incident sites requiring law enforcement and security services.
3. Ensure the operation of police dispatch and reporting systems.
 - Provide alternate communication links if necessary (the 700 MHz system can be utilized as backup for radio).
4. Determine condition and status of County law enforcement resources.
5. Determine present and future need for law enforcement, security, and other on-scene resources.
6. Coordinate (through the State EOC) activities with the National Guard, state law enforcement personnel, and/or federal military officials if such organizations are providing support in affected areas.
7. Organize and direct law enforcement activities.
8. Ensure public safety and welfare are being implemented through such actions as:
 - a. Preserving life.
 - b. Saving and protecting property.
 - c. Assisting evacuation operations.
 - d. Crowd control.
 - e. Traffic control.
 - f. Security at designated facilities.
 - g. Incident perimeter control.
 - h. Tactical support.
9. As per the situation provide support to ESF 9 (Search and Rescue) as per ‘Search and Rescue Hurricane Operations’ (ESF 9 Attachment 1) to include:
 - a. Security.
 - b. Sheriff’s Office Aviation Division.
 - c. Marine Enforcement Division.
 - d. Underwater Recovery Team.
10. Support damage assessment activities.
11. Coordinate security for:
 - a. City and County facilities.
 - b. Evacuated areas.
 - c. Supply distribution points.
12. As per the situation coordinate security and reentry as per the County Re-entry Plan. Actions may include:
 - a. Conduct aerial reconnaissance of the impacted areas of the County.
 - b. Establish and monitor temporary traffic control points in

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

SHERIFF'S OFFICE

	<p>unincorporated areas of the county as specified by the Florida Division of Emergency Management and the Hillsborough County Infrastructure and Development Services Department.</p> <ul style="list-style-type: none"> c. Provide security against looting and theft. d. Enforce curfews within unincorporated areas, if required. e. Monitor road conditions and report traffic flows. f. Provide mutual aid assistance to municipal law enforcement through the County EOC as directed by the Sheriff's Office. <p>13. Respond to mutual aid requests of other jurisdictions if requested and within existing capability.</p> <ul style="list-style-type: none"> • Do not dispatch mutual aid until it is determined no threat exists in the County. <p>14. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.</p> <p>15. Develop and deliver relevant messages to the public.</p>
<p>Recovery Actions</p>	<ul style="list-style-type: none"> 1. Restore normal law enforcement services suspended during the emergency. 2. Provide traffic direction and security as needed. 3. Continue security and reentry operations as needed. 4. Release any personnel and volunteers that are no longer needed. 5. Assist in damage assessment. 6. Assist with building inspections as needed. 7. Take steps to mitigate further threats to public safety and property. 8. Return equipment and vehicles to pre–incident operational condition. 9. Document expenditures and provide to County Finance Department. 10. Assist with development of recovery actions and strategies. 11. Participate in after action briefings and “hotwashes”. 12. Participate in After Action Conferences. 13. After Action Reports (AAR) and Improvement Plans (IP): <ul style="list-style-type: none"> a. Develop and distribute Sheriff's Office AARs and IPs. b. Support development of OEM and EOC AARs and IPs. 14. Develop and deliver relevant messages to the public.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Florida Department of Law Enforcement (FDLE)	<ol style="list-style-type: none"> 1. Serve as ESF 16 representative at State EOC. 2. Field requests from local agencies for law enforcement needs. 3. Support law enforcement activities as able.
Florida Highway Patrol	<ol style="list-style-type: none"> 1. Provide traffic control. 2. Support law enforcement operations.
Florida National Guard	<ol style="list-style-type: none"> 1. Support law enforcement operations if activated.
Hillsborough County School Security	<ol style="list-style-type: none"> 1. Assist with security at school shelters.
Municipal Police Departments	<ol style="list-style-type: none"> 1. Provide shelter security for those located within the City. 2. Establish and monitor temporary traffic control points. 3. Provide security against looting and theft, within jurisdiction. 4. Enforce curfews within jurisdiction, if required.
Public Works	<ol style="list-style-type: none"> 1. Provide signs and other traffic control devices to support traffic control operations. 2. Deploy personnel to erect traffic barricades, traffic cones, and signs as per prearranged plans or as requested. 3. Provide manpower, vehicles, and equipment in support of law enforcement as requested.
Seminole Police Department	<ol style="list-style-type: none"> 1. Conduct law enforcement functions on tribal lands. 2. Establish and monitor temporary traffic control points within jurisdiction. 3. Provide security against looting and theft, within jurisdiction. 4. Enforce curfews within jurisdiction, if required. 5. Provide representatives to the 3rd Tier of the Operations Group List.
Tampa International Airport Police Department (TIA)	<ol style="list-style-type: none"> 1. Provide law enforcement activities where required within their jurisdictions.
Tampa Police	<ol style="list-style-type: none"> 1. Provide shelter security for those located within the City. 2. Establish and monitor temporary traffic control points. 3. Provide security against looting and theft, within jurisdiction. 4. Enforce curfews within jurisdiction, if required.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
University of South Florida Police	<ol style="list-style-type: none"> 1. Staff the Yuengling Center (formerly known as the USF Sun Dome) Special Needs Shelter.
ATTACHMENTS	<ol style="list-style-type: none"> 1. Civil Disturbances SOP. 2. Law Enforcement and Military Agencies in Hillsborough County.
REFERENCES	<ol style="list-style-type: none"> 1. Hillsborough County, Florida, Code of Ordinances, Part A, Chapter 22, Article II (Emergency Management and Emergency Services). Ordinance provides for an imposition of a curfew, prohibition of price gouging, regulations of certain travel and activities, and regulation of the sale of certain items and substances. 2. ESF 9, Attachment 1, Search and Rescue Hurricane Operations. 3. Hillsborough County Re-Entry Framework.

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Attachment

1. CIVIL DISTURBANCES

A. GENERAL.

Civil disturbances are a possibility in an area the size and diversity of Hillsborough County. Civil disturbances can arise from one of many potential sources to include social unrest, political activism, anti-military/anti-establishment activities, etc.

B. CONCEPT OF OPERATIONS.

1. Emergency response to civil disturbances is the primary responsibility of local law enforcement agencies. However, numerous other agencies to include fire departments, social services departments, and public works departments may be called upon to participate.
2. The Hillsborough County Sheriff's Office is responsible to direct response activities during any civil disturbance in the unincorporated county. Municipal police departments have this responsibility in their respective jurisdictions. Mutual support will be provided as needed among local jurisdictions. Each law enforcement jurisdiction in Hillsborough County will prepare and maintain a plan which provides the necessary guidance to handle civil disturbances.
3. The law enforcement jurisdiction will establish one or more tactical command centers to direct on-site operational response to a civil disturbance. The numbers and locations of these centers will be dictated by the nature and geographic size of the disturbance.
4. In the event of any large scale civil disturbance, the Hillsborough County Emergency Operations Center (EOC) will be activated to provide direction and control of County government activities. Staffing will include representatives of those agencies as deemed appropriate from the EOC Operations Group. The EOC will coordinate resources as requested by the law enforcement command system.
5. If the civil disturbance is of significant magnitude, a countywide Declaration of a State of Emergency may be declared by the Emergency Policy Group. Under these conditions, the County Administrator will assume special powers as listed in the Basic Plan. Municipal jurisdictions also have the prerogative to declare a local state of emergency and take appropriate actions to control civil disturbances within their city limits.

6. State Assistance.

- a. Various State of Florida agencies are available to provide assistance to local law enforcement agencies. The Florida Department of Law Enforcement (FDLE) is the agency responsible for coordinating state law enforcement resources in a civil disturbance. The Florida Division of Emergency Management (FDEM) is the agency responsible for coordinating non-law enforcement state resources.
- b. Upon determination that an actual or potential civil disturbance exists and state resources shall be (or may be) needed, the Hillsborough County Sheriff's Office will notify the FDLE Tampa Bay Regional Operations Center. Concurrently, the Hillsborough County Sheriff's Office will request the Hillsborough County Fire Rescue, Office of Emergency Management to contact the FDEM State Watch Office. It will be the responsibility of FDLE and FDEM to coordinate with each other concerning subsequent state actions.
- c. FDLE has the capability of immediately dispatching law enforcement personnel to Hillsborough County. These field personnel will provide a continuing information link between local and state officials, and will activate the various state resources that are available to respond to the local situation. State agencies that may be called upon to assist include the Florida Highway Patrol, National Guard, Fish and Wildlife Conservation Commission, and Department of Corrections.

Attachment

2. LAW ENFORCEMENT AND MILITARY AGENCIES IN HILLSBOROUGH COUNTY

County/Municipal	<p>Hillsborough County School Board Security Services Hillsborough County Sheriff's Office Plant City Police Department Seminole Police Department Tampa International Airport Police Department Tampa Police Department Temple Terrace Police Department</p>
State	<p>53rd Infantry Brigade (Florida Army National Guard) Department of Transportation Florida Department of Corrections Florida Department of Law Enforcement Florida Division of Alcohol, Beverage and Tobacco Commission Florida Fish and Wildlife Conservation Commission Florida Highway Patrol State Fire Marshal's Office University of South Florida Police Department</p>
Federal	<p>Bureau of Alcohol, Tobacco and Firearms Federal Bureau of Investigation U.S. Customs and Border Patrol U.S. Drug Enforcement Agency U.S. Homeland Security Investigations U.S. Marshal's Office U.S. Secret Service</p>
Military	<p>MacDill Air Force Base U.S. Army Reserve Center U.S. Coast Guard Marine Safety Office U.S. Marine Corps Reserve U.S. Navy Reserve</p>

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Comprehensive Emergency Management Plan

IV. Response

ESF 17 ANIMAL PROTECTION

Primary Agency	HILLSBOROUGH COUNTY PET RESOURCES DEPARTMENT
Support Organizations	<p>Big Cat Rescue Busch Gardens County Extension Service Federal Veterinary Medical Assistance Teams (VMAT) Florida Animal Control Association Florida Fish and Wildlife Conservation Commission (FWC) Florida Horsemen’s Benevolent & Protective Association HCC Vet Tech Program Hillsborough Area Regional Transit Hillsborough County Animal Control Humane Society Municipal Police Departments Sheriff’s Office State Agricultural Response Team (SART) State Animal Response Coalition (SARC) Sunshine Line Tampa Zoo University of Florida - Veterinary Emergency Treatment Service (VETS) Veterinary Medical Society</p>
Purpose	<ol style="list-style-type: none"> 1. The purpose of this function is to identify, manage, and organize the response of resources needed for the care and disposition of domestic pets, livestock, wildlife, and exotic animals following a significant emergency, and to coordinate emergency response and relief assistance with county, state, and federal agencies. 2. Mission. To coordinate animal protection activities for both small and large animals to include emergency medical care, emergency disease control, evacuation, rescue, temporary confinement, shelter, food and water, identification for return to the owner, and the disposal of dead animals. When a large-scale disaster occurs in Hillsborough County, there will be hundreds and perhaps thousands of animals that become survivors of the disaster. The protection of animals prior to, during, and after a major

	<p>disaster such as a hurricane, will require the cooperative efforts of many organizations and individual volunteers. This ESF identifies animal protection elements and how they will operate during a disaster to achieve these goals.</p>
<p>Policies, Preferred Practices, and Procedures</p>	<ol style="list-style-type: none"> 1. In the event telephonic communications are disrupted the Pet Resources 800 MHz Radio Communications System will become the default communication system for ESF 17. 2. Personnel: <ol style="list-style-type: none"> a. Designated members of select supporting agencies and organizations perform functions for their agency or organizations that are similar to functions they will perform as part of ESF 17. b. Designated members of select supporting agencies and organizations will work with all other groups or persons in the community to provide optimal care for animals and their owners in disasters and evacuations. c. It is the responsibility of each supporting agency and organization providing animal care to ensure that their designated personnel are qualified at all times, including during disasters, to provide professional care for animals in the local community. d. Out of area and out of state groups and persons providing resources and expertise to care for animals and their owners will do so under the supervision and with prior arrangement with the ESF 17 Coordinator. e. It is understood that some members of the ESF 17 staff and those of the supporting agencies, and organizations may not be available immediately after any disaster. ESF 17 Staff will augment shortfalls with the available personnel or experienced volunteers as needed, or request additional help through the Hillsborough County EOC. 3. Supplies and Equipment. It is understood that despite taking steps to protect ESF 17 assets during a disaster, some will become unusable or destroyed. Available assets can be redistributed as needed until resupply requests can be fulfilled. All data, inventories, resource lists, and ESF 17 standard operating procedures (SOPs) will be distributed prior to disaster onset in hard copy and also uploaded to department laptops dedicated to the support function. 4. Required resources will be satisfied through local sources as coordinated by ESF 7 (Resource Support). Resources unavailable locally will be requested from the State EOC through the Hillsborough County EOC. 5. In the interest of public health and safety, the agencies of jurisdiction will identify and attempt to meet the care and emergency needs of animals following emergencies and disasters. 6. Priorities will be directed toward animal care needs after human needs are met.

	7. Pet and animal owners should have animal care emergency plans and supplies on hand.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

HILLSBOROUGH COUNTY PET RESOURCES DEPARTMENT

Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 17 planning meetings to maintain ESF 17 support plans. b. Routinely engage ESF 17 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 17 partners. d. Ensure that all government employees and volunteers who have ESF 17 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities. 2. Maintain a resource list that identifies the agencies/organizations that are responsible for providing the supplies (medical, food, and other necessary items) needed to treat and care for injured and sick animals during large-scale emergencies and disasters. 3. Maintain animal evacuation and shelter plans in coordination with OEM. 4. Maintain inventories of animal protection resources and facilities. 5. Maintain ESF 17 emergency plans, policies, procedures, and emergency action checklists. <ol style="list-style-type: none"> a. Store this information digitally in the department's network drive, ensure accessibility through intra or internet (.html) protocols, and update on an annual basis (minimum requirement). b. Maintain an Emergency Operations Plan binder that will include a paper copy, 10 thumb drives, and external hard drive. 6. Participate in drills and exercises. 7. Maintain a primary and alternate pet shelter communications capability. 8. Participate in emergency management and EOC training and exercises. 9. Engage area agencies, veterinarians, kennels, and animal hospitals in memoranda of understanding for domestic pet care, support, and evacuation in times of crisis, and: <ol style="list-style-type: none"> a. Identify which agencies/departments/organizations will be responsible for transportation of injured pets to veterinary facilities and back after treatment. b. Identify which agencies/departments/organizations will provide feeding, sheltering, and routine care of stray or abandoned pets.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
HILLSBOROUGH COUNTY PET RESOURCES DEPARTMENT	
	<ul style="list-style-type: none"> 10. Collaborate with OEM on public outreach and staffing enhancement. 11. Maintain the list of registered exotic animals provided by Florida Fish and Wildlife Conservation Commission (FWC).
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ul style="list-style-type: none"> 1. Rescue and capture of animals that have escaped confinement county-wide. 2. Evacuate, shelter, and care for injured, sick, and stray animals. 3. When notified of an emergency situation, may send a representative to the EOC, if requested.
Emergency Operations Center (EOC) Support	<ul style="list-style-type: none"> 1. Staff the ESF 17 function within the EOC “Logistics Support Section”. 2. Assess and prioritize animal protection and service emergency needs in the following five mission areas: <ul style="list-style-type: none"> a. Protecting animals in the Pet Resources shelter; b. Emergency pet friendly shelters; c. Animal rescue and recovery operations; d. Establishing temporary animal shelters; and e. Coordinating and managing ESF 17 volunteers. 3. Coordinate with other ESFs in determining and prioritizing animal protection and service emergency needs as appropriate. 4. Identify local facilities and resources available for animal concerns. 5. Establish contact with ESF 17 facilities and field personnel. Communications mediums for ESF 17 include: <ul style="list-style-type: none"> a. Telephonic - land line and cellular phones. b. Internet . c. 800 MHz Radio Communications System. d. Short range FM walkie-talkie radio and citizens band (CB) radios. e. Amateur radio. 6. Establish and maintain contact with SEOC: <ul style="list-style-type: none"> a. Provide information on need for animal care services and facilities. b. Request animal care resources, as needed.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

HILLSBOROUGH COUNTY PET RESOURCES DEPARTMENT

	<ol style="list-style-type: none"> 7. Coordinate animal related advisories with Florida Department of Health – Hillsborough. <ul style="list-style-type: none"> • Provide information and/or services for the disposal of dead animals. 8. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours. 9. The ESF 17 Coordinator in the EOC will ensure animal protection activities are coordinated with supporting agencies. The ESF 17 coordinator will also ensure continual coordination with ESF 17 at the State EOC.
<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. As applicable, complete post disaster tasks found in Attachment 1. 2. Develop and prioritize strategies for supporting recovery operations by providing animal and pet control support services, as requested. 3. Continue to coordinate with state counterparts as requested, as well as with other governmental and non-government organizations (NGOs) involved in animal and pet control issues. 4. Assist with animal reunifications. 5. Assist with development of recovery actions and strategies. 6. Participate in after action briefings and “hotwashes”. 7. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

<p>Big Cat Rescue</p>	<ol style="list-style-type: none"> 1. Provide coordination and assistance for loose “big cats”.
<p>Busch Gardens</p>	<ol style="list-style-type: none"> 1. Help with large animals, e.g. bears, etc.
<p>County Extension Service</p>	<ol style="list-style-type: none"> 1. Assist with the coordination of agricultural animals.
<p>Federal Veterinary Medical Assistance Teams (VMAT)</p>	<ol style="list-style-type: none"> 1. Provide veterinary services.
<p>Florida Animal Control Association</p>	<ol style="list-style-type: none"> 1. Assist with the coordination of mutual aid during an incident.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Florida Fish and Wildlife Conservation Commission (FWC)	1. Assist with the coordination of wildlife.
Florida Horsemen’s Benevolent & Protective Association	1. Assist with the coordination of horse issues.
HCC Vet Tech Program	1. Coordinate with local veterinary and veterinary technical schools to provide students assist with animal care and triage (Hillsborough Community College).
Hillsborough Area Regional Transit	1. Provide small animal transport.
Hillsborough County Animal Control	1. Provide animal control for loose domestic or wild animals. 2. Provide for care, treatment, and relocation of sick and injured animals. 3. Provide animal shelters. 4. Assist with coordination of emergency animal issues.
Humane Society	1. Provide animal shelters. 2. Provide pet clinic veterinary services.
Municipal Police Departments	1. Assist with response in to sensitive areas.
Sheriff’s Office	1. Assist with response in to sensitive areas. 2. Provide security and safety. 3. Assist with large animals. 4. Coordinate with SART and the County Extension Service.
State Agricultural Response Team (SART)	1. Provide equipment and resources for small animals. 2. Provide assistance with small animal sheltering.
State Animal Response Coalition (SARC)	1. Provide volunteers for post disaster small animal response.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Sunshine Line	1. Provide transport of pets for special needs shelter registrants.
Tampa Zoo	1. Help with large animals.
University of Florida - Veterinary Emergency Treatment Service (VETS)	1. Provide veterinary services personnel and resources.
Veterinary Medical Society	1. Provide veterinary services personnel and resources.
ATTACHMENTS	1. ESF 17 Pre and Post Disaster Tasks.
REFERENCES	1. County EOC Operations Manual and Position Desk Books.

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Attachment

1. ESF 17 PRE AND POST DISASTER TASKS

ESF 17 Checklist

Review the following list of ESF 17 pre and post disaster tasks, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate and needed. The numbers are for reference purposes only and do not imply priority.

A. Pre Disaster Operating Procedures (if time permits)

<input type="checkbox"/>	1.0 Disseminate appropriate emergency plans, policies, and procedures to all Pet Resources Department managers and Employee Emergency Response Program (EERP) staff. See Section C in this Checklist for content list.
	1.1 These documents are also stored digitally in the department's network drive and accessible through intra or internet (.html) protocols.
	1.2 The Emergency Operations Plan (EOP) binder includes a paper copy, 10 thumb drives, and external hard drive.
<input type="checkbox"/>	2.0 Create a voice mailbox and Internet accessible message board for use by department and supporting agency and organization staff.
<input type="checkbox"/>	3.0 Determine situation and anticipate needs and actions to be taken.
	3.1 Determine the ESF 17 elements (mission areas) to be implemented: <ul style="list-style-type: none"> a. Protecting animals in the Pet Resources shelter. b. Emergency Pet Friendly Shelter. c. Animal rescue and recovery operations. d. Establishing temporary animal shelters. e. Coordinating and managing ESF 17 volunteers.
<input type="checkbox"/>	4.0 Notify the state ESF 17 Coordinator and advise of the situation.
<input type="checkbox"/>	5.0 Notify ESF 17 mutual support agencies and organizations, and advise them of the situation, mission areas to be implemented, and anticipated needs and actions. (Once notified of the required courses of action agencies and organizations can inform their responders and begin to activate and implement elements of ESF 17.)
	5.1 Notify, as appropriate to the situation and mission areas, the following mutual support agencies and organizations and special animal operations: <ul style="list-style-type: none"> <input type="checkbox"/> Florida State Animal Response Coalition (SARC) <input type="checkbox"/> Florida Animal Control Association (FACA)

ESF 17 Checklist

	<ul style="list-style-type: none"> <input type="checkbox"/> State Agricultural Response Team (SART) <input type="checkbox"/> Florida Fish and Wildlife Conservation Commission (FWC) <input type="checkbox"/> University of Florida - Veterinary Emergency Treatment Service (VETS) <input type="checkbox"/> Federal Veterinary Medical Assistance Teams (VMAT) <input type="checkbox"/> Humane Society of Tampa Bay <input type="checkbox"/> Hillsborough County Veterinary Medical Society (HCVMS) <input type="checkbox"/> Hillsborough Animal Health Foundation (HAHF) <input type="checkbox"/> Hillsborough County Sheriff's Office <input type="checkbox"/> County Extension Service <input type="checkbox"/> Tampa Zoo at Lowry Park <input type="checkbox"/> Busch Gardens <input type="checkbox"/> Big Cat Rescue <input type="checkbox"/> Florida Horsemen's Benevolent & Protective Association
<input type="checkbox"/>	<p>6.0 Upon activation from the ESF 17 Coordinator in the EOC, the Pet Resources Department will cease normal operations and begin disaster preparations. Activities will lead towards the implementation of the County's animal shelter disaster plan to minimize injury to the animals housed in the shelter and damage to the shelter facility, equipment, and supplies. All personnel will be advised to prepare for disaster operations with instruction on work schedules for the duration of disaster operations.</p>
<input type="checkbox"/>	<p>7.0 Once Pet Resources is notified of activation, the department's Communications Plan will be activated. Designated Animal Enforcement Officers and essential personnel will be released to secure their personal affairs and are expected to return within 6 hours (if possible).</p>
<input type="checkbox"/>	<p>8.0 All essential personnel and back-up personnel will prepare the shelter for the storm and begin loading the animal transport vehicles for dispatch to designated areas. If sufficient staff is available, Animal Enforcement Officers and/or staff will be dispatched to appropriate search and rescue bases of operations, and/or to patrol areas to provide emergency support to any public transport vehicle drivers who encounter animal related problems.</p>
<input type="checkbox"/>	<p>9.0 The Director of Pet Resources will determine if the Pet Resources shelter is to be evacuated dependent on the severity of the disaster. Possible shelter evacuation locations include: 4710 Sydney Rd., County fairgrounds, and various County park locations.</p>

ESF 17 Checklist

<input type="checkbox"/>	10.0 When a hurricane warning has been established (approximately 36 hours prior to landfall), essential personnel should be in position either at the Pet Resources shelter at Sydney Road, an alternate shelter location, or at one of the designated pet friendly shelters. Backup or support personnel will have been released to ride out the disaster at home or at other secure facilities along with instructions on where to report after the disaster's effects have subsided. If necessary, personnel will be assigned to shifts to allow for 24 hour operations.
<input type="checkbox"/>	11.0 Prior to the onset of gale force winds, all personnel will be at their assigned safe pre-designated locations and off the roads. Animal transport vehicles will have been dispersed to appropriate locations to minimize damage to the vehicles and equipment.
<input type="checkbox"/>	12.0 Coordinate through ESF 14 (Public Information) to develop and disseminate advisories and instructions for the public to help them protect their animals.
<input type="checkbox"/>	13.0 Recovery. When the disaster event has passed, recovery operations will begin. Essential personnel will be dispatched as determined by the ESF 17 Coordinator or designee. Backup or support personnel will have been instructed to return to the Falkenburg Animal Shelter, the temporary animal shelter at the Pet Resource Warehouse located at 520 North Falkenburg Road, or other pre-designated locations for assignment of duties. Assessment and recovery operations will begin immediately at the shelter to bring it up to operational status.
B. Post Disaster Operating Procedures	
<input type="checkbox"/>	1.0 Conduct impact and damage assessments.
	1.1 Coordinate with the EOC Planning Section to obtain: <ul style="list-style-type: none"> a. Damage and magnitude of animal related emergencies where animals have died, been injured, or will be at risk. b. Damage to neighborhoods and residential areas including special animal operations such as zoos, animal exhibitors, stables, agricultural concerns, and permitted wildlife license holders within the disaster affected areas.
	1.2 Assess damage and impacts to department resources and equipment. <ul style="list-style-type: none"> a. The Pet Resources Shelter on Falkenburg Road and the Humane Society of Tampa Bay are the two largest small animal (dogs and cats) shelters in the county. b. Shelter staffs will have been instructed to return to the shelters to begin recovery operations and to provide veterinary medical care for the animals as soon as conditions permit.
<input type="checkbox"/>	2.0 Work with EOC Planning Section to develop a needs assessment to determine the mass care needs for both humans and animals.

ESF 17 Checklist	
	2.1 Use the results of the needs assessment to determine the extent of external support that will be required to conduct effective ESF 17 animal rescue, recovery, and care operations.
	2.2 Priorities will be assigned at the EOC in accordance with need as determined by needs and damage assessments.
<input type="checkbox"/>	3.0 Work with EOC Planning Section to complete an ESF 17 damage assessment.
	3.1 Assess damage and magnitude of animal related emergencies where animals have died, been injured, or will be at risk.
	3.2 Assess damage to department resources and equipment. The Pet Resources Shelter on Falkenburg Road and the Humane Society of Tampa Bay are the two largest small animal (dogs and cats) shelters in the county. Shelter staffs will have been instructed to return to the shelters to begin recovery operations and to provide veterinary medical care for the animals as soon as conditions permit.
	3.3 Assess damage to neighborhoods and residential areas including special animal operations such as zoos, animal exhibitors, stables, agricultural concerns, and permitted wildlife license holders within the disaster affected areas.
<input type="checkbox"/>	4.0 Determine in coordination with appropriate ESF functionaries and the ESF 17 supporting agencies and organizations appropriate responses to implement recovery operations.
<input type="checkbox"/>	5.0 Coordinate with Florida Fish and Wildlife Commission for assistance, if needed, in dealing with wildlife and exotic animal issues.
	5.1 It is anticipated that permitted wildlife and exotic animals will be cared for as needed on site by their owners. ESF 17 will intervene only as needed or upon warranted request.
<input type="checkbox"/>	6.0 Establish, if required, a temporary animal shelter staffed by a combination of Animal Staff and/or volunteers.
	6.1 Depending upon the pattern of local destruction, suitable space for confining injured or displaced small non-exotic animals and livestock will be established at the following locations once the storm has passed: <ul style="list-style-type: none"> a. Hillsborough County Pet Resources, 440 Falkenburg Rd., Tampa, (813) 744-5660. b. Humane Society of Tampa Bay, 3607 Armenia Avenue, Tampa, (813) 876-7138. c. Pet Resource Warehouse 520 Falkenburg Rd, Tampa. d. County Fairgrounds located 5 Miles east of Brandon at the intersection of Sydney-Washer Road and Highway 60. 4810 E SR 60, Dover, FL 33527. e. Various county locations. f. Others based on locations and needs. <p>Note: These sites may be pre-stocked with supplies and equipment during the evacuation phase of a disaster.</p>

ESF 17 Checklist

<input type="checkbox"/>	7.0 Request through ESF 7 (Resource Support) resources to implement recovery efforts. This includes the acquisition of food and water if required. Resources (including food and water) may also become available at the Volunteers and Donations Center (VDC) under ESF 15 (Volunteers and Donations).
<input type="checkbox"/>	8.0 Coordinate through ESF 14 (Public Information) to develop and disseminate appropriate advisories and instructions for the public to help them protect their animals after the disaster, how to report lost and found animals, and other information relevant to the situation.
<input type="checkbox"/>	9.0 Establish a Volunteer Reception Point in coordination with the Volunteer Reception Center (VRC) where Florida State Animal Response Coalition (SARC) and other qualified individuals with appropriate skills will receive situational briefings and reporting instructions.
<input type="checkbox"/>	10.0 Determine appropriate location(s) to deploy departmental search and rescue personnel and/or supporting agencies and organizations after coordination with ESF 9 (Search and Rescue) and other appropriate ESF functionaries.
<input type="checkbox"/>	11.0 Establish a lost and found tracking system for animals at SARC, MASH, and other sheltering locations.
<input type="checkbox"/>	12.0 Develop action plans to sustain ESF 17 staff and the support agencies and organizations for the anticipated duration of disaster recovery operations.
<input type="checkbox"/>	13.0 Coordinate with Public Works if disposal of animal carcasses is required. The County's contractor for debris management will handle such disposal as stipulated in the debris management contract.
<input type="checkbox"/>	14.0 Develop action plans to return facilities and property used during these operations to appropriate pre-disaster conditions.
C. References: Standard Operating Procedures (Some In Developmental Stage)	
<input type="checkbox"/>	1.0 Pet Resource Center EOP. a. Field Section Disaster Instructions. b. Shelter Section Disaster Instructions. c. Veterinary Section Disaster Instructions. d. Administrative Section Disaster Instructions. e. Pet Evacuation Shelter Manual (Pet Friendly Sheltering Guide).
<input type="checkbox"/>	2.0 Pre-Disaster Responsibilities SOP. a. Emergency Operations Plan. b. Assessing Response Capabilities. c. Animal Sheltering Capabilities. d. Training.

ESF 17 Checklist	
	<ul style="list-style-type: none"> e. Preparedness Activities with Local Government. f. Preparedness Activities with Local Association/Organizations. g. Preparedness Activities with State Government.
<input type="checkbox"/>	<p>3.0 Response Activities SOP.</p> <ul style="list-style-type: none"> • Scenarios.
<input type="checkbox"/>	<p>4.0 Deployment Areas.</p> <ul style="list-style-type: none"> a. Disaster site or evacuation area. b. Shelter facilities. c. Pet friendly shelter locations.
<input type="checkbox"/>	<p>5.0 Emergency Operations Center.</p> <ul style="list-style-type: none"> a. Alert notification procedures. b. Internal notification procedures. c. Initial response procedures. d. Specific function responsibilities. <ul style="list-style-type: none"> • Administration • Animal care • Animal fostering and adoption • Contacts between shelter residents and animals • Liaison • Public affairs • Veterinary care • Animal care volunteers • Operations orientation • Other functions
<input type="checkbox"/>	<p>6.0 Sheltered Animal SOP.</p>
<input type="checkbox"/>	<p>7.0 Financial Authority SOP.</p>
<input type="checkbox"/>	<p>8.0 Liability SOP.</p>
<input type="checkbox"/>	<p>9.0 Equipment inventories (on hand).</p> <ul style="list-style-type: none"> a. Field. b. Shelter. c. Veterinary. d. Administrative. e. Dedicated ESF 17 supplies.

ESF 17 Checklist

<input type="checkbox"/>	<p>10.0 Vehicle inventories (on hand).</p> <ul style="list-style-type: none">a. Field.b. Shelter.c. Administrative.
<input type="checkbox"/>	<p>11.0 Personnel rosters (filled positions).</p> <ul style="list-style-type: none">a. Field.b. Shelter.c. Veterinary.d. Administrative.e. Volunteers.

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Comprehensive Emergency Management Plan

IV. Response

ESF 18 BUSINESS AND INDUSTRY

Primary Agency	ECONOMIC DEVELOPMENT
Support Organizations	<p>Chamber of Commerce Emergency Management Florida Small Business Development Center Greater Tampa Bay Association of Continuity Professionals (ACP) Greater Tampa Chamber of Commerce Hillsborough County Extension Office Innovation Place Plant City EDC Representatives: Businesses, Real Estate & Insurance Tampa Downtown Partnership Tampa-Hillsborough Economic Development Corporation Visit Tampa Bay Westshore Alliance</p>
Purpose	<ol style="list-style-type: none"> 1. The purpose of this function is to provide for coordination of the business community during emergencies, and to provide guidance on emergency and recovery operations undertaken following this plan. 2. To enhance the ability of businesses to plan, prepare for, respond to, recover from, and mitigate the effects of disruptive events and emergencies.
Policies, Preferred Practices, and Procedures	<p>In order to maximize the County's economic vitality, it is the goal of Hillsborough County to promote and encourage the business community to develop and maintain emergency programs and plans.</p>

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ECONOMIC DEVELOPMENT

Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 18 planning meetings to maintain ESF 18 support plans.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ECONOMIC DEVELOPMENT

- b. Routinely engage ESF 18 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response.
 - c. Maintain a current contact list for ESF 18 partners.
 - d. Ensure that all employees who have ESF 18 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities.
2. Encourage local business to:
 - a. Enhance knowledge of applicable insurance.
 - b. Develop business interruption plans.
 - c. Line up alternate vendors for essential supplies and equipment.
 - d. Acquire back-up equipment and emergency power.
 - e. Develop company and site specific emergency plans.
 - f. Develop mitigation programs.
 - g. Develop employee emergency preparedness programs.
 - h. Develop emergency response capacity, i.e. response teams, equipment, and supplies.
 - i. Develop mutual aid agreements.
 3. Coordinate local business emergency plans with this CEMP.
 4. Coordinate with the ESF 18 support agencies to define how private enterprises can assist in pre and post event preparations and recovery.
 5. Maintain emergency action checklists specific to this function.
 6. Participate in emergency management and EOC training and exercises.
 7. Use and promote the Florida Virtual Business Emergency Operations Center (VBEOC): <https://floridadisaster.biz/>

NOTE

Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ECONOMIC DEVELOPMENT

<p>Emergency</p>	<ol style="list-style-type: none"> 1. When notified report to the EOC. 2. Encourage the business community to monitor warnings, emergency information, etc. 3. Encourage businesses to register and keep their status current in floridadisaster.biz including; damage assessment, items needed, and items available for business recovery.
<p>Emergency Operations Center (EOC) Support</p>	<ol style="list-style-type: none"> 1. Staff the ESF 18 function within the EOC “Logistics Section”. 2. Provide a communications focal point for business disaster response and recovery planning and operation efforts. 3. Communicate emergency requests for assistance from business owners to proper authorities. 4. Facilitate an on-going needs assessment of the County’s business community so that appropriate requests for resources can be made. 5. Serve as the primary link between the EOC Operations Group and the business community. <ul style="list-style-type: none"> • Coordinate through ESF 14 (Public Information) to develop and disseminate emergency and recovery information to the business community. 6. Coordinate with the EOC Operations Group functions that target the business community’s most immediate concerns. These include: <ol style="list-style-type: none"> a. Public Works ESF 3 (Public Works & Engineering). b. Mass Care ESF 6 (Mass Care & Human Services). c. Energy ESF 12 (Energy & Utilities). d. Public Information ESF 14 (Public Information). e. Law Enforcement ESF 16 (Law Enforcement & Security). f. Damage Assessment ESF 19 (Damage Assessment). g. Disaster Recovery Center / Business Assistance Center. h. Evacuation. i. Re-entry. 7. Assist the EOC Operations Section in identifying critical businesses for priority road clearing and re-entry. 8. Develop a survey to determine disaster impacts and emergency needs of the business community for inclusion in the County's impact and damage assessments. <ul style="list-style-type: none"> • Compile damage assessment reports from private business sources for inclusion in preliminary and final damage assessment reports, and maintain log of private restoration activities.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ECONOMIC DEVELOPMENT

	<ol style="list-style-type: none"> 9. Monitor re-entry operations and keep the business community informed as to when they can expect to return to their facilities. 10. Identify private resources that may be available for use by governmental response and recovery agencies, monitor a database (preferably floridadisaster.biz) of the resources, and coordinate the available resources for use by the EOC Operations Section. 11. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.
<p>Recovery Actions</p>	<ol style="list-style-type: none"> 1. Provide liaison between governmental recovery efforts, and private business recovery and restoration efforts. 2. Coordinate with the EOC Operations Section to provide re-entry information to the business community. 3. Coordinate with the State of Florida, FEMA, SBA, USDA, and other agencies to facilitate the recovery process for businesses. 4. Provide information on FEMA, SBA, and USDA emergency assistance and recovery programs for businesses and their employees. 5. Coordinate with the Florida Small Business Development Center Network to access the Emergency Bridge Loan Program and related resources. 7. Assist with development of the County recovery incident action plan providing inputs for the County’s economic recovery goals and objectives. 8. Participate in after action briefings and “hot washes”. 9. Assist in the development of After Action Reports and Improvement Plans.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

<p>Chamber of Commerce</p>	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
<p>Emergency Management</p>	<ol style="list-style-type: none"> 1. Provide timely disaster specific information, coordinate local resources to the extent possible to address the needs of the County’s business community and request assistance from the State EOC if and when local resources are not able to meet identified needs.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Florida Small Business Development Center	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through workshops, consulting, and other promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Greater Tampa Bay Association of Continuity Professionals	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through workshops, consulting, and other promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Greater Tampa Chamber of Commerce	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Hillsborough County Extension Office	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Innovation Place	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Plant City EDC	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Representatives: Businesses, Real Estate & Insurance	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Tampa Downtown Partnership	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Tampa Hillsborough Economic Development Corporation	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Visit Tampa Bay	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
Westshore Alliance	<ol style="list-style-type: none"> 1. Work with local businesses to promote awareness of the importance of disaster preparedness through promotional activities. 2. Disseminate business disaster preparedness, reentry, and recovery information to their business members.
ATTACHMENTS	None.
REFERENCES	None.

Comprehensive Emergency Management Plan

IV. Response

ESF 19 DAMAGE ASSESSMENT

Primary Agency	CODE ENFORCEMENT	
<p>Support Organizations</p>	<p>American Red Cross Aviation Authority City of Plant City City of Tampa City of Temple Terrace Conservation & Environmental Lands Management Consumer and Veteran Services Development Services Economic Development Environmental Protection Commission Extension Service Fire Marshal's Office Fire Rescue Florida Department of Health – Hillsborough Hillsborough Area Regional Transit</p>	<p>Hillsborough County School Board Information & Innovation Office Parks and Recreation Property Appraiser Public Utilities Public Works Real Estate & Facilities Services Representatives: Businesses, Real Estate & Insurance Risk Management & Safety Sheriff's Office Solid Waste Services Sports Authority Tampa Bay Port Authority Tax Collector</p>
<p>Purpose</p>	<ol style="list-style-type: none"> 1. Coordinate initial life safety assessment and ongoing initial damage assessments of the County so accurate and timely information on the situation is obtained. 2. Conduct and coordinate a thorough damage assessment of all affected areas of the County to determine extent of damage and restoration action to be taken. This includes the collection, analysis, and distribution of damage assessment information for public and private buildings, infrastructure, businesses, private homes, and municipal jurisdictions. 	
<p>Policies, Preferred Practices, and Procedures</p>	<ol style="list-style-type: none"> 1. Life Safety Assessment will begin immediately upon occurrence of an emergency and damage assessment will begin as soon as it can safely be done. 2. Personnel that are out on the streets will regularly report operational information and damages observed by them to the EOC through their normal dispatch centers. 	

	<ol style="list-style-type: none"> 3. All affected County departments will provide damage assessment reports to the EOC. 4. All County departments will be prepared to provide information regarding damage to buildings, equipment, vehicles, communications, and personnel availability. 5. Damage assessment should be conducted using surveys by teams of qualified inspectors representing both the public and private sectors. Where required, inspectors from appropriate county, state, and federal agencies will augment the teams. Types of damage assessment include: <ol style="list-style-type: none"> a. <u>Individual Assistance</u> damage assessment relates to estimates of damage to the private sector and individuals, and includes damages to homes, businesses, farms, possessions, and other improvements. b. <u>Public Assistance</u> damage assessment involves damage to public buildings, facilities, infrastructure, etc. Public assistance is composed of emergency work and permanent restoration. Emergency work is defined as that necessary to save lives, protect public health and safety, and protect property. An example of emergency costs would be those associated with temporary facilities or temporary restoration of services. Permanent restoration is the cost associated with bringing a facility back to pre-emergency condition. c. <u>Building Inspection</u> is a more thorough, professional evaluation of individual building safety and habitability conducted by Qualified inspectors. 6. A timely and well-managed damage assessment will demonstrate County leadership, and will enable state/federal assessment teams to do their assessments quickly, and maximize public assistance benefits to the County.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

CODE ENFORCEMENT

Preparedness	<p>Work with the Office of Emergency Management to:</p> <ol style="list-style-type: none"> 1. Maintain this Emergency Support Function (ESF). <ol style="list-style-type: none"> a. Conduct ESF 19 planning meetings to maintain ESF 19 support plans. b. Routinely engage ESF 19 partners throughout the year to review roles and responsibilities, confirm planning concepts, identify gaps, and make adjustments to improve response. c. Maintain a current contact list for ESF 19 partners. d. Ensure that all government employees and volunteers who have ESF 19 responsibilities are prepared, know their roles during disaster response, and participate in continuing education and training opportunities.
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PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
CODE ENFORCEMENT	
	<ol style="list-style-type: none"> 2. Maintain rapid needs (life safety) assessment and damage assessment procedures. 3. Maintain a system and forms for tabulating both rapid needs assessment and damage assessments. 4. Maintain rapid needs assessment and damage assessment teams. 5. Conduct rapid needs and damage assessment training. 6. Maintain the County damage assessment command center sectors. 7. Maintain pre-emergency maps, photos, and other documents. 8. Maintain assignment zone area maps, damage assessment forms, documents. 9. Maintain emergency action checklists specific to this function. 10. Participate in emergency management and EOC training and exercises.
NOTE	<p>Review the following list of tasks for “Emergency”, “Emergency Operations Center Support”, and “Recovery”, and complete as appropriate to the situation or as directed. There may be other tasks to be addressed that emerge due to type of incident, scope, duration, weather, and impacts. Add these tasks to this list to include in future updates. Some tasks may be “one time only” other tasks are repeated during an operational period as appropriate / needed. The numbers are for reference purposes only and do not imply priority.</p>
Emergency	<ol style="list-style-type: none"> 1. When notified report to the EOC. 2. Activate and brief life safety and rapid needs assessment teams. 3. Collect life safety and rapid needs data and provide to the EOC Damage Assessment Unit.
Emergency Operations Center (EOC) Support	<ol style="list-style-type: none"> 1. Staff the ESF 19 function within the EOC “Planning Section”. 2. Activate the Code Enforcement Department’s Damage Assessment Plan that details the organizational components and standard operational procedures. 3. Activate the appropriate County damage assessment command center sectors. <ul style="list-style-type: none"> • Each sector will possess a supervisor, a tablet loaded with the County damage assessment program, at least one clerical support person who can operate the program, and a communications capability (landline phone, cellular phone, or radio). 4. Coordinate assignments and deployment of County, and private and public sector entities’ rapid needs (life safety) assessment teams. Inform EOC Command where County teams are being deployed to ensure safety and accountability. Brief teams on the following:

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

CODE ENFORCEMENT

- a. Current disaster status.
- b. Address safety issues for personnel.
- c. Damage assessment procedures, checklists, and forms.
- d. Assign priorities and areas of responsibility for assessments.
- 5. Assist in collecting and analyzing rapid needs (life safety) assessment information from field units to include:
 - a. Locations of injuries, deaths, and damages.
 - b. Types and extent of damages.
 - c. Impact on people.
 - d. Identify immediate victim needs (need for shelters, water availability, etc.).
 - e. Identify assistance needed (resource requirements) in the affected areas.
- 6. As appropriate compile the information gathered by rapid needs and damage assessment teams, and complete and submit the Florida Division of Emergency Management damage assessment forms and worksheets.
- 7. Provide initial life safety assessment data and information to the EOC Planning Section.
- 8. Prepare an initial situation map illustrating the footprint (location, size, etc.) of the affected area to aid in deploying response and recovery resources.
 - The footprint may be revised several times during emergency response until the full extent of the impacted area is clearly identified.
- 9. Make recommendations as to actions to be taken based on the assessment information.
- 10. Provide a consolidated, overall situation report for responding agencies and departments.
- 11. Coordinate through ESF 14 (Public Information) to develop and disseminate damage assessment and other appropriate information to the public.
- 12. Coordinate deployment of damage assessment teams (a more detailed building by building assessment).
 - Assign County personnel and volunteer professionals to damage assessment teams based on levels of certification and expertise.
- 13. Coordinate damage assessment activities with additional support organizations.
- 14. Brief damage assessment teams on the following:
 - a. Current disaster status.
 - b. Address safety issues for personnel.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

CODE ENFORCEMENT

- c. Damage assessment procedures, checklists, and forms.
- d. Assign priorities and areas of responsibility for assessments.
- 15. Prepare damage assessment reports for the EOC Planning Section.
- 16. Receive, record, and consolidate all damage reports.
 - a. Assemble damage assessment information and create visual displays and computerized GIS maps of the affected areas.
 - b. Determine the extent of damages. This information will provide a basis for determination of actions necessary, establishment of priorities among essential actions and allocation of County resources in the emergency area during the early stages of the recovery effort.
 - c. Compile damage information to include:
 - Damages to essential services, critical facilities, and infrastructure.
 - Public buildings and equipment.
 - Private residences.
 - Private businesses.
- 17. Provide data to support County Administrator’s declarations of emergency and formal requests for assistance. Information to include:
 - a. The extent of emergency impact on the County (description of the emergency, where the emergency struck, approximate number of people affected, and demographics of the affected area).
 - b. The estimated dollar amount of damages.
 - c. Any conditions that could affect the ability to carry out relief coordination.
- 18. Compile damage assessment reports and provide information on damages to the State EOC (SEOC).
- 19. Provide damage assessment data and information to the EOC Command and OEM.
- 20. Send “Preliminary Damage Assessment (PDA)” reports to SEOC.
- 21. Coordinate with ESF 3 (Public Works and Engineering) to establish priorities for emergency repair to roads, bridges, buildings, and debris removal.
- 22. Request and coordinate structural engineers to assist in the evaluation of building safety, especially during search and rescue (SAR) operations.
- 23. Determine unsafe facilities.
 - a. Assess and post all damaged buildings, structures, and facilities for structural integrity and occupant safety.
 - b. Coordinate procedures for controlled entry into damaged buildings with elected officials.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
CODE ENFORCEMENT	
	<p>24. Coordinate preliminary damage assessments (PDA) with local, state, and federal agencies as appropriate.</p> <ol style="list-style-type: none"> a. Because federal funding may be involved, and as part of the public assistance application process, state, and federal damage assessment teams may want to identify and validate damaged property, define scope of repairs, and determine repair or replacement costs. b. Escort state and federal damage survey officials on inspection of damaged areas. c. Develop map(s) of the affected areas (leverage data from the ‘disaster assessment app’ to create damage maps). d. Prioritize sequences of site visitations to ensure most heavily damaged areas are visited; it may not be necessary to visit isolated damage sites. <p>25. Compile and maintain records of cost and expenditures to accomplish this ESF, and forward them to the EOC Finance/Administration Section Chief every 24 hours.</p>
Recovery Actions	<ol style="list-style-type: none"> 1. Based on the damages and community development plans, provide guidance for post disaster mitigation and redevelopment opportunities. 2. Analyze damages from floods and make recommendations to EOC Command and OEM related to the National Flood Insurance Program (NFIP). 3. Serve as liaison to insurance industry in event of build-back issues and FEMA/NFIP requirements. 4. Assist the County Property Appraiser with reappraisal of properties following a disaster for tax adjustments. 5. Prepare project worksheets. <ul style="list-style-type: none"> • A project worksheet identifies a specific damaged property or structure, defines the scope of work, and establishes the cost of repair or replacement. A separate Project Worksheet is assigned to each site or project. The compendium of project worksheets comprise in total the County’s Public Assistance Application (federal monies granted to repair or replace damaged or destroyed public facilities). 6. Train and deploy personnel for damage assessment. 7. Provide administrative advice and support relative to preparation of damage 8. Analyze the damage assessment information to determine if the damages meet the criteria to request Federal Disaster Assistance (SBA or Presidential Declaration). 9. Coordinate damage assessment reports for submission to the SEOC. 10. Assist with development of recovery actions and strategies.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

CODE ENFORCEMENT

	<ol style="list-style-type: none"> 11. Participate in after action briefings and “hotwashes”. 12. Assist in the development of After Action Reports and Improvement Plans.
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SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS

American Red Cross	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts.
Aviation Authority	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
City of Plant City	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
City of Tampa	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
City of Temple Terrace	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
Conservation & Environmental Lands Management	<ol style="list-style-type: none"> 1. Provide damage assessment assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Consumer and Veteran Services	<ol style="list-style-type: none"> 1. Provide damage assessment assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
Development Services	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts. 2. Ensure that Hillsborough County Code of Ordinance & Laws, Chapter 22, Article III, Reconstruction Following Emergencies (formally Ordinance 93-20) is referenced regarding County build back policies and the potential need to establish a moratorium on building. 3. Participate in the recovery action planning process.
Economic Development	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts. 2. Monitor business reporting website-https://floridadisaster.biz/ and provide information to partners for situational awareness. 3. Assist with the SBA
Environmental Protection Commission	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts.
Extension Service	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts.
Fire Marshal's Office	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts.
Fire Rescue	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts.
Florida Department of Health – Hillsborough	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
Hillsborough Area Regional Transit	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Hillsborough County School Board	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
Information & Innovation Office	<ol style="list-style-type: none"> 1. Assist with the integration of damage assessment data into WebEOC.
Parks & Recreation	<ol style="list-style-type: none"> 1. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 2. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit. 3. Responsible for damage assessment in County parks and beaches in the unincorporated areas.
Property Appraiser	<ol style="list-style-type: none"> 1. Assist with the detailed assessment for property appraisal.
Public Utilities	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit. 4. Participate in damage assessment efforts.
Public Works	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit. 4. Responsible for damage assessment of roads and bridges in the unincorporated county.

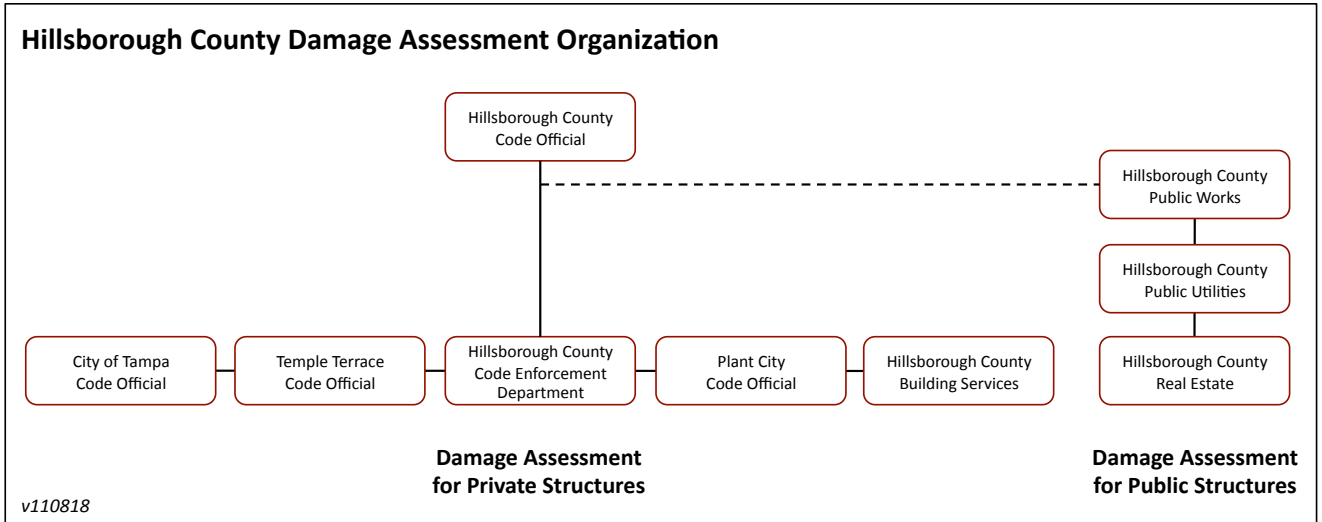
SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Real Estate & Facilities Services	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit. 4. Assess damages to all general use County government buildings.
Representatives: Businesses, Real Estate & Insurance	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts.
Risk Management & Safety	<ol style="list-style-type: none"> 1. Coordinate with insurance adjusters from insurers of County facilities and equipment. 2. Coordinate data between Real Estate and Facilities Services damage assessment teams and insurance adjusters.
Sheriff's Office	<ol style="list-style-type: none"> 1. Participate in damage assessment efforts. 2. Provide small boat assets for damage assessment. 3. Provide air assets for damage assessment. 4. Assist with security during the damage assessment process.
Solid Waste Services	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
Sports Authority	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.

SUPPORT ORGANIZATIONS RESPONSIBILITIES/TASKS	
Tampa Bay Port Authority	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
Tax Collector	<ol style="list-style-type: none"> 1. Maintain trained personnel to accomplish damage assessment and provide necessary reports and forms. 2. Submit damage assessment reports to the Damage Assessment Coordinator at the EOC. 3. Provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.
ATTACHMENTS	<ol style="list-style-type: none"> 1. County Damage Assessment Organization. 2. County Damage Assessment Process.
REFERENCES	<ol style="list-style-type: none"> 1. State of Florida - The Handbook for Disaster Assistance. 2. State of Florida CEMP Recovery Overview. 3. Code Enforcement Department Damage Assessment Plan. 4. FEMA Damage Assessment Operations Manual. 5. Damage Assessment Reports: <ol style="list-style-type: none"> a. Initial Damage Assessment - Housing Losses. b. Initial Damage Assessment - Public Assistance. c. Initial Damage Assessment - Business Losses. 6. County Damage Assessment Plan.

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1. COUNTY DAMAGE ASSESSMENT ORGANIZATION



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2. COUNTY DAMAGE ASSESSMENT PROCESS

A. PUBLIC SECTOR DAMAGE ASSESSMENT.

1. For the public sector damage assessment, each municipality and applicable constitutional authorities, as well as some of the larger, specialized County departments will be responsible for their own damage assessment. These agencies must ensure they have trained personnel to accomplish damage assessment and provide necessary reports and forms. Damage assessment reports will be submitted directly in writing, electronic format preferred, to the Damage Assessment Coordinator at the EOC by these organizations:

Aviation Authority	Hillsborough County School Board
City of Plant City	Parks & Recreation
City of Tampa	Port Authority
City of Temple Terrace	Public Utilities
Conservation & Environmental Lands Management	Public Works
Florida Department of Health - Hillsborough	Real Estate and Facilities Services
Hillsborough Area Regional Transit Authority	Sheriff's Office
	Sports Authority
	Tax Collector

2. Real Estate and Facilities Services will be responsible for assessing damages to all general use County government buildings. Public Works will be responsible for damage assessment of roads and bridges in the unincorporated county. Parks & Recreation and Conservation & Environmental Lands Management will be responsible for County parks and beaches in the unincorporated areas.
3. County Risk Management personnel will coordinate with insurance adjusters from insurers of County facilities and equipment. The Risk Management representatives will coordinate data between Real Estate and Facilities Services damage assessment teams and insurance adjusters. County Damage Assessment Teams (DAT) will provide assistance to municipalities, County departments, and other agencies as required and as availability of personnel and resources permit.

B. DAMAGE ASSESSMENT TEAMS.

1. Several County agencies will participate as members of damage assessment teams for damage to private sector buildings (i.e. homes and businesses). Code Enforcement, the lead agency, and Development Services provide a majority of the resources for the damage assessment teams. Other departments and agencies may participate in damage assessment efforts, and/or support depending on the extent and type of damages. Included among these are the following:

Economic Development	Public Utilities
Environmental Protection Commission	Public Works
Extension Service	Real Estate and Facilities Services
Fire Marshal's Office	Representatives: Businesses, Real
Fire Rescue	Estate & Insurance
Information & Innovation Office	Sheriff's Office
Property Appraiser	

2. In addition, damage assessment activities will be closely coordinated with the American Red Cross.

C. COUNTY DAMAGE ASSESSMENT PROCESS.

1. Search and rescue teams, initial safety assessment teams, or other first responders will deploy to damaged areas to provide the EOC with the initial indication of extent and location of major damage. This information will be used to prioritize areas of the most damage. Damage assessment teams will then be dispatched to areas on a priority basis. Information to be collected and reported includes:
 - Status of high life-hazard occupancies (Critical Facilities)
 - Fire(s), i.e., dwellings, businesses
 - Street/road disruptions, i.e., debris, power lines, water
 - Mass casualties, i.e., motor vehicle, structure collapse
 - Trapped victims, i.e., motor vehicle, dwellings, businesses
 - Hazardous materials release, i.e., fixed site, transportation
 - Utility-line disruptions, i.e., power lines, water mains, etc.
 - Need for evacuations, i.e., life-hazard occupancies
 - Health/medical concerns, i.e., health/medical care facilities
 - Crowd control, i.e., unruly, looting, etc.
2. Damage assessment is a progressive operation. The first phase entails an initial damage assessment which is a quick survey of damage, usually through aerial observation and drive through, or "windshield triage survey", to assess in general the impact of the disaster. This assessment provides a rough estimate of the magnitude and severity of damage. Once the County and municipalities obtain an initial survey, it will be transmitted to Florida Division of Emergency Management (FDEM) by email, telephone, and/or facsimile. This initial survey should be completed as soon as possible after the disaster has occurred.
3. If the damage is of sufficient magnitude, the County Administrator will recommend the Hillsborough County Emergency Policy Group (EPG) declare a local State of Emergency if such a declaration has not already been issued. This must be done before formally requesting assistance

from the state. The state will not actively participate in the damage assessment process nor seek a Presidential Declaration until the local State of Emergency has been declared. Once a local State of Emergency has been declared, the EOC may request state assistance in the damage assessment process. If major damage has been incurred, the EOC will request federal assistance through FDEM.

4. Soon after the initial damage survey, the detailed damage assessment process will begin. During this phase, the state may join with the County in an attempt to document the severity of the storm's impact and to justify the need to pursue a request for a Presidential Declaration. When the damage is obviously of such magnitude that it would appear a declaration will be granted, this assessment would be combined with the Federal Emergency Management Agency (FEMA), thereby shortening the overall damage assessment process.
5. It will be the responsibility of the EOC Damage Assessment Coordinator to calculate the estimated economic impact, or dollar loss, of disasters. Property Appraiser data may be used to assess residential and commercial structural damage. For other damage in most cases, educated estimates will have to be made. In any event, dollar value losses are necessary to provide to local, state, and federal authorities, and to the media, to quantify the extent of economic loss to the community.
6. The Hillsborough County Damage Assessment Plan outlines local/state preliminary damage assessment and federal/state preliminary damage assessment processes to include the coordination with substantial damage estimations within the Special Flood Hazard Areas (SFHA). Whereas, in accordance with the National Flood Insurance Program (NFIP), communities participating in the NFIP are required under their floodplain management ordinance to determine whether the damages to structures meet the definition of substantial damage. This requirement applies to all structures within the Special Flood Hazard Areas (SFHA) or 100-year floodplain. As necessary, the Damage Assessment Coordinator will coordinate with the Development Services Department Hazard Mitigation Manager or the certified Substantial Damage Estimator (SDE) Coordinator to ensure sufficient SDEs are available to conduct damage assessment in these areas.

D. DAMAGE ASSESSMENT TEAMS AND OPERATIONS.

1. County damage assessment teams must be prepared to expeditiously accomplish the damage assessment process. All teams, transportation, maps, etc. must be ready to deploy. The faster the data can be collected, the quicker a potential disaster declaration can be obtained.
2. Each department and agency involved in damage assessment activities will ensure sufficient resources are available to accomplish team tasks. Each agency will maintain inventories of personnel, data, equipment, and vehicles to be available for damage assessment. County Code Enforcement will maintain a master list of personnel and equipment to be used and will update it on an annual basis.

3. Damage assessment teams will be activated by the ESF 19 lead, County Code Enforcement, upon request by the Director OEM. Teams will report to designated staging areas as soon as possible after the disaster and be given instructions and areas of assignment.
4. The county has been divided into United States National Grid (USNG) designations. Designated damage assessment teams will be assigned within these grids, based on severity of damage to each area. The most severely damaged areas will get priority, however all areas of the county receiving damage will be surveyed. (Note: Code Enforcement Department maintains a Damage Assessment Plan that details the organizational components and standard operational procedures. The Damage Assessment Plan includes damage assessment grids, command center locations and a database of personnel to staff all damage assessment teams. The plan is updated annually before hurricane season).
5. For overall management, the county will be divided into sectors with staff support for each sector. Each support sector will possess a supervisor, a laptop computer loaded with the County damage assessment program, at least one clerical support person who can operate the program and a communications capability (landline phone, cellular phone, or radio). Sector command centers will be updated annually based on availability of space/resources.
6. Each sector command center will consolidate information from the teams in their sector and transmit the data as soon as possible to the damage assessment operations center for further consolidation and transmittal to the EOC. Municipalities and independently reporting agencies will submit their report directly to the EOC. The EOC will be responsible for accumulating all damage assessment reports and forwarding them to the State EOC.
7. Damage assessment teams will conduct a detailed street-by-street survey within their area of responsibility. Required reports should be accompanied by photographs and maps as necessary, with electronic format preferred.
8. A portion of the initial and follow-up damage assessment will be conducted from the air by helicopter. The primary sources of helicopter support will be the Sheriff's Office and the Public Works Mosquito Control Section, although there may be other volunteer sources that may avail themselves after a hurricane. An aerial assessment will be invaluable for the early, quick damage assessment to estimate how extensive the damage is. Further, during the detailed damage assessment, aerial photographs will be taken of damaged areas to be included in formal reports submitted for state/federal assistance. In addition, small boat assets from the Sheriff's Office or other agencies may be used in the damage assessment.
9. For damage assessment operations, 800 MHz radio will be primary means of communications. Secondary means of communications may include cell phone, satellite phone, amateur radio, and two-way radio. Each unit will utilize a pre-assigned talk group for inter-team communications. All

communications from damage assessment teams (DAT) will be routed through their area supervisor to the Damage Assessment Incident Commander at DAT Base. All teams will make reports on a set time schedule in accordance with the Incident Action Plan (IAP).

10. All agencies involved in damage assessment will keep detailed records of all expenditures and obligations for manpower, equipment, and financial resources. This data must be documented for applications for federal disaster assistance.
11. Code Enforcement will conduct damage assessment training on an annual basis at a minimum. This training will include information needed by team members to conduct street-by-street surveys of a disaster area. More in-depth training on reporting procedures will be conducted for sector supervisors and clerical support staff. In addition, Code Enforcement will coordinate training with Hillsborough County Fire Rescue for the initial assessment team personnel.

E. DAMAGE ASSESSMENT REPORTS.

1. The forms to be used for damage assessment are as follows:
 - a. Initial Damage Assessment - Housing Losses
 - b. Initial Damage Assessment - Public Assistance
 - c. Initial Damage Assessment - Business Losses
2. The Damage Assessment Plan contains copies of the above forms with instructions on how to fill them out.
3. County damage assessment teams will submit daily reports that will be forwarded to the damage assessment operations center which will compile and submit the data to the EOC.
4. The Damage Assessment Coordinator in the EOC will consolidate all county damage assessment data that will include municipal and County agency reports. Consolidated reports will be submitted to FDEM via County Situation Report.
5. Damage assessment reports provide a basis for various ensuing recovery and mitigation activities. Damage assessment reports will be provided to the Development Services Department to document the level of reconstruction of private structures. In addition, damage assessment reports form the basis of any building moratoria that must be established pursuant to Hillsborough County Code of Ordinance & Laws, Chapter 22, Article III, Reconstruction Following Emergencies (formally Ordinance 93-20). Based on these reports, the Development Services Department will make recommendations to the County Administrator who will issue the appropriate moratoria. Further, damage assessment information will be provided to FEMA teams that are providing substantial-damage estimation to assist the County to verify the degree of structural mitigation required to remain in good standing with the National Flood Insurance Program (NFIP).

F. COORDINATION OF DAMAGE/NEEDS ASSESSMENT ACTIVITIES.

1. Assessment of damages, as well as assessment of the needs of the community, becomes a responsibility of all government related activity in the aftermath of a disaster. In addition to the designated damage assessment teams, diversified assessments of various portions of the community may be conducted by the following (not necessarily an all-inclusive list):

Aging Services	Law Enforcement Units
Agricultural Response Team	Pet Resources Personnel
American Red Cross	Public Works
County Survey Teams	Search and Rescue Units
Fire Rescue	Social Services Assistance Teams
Florida Department of Health – Hillsborough	

2. The damage assessment operations center, which will be located at a centralized location, will also serve as a coordination center of all damage and needs assessments. Representatives from the elements mentioned above will meet on a regular basis at the damage assessment operations center (preferably at least daily during active response/recovery operations, at the start and/or at the end of each day). This will allow field elements to share information on damage and needs assessments throughout the county.
3. Coordinate through ESF 14 (Public Information) to develop and disseminate recovery information to the damage/needs assessment groups, disaster survivors, and the general public.



**Hillsborough
County Florida**

Office of Emergency
Management

Comprehensive Emergency Management Plan (CEMP)

V. RECOVERY

Hillsborough County CEMP

Comprehensive Emergency Management Plan

V. RECOVERY

1.0 INTRODUCTION, PURPOSE, GOALS.

- 1.1 Hillsborough County has the lead role in planning for and managing the aspects of its recovery. State and federal officials will look to the County to clearly articulate its recovery priorities and develop recovery action plans to include the transitioning into long-range community redevelopment processes as applicable. Post disaster recovery activities begin in the early stages of the response operations and may last for years.
- 1.2 The purpose of pre-event recovery planning is to anticipate what will be needed to restore the community to full functioning as rapidly as possible through pre-event planning and cooperation between citizens, businesses, and government. Successful community recovery from disaster will only occur if everyone in the community understands the process, and how they fit in. Individuals, agencies, organizations, and businesses must understand their responsibilities and must coordinate their work efforts with the County's recovery leadership.
- 1.3 This Recovery Section to the County CEMP provides a framework to guide the County's recovery efforts.
- 1.4 The County's recovery goals are to:
 - a. Maintain Leadership.
 - b. Utilize local initiative and resources.
 - c. Maximize state/federal programs and benefits.
 - d. Establish and maintain communications to and from citizens.
 - e. Provide a point of contact for disaster victims.
 - f. Make maximum use of damage and impact assessment for recovery planning.
 - g. Promote economic recovery.

2.0 POLICY.

- 2.1 To establish overall direction, control, and/or coordination through a County recovery management organization to support disaster recovery.

- 2.2 To utilize the National Incident Management System (NIMS) as the organizational basis for recovery to any emergency.
- 2.3 To use Recovery Support Functions (RSFs) and Technical Assistance Committees (TACs) to organize the County's recovery efforts.
- 2.4 To elevate standards for community redevelopment through the Post Disaster Recovery Plan (PDRP) Task Force process.
- 2.5 To coordinate support to municipal recovery.

3.0 RECOVERY RESPONSIBILITIES.

3.1 Individuals and Households.

- a. Individuals and families need to plan and be prepared to sustain themselves in the immediate aftermath of a disaster. Those who prepare reduce personal stress, and they enhance their ability to undertake their own recovery, and shape the future of the County's recovery.
- b. Individuals and households should carry adequate insurance and maintain essential levels of supplies, medication, food, and water. Resources to help individuals and families prepare are available through websites and publications of various organizations that are active in disasters, including local, state, and federal agencies.

3.2 County.

- a. The Hillsborough County Office of Emergency Management (OEM) is the lead agency to coordinate the County's preparedness, pre-disaster recovery, and mitigation planning.
- b. The County is responsible for defining and executing its own recovery and will establish its leadership role in such a way that the County can integrate into federal, state, and regional recovery efforts, and thus access external funding streams.
- c. Based on the disaster impacts, a Recovery Support Function (RSF) driven Recovery Action Plan (RAP) will be developed. Recovery planning efforts will focus on activities that will restore the community and reduce future disaster potential.
- d. Certain County departments will be assigned to lead specific recovery support functions.
- e. During recovery the County Administrator may activate a Recovery Task Force and appoint a Disaster Recovery Manager to organize and manage the County's recovery activities.

- f. The County will identify the need for moratoria and reconstruction programs and policies through the PDRP Task Force process.
- g. The County provides a conduit to its municipalities for coordinating state and federal recovery assistance programs.

3.3 County Administrator.

- The County Administrator is responsible for the overall coordination of recovery efforts.

3.4 Municipalities.

- Municipalities are responsible for defining and executing their own recovery and will establish their leadership role in such a way that municipalities can integrate into County, federal, state, and regional recovery efforts.

3.5 State.

- a. The state provides a conduit to local governments for federal recovery assistance programs.
- b. During recovery the state may: assess local government recovery needs, assist local governments with identifying recovery resources, and appoint a State Disaster Recovery Coordinator (SDRC) to lead and coordinate state recovery planning and assistance to impacted communities.

3.6 Federal.

- a. The Federal Emergency Management Agency (FEMA) promotes recovery preparedness by providing guidance to local and state governments and nongovernmental organizations on pre-disaster recovery planning.
- b. When a disaster occurs that exceeds the capacity of state resources, the federal government may use the National Disaster Recovery Framework (NDRF) to task available federal department and agency capabilities to support local recovery efforts.
- c. During recovery the federal government may: deploy a Federal Disaster Recovery Coordinator (FDRC), activate and deploy recovery support functions (RSFs) when determined to be necessary, and establish a recovery coordination structure in close collaboration with affected local, state, and tribal governments.

- d. The FDRC works as a deputy to the Federal Coordinating Officer (FCO) who is appointed by the Director of FEMA, on behalf of the President, to coordinate federal recovery assistance to a state affected by a disaster or emergency. The FDRC partners with and supports the County's Disaster Recovery Manager (DRM) and the State Disaster Recovery Coordinator (SDRC) to facilitate disaster recovery in the impacted area.

3.7 Private Sector - Business Community and Critical Infrastructure Owners and Operators.

- a. The private sector has a critical role in recovery. When the private sector is operational, the community recovers more quickly by retaining and providing jobs and a stable tax base. Additionally, the private sector owns and operates the vast majority of the critical infrastructure, such as electric power, financial, and telecommunications systems.
- b. The private sector should: develop, test, and implement business continuity and restoration plans; implement mitigation measures and preparedness; and carry adequate insurance.

3.8 Non-profit Sector.

- Non-profit sector support is provided by a range of organizations from small locally based non-profit and regional, state, and national organizations with extensive experience in disaster recovery. Non-profit organizations directly supplement and fill gaps where government authority and resources cannot be applied.

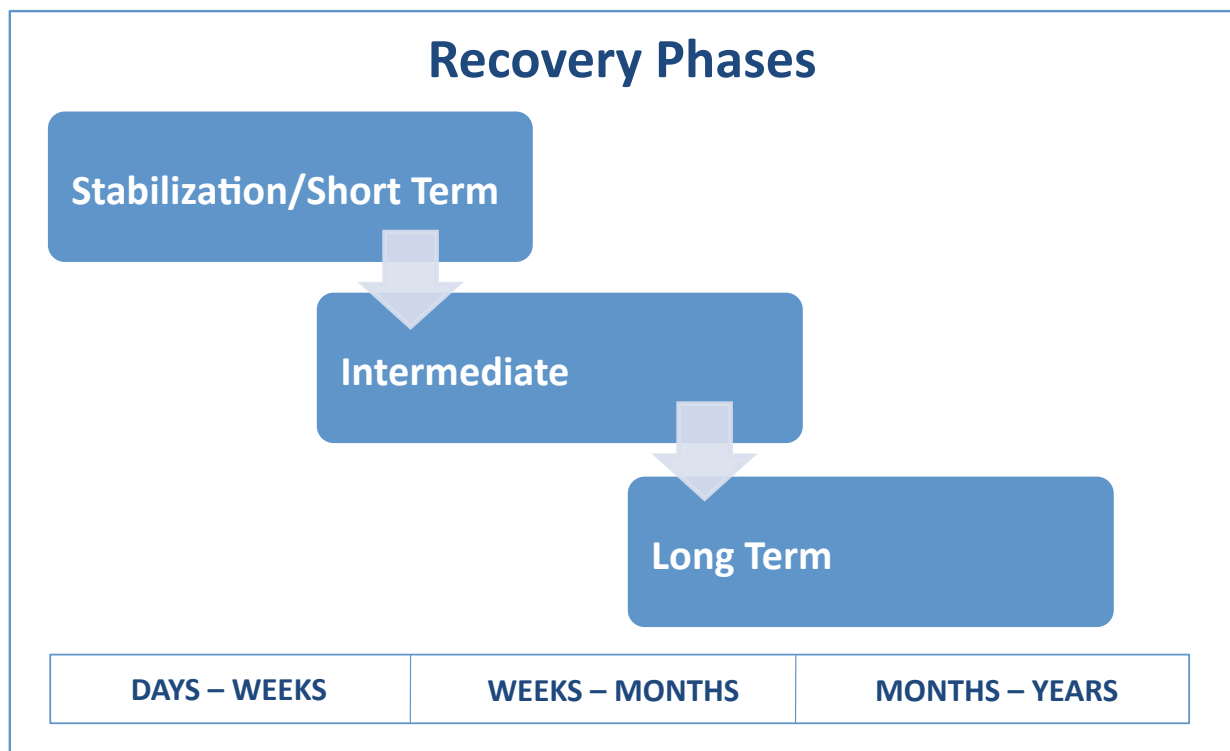
4.0 RECOVERY PHASES.

4.1 Recovery begins before disaster strikes with preparedness activities such as planning, capability building, exercising, and establishing tools and metrics to evaluate progress and success, mitigation planning and actions, economic development planning, and vital partnership building, all of which contribute to the County's resilience. Post disaster recovery activities begin in the early stages of the response operations and may last for years. (See the table of Recovery Phases/Tasks below.)

4.2 The County's response to disaster impacts follows a "phased approach" that includes three general phases: short-term, intermediate, and long-term.

- The recovery process is best described as a sequence of interdependent and often concurrent activities that progressively advance a community toward a successful recovery.

- 4.3 **Stabilization and short-term (days-weeks) recovery actions.** As response actions wind down, short-term stabilization activities are primary. Stabilization is the process in which the immediate impacts of an event on community systems are managed and contained, thereby creating an environment where recovery activities can begin. The various elements of a community system will stabilize on different time frames, leading to a situation in which response, stabilization, and restoration activities can occur concurrently.
- 4.4 **Intermediate (weeks-months)** recovery activities involve returning individuals, families, critical infrastructure, and essential government or commercial services back to a functional, if not a pre-disaster state. Such activities are often characterized by temporary actions that provide a bridge to permanent measures.



- 4.5 **Long-term (months-years)** recovery is the phase of recovery that follows intermediate recovery and may continue for months to years. Examples include the complete redevelopment and revitalization of the damaged area. It is the process of rebuilding or relocating damaged or destroyed social, economic, natural, and built environments in a community to conditions set in a long-term post disaster recovery plan. The goal underlying long-term redevelopment is the impacted community moving toward self-sufficiency, sustainability, and resilience. Activities may continue for years depending on the severity and extent of the disaster damages, as well as the availability of resources. See Section 16.0 for summary information on the County’s PDRP.

RECOVERY PHASES AND LIKELY TASKS		
Stabilization/Short-Term (Days)	Intermediate (Weeks-Months)	Long-Term (Months-Years)
<ul style="list-style-type: none"> <input type="checkbox"/> Providing essential health and safety services <input type="checkbox"/> Providing congregate sheltering or other temporary sheltering solutions <input type="checkbox"/> Providing food, water, and other essential commodities for those displaced by the incident. <input type="checkbox"/> Providing disability related assistance/functional needs support services. <input type="checkbox"/> Developing impact assessments on critical infrastructure, essential services, and key resources. <input type="checkbox"/> Conducting initial damage assessments. <input type="checkbox"/> Conducting community wide debris removal, including clearing of primary transportation routes of debris and obstructions. <input type="checkbox"/> Restarting major transportation systems and restoring interrupted utilities, communication systems, and other essential services such as education and medical care. <input type="checkbox"/> Establishing temporary or interim infrastructure systems. Supporting family reunification. <input type="checkbox"/> Supporting return of medical patients to appropriate facilities in the area. 	<ul style="list-style-type: none"> <input type="checkbox"/> Continuing to provide individual, family-centered, and culturally appropriate case management. <input type="checkbox"/> Providing accessible interim housing (in or outside the affected area depending on suitability) and planning for long-term housing solutions. <input type="checkbox"/> Returning of displaced populations and businesses if appropriate. <input type="checkbox"/> Reconnecting displaced persons with essential health and social services. <input type="checkbox"/> Providing supportive behavioral health education, intervention, including continuing to provide crisis, grief, and group counseling and support. <input type="checkbox"/> Providing access and functional needs assistance to preserve independence and health. <input type="checkbox"/> Updating hazard and risk analyses to inform recovery activities. <input type="checkbox"/> Establishing a post-disaster recovery and long-term reconstruction prioritization and planning process. <input type="checkbox"/> Developing an initial hazard mitigation strategy responsive to needs created by the disaster. 	<ul style="list-style-type: none"> <input type="checkbox"/> Identifying of risks that affect long-term community sustainment and vitality. <input type="checkbox"/> Developing and implementing disaster recovery processes and plans, such as a long-term recovery plan and/or reflecting recovery planning and mitigation measures in the community’s land use planning and management, comprehensive plans, master plans, and zoning regulations. <input type="checkbox"/> Rebuilding to appropriate resilience standards in recognition of hazards and threats. <input type="checkbox"/> Addressing recovery needs across all sectors of the economy and community, and addressing individual and family recovery activities and unmet needs. <input type="checkbox"/> Rebuilding educational, social, and other human services and facilities according to standards for accessible design. <input type="checkbox"/> Reestablishing medical, public health, behavioral health, and human services systems. <input type="checkbox"/> Reconfiguring elements of the community in light of changed needs and opportunities for “smart planning” to increase energy efficiency, enhance business, and job diversity, and promote the preservation of natural resources.

RECOVERY PHASES AND LIKELY TASKS		
Stabilization/Short-Term (Days)	Intermediate (Weeks-Months)	Long-Term (Months-Years)
<ul style="list-style-type: none"> <input type="checkbox"/> Providing basic psychological support and emergency crisis counseling. <input type="checkbox"/> Providing initial individual case management assessments. <input type="checkbox"/> Providing security and reestablishing law enforcement functions. <input type="checkbox"/> Building an awareness of the potential for fraud, waste, and abuse, and ways to deter such activity, such as developing Public Service Announcements and publicizing ways to report allegations of waste, fraud, and abuse. <input type="checkbox"/> Begin assessment of natural and cultural resources. 	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring that national and local critical infrastructure priorities are identified and incorporated into recovery planning. <input type="checkbox"/> Developing culturally and linguistically appropriate public education campaigns to promote rebuilding to increase resilience and reduce disaster losses. <input type="checkbox"/> Complete assessments of natural and cultural resources and develop plans for long-term environmental and cultural resource recovery. 	<ul style="list-style-type: none"> <input type="checkbox"/> Implementing mitigation strategies, plans, and projects. <input type="checkbox"/> Implementing permanent housing strategies. <input type="checkbox"/> Reconstructing and/or relocating, consolidating permanent facilities. <input type="checkbox"/> Implementing economic and business revitalization strategies. <input type="checkbox"/> Implementing recovery strategies that integrate holistic community needs. <input type="checkbox"/> Implementing plans to address long-term environmental and cultural resource recovery. <input type="checkbox"/> Ensuring there is an ongoing and coordinated effort among local, state, tribal, and federal entities to deter and detect waste, fraud, and abuse. <input type="checkbox"/> Identifying milestones for the conclusion of recovery for some or all non-local entities.

5.0 DAMAGE ASSESSMENT.

See ESF 19 (Damage Assessment) for details.

5.1 Developing an effective County Recovery Action Plan (RAP) will rely heavily on rapid impact and needs assessments and accurate assessments of private and public losses. Damage assessment documentation is needed to request state and federal assistance. The initial phases of damage assessment will be undertaken by the County and municipalities. Depending on the nature and extent of the disaster, state, and federal damage assessment personnel may supplement County efforts.

5.2 Damage Assessment Phases.

a. Rapid Impact and Needs Assessment: First Phase.

- Field responders and Rapid Needs Assessment teams provide a general overview of the impacted areas and life safety needs and issues. This information will be used to prioritize life safety response objectives and identify areas with the most damage. This assessment provides a rough estimate of the magnitude and severity of damage.

b. Initial Damage Assessment: Second Phase.

- Initial damage assessment teams are dispatched to impacted areas on a priority basis. The goal of this assessment is to quantify the magnitude and severity of damages, and, if not already done so, determine if a County “local state of emergency declaration” is warranted.

Note: A local state of emergency must be declared before formally requesting assistance from the state. The state will not actively participate in the damage assessment process nor seek a Presidential Declaration until the County has made this declaration. Once a state of emergency is declared, the EOC may request state assistance in the damage assessment process.

c. Preliminary Damage Assessment (PDA): Third Phase.

- The PDA is a joint local/state/federal assessment to verify and further quantify the magnitude of damages and to rate the level of damage to each structure. The state uses the results of the PDA to determine if the situation is beyond the combined capabilities of the state and County resources, and to verify the need for supplemental federal assistance. The PDA also identifies any unmet needs that may require immediate attention.
- PDA reports are the necessary basis for the Governor's decisions to declare a state of emergency and to request a presidential disaster declaration. Additionally, these reports form the basis for determining specific types and extent of state/federal assistance needed in the disaster area.

d. Mitigation Assessment: Possible Fourth Phase.

- Should the County be impacted by a natural disaster deemed to be of national significance, FEMA, in conjunction with state and local officials, may mobilize a

Mitigation Assessment Team (MAT). This team’s mission is to conduct on-site qualitative engineering analyses to assess damage to government offices, homes, hospitals, schools, businesses, critical facilities and other structures, and infrastructure. The intent of the assessment would be to determine the causes of structural failures (or successes), ascertain the extent of damage to structures, and to evaluate the adequacy of local building codes, practices, and construction materials for the purpose of improving future performance. They may use the opportunity to review the effectiveness of previous mitigation projects.

6.0 TRANSITION FROM RESPONSE TO RECOVERY: ACTIVATION OF THE COUNTY RECOVERY PLAN.

- 6.1 The transition from response to recovery is not based upon a decisive point in time, but rather will occur as a gradual process: As response activities diminish, recovery activities will increase. The exact timeline for this process will depend on the scope of the disaster.
- 6.2 The County’s Disaster Recovery Plan will be activated by OEM to the appropriate level based on the scale of the disaster. The transition from response to recovery will occur within the Emergency Operations Center (EOC). Probable Recovery Plan activation actions include:
 - a. Appointment of a Disaster Recovery Manager (DRM)
 - b. Activation of the Recovery Task Force (RTF)
 - c. Development of the recovery organization
 - d. Establishment of a Recovery Operations Center (ROC)
 - e. Development of a Recovery Action Plan (RAP) and activation of needed Recovery Support Functions (RSF)
 - f. Continuation of PDA
 - g. Needs assessments

Transitioning from Response to Recovery Command and Coordination				
	Response	Stabilization/Short Term Recovery	Intermediate Recovery	Long Term Recovery
Location of Command and Coordination	<ul style="list-style-type: none"> • Incident Command Post (ICP) • EOC 	<ul style="list-style-type: none"> • EOC may continue operations and will deactivate once life safety objectives are met • ROC is activated and coordinated with EOC (given EOC is still 	<ul style="list-style-type: none"> • ROC and/or de-centralized RSFs 	<ul style="list-style-type: none"> • ROC and/or de-centralized Technical Assistance Committees (TACs)

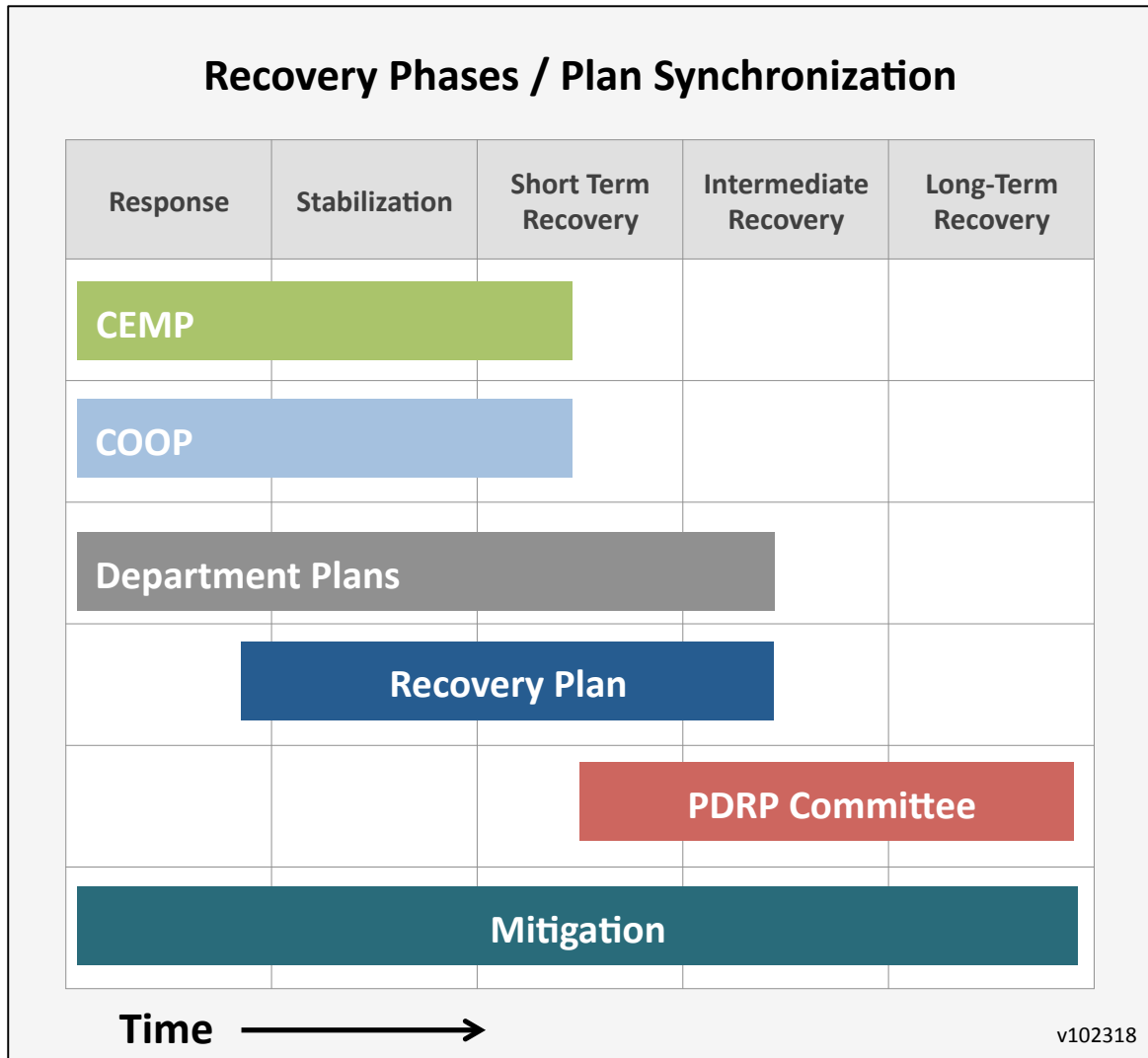
Transitioning from Response to Recovery Command and Coordination				
	Response	Stabilization/Short Term Recovery	Intermediate Recovery	Long Term Recovery
		activated)		
Command and Coordination	<ul style="list-style-type: none"> Incident Commander EOC Command 	<ul style="list-style-type: none"> Incident Command and EOC Management is deactivated DRM appointed RTF activated 	<ul style="list-style-type: none"> DRM and RTF PDRP RTF activated 	<ul style="list-style-type: none"> PDRP RTF
ESFs, RSFs, TACs	<ul style="list-style-type: none"> ESFs activated as needed for response 	<ul style="list-style-type: none"> ESFs deactivated or transitioned to RSFs RSFs activated on an as needed basis 	<ul style="list-style-type: none"> RSFs deactivated or transitioned to TACs TACs activated on an as needed basis 	<ul style="list-style-type: none"> TACs continue until each TAC goals are satisfied
Recovery Action Planning	<ul style="list-style-type: none"> EOC Recovery Planning Unit begins an initial RAP based on initial impact and damage assessments 	<ul style="list-style-type: none"> DRM and RTF begins RAP planning cycles RAP objectives determined by PDA and needs assessments 	<ul style="list-style-type: none"> RAP planning cycles continue RAP objectives refined 	<ul style="list-style-type: none"> RAP planning cycles continue RAP objectives refined

7.0 INTERACTION WITH OTHER COUNTY PLANS.

- 7.1 Comprehensive Emergency Management Plan (CEMP): The County CEMP addresses roles and responsibilities, organizational structures, and concept of operations during the emergency response phase. Elements of the CEMP and its emergency support functions may be utilized in the stabilization and short-term recovery phase.
- 7.2 Continuity of Operations Plan (COOP): It is anticipated that if a disaster impacts the County government operations and services, all or part of the County departmental COOP plans will be activated. The COOP plans focus on maintaining essential government services. The Recovery Plan addresses recovery in both the public and private sectors, and does not replace the COOP plans. See Section 15.0 for further discussion.
- 7.3 Departmental Plans: Many County departments have plans or Standard Operating Procedures (SOPs) that may be enacted during response or recovery. These are expected to be implemented

concurrently with and/or in support of the County's Recovery Plan.

- 7.4 Post Disaster Redevelopment Plan (PDRP): When activated, the PDRP addresses long-term recovery and redevelopment through a countywide committee. Implementation of some long-term recovery activities may begin during the short-term and intermediate RSFs. The Recovery Plan and PDRP are mutually supportive, and both may co-exist during the intermediate recovery phase. See Section 16.0 for further discussion.
- 7.5 Mitigation: The County's Local Mitigation Strategy (LMS) establishes and maintains an ongoing process that continually assesses potential disasters, assesses vulnerabilities and consequences, develops corresponding mitigation techniques, and incorporates preparedness and response activities. Throughout the response and recovery phases the LMS identifies potential post disaster mitigation opportunities.
- 7.6 Other County Plans: The County has various strategic, capital-projects, land use, neighborhood, and other plans in place that identify adopted visions, goals, and objectives for residential and commercial development, land use and zoning, infrastructure investments, etc. These plans are invaluable resources in the development of post-disaster recovery action plans because they provide pre-vetted strategies and projects, and can serve as the foundation for future visions of the County in the long-term. The County's Comprehensive Plan contains useful information for recovery planning.



8.0 DISASTER RECOVERY MANAGER.

- 8.1 When needed, the County Administrator will appoint a Disaster Recovery Manager (DRM) to lead the County’s Recovery Task Force and to manage County recovery activities and work closely with the state and federal disaster recovery coordinators.
- 8.2 Key responsibilities for the DRM may include, but are not limited to:
 - a. Leading and coordinating the establishment and activities of local recovery-dedicated organizations and initiatives.

- b. Working with recovery coordinators/leads at the state and federal levels to facilitate the development of a unified communication strategy.
- c. Determining and communicating recovery priorities to state, federal, and other recovery stakeholders and supporters.
- d. Organizing recovery planning processes to fully engage constituents' input and leading the development of the County's recovery visions, priorities, resources, capability, and capacity.
- e. Leading the development of the County's recovery plans and ensuring that they are publicly supported, actionable, and feasible based on available funding and capacity.
- f. Coordinate development of longer term recovery and reconstruction plans with the PDRP Recovery Task Force.
- g. Incorporating critical mitigation, resilience, and accessibility building measures into the County's recovery plans and efforts.
- h. Ensuring inclusiveness in the community recovery process, including protected classes (e.g., persons with disabilities, limited English proficiency, etc.).
- i. Collaborating with federal and other stakeholders and supporters, such as the business and non-profit communities, to raise financial support (including long term capital investment in local businesses) for the County's recovery, and to resolve potential duplication of assistance.
- j. Coordinating federal and other funding streams for recovery efforts and communicating issues and solutions to recovery assistance gaps and overlaps.
- k. Developing and implementing relevant recovery progress measures and communicating needed adjustments and improvements to applicable stakeholders and authorities.
- l. Working closely with recovery leadership at all levels to ensure a well-coordinated and well-executed recovery.

9.0 RECOVERY TASK FORCE.

- 9.1 As the emergency response life safety phase stabilizes, the coordination of disaster recovery activities begins. The County Administrator may activate the Recovery Task Force (RTF) to:
- a. Oversee the recovery and reconstruction process, and to serve as an advisory committee to the County Administrator, Disaster Recovery Manager, and OEM Director.
 - b. Assist with the development of recovery action plans.
 - c. Establish uniform policies for effective coordination to accomplish County recovery tasks.
 - d. Recommend efforts to restore normalcy to areas adversely impacted by the disaster.
 - e. Identify mitigation opportunities and resources.
 - f. Ensure direction and control of the recovery process.
- 9.2 The RTF may consist of, but not be limited to, County administration, elected officials, department heads, recovery support function leads and key support agencies, representatives from the private sector, non-governmental agencies, municipalities, and the general public.

- 9.3 The membership of the RTF will vary depending upon the nature of the disaster or the need for coordination with other partners that are not normally involved in recovery activities. The RTF may include members from both the public and private sector. Additionally, the task force may have members with relevant professional experience and expertise and include members that geographically represent areas impacted by the disaster.

Recovery Task Force Membership Can Include:
<ul style="list-style-type: none"> ▪ County Administrator ▪ Chairman of the BOCC ▪ Chief Communications Administrator ▪ Chief Financial Administrator ▪ Chief Human Services Administrator ▪ Chief Development and Infrastructure Services Administrator • Hillsborough City-County Planning Commission ▪ Chief Information and Innovation Officer ▪ Director of Emergency Management ▪ Medical Director, Mass Casualty Planning ▪ Hillsborough County Attorney ▪ County Operations and Legislative Affairs Office ▪ Administrator, Hillsborough County School Board ▪ Hillsborough County Sheriff ▪ Manager, Preparedness & Response, American Red Cross, Tampa Bay Chapter ▪ Designated representatives from the municipalities ▪ Other designated representatives as needed to include: home owner’s, business leaders, civic groups leaders, faith-based leaders, housing officials

10.0 RECOVERY OPERATIONS CENTER.

- 10.1 When the disaster is of sufficient scope and magnitude to require the activation of the County Recovery Plan (to be developed) and ultimately the County Post Disaster Redevelopment Plan, the County Administrator may choose to activate the County Recovery Operations Center (ROC) separate from the EOC for the long-term coordination of stakeholders. OEM will assist with identifying suitable facility(ies).

- 10.2 Activation of a ROC allows the EOC to maintain operational readiness for future disasters. The ROC provides the ability for recovery organizations to engage in uninterrupted, integrated planning, and long-term coordination of resources and personnel, while maintaining centralized control of post disaster redevelopment operations. The ROC will augment and decrease the

personnel required to support recovery operations. A catastrophic-level disaster will require the coordination of all local, state, and federal stakeholders, while a lesser disaster may require only specific recovery components to address community recovery needs.

- 10.3 The ROC is managed by the Disaster Recovery Manager and the Recovery Task Force. ROC staffing and schedules will be set by the Disaster Recovery Manager and will be based upon the need for ongoing coordination. ROC staff may be activated on a 24-hour basis, or may convene on a daily basis, based on need.
- 10.4 It is important to note that certain Post Disaster Redevelopment Plan (PDRP) Technical Assistance Committees (TACs) may be activated to begin to address long-term recovery objectives and may be integrated into the ROC organization.
- 10.5 During the short term and intermediate recovery phases, if not already being initiated by the EOC, the ROC will seek to deactivate recovery stabilization tasks and programs which may no longer be essential such as shelters, mobile feeding sites, comfort stations, and mutual aid support crews. The ROC and the Recovery Action Plan (RAP) will then focus on short term and intermediate priorities and objectives that may include: restoring government service, repairing public facilities and infrastructure, providing short-term assistance to individuals and families, helping residents resume basic, routine activities, restoration of essential goods and services, providing emergency housing, and identifying recovery programs and funding for individuals, businesses, and the government.
- 10.6 The ROC will remain active as long as the recovery processes, systems, and decision-making structures are needed. Should recovery continue into a long-term phase, the Recovery Task Force will transition to the PDRP Task Force, and implement the policies detailed in the PDRP.
- 10.7 Depending on the size and complexity of the disaster, the ROC will operate virtually or as a fixed facility. The ROC provides the ability for recovery organizations to engage in uninterrupted integrated planning, and long-term coordination of resources and personnel while maintaining centralized control of post-disaster redevelopment operations. To maintain situation awareness the RSFs will utilize WebEOC which will be used to share information and resources among the relevant partners.

11.0 RECOVERY SUPPORT FUNCTIONS.

- 11.1 Just like Emergency Support Functions (ESFs), Recovery Support Functions (RSFs) represent groupings of types of recovery activities and programs that the County and its citizens are likely to need following disaster. A “lead” department for each RSF will be responsible for coordinating the implementation of the recovery activity or programs. The lead department will be responsible for identifying the resources (support departments and organizations) within the RSF

that will accomplish the post disaster activities. The lead department is also responsible for coordinating the resource delivery. Agencies responsible for RSFs may be activated before the response phase is finished.

11.2 The County's schedule of RSFs is below. See the table on page V-31 that illustrates the evolution of ESFs to RSFs.

11.3 The County’s Recovery Plan (TBD) provides details on each of the RSF lead and support agencies responsibilities. Additionally, the recovery section in each ESF lists recovery responsibilities for the agencies involved with each function.

SCHEDULE OF RSFs	
RECOVERY SUPPORT FUNCTION (RSF)	PURPOSE
RSF 1 Damage Assessment / Impact Analysis	<ol style="list-style-type: none"> 1. To determine the disaster's impact on the County, determine recovery priorities, identify resource needs for disaster recovery, justify necessary state and federal assistance, identify structures unsafe for occupation, and determine structures that have to comply with the County's build-back policy. 2. To determine nature/extent of impact to infrastructure damage for proper prioritization. 3. To provide information after an emergency or disaster and detailing the situation, location, and extent and nature of damage. 4. To provide information to determine priorities and requirements for restoration and reconstruction.
RSF 2 Continuation of Government	To ensure the continuing critical functions and services of government while responding to and recovering from disaster.
RSF 3 Debris Management	To effectively manage debris generated by the disaster.
RSF 4 Individual Assistance	To inform disaster victims about the federal individual assistance programs that are available and how to make application.
RSF 5 Unmet Needs	To provide a means of identifying and resolving disaster recovery needs in cases where: government or voluntary agency assistance programs are not available, or government or voluntary agency assistance is provided but falls short of meeting all the needs of disaster victims. <i>See Attachment 5 for unmet needs coordination.</i>

SCHEDULE OF RSFs	
RECOVERY SUPPORT FUNCTION (RSF)	PURPOSE
RSF 6 Human Services	To identify individuals who need various human services following a disaster and to meet those needs through coordination with public and private organizations.
RSF 7 Safety & Risk Assessment	To establish a safety program to identify and implement ways and means to reduce or eliminate unsafe conditions or practices for which losses may occur. The safety program may include such rewards, disciplines, or penalties as may tend to reduce losses and promote safety.
RSF 8 Public Health & Environmental Health	To identify threats to public health during the recovery period and to provide remedies.
RSF 9 Repair & Restoration of Infrastructure, Services & Public Buildings	Repair and restoration of public infrastructure and services to return the public infrastructure and government's services to pre-event levels or better.
RSF 10 Emergency Permitting & Inspections	To provide an emergency permitting plan to streamline the permitting process in the event of a disaster. These activities will consist of determining whether repair or reconstruction of damaged structures will be allowed and under what conditions, coordinating and streamlining the County's permitting processes, and implementing a system to verify that repairs/redevelopment comply with all applicable codes and laws.
RSF 11 Rebuilding, Construction, Repairs, Restoration	To provide for the physical rebuilding of the community.
RSF 12 Housing (Temporary / Replacement)	To assist displaced people, emergency workers, businesses, and the temporary workforce in locating temporary housing, and to allow and/or coordinate the placement of temporary housing (housing that people occupy between the time they leave the emergency shelter and the time they are able to move back into their homes). <i>See Attachment 6 for temporary housing details.</i>
RSF 13 Redevelopment	To articulate the vision for recovery and redevelopment in both anticipation and in the wake of a catastrophic natural disaster.
RSF 14 Public / Community Relations	To provide information to citizens, government employees, businesses, and organizations concerning disaster recovery operations and progress, and to identify necessary messages and appropriate methods of delivery.

SCHEDULE OF RSFs	
RECOVERY SUPPORT FUNCTION (RSF)	PURPOSE
RSF 15 Volunteers & Donations	To continue to coordinate during recovery, offers of assistance by volunteer organizations, and work with federal and state organized efforts to collect and distribute donated goods and volunteer services.
RSF 16 Reentry, Security	To promote and facilitate the timely reentry of essential response and recovery personnel, government officials, property owners, business owners, media, etc. to speed the recovery of the County and its economy, and to provide uniform guidance following a large-scale disaster to law enforcement personnel who direct access into the impacted area. Includes procedures to ensure safe and orderly reentry, and clarifies the roles and responsibilities of local and state agencies that may be involved in reentry.
RSF 17 Economic Restoration & Development	To establish a partnership with the business community to restore the local economy following disaster, identify County and business post-disaster roles and relationships, identify economic recovery assistance programs, and encourage the development of business preparedness and mitigation programs.
RSF 18 Environmental Concerns	To identify and implement projects or programs that restore, enhance, or protect natural resources and open space (flood plains, wetlands, and wildlife) from degradation to reduce impacts from natural disasters.
RSF 19 Mitigation	To prepare a post-disaster hazard mitigation plan that will define actions during the recovery period that help prevent repeated future losses and reduce the County’s vulnerability to natural hazards.
RSF 20 Recovery Administration & Finance	To provide a framework for implementing administrative and financial services necessary for disaster recovery.
RSF 21 Cultural & Historic Concerns	To identify and implement projects or programs that restore, enhance, or protect Cultural and Historic resources from degradation, and to reduce impacts from disasters.
RSF 22 Mutual Aid	To manage requests for mutual aid assistance for the County or to assist another local government.

12.0 RECOVERY MANAGEMENT ORGANIZATION.

- 12.1 The County’s recovery management organization follows the concepts of the National Incident Management System (NIMS). See the Recovery Management Organization chart below.
- 12.2 Depending upon the severity and magnitude of the disaster, full activation of the County’s recovery management organization may not be necessary, may only be partially required, or may require full activation. Partial activation would be dictated by the characteristics of the disaster and would involve only those departments and organizations needing to interact in providing the necessary recovery activities and programs.
- 12.3 The County’s recovery management organization is partially or fully activated by the decision of the County Administrator. The organizational structure is intended to be flexible and should be tailored by the County Administrator and the Disaster Recovery Manager (DRM) to meet the County’s recovery needs. See Section 8.0 for details on the DRM’s responsibilities.
- 12.4 Elements of the County’s Post Disaster Redevelopment Plan (PDRP) may also be activated and integrated into the recovery management organization. PDRP Technical Assistance Committees (TACs) may begin coordinating and working with certain RSFs. The TACs tend to focus on long term recovery and redevelopment objectives, while RSFs tend to focus on short and intermediate recovery objectives. It is important for RSFs and TACs to coordinate in the early stages of recovery in order to maximize recovery success. See Section 16.0 below for additional details.
- 12.5 Once it is determined by the County Administrator that the RSF recovery organization is no longer needed, recovery management will be transferred to the PDRP Task Force. The exact demobilization process of the RSF recovery organization will be determined by the DRM with assistance of the Recovery Planning Section Chief and in coordination with the PDRP Task Force leadership. The PDRP Task Force will continue the longer-term reconstruction and redevelopment committee process as applicable.
- 12.6 Recovery management roles and responsibilities include:

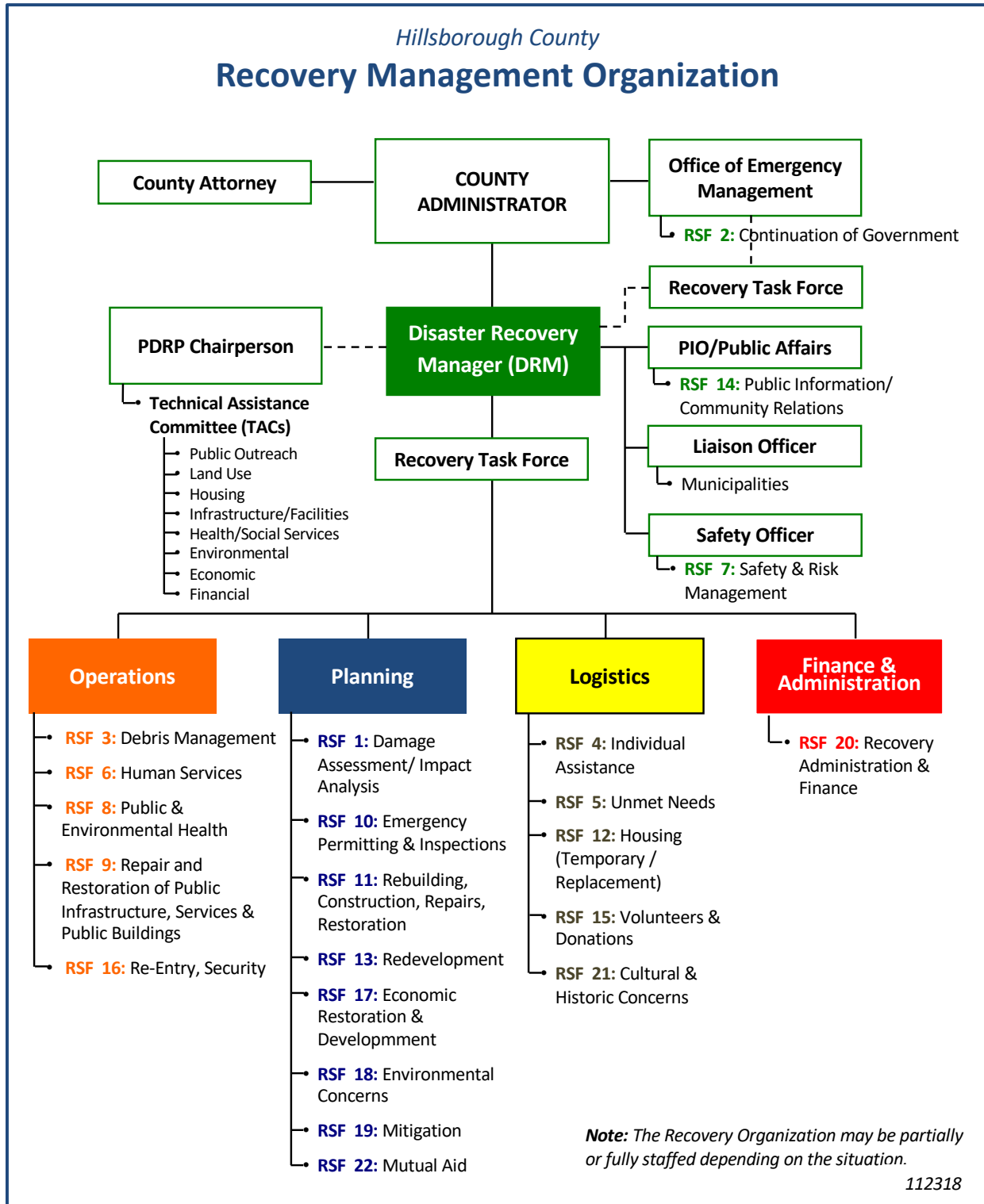
Recovery Management Position	RESPONSIBILITIES
County Administrator	<ol style="list-style-type: none"> 1. Develops policy and strategy. 2. Provides leadership and authorization. 3. Appoints and provides direction to the Disaster Recovery Manager to ensure implementation of recovery policy directives and strategic decisions. 4. Provides interface to the media and public.

Recovery Management Position	RESPONSIBILITIES
	<ol style="list-style-type: none"> 5. Provides liaison with state and federal officials as required. 6. Considers and takes action on recommendations for needed short and long-term legislation (post disaster recovery ordinance). 7. Encourages community participation in all recovery and reconstruction decisions.
Office of Emergency Management	<ol style="list-style-type: none"> 1. Provides advice to County Administrator and the Disaster Recovery Manager. 2. Maintains the County Recovery Plan and the schedule of RSFs. 3. Ensures the EOC Recovery Planning Unit is staffed during EOC activations. Note: The EOC Recovery Planning Unit is responsible for all initial recovery operations planning and preparing the EOC organization for transition to a recovery operations organization. 4. Recommends facilities that will best support a Recovery Operations Center. 5. Attends Recovery Action Team meetings. 6. Ensures the “Continuation of Government” function (RSF 2).
Disaster Recovery Manager	<ol style="list-style-type: none"> 1. Reports to the County Administrator. 2. Convenes and chairs the Recovery Task Force and has overall management responsibility of recovery activities. 3. Implements policy directives. 4. Ensures that the appropriate RSFs are identified and activated, and that appropriate issues and tasks are identified, prioritized and assigned. 5. Provides leadership and direction. 6. Makes recommendations to the Board of County Commissioners for short and long-term recovery legislation (post disaster recovery ordinance). 7. Coordinates with the Federal Disaster Recovery Coordinator (FDRC) and State Disaster Recovery Coordinator (SDRC). 8. Directs establishment of a Recovery Operations Center. Ensures set up. 9. Coordinates efforts with municipalities and state/federal agencies as appropriate.

Recovery Management Position	RESPONSIBILITIES
Recovery Action Team	<ol style="list-style-type: none"> 1. Reports to the Disaster Recovery Manager. 2. Receives policy guidance from the Board of County Commissioners through the Recovery Manager. 3. Provides a coordination mechanism to oversee the recovery process and to serve as an advisory committee to County officials responsible for recovery activities. The composition of the Recovery Task Force will vary depending upon the nature of the disaster, size of the staff, and available resources. 4. Chief elected official advises the Board of County Commissioners through the Recovery Manager. 5. Coordinates efforts with municipal jurisdictions and state/federal agencies as appropriate.
PDRP Chairperson	<ol style="list-style-type: none"> 1. The PDRP identifies a committee which provides recommendations for policies, operational strategies, and roles and responsibilities that will guide decisions for long-term recovery and redevelopment of the County after a disaster. 2. PDRP TACs may convene during short term and immediate term recovery phases, and may be integrated into the ROC organization and the RAP.
County Attorney	<ol style="list-style-type: none"> 1. Provides legal analysis of the recovery program. 2. Reviews recovery plans and procedures. 3. Advises on recovery resolutions and/or ordinances. 4. Provides legal advice.
Liaison Officer	<ol style="list-style-type: none"> 1. Point of contact with other recovery agencies. 2. Coordinates agency representatives assigned to the ROC as well as requests from other agencies for sending liaison personnel to other recovery centers and facilities. 3. Functions as a central location for incoming agency representatives, and will provide workspace and arrange for support as necessary.
Municipalities	<ol style="list-style-type: none"> 1. Assign discipline-specific, municipal-level personnel to coordinate recovery and long-term redevelopment issues with the ROC. 2. Provide documentation to the County, when appropriate and needed, to ensure financial support from state and federal agencies.
Safety Officer	<ol style="list-style-type: none"> 1. Advises the Disaster Recovery Manager on recovery safety issues and is responsible for monitoring and assessing safety hazards or unsafe conditions for recovery personnel and developing measures for assuring personnel safety.

Recovery Management Position	RESPONSIBILITIES
Public Information Officer / Public Affairs	<ol style="list-style-type: none"> 1. Serves as the central point for distributing recovery information to media and the general public. 2. Coordinates, prepares, and disseminates vital recovery messaging via a wide variety of communications tools as appropriate to the event. 3. Assists in coordinating and supporting community forums and workshops.
Recovery Operations Section	<ol style="list-style-type: none"> 1. Responsible for all coordination of recovery response assets. 2. Implements assignments designed to assist those affected by the disaster incident; and to repair, replace, or restore damaged facilities. 3. Activities carried out will be based upon tactical objectives drafted by the Disaster Recovery Manager to achieve strategic goals.
Recovery Planning Section	<ol style="list-style-type: none"> 1. Collects, evaluates, disseminates, and documents information about the disaster impacts, status of resources, compiles damage/impact assessments and develops the Recovery Action Plan (RAP). 2. Maintains awareness of and share information regarding, the progress of all activities and projects being undertaken during the recovery period. 3. In conjunction with Recovery Logistics Section, maintain records of all resources utilized in the performance of recovery activities. 4. Recovery planning efforts will focus on activities that restore the community’s economic base and reducing its future disaster potential. The purpose of these activities is to get the community back to a stable, functioning, and dynamic state; and to coordinate with state and federal officials in complying with post-disaster hazard mitigation planning requirements. The RAP will: <ol style="list-style-type: none"> a. Be developed in close working relationship with the Recovery Action Team, County Administrator, and the Disaster Recovery Manager. b. Identify what is going to be done; Identify who is going to do it; Identify where it is going to be done; Identify how it is going to be done.
Recovery Logistics Section	<ol style="list-style-type: none"> 1. Provides all support needs to recovery incident sites, and will order all resources, and provide facilities, supplies, and services. 2. This includes services, materials, and facilities that sustain the disaster victim to a defined level of care as well as maintain emergency response and recovery requirements. <ol style="list-style-type: none"> a. Attains resources necessary for the County to implement recovery. b. Receives, tracks, assigns, and deploys assets to individual projects as defined by the Operations Section. c. Works with the recovery liaison to issue credentials to all mobilized personnel, if needed.

Recovery Management Position	RESPONSIBILITIES
Recovery Finance & Administration Section	<ol style="list-style-type: none"> 1. Responsible for monetary, financial, and related administrative functions. 2. Assures that accurate records are kept of personnel and equipment costs incurred by County or mutual aid forces in response to or recovery from the disaster incident. 3. Oversees the County’s effort in applying for, receiving and documenting federal disaster recovery assistance. 4. Administers vendor contracts and injury claims. 5. The extent to which this section is activated will vary by disaster setting. <ol style="list-style-type: none"> a. Tracks and coordinates payment for recovery supplies and services. b. Maintains expenditure records for recovery programs. c. Collects recovery staff time sheets. d. Coordinates the pursuit and management of funding from various federal grant and loan programs. e. Collects and coordinates relevant reporting on recovery activities, focusing on recovery financial concerns. f. Manages undesignated, unsolicited financial donations. g. Works to resume competitive bidding, as well as to streamline or fast-track normal procurement procedures that may be indicated, including pre-approval for certain measures or activities.
Recovery Support Functions (RSFs)	<p>Each RSF within its functional area:</p> <ol style="list-style-type: none"> 1. Assesses impacts to determine the resource needs and requirements. 2. Supports development of the County’s recovery action plans. 3. Coordinates recovery activities and resources. 4. Monitors progress made towards achieving recovery objectives and assists with updating the recovery action plan accordingly.

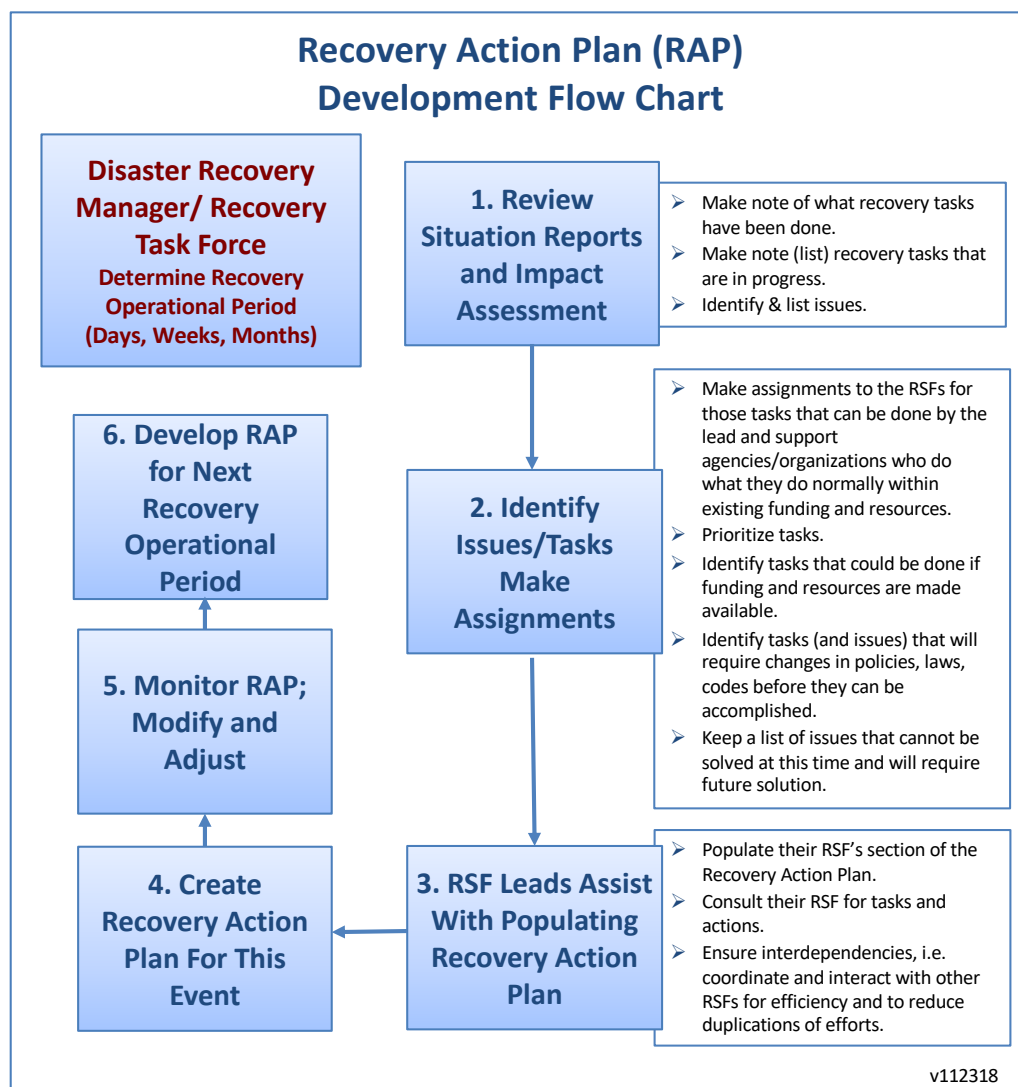


13.0 RECOVERY ACTION PLAN.

13.1 As recovery is incident specific, development and use of a ‘time and circumstance’ Recovery Action Plan (RAP) is required to meet the recovery needs of the incident.

13.2 Recovery action planning begins when the EOC is activated. The EOC Recovery Planning Unit begins an assessment of the disaster impacts, determines stabilization/short term recovery objectives, and develops an initial recovery action plan to include the Recovery Support Functions (RSFs) to be activated to meet the County’s recovery needs.

13.3 The process for the development of a RAP is illustrated below.



14.0 RECOVERY OPERATIONS COORDINATION WITH MUNICIPALITIES.

- 14.1 The County's Disaster Recovery Manager and/or OEM Director is responsible for providing County liaison activities with the municipalities, the Joint Field Office, and state recovery staff.
- 14.2 While the County's municipalities have the responsibility to manage and implement their own recovery in the aftermath of a disaster, the County is likely to provide support, technical assistance, and ensure ongoing communication and coordination with state and federal partners. The County Recovery Operations Center (ROC), working through the municipal liaisons assigned to the County ROC, will maintain ongoing communication with the municipalities to facilitate inter-jurisdictional coordination on all recovery and redevelopment issues. The challenge lies in the diversity of functions and disciplines which must be engaged during the recovery and long-term recovery phase. Each municipality will designate an appropriate contact person to ensure that the interests of the municipality are represented at the County ROC.
- 14.3 Municipalities may set up their own municipal ROC. The County's ROC will establish a municipal recovery 'incident board' in WebEOC to be populated by the municipalities to foster countywide recovery coordination.
- 14.4 Municipal recovery responsibilities include:
- a. Assign discipline-specific, municipal-level personnel to coordinate recovery and long-term redevelopment issues with the ROC.
 - b. Request additional resources, technical expertise, and information through the ROC process.
 - c. Coordinate with the ROC on public information dissemination regarding all recovery issues, such as the individual assistance program eligibility and registration, health and safety messages, mitigation opportunities, and other recovery related issues.
 - d. Provide documentation to the County, when appropriate and needed, to ensure financial support from state and federal agencies.
 - e. Update the County's Disaster Recovery Manager and/or OEM Director on strategic municipal recovery progress.

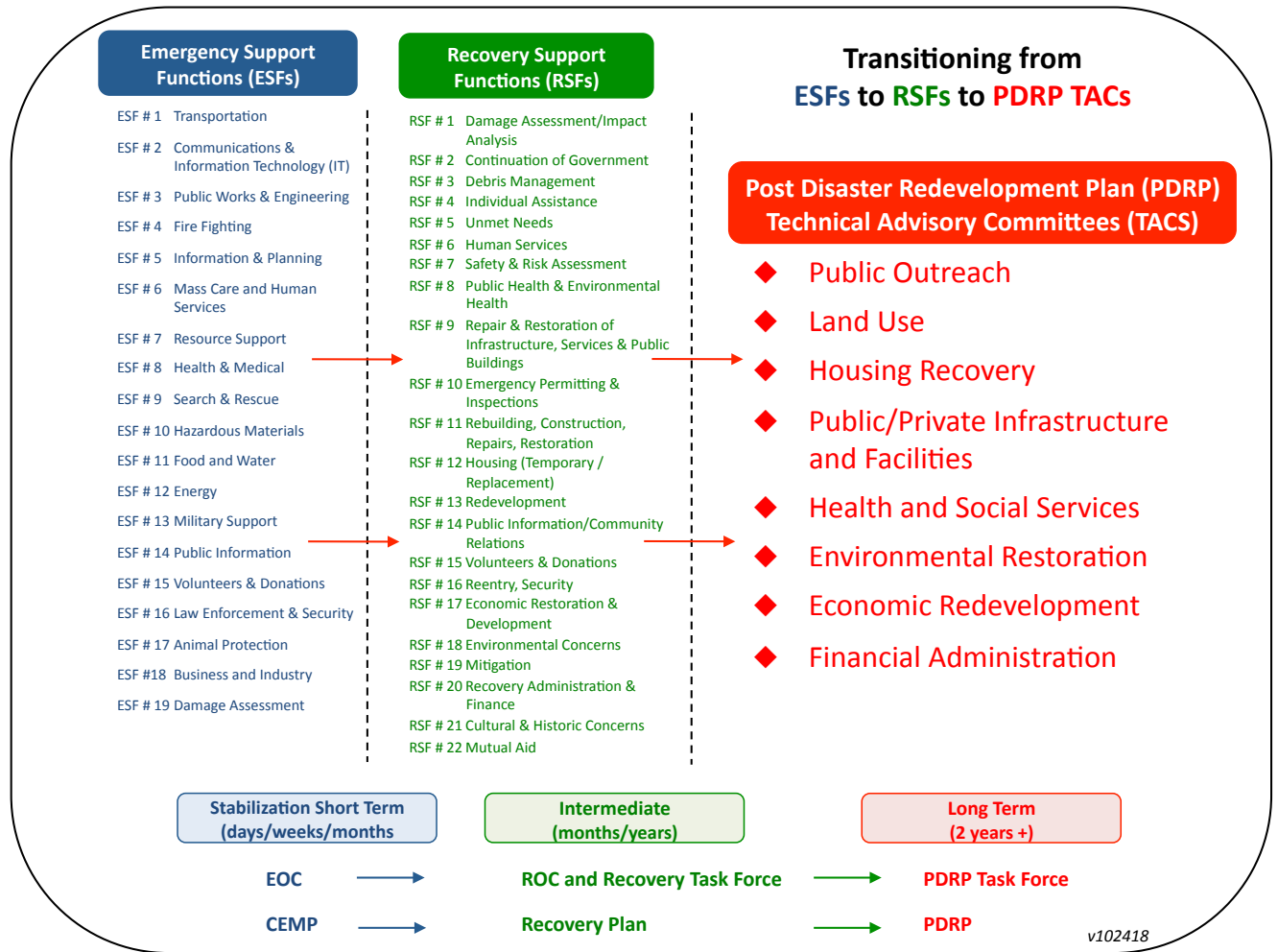
15.0 COUNTY CONTINUITY OF OPERATIONS (COOP) DURING RECOVERY.

- 15.1 A widespread disaster will likely impact critical functions and services of County government. In preparation for such events the County and its department have developed a Continuity of Operations Plan (COOP). Each County department has its own COOP that collectively constructs the COOP framework for County government. The County COOP strives to ensure that essential County functions, facilities, and services remain available for County citizens and businesses,
- 15.2 During the emergency phase County departments and divisions will activate their COOP when the event severely impacts their ability to operate as usual. As appropriate, the EOC will ensure that proper direction and support is provided to identify degraded essential functions within 2 hours, restored within 12 hours, and continued, as necessary, for up to 30 days.
- 15.3 During a widespread event the County and its departments will be challenged as the EOC deactivates from life safety tasks and the ROC is activated to address stabilization and recovery tasks. It is probable that County departments will still be in a COOP mode balancing effort to maintain their essential functions while providing recovery services to the public. To ensure the continuing essential functions and services of County government while recovering from disaster the County's recovery management organization and system includes Recovery Support Function (RSF) 2: Continuation of Government. RSF 2, working within the County's recovery management organization, will undertake activities that will ensure the continuity of essential County services to the public and among County departments.

16.0 POST DISASTER REDEVELOPMENT PLAN (PDRP).

- 16.1 The Hillsborough County PDRP is a countywide, multi-jurisdictional plan providing for coordinated long-term recovery and redevelopment implementation across jurisdictional boundaries. Each jurisdiction within Hillsborough County is responsible for implementation of the PDRP within its own boundaries as well as collaboration on implementation that crosses boundaries.
- a. The PDRP identifies a committee which provides recommendations for policies, operational strategies, and roles and responsibilities that will guide decisions for long-term recovery and redevelopment of the County after a disaster.
 - b. The PDRP focus is on long term recovery and on permanent, sustainable solutions; reconstruction of the community's destroyed or damaged physical features; a return to viability through the repair or restoration of the social, economic and political processes; institutions and relationships damaged by the disaster; and exploitation of opportunities to rebuild better, stronger and smarter.

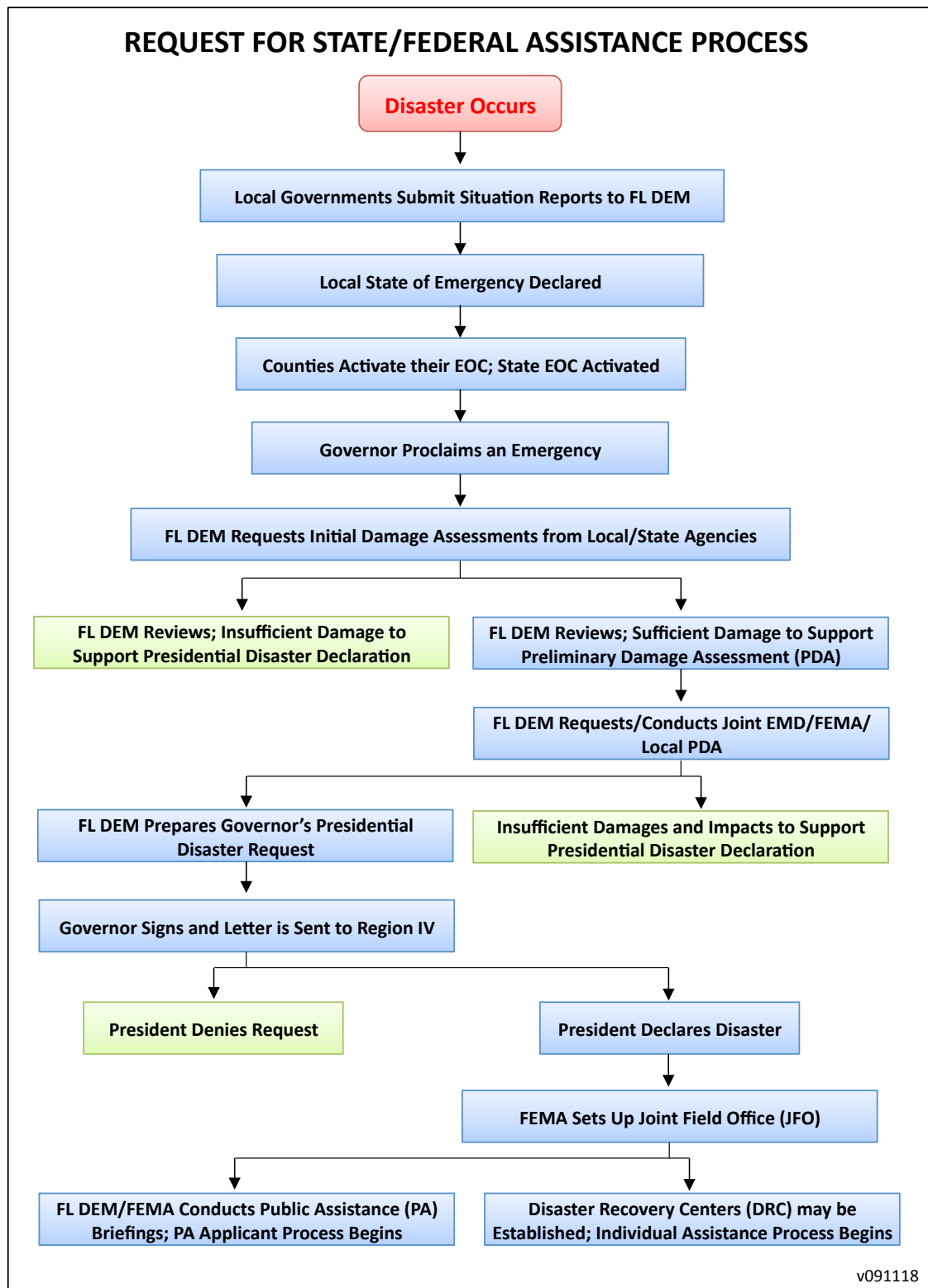
- 16.2 In accordance with Ordinance 93-20, the County has established a PDRP Task Force to oversee the reconstruction process and serve as an advisory committee to the County Administrator and the Board of County Commissioners on recovery and redevelopment issues. The PDRP provides for expanding the role of the PDRP Task Force to also serve as an advisory committee to the municipal commissions of City of Tampa, City of Temple Terrace, and Plant City. Ordinance 93-20 provides details on the composition of the PDRP Task Force. The PDRP Task Force is chaired by the County Administrator or designee.
- 16.3 Technical Advisory Committees (TAC) are the working bodies of the PDRP Task Force. The TACs will meet on an ongoing, regular basis as determined by the County Recovery Manager. Because each TAC focuses on a particular topic of concern, progress can be made simultaneously toward multiple PDRP goals for recovery of the entire County in a shorter amount of time. The PDRP TACs are:
- Public Outreach
 - Land Use
 - Housing Recovery
 - Public/Private Infrastructure and Facilities
 - Health and Social Services
 - Environmental Restoration
 - Economic Redevelopment
 - Financial Administration
- 16.5 The County's PDRP is partially or fully activated by the decision of the County Administrator, or by request of the County Board of County Commissioners. PDRP TACs may convene during short term and immediate term recovery phases, and may be integrated into the ROC organization and the RAP.
- 16.6 As previously discussed some ESFs may remain active during stabilization. RSFs are activated to meet the recovery short and intermediate term needs. TACs focus on long-term redevelopment. The transitions of ESFs to RSFs to TACs is illustrated in the chart on the following page.



17.0 REQUEST FOR STATE/FEDERAL ASSISTANCE PROCESS.

- 16.1 Initial Damage Assessment. The initial assessment is immediately transmitted by a situation report (SITREP) to the Florida Division of Emergency Management (FDEM).
- 17.2 Local Declaration of Emergency. This declaration must be issued before requesting response or recovery assistance from the state.
- 17.3 State of Emergency Proclamation by the Governor. The Governor can issue an executive order or emergency proclamation in support of the County's request for assistance. The Governor's Declaration will activate state emergency response resources to assist the County's efforts.

- 17.4 Preliminary Damage Assessment (PDA). The State Emergency Response Team (SERT) participates in a joint FEMA, state and local jurisdiction Preliminary Damage Assessment that assists in the determining the state eligibility for a Presidential Declaration.
- 17.5 Governor's Request for a Presidential Disaster Declaration. Based on a preliminary damage assessment (PDA) that the ability to recover is beyond local and state capability, the Governor will send a request letter for federal assistance to the President, directed through the Regional Director of FEMA Region IV. The request made to the President for assistance under the authority of Public Law (PL) 93-288, as amended by PL 100-707, the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, as amended, will be for an "emergency" or "major disaster" declaration. The President then makes the decision whether or not to declare a major disaster or emergency. The response is transmitted to the Governor through FEMA Region IV.
- 17.6 Presidential Disaster Declaration. After a presidential declaration has been approved, FEMA will designate the area eligible for assistance and announce the types of assistance available.



18.0 NEEDS ASSESSMENT TEAM.

- 18.1 During a declared disaster, the state will deploy a team(s) of functional experts into disaster-stricken areas to assist in assessing the scope of damage and the needs of survivors. These teams will assist the County in determining needs in critical areas that will help form the basis for bringing in necessary state and federal assistance. Note: during a non-declared disaster, the County will perform a needs assessment to determine citizen needs.
- 18.2 If time and resources allow, the County will initiate a needs assessment prior to the arrival of the state team. See Attachment 1: County Needs Assessment Team.

19.0 TYPES OF STATE AND FEDERAL ASSISTANCE.

See Attachment 2: Recovery Assistance Programs for details.

19.1 Undeclared Disaster Assistance.

- a. If the damage assessment results do not meet the criteria for a presidential declaration, the County may request state aid available pursuant to Chapter 93-128, Florida Statutes.
- b. The County can request federal assistance under the Small Business Administration and the Farmer's Home Administration.
- c. Local disaster assistance efforts, through the County, involved municipalities, and community-based organizations would be made available to disaster victims.

19.2 Declared Disaster Assistance.

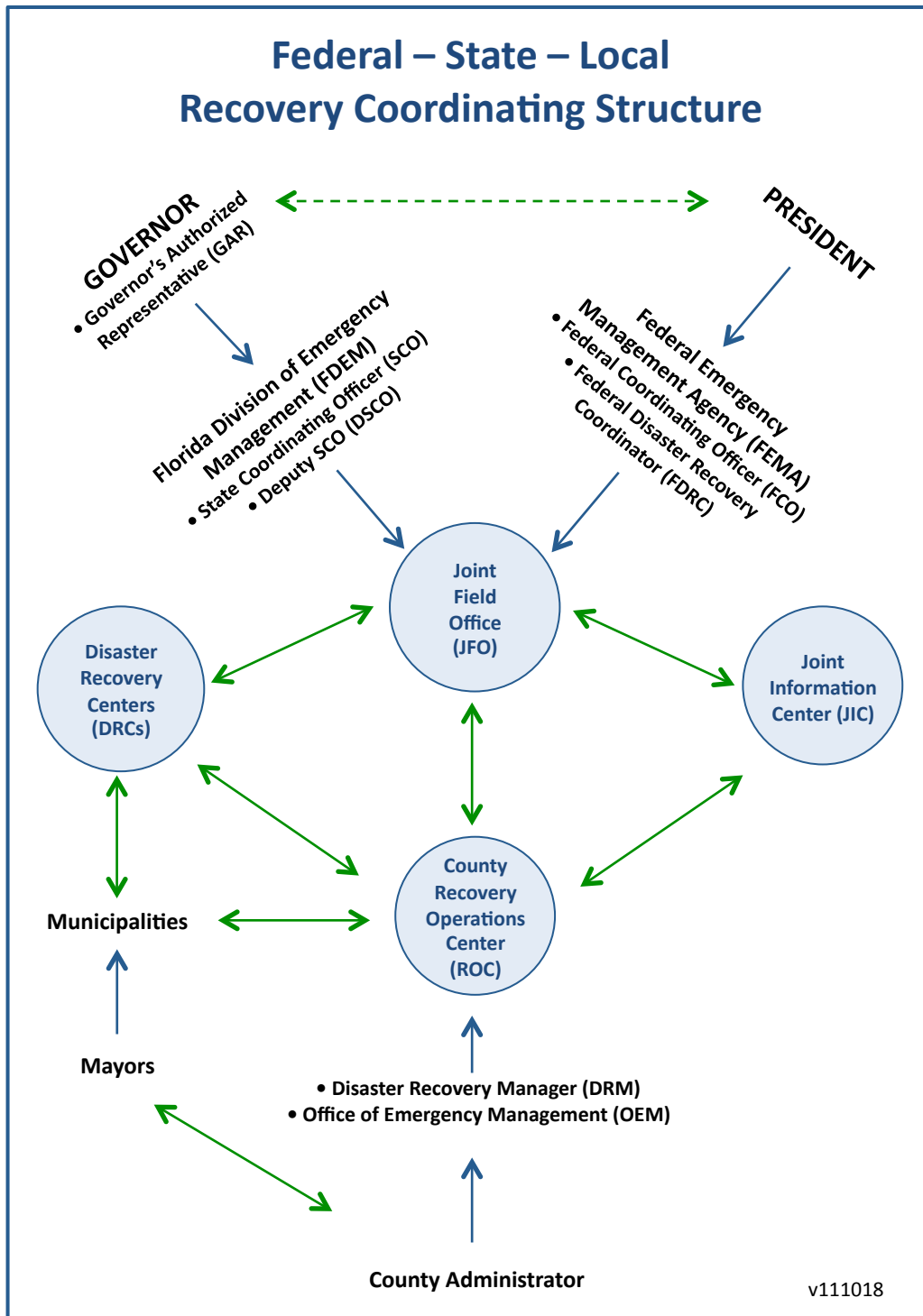
- a. Emergency Assistance.
 - (1) Assistance under a declaration of "EMERGENCY" is specialized assistance to meet a specific need and is generally limited to those actions that may be required to save lives and protect property, public health, safety, or to lessen the threat of a more severe disaster. Examples of emergency assistance are:
 - Emergency mass care, such as emergency shelter, emergency provision of food, water, medicine, and emergency medical care.
 - Clearance of debris to save lives, protect property, and for public health and safety.

- Emergency protective measures, including: search and rescue, demolition of unsafe structures, warning of further risks and hazards, public information on health and safety measures, and other actions necessary to remove or to reduce immediate threats to public health and safety, to public property, or to private property when in the public interest.
- Emergency communications.
- Emergency transportation.
- Emergency repairs to essential utilities and facilities.

b. Major Disaster Assistance.

- (1) Assistance under a declaration of "MAJOR DISASTER" provides a wide range of assistance to individuals (individual assistance) and/or to local and state governments (public assistance) and certain non-profit organizations.
- (2) The FEMA Individual Assistance (IA) program is provided by the Federal Emergency Management Agency (FEMA) to individuals and families who have sustained losses due to disasters. It is meant to help with critical expenses that cannot be covered in other ways. This assistance is not intended to restore an individual's damaged property to its condition before the disaster.
 - Under Individual Assistance, the following sub-programs can be coordinated and delivered:
 - Mass Care and Emergency Assistance;
 - Crisis Counseling Assistance and Training Program (CCP);
 - Disaster Unemployment Assistance (DUA);
 - Disaster Legal Services (DLS);
 - Disaster Case Management (DCM); and
 - Individuals and Households Program (IHP).
 - Information on individual assistance programs can be found at:
<https://www.fema.gov/individual-disaster-assistance>
- (3) The FEMA Public Assistance (PA) program provides assistance to fund the repair, restoration, reconstruction, or replacement of a public facility or infrastructure damaged or destroyed by a disaster. The program also encourages protection from future damage by providing assistance for hazard mitigation measures during the recovery process. The federal share of these expenses cannot be less than 75 percent of eligible costs. See Attachment 4: Public Assistance (PA) Program Process for details on the PA program implementation process.
 - Information on the public assistance program can be found at:
<https://www.fema.gov/public-assistance-local-state-tribal-and-non-profit>

20.0 JOINT FEDERAL-STATE-LOCAL RECOVERY OPERATIONS AND FACILITIES.



20.1 Federal Coordinating Officer (FCO) and Federal Disaster Recovery Coordinator (FDRC).

- a. On behalf of the President, the director of the Federal Emergency management Agency (FEMA) appoints a Federal Coordinating Officer (FCO) to manage the federal response, recovery, and mitigation operations for each presidentially declared disaster or emergency. The FCO is responsible for the following activities:
 - Establish a federal presence as the President’s representative at the disaster site.
 - Coordinate the relationships among federal, state, and local personnel in concert with the State Coordinating Officer (SCO).
 - Advise the Governor on the status of the federal response.
 - Establish response and recovery operations with the SCO.
 - Alert, coordinate, and direct other federal agencies to support the state in identifying and meeting disaster needs.
 - Establish an effective communications network with state and local agencies.
 - Assess damage and identifies and prioritizes needs in collaboration with the SCO.
 - Identify the full range of programs and resources required to carry out the immediate response and long-term recovery.

- b. A Federal Disaster Recovery Coordinator (FDRC) is appointed by FEMA and is responsible for the following activities:
 - Works as a deputy to the FCO.
 - Managing Stafford Act recovery programs.
 - Facilitating disaster recovery coordination.
 - Executing the FEMA State Agreement.

20.2 Governor’s Authorized Representative (GAR) and State Coordinating Officer (SCO).

- a. A Governor’s Authorized Representative (GAR) is designated in the FEMA/State Agreement after the President declares a major disaster under the provisions of the Stafford Act. The GAR provides executive oversight and direction of the disaster or emergency response and recovery on behalf of the governor. The GAR executes all the necessary documents on behalf of the state and responds to the directions issued by the Governor. The GAR is responsible for the following activities:
 - Executing the Governor’s emergency decisions.
 - Interfacing with the federal disaster recovery coordinator (FDRC).
 - Implementing the state’s comprehensive emergency management plan.
 - Activating state departments and agencies.
 - Executing the Governor’s emergency decisions.

- Directing the activities of the SCO.
 - Establishing strategic response and recovery strategies.
- b. A State Coordinating Officer (SCO) is identified in the governor’s request for an emergency or a major disaster declaration. The SCO provides operational oversight and direction of the disaster or emergency on behalf of the GAR for joint field office (JFO) operations. The SCO converts the GAR’s strategic guidance into tactical plans, executes them on behalf of the state, and responds to the directions issued by the governor. The SCO is responsible for the following activities:
- Interfacing with the FCO.
 - Directing activities for state departments and agencies.
 - Integrating state, federal, local, and voluntary agencies’ actions.
 - Coordinating response and recovery operations.
 - Establishing priorities.
- c. The GAR and the SCO may be the same person or different people. The designation may be permanent or may occur at the time of the emergency.
- 20.3 When a federal disaster declaration is issued in response to an incident, key federal and state recovery officials will establish and co-locate at a Joint Field Office (JFO). In choosing the JFO location, officials attempt to select a site that is as close to the affected areas as possible, but is removed from the immediate disaster zone. This is done to avoid placing an additional burden on the area's already strained infrastructure and social system. The JFO serves as the hub for the coordination of federal and state disaster assistance as well as a focal point for associated recovery and reconstruction issues. Many critical post-disaster concerns, particularly in a catastrophic event, cannot be directly resolved by the application of traditional federal disaster relief. Resolution of these issues requires a coordinated local, state, and federal effort and often involves application of non-disaster community assistance programs.
- 20.4 A Joint Information Center (JIC) may be established during the response and recovery phases. Local, state, and federal public information professionals from agencies involved in incident management activities work together to provide critical emergency information, crisis communications, and public affairs support. The JIC serves as a focal point for the coordination and dissemination of information to the public and media. This may also include a Call Center that is responsible for receiving and responding to public inquiries regarding the disaster.
- 20.5 During a recovery operation, the SCO usually appoints a Deputy SCO (DSCO) who represents him/her at the JFO. The DSCO is responsible for the establishment and management of state operations in the JFO and coordination between state and federal programs.

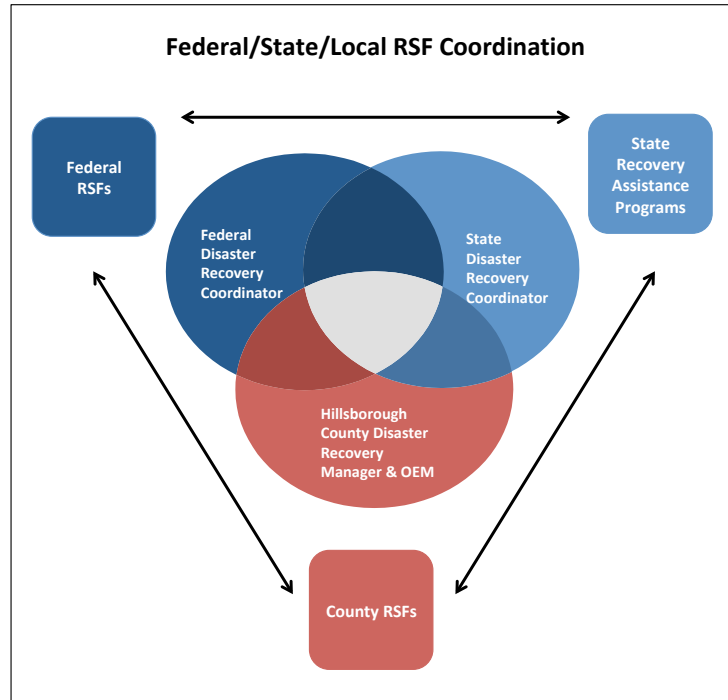
- 20.6 On behalf of the County Administrator, the County Recovery Operations Center (ROC) and Office of Emergency Management (OEM) will coordinate all activities with state and federal recovery personnel. The Director of OEM will serve as the liaison to the state recovery staff and will provide for local liaison at the JFO if necessary. The ROC, the OEM Director, and designated OEM staff will coordinate recovery activities with the municipalities.
- 20.7 A federal, state, and local Community Response Team (CRT) may be deployed to collect data and disseminate information to aid disaster-affected communities and individuals in receiving assistance. The primary function of this team is to inform disaster survivors of the assistance programs available and the registration process they will experience. The CRT also acts to identify and report survivors' unmet needs. The Director of OEM is the point of contact and has the responsibility to coordinate with the state's community response team coordinator. The Director of OEM will ensure that County CRT procedures are maintained. The lead and support agencies for ESFs 6, 8, 11, and 15 will provide the CRT and the County's ROC with information regarding unmet needs.
- 20.8 Essential Services Center(s) (ESC) may be established to provide information and assistance on available resources as well as provide for basic essential needs to disaster-affected individuals. ESCs are temporary facilities located in or near the impacted area that provide limited essential services and distribute disaster related information within 24-96 hours following an event. ESCs are staffed by state, local, volunteer and faith-based organizations and support the siting of potential, future Disaster Recovery Centers.

21.0 DISASTER RECOVERY CENTERS (DRC).

See Attachment 3: Disaster Recovery Centers for details.

- 21.1 Disaster Recovery Centers (DRCs) may be established to manage the cooperative effort between the local, state, and federal government for the benefit of disaster victims (individuals, families, and small businesses). Agencies and organizations offering assistance provide representatives to the DRC where disaster victims, through an "entrance/exit interview" process, may receive information and referral to the specific agencies/organizations that can best meet their needs. FEMA, state, and local emergency management will jointly determine the locations, dates, and times for the operation of DRCs.
- a. Application for assistance should initially be made through the national tele-registration hot-line (1-800-621-3362 or TDD 1-800-462-7585) or on-line at:
<https://www.fema.gov/individual-disaster-assistance>
 - b. Information on Disaster Recovery Centers can be found at:
<https://www.fema.gov/disaster-recovery-centers>

22.0 FEDERAL RECOVERY SUPPORT FUNCTIONS (RSFs).



- 22.1 Six federal Recovery Support Functions (RSFs) comprise the National Disaster Recovery Framework’s (NDRF’s) coordinating structure for key functional areas of assistance. Their purpose is to support local governments by facilitating problem solving, improving access to resources, and by fostering coordination among state and federal agencies, nongovernmental partners and stakeholders.
- 22.2 The federal RSFs bring together the core recovery capabilities of federal departments, agencies, and other supporting organizations — including those not active in emergency response — to focus on community recovery needs.
- 22.3 The objective of the RSFs is to facilitate the identification, coordination, and delivery of federal assistance needed to supplement recovery resources and efforts by local, state, and tribal governments, as well as private and non-profit sectors. An additional objective is to encourage and complement investments and contributions by the business community, individuals, and voluntary, faith-based, and community organizations. These RSF activities assist communities with accelerating the process of recovery, redevelopment, and revitalization.

22.4 As the level of response activities declines and recovery activities accelerate, the Federal Disaster Recovery Coordinator (FDRC) will engage with the Recovery Support Function (RSF) agencies to organize and coordinate federal recovery assistance. During this early recovery phase, the FDRC and the RSF coordinators will work closely with the State Disaster Recovery Coordinator and the County’s Disaster Recovery Manager and OEM to share information about impacts, determine assistance needed, and to establish working relationships at all levels. Federal RSFs will augment and support the County’s RSFs and the state’s recovery programs.

Federal Recovery Support Functions

Community Planning and Capacity Building

The Community Planning and Capacity Building RSF unifies and coordinates expertise and assistance programs from across the Federal Government as well as nongovernment partners to aid local and tribal governments in building their local capabilities to effectively plan for and manage recovery and engage the whole community in the recovery planning process.

Coordinating Agency: Department of Homeland Security/FEMA

Primary Agencies: FEMA; Department of Housing and Urban Development

Supporting Organizations: American Red Cross; Corporation for National and Community Service; Delta Regional Authority; Department of Agriculture; Department of Commerce; Department of Education; Department of Health and Human Services; Department of Homeland Security; Department of Housing and Urban Development; Department of the Interior; Department of Justice; Department of Transportation; Environmental Protection Agency; General Services Administration; National Voluntary Organizations Active in Disaster; Small Business Administration; U.S. Access Board; U.S. Army Corps of Engineers

Economic Recovery

Economic Recovery is the ability to return economic and business activities (including agricultural) to a state of health and develop new economic opportunities that result in a sustainable and economically viable community. The Economic Recovery RSF integrates the expertise of the Federal Government to help local, regional/metropolitan; state, tribal, territorial, and insular area governments and the private sector sustain and/or rebuild businesses and employment and develop economic opportunities that result in sustainable and economically resilient communities after an incident.

Coordinating Agency: Department of Commerce

Primary Agencies: Department of Agriculture; Department of Commerce; Department of Homeland Security; Department of Labor; Department of the Treasury; Federal Emergency Management Agency; Small Business Administration

Supporting Organizations: Corporation for National and Community Service; Delta Regional Authority; Department of Health and Human Services; Department of Housing and Urban Development; Department of the Interior; Environmental Protection Agency; General Services Administration; Department of State

Health and Social Services

Healthcare is an economic driver in many communities, which if damaged make this sector critical to most communities' disaster recovery. Social Services have a major impact on the ability of a community to recover. The support of social services programs for at-risk and vulnerable children, individuals, and families affected by a disaster can promote a more effective and rapid recovery. The Health and Social Services RSF outlines the Federal framework to support locally led recovery efforts to address public health, health care facilities and coalitions, and essential social services needs. Displaced individuals in need of housing will also need health and social services support.

Coordinating Agency: Department of Health and Human Services

Primary Agencies: Corporation for National and Community Service; Department of Agriculture; Department of Commerce; Department of Homeland Security/National Protection and Programs Directorate; Department of Homeland Security/Office for Civil Rights and Civil Liberties; Department of Housing and Urban Development; Department of the Interior; Department of Justice; Department of Labor; Environmental Protection Agency; Federal Emergency Management Agency

Supporting Organizations: American Red Cross; Department of Education; Department of Transportation; Department of the Treasury; Department of Veterans Affairs; National Voluntary Organizations Active in Disaster; Small Business Administration

Housing

The Housing RSF coordinates and facilitates the delivery of Federal resources to implement housing solutions that effectively support the needs of the whole community and contribute to its sustainability and resilience. Housing is a critical and often challenging component of disaster recovery, but must be adequate, affordable, and accessible to make a difference for the whole community.

Coordinating Agency: Department of Housing and Urban Development

Primary Agencies: Department of Agriculture; Department of Justice; Department of Housing and Urban Development; Federal Emergency Management Agency

Supporting Organizations: American Red Cross; Corporation for National and Community Service; Department of Commerce; Department of Energy; Department of Health and Human Services; Department of Veterans Affairs; Environmental Protection Agency; General Services Administration; National Voluntary Organizations Active in Disaster; Small Business Administration; U.S. Access Board

Infrastructure Systems

The Infrastructure Systems RSF works to efficiently facilitate the restoration of infrastructure systems and services to support a viable, sustainable community and improves resilience to and protection from future hazards.

Coordinating Agency: U.S. Army Corps of Engineers

Primary Agencies: Department of Energy; Department of Homeland Security; Department of Transportation; Federal Emergency Management Agency; U.S. Army Corps of Engineers

Supporting Organizations: Delta Regional Authority; Department of Agriculture; Department of Commerce; Department of Defense; Department of Education; Department of Health and Human Services; Department of Homeland Security; Department of Housing and Urban Development; Department of the Interior; Department of the Treasury; Environmental Protection Agency; Federal Communications Commission; General Services Administration; Nuclear Regulatory Commission; Tennessee Valley Authority

Natural and Cultural Resources

The NCR RSF facilitates the integration of capabilities of the Federal Government to support the protection of natural and cultural resources and historic properties through appropriate response and recovery actions to preserve, conserve, rehabilitate, and restore them consistent with post-disaster community priorities and in compliance with applicable environmental and historical preservation laws and Executive orders.

Coordinating Agency: Department of the Interior

Primary Agencies: Department of the Interior; Environmental Protection Agency; Federal Emergency Management Agency

Supporting Organizations: Advisory Council on Historic Preservation; Corporation for National and Community Service; Council on Environmental Quality; Delta Regional Authority; Department of Agriculture; Department of Commerce; Department of Homeland Security/National Protection and Programs Directorate; General Services Administration; Heritage Emergency National Task Force; Institute of Museum and Library Services; Library of Congress; National Archives and Records Administration; National Endowment for the Arts; National Endowment for the Humanities; U.S. Army Corps of Engineers

23.0 RECOVERY ACTIVITIES FOR AN UNDECLARED DISASTER (NON-STAFFORD ACT).

23.1 Though an emergency event may not qualify for a presidential disaster declaration (Stafford Act) the County and its municipalities will need to address the impacts and the community's recovery needs. The County's recovery process will remain the same as previously described. The County's recovery management organization provides a scalable structure for organizing undeclared disaster recovery operations, whether declared or undeclared, through the Recovery Support Functions (RSFs). Likely actions and tasks may include:

- Impact and needs assessments.
- Assignment of a County Disaster Manager.
- Establishing a recovery organization.
- Partially or fully activating the recovery operations center.
- Convening all or part of the Recovery Task Force.
- Activation of recovery support functions necessary to meet needs.
- Development of a recovery action plan.
- Determining and applying for non-Stafford Act programmatic assistance (financial and in-kind) that may be available and as applicable.

23.2 For an undeclared event state and federal assistance will be limited. State agencies may be able to provide technical assistance and/or may have programs or grants that can be re-prioritized to meet identified recovery needs. Federal assistance is typically limited to technical assistance following non-Stafford Act events; however, a limited number of federal agencies such as the Small Business Administration (SBA) and the United States Department of Agriculture (USDA) do maintain programs or authorities that can directly support the needs of impacted communities outside of a Stafford Act declaration.

23.3 Undeclared disaster recovery assistance will largely come from within the County and will require coordination with County and municipal departments, local faith and community-based organizations, the private sector, educational institutions, and regular service providers that support children, elders, people with disabilities, and people with other functional and access needs.

24.0 POST DISASTER HAZARD MITIGATION GRANT PROGRAM (HMGP).

24.1 A Presidential Major Disaster Declaration provides for the availability of Hazard Mitigation Grant Program (HMGP) funds at the request of a state's Governor in eligible communities within a state, tribe, or territory. The amount of HMGP funding available to the applicant is based on the estimated total federal assistance, subject to the sliding scale formula outlined in Title 44 of the Code of Federal Regulations (CFR) Section 206.432(b).

- a. HMGP was created to reduce the loss of life and property due to natural disasters. The program enables mitigation measures to be implemented during the immediate recovery from a disaster. For communities without FEMA-approved hazard mitigation plans, the program also provides funding to help develop plans.
- b. Regulations require the state, tribe, or territory to provide a Letter of Intent within 30 days after a disaster declaration that notifies FEMA whether or not the state will participate in HMGP.

24.2 Hazard mitigation under sections 404 and 406 of the Stafford Act is any action taken to reduce or eliminate the long-term risk to human life and property from natural or human caused hazards. Section 404, the Hazard Mitigation Grant Program, allows for funding of pre-designed mitigation projects, while Section 406, the Public Assistance Program, addresses mitigation projects which are identified and approved by the LMS working group.

- While the County is performing repair or restorative work, it should consider mitigation methods that will prevent similar damage in a future event, thereby reducing future damage costs.

- 24.3 Hazard Mitigation is pursued on a project-by-project basis. A positive benefit/cost ratio must exist to ensure that the additional work will be cost effective. Mitigation is accomplished by completing additional work that is beyond the scope of normal repairs and beyond code requirements in order to reduce the vulnerability to future disaster related damages.
- 24.4 Mitigation planning is provided through the Hillsborough County Local Mitigation Strategy (LMS) that contains County mitigation activities and recommended mitigation projects.

25.0 REFERENCES.

- 25.1 Federal Response Framework.
- 25.2 Florida Division of Emergency Management Recovery Plan.
- 25.3 Florida Division of Emergency Management Recovery Programs:
<https://www.floridadisaster.org/dem/recovery/>
- 25.4 Hillsborough County Post Disaster Recovery Plan.
- 25.5 Public Assistance (PA) Program and Policy Guide, FP 104-009-2, April 2018.

26.0 ATTACHMENTS.

1. County Needs Assessment Team.
2. Recovery Assistance Programs.
3. Disaster Recovery Centers (DRC).
4. Public Assistance (PA) Program Process.
5. Unmet Needs Coordination.
6. Temporary Housing.

Attachment 1
COUNTY NEEDS ASSESSMENT TEAM

- A.** In a major disaster, assessments of devastated areas are greatly hampered by the extent of damage to infrastructure (especially roads and communications). There is difficulty precisely defining the boundaries of destroyed areas and immediate needs of survivors. Without a complete understanding of the scope of the problem, government agencies at all levels are hindered in providing sufficient assistance to the impacted areas.
- B.** In a major disaster, the state will deploy a team of functional experts into disaster stricken areas to help assess the scope of damage and the needs of survivors. These teams will assist the County in determining needs in critical areas that will help form the basis for bringing in necessary state and federal assistance. Teams will concentrate on the areas of medical, mass care, security, transportation, communications, fire, search and rescue, water and wastewater, hazardous materials, and electric power.
- C.** If time and resources allow, the County will initiate a needs assessment prior to the arrival of the state team. Members of the County Needs Assessment Team (NAT) include the following:

Team Leader:	Office of Emergency Management or Designee
Health and Medical:	Florida Department of Health – Hillsborough County Medical Director for Mass Casualty Planning
Communications:	Information Technology Department
Water and Wastewater:	Soil & Water Conservation District Solid Waste Services
Law Enforcement:	Sheriff’s Office
Transportation (Roads & Bridges):	Public Works
Mass Care:	American Red Cross County Social Services Department
Fire/Hazardous Materials/Search and Rescue:	Fire Rescue
Electric Utility:	TECO

- D.** The County NAT will gather as much data as possible in advance of the arrival of the state team. Upon arrival of the state team, the County NAT will join counterpart representatives from the state to accomplish the needs assessment.
- E.** The Sheriff's Office will assist with coordination and safe entry and movement of NAT personnel to disaster areas and will ensure adequacy of resources for the team. If available, Sheriff's Office Aviation assets will assist in performing aerial needs assessment. The Sheriff's Office will also coordinate communications for NAT activities. Ground transportation assets will be provided by each individual agency involved in the needs assessment.
- F.** Each participating agency involved in NAT activities will ensure sufficient resources are available for their personnel to accomplish team tasks. Each agency will maintain inventories of personnel, data, equipment and vehicles to be available to the team. If necessary resources cannot be acquired through local sources, requests for these items will be made to the EOC.
- G.** The staging area for needs assessment will be co-located with County damage assessment teams.
- H.** Any aerial element of the state teams will arrive at landing zones as follows:
 - a. Primary: Woodland Terrace Park, N. 30th Street Tampa, FL 33610 (2 blocks north of Hanna Avenue).
 - b. Secondary: Fairgrounds, 4800 Highway 301 North, Tampa, FL 33584.

Attachment 2 RECOVERY ASSISTANCE PROGRAMS

After a Presidential Declaration has been made, FEMA will designate the area eligible for assistance and announce the types of assistance available.

The following are the primary categories of disaster aid available under the Robert T. Stafford Relief and Emergency Assistance Act, Public Law 93-288, as amended.

A. INDIVIDUAL ASSISTANCE (IA).

FEMA's Individual and Households Program (IHP) provides financial help or direct services to those who have necessary expenses and serious needs if they are unable to meet these needs through other means. FEMA initiates financial help or services through specific programs aimed at housing assistance and other needs assistance. Depending on the severity of the event, FEMA will activate certain programs aimed at assisting individual disasters survivors. Examples of these programs include:

- Temporary Sheltering Assistance
- Other Needs Assistance (ONA)
- Unemployment Assistance
- Food Coupons and Distribution of food commodities
- Relocation Assistance
- Legal Services
- Crisis Counseling Assistance and Training
- Community Disaster Loans

Immediately after a disaster declaration, a toll-free telephone number is established for use by affected residents and business owners in registering for Individual Assistance. Disaster Recovery Centers (DRCs) are also opened where disaster survivors can meet with program representatives and obtain information about available aid and the recovery process. Disaster aid to individuals generally falls into the following categories:

- Disaster Housing may be available for displaced persons whose residences were heavily damaged or destroyed. Funding can also be provided for housing repairs and replacement of damaged items to make homes habitable.
- Disaster Grants are available to help meet other disaster related needs and necessary expenses not covered by insurance and other aid programs. These may include replacement of personal property, transportation, medical, dental, and funeral expenses.

- Low-Interest Disaster Loans are available after a disaster for homeowners and renters from the U.S. Small Business Administration (SBA) to cover uninsured property losses. SBA loans offer low-interest, fixed rate loans to disaster survivors. The loans may be for repair or replacement of homes, automobiles, clothing or other damaged personal property. Loans are also available to businesses for property loss and economic injury. The SBA also offers such loans to affected small businesses to help them recover from economic injury caused by the disaster. The state must meet eligibility requirements to qualify for SBA assistance and the President need not declare a Stafford Act disaster or emergency for a state to receive SBA loan assistance.

B. PUBLIC ASSISTANCE (PA).

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

FEMA established seven categories of work to differentiate between the aid provided in the immediate aftermath of a disaster to save lives and property, and the longer term assistance provided to help communities rebuild. The categories are as follows:

- Category A: Debris removal
- Category B: Emergency protective measures
- Category C: Roads and bridges
- Category D: Water control facilities
- Category E: Buildings and equipment
- Category F: Utilities
- Category G: Parks, recreational, and other

To receive Public Assistance, an eligible applicant must submit a Request for Public Assistance to the State. Pursuant to 44 C.F.R. 206.207(b)(1)(iii)(B), the Division will conduct briefings for all potential applicants as soon as possible following a disaster. The applicant briefing will discuss high-level topics such as application procedures, recordkeeping, procurement requirements, and other substantive information.

Once FEMA has approved an Applicant's request for Public Assistance, FEMA will write Project worksheets (PW) to capture the costs for eligible work to replace or restore damaged facilities. The federal share for eligible reimbursement under a federal declaration shall be no less than seventy-five (75%) percent. In accordance with Section 252.37(5), Florida Statutes, the State shall provide the entire amount of any required matching funds for state agencies and one-half of the non-federal share. The affected local government shall provide the other one-half. A waiver provision is provided to the local governments in counties designated as "fiscally constrained," though the Office of the Governor.

Eligible applicants, prior to the receipt of the Federal funds shall provide any matching funds required under the Federal Hazard Mitigation Assistance Grant Program in full.

The State serves as the Recipient, while eligible applicants become Sub-recipients once Federal funds are obligated to a project under the Public Assistance Program. Contractual agreements with the Florida Division of Emergency Management must be executed with Sub-recipients, with all reimbursements passing through the Division.

Documentation, record keeping, inspections, and final closeouts are overseen by the Florida Division of Emergency Management. At all points of the Public Assistance grant life cycle, and up to 5 years after the end of the grant cycle, documentation remains the responsibility of the Sub-recipient.

Note: See Attachment 4: Public Assistance (PA) Program Process for the PA process and details.

C. HAZARD MITIGATION ASSISTANCE.

FEMA also provides Hazard Mitigation Assistance through the Hazard Mitigation Grant Program (HMGP), and Section 406 of the Public Assistance Program which assists survivors and public entities with mitigating potential impacts of future hazards. Examples include the elevation or relocation of repetitive loss flood-damaged homes away from flood hazard areas, retrofitting buildings to make them resistant to strong winds, and adoption and enforcement of adequate codes and standards by local, state, and federal government. Section 406 helps fund mitigation measures under the Public Assistance Program when repairing damaged structures.

D. U.S. SMALL BUSINESS ADMINISTRATION (SBA).

When the President declares a major disaster declaration for Individual Assistance, SBA's disaster assistance programs are automatically activated. For smaller disasters, that do not receive an IA declaration, the SBA Administrator may issue a "SBA-only" declaration. Such declarations are based on the occurrence of at least the minimum amount of uninsured physical damage to buildings, machinery, inventory, homes and other property. Typically, this would mean at least 25 homes, 25 businesses, or some combination, have sustained uninsured losses of 40% or more. With an agency declaration, SBA disaster assistance programs are available to homeowners, renters and businesses within designated areas. Further information about SBA disaster loans can be found at www.sba.gov.

If a state does not receive a presidential emergency or major disaster declaration, the SBA may still be able to make federally subsidized loans to repair or replace homes, personal property or businesses that sustained damages not covered by insurance. The SBA can provide three types of disaster loans to qualified homeowners and businesses:

- Home Disaster Loans to homeowners and renters to repair or replace disaster-related damages to their home or personal property;
- Business Physical Disaster Loans to business owners to repair or replace disaster-damaged property, including inventory and supplies; and
- Economic Injury Disaster Loans (EIDL), which provide capital to small businesses and to small agricultural cooperatives to assist them through the disaster recovery period.

SBA disaster loans are a critical source of economic stimulation for communities hit by a disaster, spurring job retention and creation, revitalizing business health and stabilizing tax bases. There are four types of disaster declarations that result in an SBA declaration:

- Presidential Declarations for IA, which includes SBA automatically
- Agency Declarations
- Gubernatorial Declarations
- Secretary of Agriculture or Commerce Declarations

E. FIRE MANAGEMENT ASSISTANCE GRANT PROGRAM (FMAG).

The Federal Emergency Management Agency's (FEMA) Fire Management Assistance Grant Program (FMAG) is a disaster assistance grant program available to States, local governments, and Indian tribal governments intended to aid States and their communities with the mitigation, management, and control of fires burning on publicly or privately owned forests or grasslands.

For eligible grant applicants to receive assistance under FMAGP, the Governor or the Governor's Authorized Representative must request a fire management assistance declaration while the fire is burning out of control and threatens to become a major disaster. FEMA's Recovery Division Director makes declarations on a 24-hour real-time basis. Declaration eligibility determinations are based upon the following criteria:

- Threat to lives and improved property, including threats to critical infrastructure, and critical watershed areas;

- Availability of State and local firefighting resources;
- High fire danger conditions; and
- Potential for major economic impact.

F. OTHER RECOVERY ASSISTANCE.

There are other forms of emergency assistance that may be provided through state programs such as: Small Cities Community Development Block Grant, Community Services Block Grant, Low-Income Home Energy Assistance Program, Low-Income Emergency Home Repair Program, Home Investment Partnership Program, and the State Housing Initiative Partnership Program.

A more thorough explanation of recovery operations and procedures, including needs and damage assessments, can be found in the *State of Florida Recovery Plan*.

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**Attachment 3
DISASTER RECOVERY CENTERS (DRC)**

- A.** In the aftermath of a disaster, the state may establish one or more Disaster Recovery Centers (DRC) that will provide information on available disaster assistance. Under a Presidential Disaster Declaration, federal agencies with disaster assistance programs, coordinated by FEMA, will be a part of DRC operations. Disaster Recovery Centers will serve as a referral and information office for the state and federal disaster assistance programs that are available.
- B.** Normally, State and Federal Individual Assistance Officers (IAO) will coordinate with the Director of Emergency Management to establish DRCs in the County. If deemed necessary, the Director will provide a request to the State IAO that DRC(s) be established. The County Real Estate and Facilities Services Department will assist FEMA/state to acquire spaces for DRC(s) within the County. Federal/state coordinators will coordinate with the Director, or his designated representative, on a continuing basis during Disaster Recovery Center operations. A list of potential DRC sites is maintained under separate cover. During events site locations will be provided to the state EOC via WebEOC utilizing the SERT emergency sites board).
- C.** Under a Presidential Disaster Declaration, a FEMA toll-free teleregistration number will be activated and published. Teleregistration includes a telephonic device for the deaf (TDD) telephone number for the hearing impaired. If desired, DRC officials will assist survivors through the teleregistration process. State and federal IAOs will work closely with ESF 14 (Public Information) to ensure the public is advised of the teleregistration numbers.
- D.** The County Disaster Recovery Redevelopment Coordinator will facilitate the coordination of disaster assistance from the federal and state agencies available to Hillsborough County following a disaster and perform the duties in coordination with the Disaster Redevelopment Task Force as outlined in County ordinance 93-20.
- E.** A DRC is a facility established in, or in close proximity to, the community affected by the disaster where persons can meet face-to-face with represented federal, state, local, and volunteer agencies to:
- Discuss their disaster-related needs
 - Obtain information about disaster assistance programs
 - Teleregister for assistance
 - Update registration information
 - Learn about measures for rebuilding that can eliminate or reduce the risk of future loss
 - Learn how to complete the SBA loan application
 - Request the status of their application for Individual Assistance

- F. The following are guidelines for determining suitable locations for a Recovery Center:
- Minimum of 5,000 square feet of floor space;
 - Waiting area capable of accommodating 100 people;
 - Access for persons with physical handicaps, hearing impairment, or visual disabilities;
 - Separate areas for childcare, crisis counseling, and first aid;
 - Adequate parking;
 - Locations near public transportation systems;
 - Adequate utilities and communications; and
 - Adequate rest rooms and janitorial services.
- G. The state and federal IAOs will ensure that each DRC has adequate communications capabilities, electricity and other utilities, sufficient supplies and materials to conduct its operations, and sufficient security arrangements. The EOC Operations Group or the Office of Emergency Management will assist the state and federal personnel in setting up the centers, to include assisting in obtaining equipment and supplies as needed.
- H. Once sites and locations have been confirmed, state and federal public information officers (PIOs) will prepare coordinated press releases to advise disaster survivors of the location of the centers and assistance available.
- I. Hours of operation and duration will be dependent on the severity of the disaster and the needs of the disaster survivors. During catastrophic events, centers may operate for several weeks, at least 12 hours per day, seven days per week. In general, the hours of operations will be made jointly by the County, the DRC Coordinator, and the IA Officer.
- J. Recovery Centers will be staffed with representatives from appropriate federal, state and local agencies, private relief organizations, and other organizations capable of providing disaster related assistance to individuals. The assignment of County representatives in the center will be as coordinated between the Director of Emergency Management and the Director of Aging Services, HealthCare Services and Social Services. Staff will be identified as needed from the departments listed as well as the County's Know your Role Program, which is updated annually. In addition, the following volunteer and non-profit agencies will provide staff to provide support to the DRCs, American Red Cross, Salvation Army, and Crisis Center of Tampa Bay. ESF 18 (Business and Industry) will assist with the administration of SBA, and ESF 14 (Public Information) will assist with providing information to the public relating to the services available.
- K. In some cases, mobile DRCs consisting of recreational vehicles maybe located in the County for limited periods of time. The advantage of mobile DRCs is that they can be located near impacted areas. These DRCs do not have the full range of services as fixed DRC, but can provide many of the services offered by FEMA and SBA representatives. Note: mobile DRCs need to meet the same access and functional needs requirements as a DRC fixed facility.

- L. As the numbers of disaster survivors seeking assistance decline, FEMA and state representatives will coordinate with the EOC regarding DRC closure. Notice of closure will be provided in press releases from FEMA/state/county.

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Attachment 4
PUBLIC ASSISTANCE (PA) PROGRAM PROCESS

Reference: Public Assistance (PA) Program and Policy Guide, FP 104-009-2, April 2018

- A.** The Director of the Office of Emergency Management (OEM) will serve as the County public assistance coordinator and provide the interface between local agencies and state/federal representatives administering disaster assistance and hazard mitigation programs. OEM will coordinate activities relating to the BOCC departments. With regard to other jurisdictions (e.g. municipalities, certain constitutional authorities, other potential applicants), OEM will notify them, based on damage assessment results, of available disaster assistance and coordinate initial meetings. (Note: Potential applicants are as pre-identified in the EOC Directory and potential government applicant list. These items are updated as changes occur by the OEM staff.) Once the Request for Public Assistance Form is signed, applicants will deal directly with state/federal teams.

- B.** The County Management and Budget Department will be responsible for financial management with regard to state/federal assistance. They will develop and administer the necessary administrative procedures to ensure accurate financial transactions, accounting, grants management, document tracking and payroll processing. The Accounting Division of the Clerk of Circuit Court will assist the Management and Budget Department in grants management and in ensuring appropriate financial accountability is maintained. The Management and Budget Department maintains a Procedures Manual which contains guidance on documentation and reimbursement procedures for federal disaster assistance. Each department and agency will ensure their fiscal personnel are trained on these procedures.

- C.** The staff of Hillsborough County Emergency Management and the Management and Budget Department will prepare the appropriate correspondence required by state/federal directives.

Appropriate summary level payroll and financial records will be maintained by Management and Budget Department and the Clerk's Accounting Division. All appropriate logs, formal records and file copies of all expenditures (including personnel timesheets) must be kept by all departments, agencies and municipalities in order to provide clear and reasonable accountability and justification for future reimbursements. The OEM will maintain appropriate documentation such as summary information, funding agreements, Requests for Public Assistance, quarterly reports, etc.

- D.** Under a major disaster, it may be necessary to hire temporary employees and consultants to help manage the federal disaster assistance program. In such cases, OEM and the Management and Budget Department will pursue the hiring of additional personnel in accordance with County procedures with the Human Resources Department.

- E. OEM and the Management and Budget Department will ensure appropriate local representatives are assigned to assist in the collection of information for the development of Project Worksheets. Representatives will be assigned with expertise in the area to be inspected (e.g. Public Works for roads and bridges, Parks, Recreation & Conservation Department for their facilities, Real Estate & Facilities Services for County buildings, etc.).
- F. A Presidential Disaster Declaration will provide for reimbursement of a portion of the costs for debris clearance, emergency measures and repairing or replacing eligible damage to public facilities as follows:

Category A: Debris Clearance – clearance, removal, and or disposal of approved debris including, but not limited to, vegetative debris, construction and demolition debris, sand, mud, silt, gravel, rocks, boulders, and vehicle and vessel wreckage. (Private property requires prior FEMA approval.)

Category B: Protective Measures – actions taken by the community (almost always government agencies) before, during, and after a disaster to save lives, protect public health and safety, and prevent damage to improved public and private property.

Category C: Road System – repair or replacement of existing public roads, streets, and bridges.

Category D: Water Control Facilities – assist with permanent repairs for other water control facilities, such as those that were built for channel alignment, recreation, navigation, land reclamation, maintenance of fish and wildlife habitat, interior drainage, irrigation, and erosion prevention.

Category E: Public Buildings and Equipment – repair or replacement of existing buildings, structural components, interior systems, building contents, vehicles, and equipment. (except for those which are inactive or abandoned).

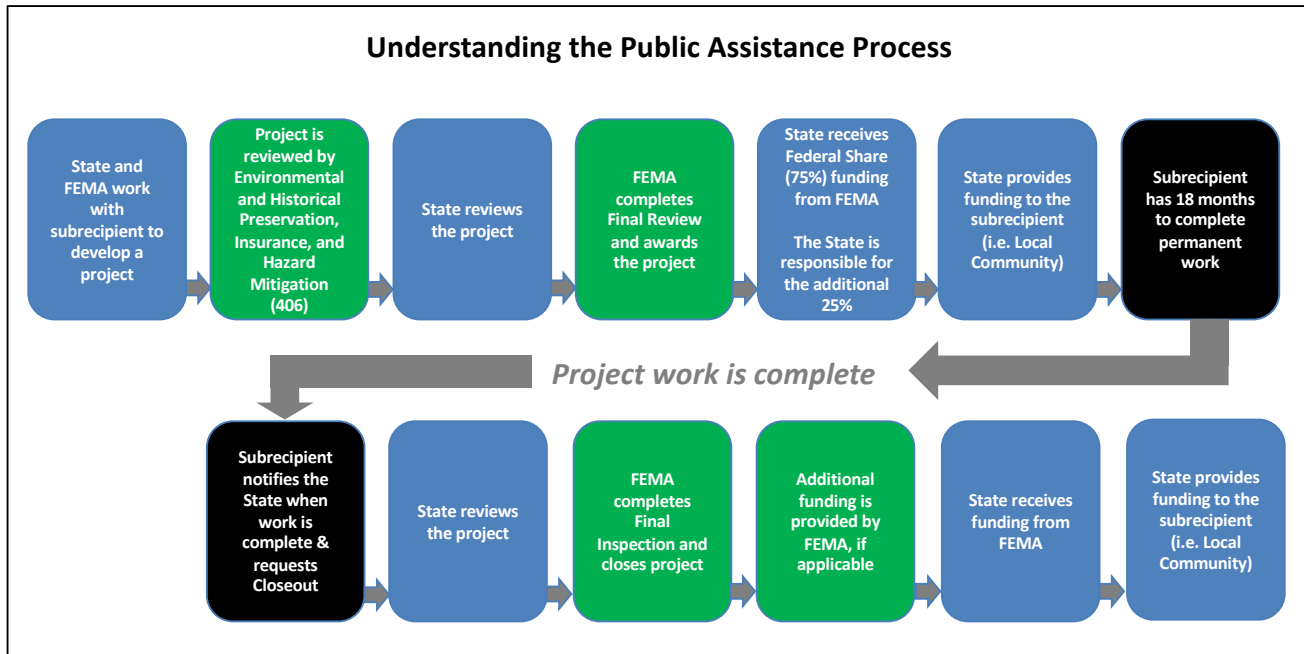
Category F: Public Utilities System – repair, restoration or replacement of water, power and sewage facilities.

Category G: Other – repair, restoration or replacement of parks and other recreation facilities, district roads and access facilities, costs associated with temporary facilities, and other costs approved by the Federal Coordinating Officer.

- G.** The federal share of assistance will not be less than 75 percent of the eligible cost for emergency measures and permanent restoration. The recipient determines how the non-federal share of 25 percent will be dispersed to its applicants. In the event of a catastrophic emergency, FEMA may reimburse up to 90 percent of the eligible damages incurred. Costs not covered by FEMA must be borne by the state and local government. This cost share ratio will be detailed in the federal/state agreement.
- H.** Public Assistance Responsibilities.

Understanding the Public Assistance Responsibilities		
FEMA	Recipient (State)	Subrecipient (Applicant)
<ul style="list-style-type: none"> • Coordinates with all Federal, State, Local Agencies • Establishes Joint Field Office • Collects project and cost data • Approves grants and obligates funds • Provide Technical Assistance 	<ul style="list-style-type: none"> • Educates subrecipients • Work with FEMA to manage Public Assistance Program • Collects project and cost data • Disburse grants to applicants (Ex: Community, county, local public entity) • Monitors and manages use of grants by subrecipients 	<ul style="list-style-type: none"> • Requests assistance • Identifies damaged facilities • Provides information to support request • Maintains accurate documentation

I. Federal Disaster Assistance Grant Process.



1. Applicant’s Briefing.

- a. An Applicant’s Briefing will be scheduled following the President’s Declaration. During the briefing, the state will present the incident period and a description of the declared event. Applicant, work and cost eligibility will be reviewed and the project formulation process will be introduced. The state will also discuss funding options, record keeping and documentation requirements and special considerations issues.
- b. Within Hillsborough County, potential applicants include Hillsborough County BOCC departments, municipalities, constitutional officers, tribal governments, and certain private non-profit agencies. Applicants should send key representatives who will be involved in working with state and FEMA representatives (e.g. emergency management, public works, finance, risk management, etc.). The County OEM will ensure all potential applicants are notified of the Applicant’s Briefing. Subsequent to this briefing, all applicants will deal directly with state/FEMA representatives on public assistance matters.

- c. Applicants will be asked to complete a Request for Public Assistance (RPA). The RPA is the applicant's official notification to FEMA of the intent to apply for public assistance. In some cases, the RPA is submitted at the Applicant's Briefing. Alternatively, it may be filed electronically to the state. The applicant must submit the form within 30 days of the date of designation of the County for public assistance. Once an RPA has been submitted, the project formulation process can begin.
2. Kickoff Meeting.
 - a. FEMA or the Recipient's Public Assistance representative should work with the OEM and the Applicant to schedule the Kickoff Meeting within ten (10) days of receiving notice of the RPA approval. This meeting is conducted by The FEMA Public Assistance Coordinator (PAC). While the Applicant Briefing is designed to address high-level information for all potential Applicants, the Kickoff Meeting is designed to address the specific needs of each eligible Applicant. Within Hillsborough County, potential applicants include Hillsborough County BOCC departments, municipalities, constitutional officers, tribal governments, and certain private non-profit agencies.
 - b. A State Applicant Liaison provides state specific details on documentation and reporting requirements at this meeting. The Applicant should ensure staff with knowledge of the incident-related damage, emergency activities performed, and related costs attend the meeting.
 3. Project Formulation.
 - a. Eligible applicants must identify damages by category and sites, and provide estimates or actual documentation for completed work. The Project Worksheet (PW) is the primary form used to document scope of work and cost estimates for projects. Projects are categorized as large or small according to a threshold that is adjusted each fiscal year to account for inflation. The applicant is responsible for preparing PWs for small projects. State or FEMA assistance is available, if needed to complete these PWs. PWs for small projects should be submitted within 60 days of the Kickoff Meeting. However, applicants are strongly encouraged to submit PWs as soon as possible to expedite the assistance process. State/FEMA representatives will work with the applicant in preparing PWs for large projects.
 - b. Small projects completed by applicants will be validated by state/FEMA review teams. Typically, a sample of about 20% of an applicant's small projects are assessed in the validation process. However, if significant discrepancies are found in the sample, a second sample of 20% is assessed. If discrepancies are again found in that sample, the applicant will be provided with technical assistance for review of all small projects. (Note: The 20% sample only applies to projects submitted within 30 days of the Kickoff Meeting. Small PWs submitted after 30 days are subject to 100% validation).

- c. Large projects will not be validated. State/FEMA representatives working with the applicant are responsible for developing the scopes of work and cost estimates for large projects and submitting the PWs to FEMA for review and processing.
4. Municipal Coordination.
 - a. In accordance with Federal Emergency Management Agency regulations each municipality and special district within Hillsborough County is required to prepare its own set of Project Worksheet (PW) documents to request federal financial reimbursement. After a federal disaster declaration for public assistance is issued, each jurisdiction (eligible applicant) must designate a Municipal Coordinating Officer who also serves as the Applicant's Agent, the Public Assistance Coordinator, or the Designated Agent, in accordance with internal procedures. Each jurisdiction may independently determine which person has the prerequisite skills and capabilities to best perform the task of Municipal Coordinating Officer (and preferred title).
 - b. The position requires an understanding of the federal public assistance program and requirements, local purchasing and contracting processes, ability to track and document disaster-related expenses, and authority to negotiate with the state and federal representatives supplying federal disaster assistance. This individual will, in accordance with established procedures and checklists, attend the applicants' briefing, manage the application procedures, and all administrative requirements associated with the federal public assistance program. At the applicants' briefing, each jurisdiction will be asked to complete a request for public assistance form and schedule a kickoff meeting.
 - c. The Applicant's Agent for the municipal jurisdiction should maintain ongoing communication with the County's Applicant Agent, and coordinate with all municipal agencies and organizations engaged in the response and recovery effort. The Applicant's Agent will have custodial responsibility for disaster related records or oversee the management of records in accordance with local policies and procedures.
 5. Grant Processing.
 - a. FEMA and the state share responsibility for making Public Assistance (PA) Program funds available to applicants. FEMA is responsible for approving projects and making the federal share of the approved amount available to the state through a process known as obligation. The state is responsible for providing the state's share of the grant amount and for notifying the applicant that funds are available.

- b. Small Projects. Payment for small projects is made on the basis of the estimate prepared at the time of project approval. The state is required to make payment of the federal share to the applicant as soon as practicable after FEMA has obligated the funds. Once all small projects are complete, the state must certify that work has been completed in accordance with the approved scope of work on the PW, in compliance with FEMA standards and policies, and that all payments due have been made. This certification does not specify the amount spent on the projects, only that the projects were completed. If the County spends less than the amount approved by FEMA, the federal share will not be reduced to match actual costs. However, if the County incurs costs significantly greater than the total amount approved for all small projects, the County may apply for additional funding.

Note: This opportunity applies only to a net cost overrun for all small projects, not to an overrun for an individual project. This policy is based on the fact that small projects

- c. Large Projects. Large projects are funded on documented actual costs. Because of the nature of most large projects, work typically is not complete at the time of project approval; therefore, FEMA will obligate grants based on an estimated cost. Such monies may not be immediately drawn down by the state. Instead, progress payments are made to the applicant as actual costs are documented. Upon completion of a large project, the County must submit documentation to account for all incurred costs. The state is responsible for ensuring that all incurred costs are associated with the approved scope of work and for certifying that work has been completed in accordance with FEMA standards and policies. The state then submits documentation of project costs to FEMA for review. FEMA may conduct a final inspection as part of this review. Once the review is complete, FEMA determines whether funds should be obligated or de-obligated for the project.

6. Appeals.

- a. The appeals process is the opportunity for applicants to request reconsideration of decisions regarding the provision of assistance. There are two levels of appeal. The first level appeal is to the FEMA Region 4 Director (RD). The second level appeal is to the Assistant Director at FEMA Headquarters.
- b. Applicants must file an appeal with the state within 60 days of receipt of a notice of the action that is being appealed. Applicants must provide documentation to support the appeal. This documentation should explain why the applicant believes the original determination is wrong and the amount of adjustment being requested. The state will review the appeal documentation and request additional information if necessary. The state will then prepare a written recommendation on the merits of the appeal and forward that recommendation to FEMA within 60 days of its receipt of the appeal letter or receipt of additional information that it had requested.

- c. The RD will review the first appeal and within 90 days will take one of two actions:
 - (1) Render a decision on the appeal and inform the state of the decision; or
 - (2) Request additional information.
- d. Normally, the applicant will have 60 days to provide any additional information, and the RD will provide a decision on the appeal within 90 days of receipt of the information. If the appeal is granted, the RD will take appropriate action, such as approving additional funding or sending a Project Officer to meet with the applicant to determine additional eligible funding.
- e. If an appeal is denied by the RD, the applicant may submit a second appeal to the Assistant Director of FEMA. The applicant must submit the second appeal to the state within 60 days of receiving the RD’s denial.

7. Project Management.

- a. It is critical to establish and maintain accurate records of events and expenditures related to disaster recovery work. The information required for documentation describes the “who, what, when, where, why, and how much” for each item of disaster recovery work. The County must maintain a financial and record keeping system that can be used to track these elements. The importance of maintaining a complete and accurate set of records for each project cannot be over-emphasized. Good documentation facilitates the project formulation, validation, approval, and funding processes.
- b. All of the documentation pertaining to a project should be filed with the corresponding PW and maintained by the department as the permanent record of the project. These records become the basis for verification of the accuracy of project cost estimates during validation of small projects, reconciliation of costs for large projects, and audits.
- c. The Federal Office of Management and Budget requires grant recipients to maintain financial and program records on file for three years following final payment. Records of grant recipients may be subject to the provisions of the Single Audit Act.
- d. There are time limits established for the completion of eligible work. These are set by regulation and are measured from the declaration date of the major disaster or emergency. The initial deadlines are established according to the type of work as shown in the following table:

Completion Deadlines	
Type of Work	Months
Debris Clearance	6
Emergency Work	6
Permanent Work	18

The state may grant extensions of the above deadlines in situations of extenuating circumstances. For debris clearance and emergency protective measures, an additional six months may be granted. For permanent restoration work, an additional 30 months may be granted. Justification for extensions should be based on extenuating circumstances or unusual project requirements beyond the control of the applicant. FEMA may review the state's actions on time extensions on a periodic basis to ensure compliance with the regulations.

e. Changes in Scope of Work and Costs.

- (1) During the performance of work on a project, hidden damage, additional work that is necessary to properly complete the project, or certain costs that are higher than those used to make the original estimate for the PW may be discovered. Delays in the work schedule also may increase costs.
- (2) For large projects, when a change in scope or a need for additional funding is discovered, the County should notify the state as soon as possible. The assumption should not be made that such costs can be reported at the end of the project and that the additional funds will be approved automatically. The request should contain justification for the eligibility of the additional work or costs. If additional damage to the facility is involved, it may be necessary to show how that damage is disaster-related. The state will forward the request to FEMA with a written recommendation. To determine eligibility, FEMA and the state, in cooperation with the local representatives, may conduct a site visit. FEMA will render a decision and notify the state either with an amended PW for additional funding or a written denial of the request.
- (3) Small projects are handled differently. Cost overruns are not handled on a project-by-project basis; rather, the applicant may request supplemental funding for a net cost overrun on all small projects by submitting an appeal through the state to FEMA. An appeal should be submitted only when the total costs for all small projects significantly exceed the total cost approved for all small projects. The appeal must be submitted within 60 days of the completion of all of that applicant's small projects. The appeal must include documentation of actual costs of all the projects, including projects with under-runs as well as those with overruns.
- (4) Except when an appeal is to be submitted, cost documentation for small projects does not need to be submitted to FEMA, but should be retained for three years after final completion. The state need only certify that all work was completed in accordance with the approved PWs.

- f. Progress reports on all projects are required to be submitted to FDEM on a quarterly basis. The report will include information on amount of money provided the County, the amount still due to the County, time extensions, appeals, percent completion and remarks.
8. Final Inspections.
 - After all projects have been completed; a project summary must be submitted by the sub-grantee to the SCO. State/federal inspectors will then conduct a final inspection of a large project to verify its completion within the scope of work. Final inspection documents will be prepared and forwarded to the FCO so that any closing supplements can then be prepared. A small project will only require a certification of completion form stating that the work has been completed. Some small projects may be inspected on a random basis for completion.
 9. Audits.
 - Public assistance grant recipients are required to comply with the provisions set forth under the Single Audit Act of 1984 (Public Law 98-502), as amended in 1996. The act requires grant recipients expending \$500,000 or more in federal funds in a fiscal year ending after December 31, 2008 to perform a single audit. Even though a single audit must be performed, grant recipients also are subject to additional audits by the FEMA Office of the Inspector General and state auditors for items not covered by the single audit. Specific documentation and procedures are based on the requirements of the Federal Office of Management and Budget whereby grant recipients must maintain financial and program records for three years following final payment.

**Attachment 5
UNMET NEEDS COORDINATION**

- A.** A major component of any disaster recovery is the private sector. Federal, state, and local governments provide whatever resources that are available within budgetary and legal constraints. However, much of the human services response comes from voluntary sources from private, humanitarian organizations as well as from contributions from businesses.
- B.** Emergency Support Function 15 (Volunteers and Donations) reflects the County's system of handling volunteers to work in the community. As a support agency under ESF 15, United Way Suncoast is the lead agency for the Volunteer Reception Center which coordinates volunteer resources during disasters. As part of this function, the United Way Suncoast/Volunteer Reception Center will also have lead responsibility for coordinating volunteer agencies which deal with the unmet needs of disaster survivors. As unmet needs become apparent through requests to the EOC, from assessment teams, from elements of government agencies, etc., requests will be made to the appropriate humanitarian or other private non-profit organizations working in the County.
- C.** In this role the Volunteer Reception Center will:
 - a. Coordinate with volunteer organizations and match the resources that these organizations possess to the area of need within the community.
 - b. Coordinate with municipalities in directing volunteer agencies to provide unmet needs assistance within their jurisdictions.
 - c. Coordinate with state and federal representatives regarding unmet needs activities.
 - d. Ensure appropriate information is provided to ESF 14 (Public Information) about unmet needs activities.
- D.** There are many humanitarian agencies which will participate in meeting unmet needs following disaster. Participating agencies will also come from businesses, trade unions, trade organizations, civic organizations, etc.
- E.** Many volunteer agencies specialize in specific areas of recovery such as emergency home repair, crisis counseling, debris removal, food and water distribution, etc. These organizations ensure their personnel are trained in their specialties and are coordinated by the United Way Suncoast. Volunteers at the Volunteer Reception Center who have specific talents can be directed to applicable agencies which utilize the specialty.

- F. Hillsborough County also has a long-term recovery committee, Hillsborough Emergency Long Term Recovery Program (HELP). This organization brings together volunteer resources from private non-profit organizations to assist disaster survivors whose needs are not able to be fulfilled by FEMA, or other official means. HELP is comprised of private non-profit organizations, as well as County agencies including Code Enforcement, Public Works/Hazard Mitigation, Health Care Services, Social Services and the Office of Emergency Management. ESF 15 United Way Suncoast will utilize HELP in addressing unmet needs in the community.

- G. HELP serves as a focal point for donated money and services. Donations may come from businesses or private non-profit organizations, including faith-based groups, directed toward survivors of a disaster. The organization also can sponsor church or civic associated groups which can provide labor for home repairs. Lutheran Services Florida serves as the fiscal agent for HELP which is organized as a non-profit entity under IRS Code 501(c) (3).

Attachment 6 TEMPORARY HOUSING

See County Disaster Temporary Housing Plan for additional information.

- A.** Following a disaster, temporary housing may be needed beyond the period of emergency shelter to accommodate those displaced by the disaster. County government, municipalities, and non-governmental relief agencies must provide the first response to housing needs within the limits of their capabilities. Depending on the magnitude of the disaster, additional resources may be required from state and federal sources.
- B.** Once a Presidential Disaster Declaration has been granted, the Federal Emergency Management Agency (FEMA) is responsible for providing large scale temporary housing. Federal assistance may be available in two forms: (1) financial assistance to survivors to rent existing rental units, manufactured housing, recreational vehicles, or other readily fabricated dwellings, and (2) actual housing units acquired by purchase or lease by FEMA (i.e. manufactured homes, RVs, etc.) to be occupied by homeless survivors. Any temporary housing provided by the federal government is normally for no longer than an 18-month period, after which the federal government may charge fair market rent for housing units provided.
- C.** In most cases, FEMA will delegate responsibility to the State of Florida to manage and coordinate the temporary housing program within impacted counties. The state will also provide whatever resources they can bring to bear and will serve as a liaison between the County and FEMA. The County, in coordination with the cities, will identify potential sources of temporary housing to include existing housing stock, if any; sites to accommodate tents, manufactured homes, or RVs which will be provided through federal resources; and any other available local resources. Private non-profit organizations and private housing organizations will be major participants in working the disaster temporary housing issue.
- D.** Following a major hurricane, damage assessment and needs assessment teams will compile estimates of homeless disaster survivors. Homeless survivors will be located at various locations that may include public shelters, hotels/motels, homes of friends or relatives, or out of the area. For the short term, some homeless survivors may stay where they are. Others may go to designated public shelters operated by the American Red Cross.
- E.** American Red Cross public shelters will house homeless disaster survivors for the short term until a temporary housing program has been established. For planning, American Red Cross shelter resources will be available for a few weeks. American Red Cross shelters may include public schools, if available, churches and other facilities that have agreements with the American Red Cross. (Note: Schools, if in session, will be vacated as shelters as soon as possible so they can be reopened for business).

- F. Once it has been determined that a temporary housing program must be established for homeless survivors, the Disaster Temporary Housing Committee will be convened. This committee will be chaired by County Affordable Housing Services. The membership of this committee shall include, but not be limited to the following:

Bay Area Apartment Association, Government Affairs Director
 Bright House Networks, Senior Construction Manager
 City of Plant City, Fire Chief
 City of Tampa, Fire Chief
 City of Temple Terrace, Fire Chief
 County Affordable Housing Services (Chairman / Coordinator), Director
 County Code Enforcement Department (Co-chairman), Director
 County Building and Construction, Building Official
 County Fire Rescue, Office of Emergency Management, Director County
 Aging Services Department, Director
 County Health Care Department, Director
 County Parks, Recreation & Conservation Department, Director
 County Public Utilities Department, Director
 County Real Estate and Facilities Services Department, Director
 County School Board, General Director of Student Placement and
 Support County Development Services, Director
 County Social Services Department, Director
 Florida Department of Health – Hillsborough County, Director of Public
 Health Preparedness
 Florida Manufactured Housing Association, Executive Director
 Greater Tampa Association of Realtors, Governmental Affairs Counsel
 Hillsborough Emergency Long Term Recovery Program (HELP), President
 Housing & Urban Development (HUD), Director American Red Cross,
 Disaster Program Manager Salvation Army, Major - Area
 Commander Metropolitan Ministries, CEO
 Sheriff's Office, Special Incident Management Section Corporal
 Tampa Bay Builders Association, Executive Vice President
 Tampa Housing Authority, President
 TECO, Emergency Management Director
 United Way, Program Manager Catholic Charities, CEO
 Verizon, Senior Engineer

- G.** In order to assist the State and FEMA, the County will activate the Disaster Temporary Housing Committee which will identify the number of damaged properties and displaced citizens, identify suitable land for possible sites, allow for expedited permitting process and take any other measures needed to assist in the restoration of housing in the impacted area of the County.
- H.** Among other things, the Disaster Temporary Housing Committee will ascertain the following:

 - 1. The number of survivors needing temporary housing.
 - 2. The estimated number of homes that might be made habitable with minimal repairs.
 - 3. Available government-owned or government-subsidized housing units.
 - 4. Privately owned rental properties which could be used for temporary housing.
 - 5. Available manufactured homes or other fabricated dwellings which could be used for temporary housing.
 - 6. Number of sites that meet Land Development Code Section 6.11.115, Disaster Relief Communities.
- I.** The Disaster Housing Chairman/Coordinator is responsible for identifying plots of land that have been platted and other slabs and/or infrastructure already in place that could potentially be used for housing strategies. The Housing Coordinator will grade/prioritize the types of properties and provide an update annually before each hurricane season. If an incident occurs, damage assessment of these properties will be completed to assess which properties from the list were not affected and would be available to use. Based on the needs assessment, housing strategies will be outlined.
- J.** After comparing the damage and needs assessments to determine an accurate estimate of those who require temporary housing against any availability of existing housing stock, the Disaster Temporary Housing Committee will be able to determine a good estimate of the numbers of people that need to be provided federal disaster housing assistance. FEMA and the state will set up Disaster Recovery Centers (DRC) where applicants for disaster temporary assistance will be assisted in applying for temporary housing. Based on the number of affected properties, Hillsborough County will work with the State and FEMA to come up with a viable temporary housing solution for the County.
- K.** In some cases, special attention will have to be given to people with special needs (i.e. elderly and disabled). Some of these individuals may have to be housed in nursing homes, assisted living facilities (ALF) or other specialized housing. The Florida Department of Health – Hillsborough County and the County Aging Services Department will be the primary agencies in developing viable housing resources for homeless disaster victims with special needs.

- L.** There are numerous options for temporary housing that can be employed. Among these are the following:
 - 1. For homeowners with repairs not considered major (i.e. \$10,000 or less and can fix within three months) place travel trailers on their lots. In order to be eligible, homes must be out of the 100 year flood plain and must have utilities.
 - 2. Available public or private rental units. Maximum rent FEMA will pay is the HUD Fair Market Rental Value.
 - 3. Public Property (state, county, municipal) where manufactured housing acquired by FEMA can be placed.
 - 4. Private property where FEMA acquired manufactured housing can be placed.
 - 5. Disaster relief dwellings as defined in Land Development Code Section 6.11.112, Disaster Relief Dwellings.

- M.** General guidelines from FEMA regarding sites for installation of manufactured housing include the following:
 - 1. Attempts should be made to establish temporary sites as close as possible to disaster survivors' neighborhoods. (Note: If homeless survivors have to be located in areas at a distance from their neighborhoods and extensive transportation service will probably have to be implemented).
 - 2. Site selection should consider environmental, zoning, flood plain, wetlands, rules, and restrictions. Certain waivers may be needed. Do not use sites in the Coastal High Hazard Area or FEMA Flood Zone.
 - 3. FEMA has no particular preference on the size of the sites. The sites can hold as few as 3-4 units, however approximately 300 units is considered the maximum.
 - 4. Utilities should be available or easily installed at the sites.
 - 5. Conservatively, plan on six units per acre, however this number could be extended to ten units per acre.
 - 6. Generally, homeless survivors may be in temporary housing for up to 18 months. The County's Land Development Code stipulates disaster relief dwellings and communities shall exist for 12 months, with provisions to extend the duration in special circumstances.
 - 7. The FEMA preferred manufactured home size is 14' X 60'.