

CITY OF REDMOND

# COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

OFFICE OF EMERGENCY MANAGEMENT

2015 UPDATE

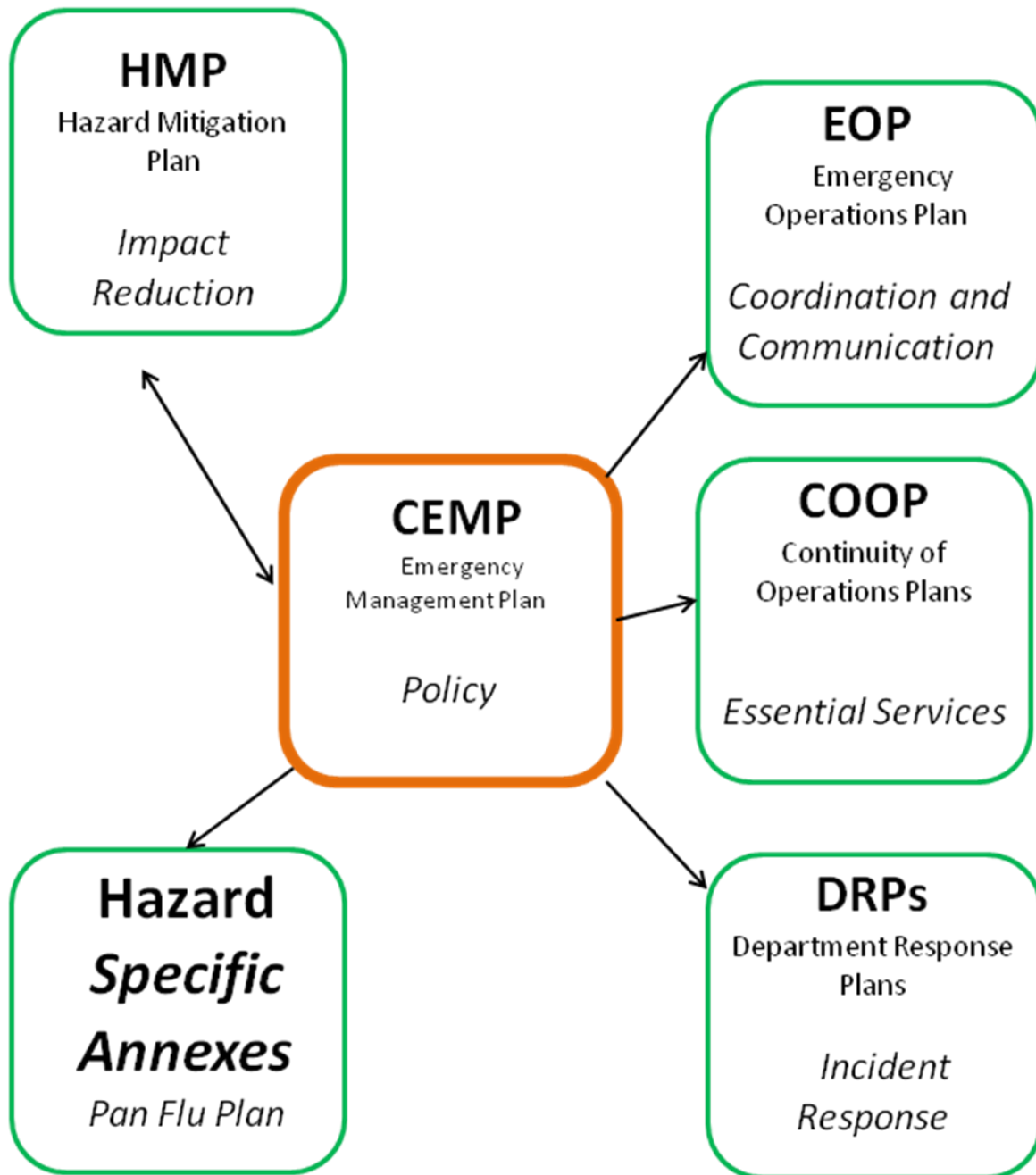
## BASIC PLAN



REVIEWED BY WA STATE EMERGENCY MANAGEMENT DIVISION  
OCTOBER 2015

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# Family of Plans



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## PROMULGATION

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DATE: TBD

TO: City of Redmond Council and Directors

FROM: John Marchione, Mayor, City of Redmond

SUBJECT: Letter of Promulgation – 2015 City of Redmond Comprehensive Emergency Management Plan (CEMP)

With this notice, we are pleased to officially promulgate the *2015 Redmond Comprehensive Emergency Management Plan (CEMP)*. One of a family of plans published by the City of Redmond Office of Emergency Management, the CEMP is the framework for citywide mitigation, preparedness, response, and recovery activities. Its intent is to provide a structure for standardizing plans citywide and to facilitate interoperability between local, state, and federal governments.

Every effort has been made to ensure that the CEMP is compatible with the King County Regional Disaster Plan, the State of Washington Comprehensive Emergency Management Plan, the National Response Framework, and the Revised Code of Washington, Chapter 38.52. Its format aligns with the State of Washington Comprehensive Emergency Management Plan.

The CEMP specifies the authorities, functions, and responsibilities that pertain to establishing collaborative action plans between City departments, local, state, federal, volunteer, public, non-profit and private sector organizations. It also contains detailed information on participant Emergency Support Functions (ESFs). By coordinating all phases of emergency management, the CEMP helps minimize the impacts of incidents in the City of Redmond. We believe the CEMP is a significant tool for saving lives, protecting property, preserving the environment, and sustaining the economy.

Finally, the CEMP is a reminder to department directors, agencies, commissions, and councils of their two primary goals in emergency management: to support the City of Redmond through the Emergency Coordination Center, and to establish and maintain a comprehensive internal process for conducting daily business before, during, and after an emergency or disaster event.

Thank you for your involvement in this worthwhile endeavor.

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## FOREWORD

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The City of Redmond sincerely appreciates the cooperation and support from all City departments contributing to the publication of the 2015 City of Redmond Comprehensive Emergency Management Plan (CEMP). Coordination of the Plan represents a committed and concerted effort by all City departments and agencies to emergency management. The Plan demonstrates the ability of a large number of departments to work together to achieve a common goal. The CEMP is intended as a comprehensive emergency management framework for citywide mitigation, preparedness, response, and recovery activities.

The CEMP was revised through the synergistic efforts of the City departments. The Office of Emergency Management coordinated activities to provide a forum for those with identified responsibilities in the CEMP. They participated in planning and coordinating emergency management activities in order to identify, develop, maintain, and enhance the City's emergency management capabilities.

The CEMP is one of the many efforts to prepare all people in the City of Redmond for emergencies or disasters. The CEMP is formatted to be consistent with the State of Washington CEMP, National Response Framework, complete with Emergency Support Functions (ESFs), or single functional activities. This is to standardize plans throughout the State and to provide interoperability between local, state, and federal levels of government.

The Plan stresses the four phases of emergency management: mitigation, preparedness, response, and recovery activities. The CEMP moves us one step closer to being able to minimize the impacts of emergencies and disasters on people, property, the economy, and the environment of the City of Redmond. Our sincere thanks and congratulations to all who have made this Plan possible.

City of Redmond Office of Emergency Management

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## RECORD OF CHANGES

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Change #	Date Entered	Contents of Change	Initials

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## RESOURCES

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### **City of Redmond Emergency Management Plans**

<http://www.redmond.gov/PublicSafety/DisasterPreparedness/plans>

**Hazard Mitigation Plan (HMP)** section above also points to the King County Regional Hazard Mitigation Plan (KCRHMP), Volume 1, and the Redmond Annex to the plan, March 2015 (also listed under King County below)

### **King County Office of Emergency Management - Plans**

<http://www.kingcounty.gov/safety/prepare/EmergencyManagementProfessionals/Plans.aspx>

King County Regional Hazard Mitigation Plan (KCRHMP)

<http://www.kingcounty.gov/hazardmitigation>

### **Washington State Military Department, Emergency Management Division (WA EMD)**

<http://mil.wa.gov/emergency-management-division/>

<http://mil.wa.gov/other-links/plans> - Emergency Management Plans

Washington State Comprehensive Emergency Management Plan (CEMP) – June 2011, and ESF Updates

Washington State Enhanced Mitigation Plan – October 2013

### **Federal Emergency Management Agency (FEMA), U.S. Department of Homeland Security**

[www.fema.gov](http://www.fema.gov)

<http://www.training.fema.gov/is/> - Online Independent Study Courses

FEMA Independent Study Program: IS-235: Emergency Planning

FEMA Independent Study Program: IS-546: Continuity of Operations (COOP) Awareness

National Response Framework, Second Edition, May 2013

<http://www.fema.gov/national-response-framework>

Developing and Maintaining Emergency Operations Plans; Comprehensive Preparedness Guide (CPG) 101, Version 2.0, November 2010

[http://www.fema.gov/pdf/about/divisions/npd/CPG\\_101\\_V2.pdf](http://www.fema.gov/pdf/about/divisions/npd/CPG_101_V2.pdf)

Threat and Hazard Identification and Risk Assessment (THIRA) Guide; Comprehensive Preparedness Guide (CPG) 201, Second Edition, August 2013

<http://www.fema.gov/media-library/assets/documents/26335#>

National Incident Management System (NIMS) Training Program, September 2011

[http://www.fema.gov/pdf/emergency/nims/nims\\_training\\_program.pdf](http://www.fema.gov/pdf/emergency/nims/nims_training_program.pdf)

Strategic National Risk Assessment (SNRA) in Support of PPD 8: A Comprehensive Risk-Based Approach toward a Secure and Resilient Nation, December 2011  
<http://www.dhs.gov/strategic-national-risk-assessment-snra>

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## **I. INTRODUCTION**

The Comprehensive Emergency Management Plan (CEMP) (hereafter the Plan) is one of a series of emergency plans created by the City of Redmond. This plan provides the policy framework that other emergency plans, such as the Hazard Mitigation Plan (HMP), the Emergency Operations Plan (EOP), and Continuity of Operations Plans (COOPs), are guided by. This plan provides the City of Redmond guidance in preparing for, responding to, and recovering from an incident. It discusses guidelines on how City departments organize, direct, control, and coordinate their actions to continue essential functions during incidents. The Plan supports the Emergency Preparedness Council, providing guidance and assistance in decision-making. The Plan uses the Incident Command System (ICS), a federally mandated command and control structure implemented during an incident. The Plan is compliant with FEMA's Comprehensive Preparedness Guide for uniformity with local and federal government and the National Response Framework.

### **A. MISSION**

The City of Redmond is dedicated to protecting lives, property, and the environment of its citizens through preparedness and mitigation activities. The City is committed to responding in an effective manner to incidents and coordinating and participating in the recovery effort. Survivability and sustainability are the goals of the City of Redmond during an incident.

### **B. PURPOSE**

The Plan establishes the framework for effective emergency response methods for the City of Redmond. The Plan designates responsibility during an incident and for the sustainment of essential functions. The Plan also contains policies, guidelines, and tasks as they relate to Emergency Support Functions (ESFs).

The City of Redmond employees should have a thorough understanding of the Plan and their roles and responsibilities in the preparedness, response, and recovery process. The Plan will be reviewed and implemented by every City department.

### **C. SCOPE AND APPLICABILITY**

The Plan, including its supporting documents, gives guidance for the coordination of operations during incidents, and the proper utilization of resources available for use within the City of Redmond and those that may come available from other jurisdictions.

The Plan supports and is compatible with State of Washington, King County, and surrounding jurisdictional plans, as well as the National Response Framework.

## **D. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) INTEGRATION**

The National Incident Management System (NIMS) is part of the National Response Framework (NRF) that establishes a standardized incident response. NIMS provides a systematic, proactive approach to guide departments and agencies at all levels of government to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents.

The City of Redmond adopted the National Incident Management System (NIMS) on 19 July, 2005. This resolution (number 1207) was passed by the City Council and signed by the Mayor as the system to prepare for and respond to incidents and as the City standard for incident management.

In order to be compliant with the National Incident Management System, the City of Redmond uses the Incident Command System (ICS) to respond to incidents. ICS is a standardized on-scene, all-hazards incident management approach that is flexible to the size and demands of the incident.

First responders, Emergency Coordination Center (ECC) and Department Operating Center (DOC) team members, managers and supervisors directly involved in incident management are required to take ICS classes to familiarize themselves with the system and ensure they are capable of using it in an incident. As of July, 2015, all City of Redmond employees are required to take basic classes as well. It is suggested that elected officials take ICS classes to receive an overview of NIMS and become familiar with NIMS terminology. Redmond “Training Requirements for ICS/NIMS” lists the specific courses by audience.

## **E. AUTHORITIES**

The City of Redmond Emergency Preparedness Plan is developed under the authority of the following local, state, and federal statutes and regulations:

1. City of Redmond Municipal Code (RMC) Chapter 2.20; Emergency Preparedness
2. City of Redmond Ordinance No. 1694, July 17, 1992; Amendments to RMC Ch. 2.20
3. NIMS City Resolution Number 1207, July 19, 2005
4. RMC Chapter 9.12 Civil Emergency; Section 9.12.020 Proclamation by Mayor
5. City of Redmond Resolution No. 1421, March 3, 2015; Adoption of the King County Regional Hazard Mitigation Plan (KCRHMP), Volume 1, and the Redmond Annex to the plan

## 6. Public Safety Contracts

- Contract 4667 – Interlocal Agreement Hazardous Materials Response Unit and Teams with Eastside Cities and Fire Districts, July 13, 2004
- Contract 5085 - 2006 Basic Life Support Services with King County
- Contract 5303 - Mutual Assistance and Interlocal Agreement with King County, October 3, 2006
- Contract 5367 - Fire/Police Emergency Communications Agreement, Amendment 2
- Contract 7514 – Interlocal Cooperative Agreement to Consolidate and Coordinate Training and Share Resources for the East Metro Fire Training Group (EMTG), December 31, 2013
- Contract 7828 – Regional Coordination Framework for Disasters and Planned Events, March 16, 2015

## 7. King County Regional Disaster Plan

## 8. Chapter 38.52 RCW, Emergency Management

## 9. Chapter 38.54 RCW, Fire Mobilization

## 10. Chapter 38.56 RCW, Intrastate Mutual Aid System

## 11. Chapter 43.06 RCW, Governor's Emergency Powers

## 12. Title 118, WAC, Military Department, Emergency Management

## 13. Chapter 118-30, Washington Administrative Code, Local Emergency Management

## 14. Public Law 93-288, The Disaster Relief Act of 1974, as amended by Public Law 100-707, the Robert T. Stafford Disaster Relief and Emergency Assistance Act

## 15. Public Law 99-499, Superfund Amendment and Reauthorization Act (SARA) of 1986, Title III, Emergency Planning Community Right-to-Know Act (EPCRA)

## 16. Post Katrina Emergency Management Reform Act (PKRA) of 2006

## 17. American Disabilities Act of 1990 as amended

## 18. Executive Order 13166 & Executive Order 13347

## 19. Pets Evacuation & Transportation Standards Act of 2006

## **F. KEY CONCEPTS**

Key concepts of the Plan include: Incident Command System (ICS), Emergency Support Functions (ESFs), reliable and redundant communication systems and processes, Department Operations Centers (DOCs), Emergency Coordination Center (ECC) responsibilities, resource management, mutual aid agreements, and memoranda of agreement or understanding.

## **II. PLANNING ASSUMPTIONS AND CONSIDERATIONS**

### **A. DISASTER ASSUMPTIONS**

Through hazard and vulnerability identification, risk ranking, and risk assessment in the Redmond Hazard Mitigation Plan (HMP), it has been determined that the City of Redmond is vulnerable to numerous natural, technological, and man-made hazards. These hazards may include: severe storms (wind, rain, snow, ice, and lightning), earthquakes, floods, landslides, common and private carrier accidents (vehicular, train, and aircraft), search and rescue emergencies, civil disturbances, cybersecurity attacks, terrorist activities and other intentional events, explosions, structural collapses, hazardous material incidents, major fires (including wild land and urban interface fires), pandemics, and energy and utility systems failure.

See also Mitigation Activities in this document for hazard risk ranking.

In addition to these hazards, the potential exists for emergencies occurring outside of the jurisdiction that may negatively affect our jurisdiction.

### **B. PLANNING ASSUMPTIONS**

Situations noted may create significant property damage, injury, loss of life, and disruption of essential services, both inside and outside the City of Redmond. These situations may also create significant financial, psychological and sociological impacts on the City of Redmond and its citizens.

It is assumed that some incidents will occur with enough sufficient warning that appropriate notification may be issued which may ensure some level of preparation. Other incidents will occur with no advanced warning.

It can also be assumed that a major, widespread incident may isolate the City of Redmond, and any significant assistance from nearby communities, counties, state or federal agencies would not occur for at least seven days. The City of Redmond will need to rely on available City resources and those of the whole community (private organizations, businesses, and

individuals) within the City for the initial response to an incident that is widespread in the region.

### **C. CONSIDERATIONS**

While we do not, in many instances, have the advantage of knowing when and where incidents will occur, nor how much destruction they may cause, we can take prudent steps prior to an incident to mitigate the most harmful effects and outcomes. It is critical that the City, as a matter of public trust, assure a reasonable process is in place to maintain the capability to sustain and perform essential functions. These functions can only be accomplished when a solid framework of meaningful mitigation and preparedness measures are established, reviewed, tested, and implemented.

### **D. ACCESS AND FUNCTIONAL NEEDS**

From the beginning, the planning effort must account for those who may be particularly vulnerable in a disaster. A variety of words and terms have been used to describe such people, including those with special needs, vulnerable populations, disabled populations, individuals with disabilities, and others with access and functional needs. Age can be a factor – children and older adults may be especially vulnerable. Populations with limited English proficiency, limited access to transportation, and/or limited access to financial resources to prepare for, respond to, and recover from an emergency are also at risk.

Pets must also be included in planning efforts because history has shown that people often won't take refuge if their pets must be left behind.

Regardless of the terms used, such individuals may need assistance, accommodation or modification for mobility, effective communication, transportation, safety, health maintenance, or other help due to any situation (temporary or permanent) that limits their ability to take action in an emergency.

Situations involving notification, evacuation, and/or sheltering are examples which may require additional pre-planning to assist individuals through the disaster and to return them to a pre-disaster level of independence afterwards.

By effective stewardship for the whole community in hazards planning, the City's emergency preparedness activities can reduce casualties, infrastructure and property damage, loss of services, and human suffering.

**Note:** Federal civil rights law and policy require nondiscrimination for certain populations, including on the basis of race, color, national origin, religion, sex, age, disability, English

proficiency, and economic status. Many individuals with access and functional needs are protected by these provisions.

**Source:** Adapted from PPD-8 Access and Functional Needs Working Group 2014.

**See also:** King County Regional Hazard Mitigation Plan (KCRHMP) for more information about “vulnerable populations” and “access and functional needs.”

### III. ROLES AND RESPONSIBILITIES

This Plan assigns response and preparedness roles and responsibilities for City departments. Each department’s role is identified with the understanding that roles may change depending on the situation.

The responsibilities for Emergency Support Functions (ESFs) are listed under each ESF at the end of this Plan. Responsibilities for each ESF are led by a primary department or jointly with multiple departments. Additionally, each ESF has supporting departments and agencies that assist the primary department(s).

The remainder of this section outlines roles and responsibilities for all City departments, City Council, Emergency Preparedness Council (EPC), Director of Emergency Management (Fire Chief), and Emergency Manager.

#### A. CITY DEPARTMENTS – COMMON ROLES AND RESPONSIBILITIES

The following common responsibilities apply to each department. This is not a comprehensive list, but it includes critical responsibilities that are necessary for mitigation, protection, preparedness, response, and recovery from an incident.

For complete roles and responsibilities for City departments, refer to the Emergency Support Function (ESF) annexes to this plan.

<b>City Departments</b>	
<b>Common Roles and Responsibilities</b>	
1.	Support the Mayor and City Council.
2.	Continue essential functions as appropriate during an incident.
3.	Establish a departmental line of succession to activate and carry out incident responsibilities.
4.	Establish and maintain a Continuity of Operations Plan (COOP) that establishes policy and guidelines regarding essential functions, staff, and operational plans to ensure performance during an incident.
5.	Support and participate in the City’s emergency management mission, including participation in training and exercises.
6.	Develop and implement policies that reduce the effects of an incident.
7.	Ensure the department Director participates actively in the Emergency Preparedness Council.

## City Departments

### Common Roles and Responsibilities

8. Provide for command and control for department disaster operations through established Standard Operating Guidelines (SOGs) as appropriate.
9. Develop departmental Standard Operating Guidelines (SOGs) that include identification and preservation of essential records.
10. Develop the capability to continue operations during an incident and to carry out the responsibilities outlined in this Plan.
11. Identify location(s) for managing departmental operations to support essential functions during an incident.
12. Identify departmental responsibilities, capabilities, and resources including personnel, facilities, and equipment.
13. Identify information needed to manage the department during an incident and means of obtaining that information.
14. Activate the Emergency Coordination Center (ECC) when necessary.
15. Activate a Department Operating Center (DOC) or alternate work site when necessary.
16. Assign and send personnel to the City Emergency Coordination Center (ECC) when activated.
17. Communicate and coordinate with the City Emergency Coordination Center (ECC) when activated.
18. Activate response procedures during an incident or when requested.
19. Provide various reports to the City Emergency Coordination Center (ECC), including but not limited to: requests for assistance, situation reports, damage assessment reports, and operational capability.
20. Train departmental staff in the Incident Command System (ICS) and National Incident Management System (NIMS), in accordance with the national NIMS Training Program.
21. Ensure department staff read this Plan and are aware of departmental Standard Operating Guidelines (SOGs) and the responsibilities during an incident.
22. Provide basic supplies for incident preparedness, such as emergency supply kits, safety helmets, flashlights, and food and water to continue essential operations for at least seven days. Foster a culture of preparedness. Encourage employees to maintain a personal emergency supply kit in their office, car, and at home to help meet the needs of themselves and their families in a disaster.



## City Departments

### Common Roles and Responsibilities

- |   |
|---|
| 23. Provide initial damage assessment for department facilities to the City Emergency Coordination Center (ECC).  |
| 24. Document incident activities and costs.   |
| 25. Work actively with Human Resources to identify and designate essential status on appropriate City staff.  |
| 26. Conduct resource needs and assessments of availability for all hazards mentioned in the City's Hazard Mitigation Plan (HMP). Consideration should be given to both essential and non-essential personnel, equipment, facilities, essential functions, critical operations, and materials for life safety. |
| 27. Ensure Department and City Plans are maintained, exercised, and implemented.  |
| 28. Ensure department Directors give adequate emphasis and attention to risk management including security and prevention, and that established procedures and practices are updated whenever necessary and are strictly enforced.  |
| 29. Proactively seek grant opportunities for mitigation projects and programs.  |

## B. CITY COUNCIL

<b>City Council</b>	
<b>Roles</b>	
Their essential functions are Policy Development and Council Contingency.	
<b>Responsibilities</b>	
1.	Continue essential functions as appropriate.
2.	Appropriate resources for special requests and unanticipated expenses.
3.	Appropriate funds to provide emergency preparedness programs and mitigation activities within the city.
4.	Give advice and consent to the Mayor regarding appointments made pursuant to Section 2.20.040.
5.	Consider adoption of emergency preparedness mutual aid plans and agreements and other such ordinances, resolutions, rules and regulations as are necessary to implement such plans and agreements referred to by the Emergency Preparedness Council.
6.	Promptly approve, after their issuance, rules and regulations that are reasonably related to the protection of life and property, which is affected by an incident. Such rules and regulations having been made and issued by the Emergency Preparedness Director.
7.	Approve mutual aid agreements referenced in and pursuant to Section 2.20.100.
8.	Provide visible leadership to the community.
9.	If necessary, Mayor or designee will declare an emergency and waive competitive bidding and award all necessary contracts for purchases and public works construction pursuant to RCW 39.04.280. Should competitive bidding be waived under this section, the Council or its designee must make a written finding of emergency within two weeks after the contract is awarded.

## C. EXECUTIVE DEPARTMENT

<b>Executive Department</b>	
<b>Roles</b>	
1.	Assess public needs; propose policies and develop strategies to address those needs
2.	Coordinate and support City incident response
3.	Act as spokesperson in communicating incident related information to the public.
<b>Responsibilities</b>	
1.	Serve as Chair of the Emergency Preparedness Council.
2.	Provide leadership to the community and make announcements to the media.
3.	Sign Proclamation of Emergency, Declaration of Emergency, and Delegation of Authority.
4.	Proclaim special emergency orders as prepared by the Director of Emergency Preparedness, i.e. curfews, street use, etc.
5.	Provide for the accompaniment of visiting officials from other jurisdictions and levels of government.
6.	Sign, on behalf of the City and the Emergency Preparedness Council, mutual aid agreements with other municipalities, the County and other governmental subdivisions, which have been approved by the City Council.

## D. EMERGENCY PREPAREDNESS COUNCIL (EPC) POSITIONS

The Emergency Preparedness Council consists of the following members:

Emergency Preparedness Council	Position
Mayor	Council Chair
Deputy City Administrator	Member
Fire Chief - Director of Emergency Preparedness	Vice Chair
Emergency Manager	Member
Police Chief	Member
Director of Public Works	Member
Director of Finance	Member
Director of Planning	Member
Director of Parks and Recreation	Member
Director of Human Resources	Member
Technical Advisors	Members added during emergency situations as needed.

## E. EMERGENCY PREPAREDNESS COUNCIL (EPC)

<b>Emergency Preparedness Council</b>	
<b>Roles</b>	
	Recommend, review, and approve rules and regulations issued by the Director of Emergency Preparedness during an incident.
<b>Responsibilities</b>	
1.	Provide policy directions and decisions during an incident.
2.	Participate in emergency planning processes.
3.	Establish priorities for conducting routine, day-to-day activities during an incident.
4.	Request assistance via the Redmond ECC, in the event a situation is, or will become, beyond the capabilities of the resources of the City and those provided through mutual aid.

## F. DIRECTOR OF EMERGENCY PREPAREDNESS (FIRE CHIEF)

<b>Director of Emergency Preparedness</b>	
<b>Roles</b>	
<p>The essential functions of the Director (Fire Chief) are the management of citywide emergency preparedness, response, recovery, and mitigation activities. Other City Directors (Police Chief, Director of Public Works, etc.) may also serve as the Director in the absence of the Fire Chief, or in a supporting role in unified command.</p>	
<b>Responsibilities</b>	
1.	Make and issue rules and regulations on matters reasonably related to the protection of life and property as affected by natural or manmade incidents; provided, however, such rules and regulations must be approved by the Emergency Preparedness Council and confirmed by the City Council at the earliest practicable time.
2.	Obtain vital supplies, equipment and such other properties found lacking and immediately needed for the protection of the life and property of the people, and bind the City for the fair value thereof, and, if required immediately, to commandeer the same for public use.
3.	Require emergency services of any City officer or employee, and to command the aid of as many citizens of this community as s/he thinks necessary in the execution of his/her duties; such persons shall be entitled to all privileges, benefits and immunities as are provided by state law for registered emergency worker volunteers.
4.	Requisition necessary personnel or material of any City department or agency.
5.	Execute all of the special powers conferred by City Municipal Code or by resolution adopted pursuant thereto, all powers conferred by statute, agreement approved by the Emergency Preparedness Council, or by any other lawful authority.

## G. EMERGENCY PREPAREDNESS PROGRAM MANAGER (EMERGENCY MANAGER)

Emergency Manager
<b>Roles</b>
The essential function is Administration of the Office of Emergency Management.
Responsibilities
1. Develop appropriate mitigation, preparation, response, and recovery mechanisms and include in the appropriate emergency plans. Coordinate the review, update, and development of the CEMP across city departments; publish the CEMP.
2. Manage and maintain the Emergency Coordination Center (ECC).
3. Along with the Director, act as a spokesperson for Emergency Preparedness and management.
4. Preside over and guide interdepartmental emergency management planning committees that may be created by the Emergency Preparedness Council.
5. Coordinate with citizen volunteer groups such as Citizen Corps Council, Amateur Radio Emergency Services (ARES), Community Emergency Response Team (CERT), Neighborhood Watch, Volunteers in Police Service (VIPS), and Medical Reserve Corps (MRC).
6. Coordinate City emergency preparation activities with various City, county, state, and federal agencies.
7. Conduct and evaluate testing of emergency plans.
8. Manage disaster preparedness, public education and outreach for the whole community.
9. Educate City staff about ICS/NIMS training requirements. Share training opportunities on a regular basis. Offer or host classes based on demand.
10. Provide list of recommended emergency supplies for departments and employees to stockpile in advance, along with suggested maintenance, rotation, and replacement schedules.
11. Distribute the functions and duties of the City emergency preparedness organization among the divisions, services, and special staff referred to in Section 2.20.090 of the Redmond Municipal Code. OEM is vested with Executive authority, as delegated by the Mayor.

## H. LEGAL SERVICES

<b>Legal Services</b>	
<b>Roles</b>	
Provide high quality legal advice to the Mayor, City Council, boards and commissions, and City staff.	
<b>Responsibilities</b>	
1.	Provide and coordinate legal advice to the Executive Department and to City departments as it pertains to hazard planning, mitigation, response, and recovery.
2.	Review agreements, contracts, and other incident-related documents for form and content.
3.	Review Proclamation signatures in conjunction with the Mayor.
4.	Prepare other necessary incident-related ordinances and resolutions.
5.	Provide legal review of incident plans and supporting documents to ensure compliance with local, state and federal agencies.
6.	Provide applicable laws to any City employee during preparedness, response, and recovery activities.
7.	Provide liability releases for volunteers.



**I. FINANCE DEPARTMENT -- INFORMATION SERVICES**

<b>Information Services</b>	
<b>Roles</b>	
Provide service for managing telecommunications and information systems infrastructure.	
<b>Responsibilities</b>	
1.	Conduct damage assessments of City computers and electronic related equipment.
2.	Advise the ECC on status and capability of emergency communications systems.
3.	Assure that communication systems can be utilized from or to the ECC and mobile facilities.
4.	Coordinate repair/restoration of information technology and phone services.
5.	Develop redundant infrastructure (network, communications, data backup, etc.) in advance to help ensure functionality in a disaster.
6.	Develop processes for system recovery and data restoration in case of failure.

## J. FINANCE AND INFORMATION SERVICES DEPARTMENT

<b>Finance Department</b>	
<b>Roles</b>	
Manage the identification of outside resources; provide guidance and funding for emergency resource procurement, and track incident-related expenses.	
<b>Responsibilities</b>	
1.	Track the status of incident related expenses.
2.	Coordinate with other departments to identify resource shortfalls.
3.	Provide a budget for supplies and equipment for incident related spending.
4.	Document and submit incident related spending for State and federal reimbursement.
5.	Keep up-to-date with the FEMA process for reimbursement of disaster-related expenses. Coordinate the reimbursement process with other departments; this role may be delegated if one department incurs the bulk of expenses, as Public Works normally does with storm response like plowing snow and applying anti-icing agents.
6.	Develop and disseminate procedures to other departments regarding expense tracking in emergency situations. See also Financial Considerations in Section V.

## K. FIRE DEPARTMENT

<b>Fire Department</b>	
<b>Roles</b>	
Manage and coordinate firefighting, Emergency Medical Service (EMS), hazardous materials response, and rescue activities.	
<b>Responsibilities</b>	
1.	Conduct situation and damage assessments of Fire Dept. facilities; assist Planning and Public Works in assessments if available.
2.	Establish incident command; coordinate with other departments whether Unified Command is needed.
3.	Determine resource needs.
4.	Assume full responsibility for suppression of fires.
5.	Provide Urban Search and Rescue (USAR) capability, which involves the location, extrication, and initial medical stabilization of individuals trapped in confined spaces. Coordinate with Police on ESF-9 Search and Rescue; Police Dept. is primary, Fire Dept. secondary.
6.	Respond to hazardous materials occurrences.
7.	Provide basic and advanced life support.
8.	Coordinate the transport of ill or injured persons.
9.	Assist in emergency road clearing.
10.	Recommend relocation or redistribution of radio resources to effectively maintain adequate communications in an incident; coordinate with other departments.
11.	Train Fire staff as Public Information Officers; support the City Communications Office.

## L. HUMAN RESOURCES DEPARTMENT

<b>Human Resources Department</b>	
<b>Roles</b>	
1.	Effective use of City staff during an incident
2.	Coordinate use of emergency workers and volunteers during an incident
<b>Responsibilities</b>	
1.	Develop plans for employee notification and support during disaster activities.
2.	Manage use of non-essential employees during an incident, in coordination with the ECC.
3.	Coordinate City employee family locator information. Encourage employees to establish an out-of-area contact in advance, to help them communicate with family members when usual communication methods fail.
4.	Coordinate the registration of emergency workers and volunteers.

## M. PARKS AND RECREATION DEPARTMENT

<b>Parks and Recreation Department</b>	
<b>Roles</b>	
	Coordinate the provision of sheltering, feeding, and mass care of persons and animals affected by an incident.
<b>Responsibilities</b>	
1.	Meet urgent mass care needs of those affected by an incident.
2.	Coordinate mass care activities with support agencies and volunteer organizations such as Red Cross, Medical Reserve Corps (MRC), and Community Emergency Response Team (CERT).
3.	Operate or coordinate operation of emergency shelters.
4.	Coordinate the provision of meals, potable water, and ice at fixed feeding locations and provide mobile feeding as required.
5.	Coordinate emergency first aid in designated mass care locations
6.	Coordinate issues related to large and small animal evacuation and sheltering during an incident.
7.	Coordinate response to animal and plant disease and pest response.
8.	Provide debris removal, emergency protective measures, and emergency disposal procedures; temporary repair and/or construction of City facilities in support of other departments.
9.	Provide equipment and personnel to other City departments for assisting in emergency response.

## N. PLANNING AND COMMUNITY DEVELOPMENT DEPARTMENT

<b>Planning and Community Development Department</b>	
<b>Roles</b>	
1.	Conduct initial and subsequent damage assessments to both public and private properties
2.	Coordinate City recovery efforts.
<b>Responsibilities</b>	
1.	Provide initial preliminary damage assessment (PDA) for both residential and business structures, including City-owned buildings, within the community.
2.	Provide assistance in ongoing damage assessments of City infrastructure and emergency restoration of department facilities.
3.	Ensure emergency preparedness planning is included in building administration.
4.	Develop plans to deal with land use, environmental impact, and related mitigation issues before and following disasters.
5.	Address human service needs. Coordinate with the Parks Department when mass care activities such as shelter and feeding are required due to a disaster.
6.	Provide expertise and recommendations for construction, demolition, and mitigation before and after a disaster.
7.	Determine building safety within the City and recommend evacuation as appropriate (coordinate with Police/Fire).
8.	Streamline the Building Department permit process for disaster recovery efforts.
9.	Coordinate the establishment of Disaster Assistance Centers to support community recovery efforts.
10.	Plan for recovery of City facilities and infrastructure.

## O. POLICE DEPARTMENT

<b>Police Department</b>	
<b>Roles</b>	
Keep and preserve the public peace and safety.	
<b>Responsibilities</b>	
1.	Coordinate emergency traffic control.
2.	Establish incident command; coordinate with other departments whether Unified Command is needed.
3.	Initiate, coordinate, and direct land and/or water search and rescue (SAR).
4.	Assist Public Works Transportation Division to plan for, coordinate, and lead the evacuation of portions of population if necessary.
5.	Provide law enforcement to public and private facilities, including evacuated facilities or shelters as requested.
6.	Recommend relocation or redistribution of radio resources to effectively maintain adequate communications in an incident; coordinate with other departments. Develop a communications Plan.
7.	Train Police staff as Public Information Officers; support the City Communications Office.

**P. PUBLIC WORKS DEPARTMENT**

Public Works Department	
Roles	
1.	Manage and assess transportation, drinking water, storm water, and wastewater infrastructure and operations
2.	Establish incident command; coordinate with other departments whether Unified Command is needed.
3.	Provide debris removal, emergency protective measures; temporary repair and/or construction of City-wide transportation and City utilities, and provide engineering assistance to meet the City of Redmond’s needs.
4.	Provide equipment and personnel to other City departments for assisting in emergency response
Responsibilities	
1.	Provide initial preliminary damage assessment (PDA) for City infrastructure within the community.
2.	Provide assistance in ongoing damage assessments of City infrastructure and emergency restoration of department facilities.
3.	Provide expertise and recommendations for construction, demolition, and mitigation before and after an incident.
4.	Lead the effort in major recovery work for City facilities, including roads, bridges, signal and lighting systems, public utilities, and buildings.
5.	Coordinate and control incident-related traffic in conjunction with the City Police Department.
6.	Identify emergency routes in and out of the City and provide recommendations on traffic routes during an incident.
7.	Notify all appropriate departments, agencies, and affected individuals as soon as possible to provide roadway conditions.
8.	Monitor for contamination of water systems and disruption of storm water and wastewater systems. Provide mitigation measures when needed for short term restoration of utility services.
9.	Provide advice and assistance with debris clearing, emergency protective measures, and emergency disposal procedures.



## **IV. CONCEPT OF OPERATIONS**

### **A. GENERAL**

At the onset of an incident, City employees will activate their response processes per their department's Standard Operating Procedures (SOPs) and Standard Operating Guidelines (SOGs). All City personnel have the authority to activate the City Emergency Coordination Center (ECC) when appropriate. See ACTIVATION OF THE EMERGENCY COORDINATION CENTER (ECC) in section V for more information.

Each City department leader will communicate and coordinate with the City Emergency Coordination Center (ECC) to support the City's response structure and activities and provide reports to include: department operating status and capabilities; injuries; damage to the city's transportation and utilities infrastructure, facilities and equipment; transportation route availability and critical needs. The Emergency Coordination Center (ECC) will communicate with the Mayor or Mayor's successor for a Proclamation of Emergency if appropriate

Each department shall develop operational plans and provide training and practice exercises with department employees to ensure that their essential functions can be performed. The City will also develop and implement an emergency communications plan to support efficient and effective communication between departments, with the ECC, and with the whole community.

### **B. OVERALL COORDINATION OF INCIDENT MANAGEMENT ACTIVITIES**

The Director of Emergency Preparedness (Fire Chief) coordinates incident management activities through the authority given by the City Council as defined in Municipal Code 2.20.

The Director appoints an Emergency Preparedness Program Manager (Emergency Manager) as defined in Redmond Municipal Code 2.20. As of late 2011, the Emergency Manager is the Police Commander responsible for the Office of Emergency Management (OEM); the role was previously a civilian function in the Fire Department.

The City Emergency Coordination Center (ECC) is the hub for incident coordination and communication activities. Coordination activities take place between the ECC and Incident Command field locations, Department Operations Centers (DOCs), King County Emergency Coordination Center (ECC), the State Emergency Operations Center (EOC), Non-Governmental Organizations (NGOs), and private industries.

### **C. CONCURRENT IMPLEMENTATION OF OTHER PLANS**

When significant incidents occur, other plans may be activated. These plans may include the Emergency Operations Plan (EOP), Continuity of Operations Plan (COOP), Facilities Plans, Standard Operating Guidelines (SOG), Standard Operating Procedures (SOP), and other hazard specific plans. Each department Director is responsible for the management of staff and resources available to support and or respond to an incident. Various plans must be completed and tested to ensure the department is prepared.

### **D. ORGANIZATIONAL STRUCTURE**

The Director of Emergency Preparedness (Fire Chief) is responsible for ensuring emergency preparedness, response, and recovery activities for an incident are effectively carried out within the City. Day-to-day organizational structure of City departments is maintained as much as practical as essential functions are executed.

### **E. EMERGENCY RESPONSE TEAMS (FIELD LEVEL, DOCS, ECC, AND EPC)**

When responding to an incident, the City's departments and personnel activate and respond by pre-defined alerting processes and/or when requested as the incident progresses. ECC activation procedures will be initiated, which include appropriate notification within the City. Each City department self-activates their incident plans(s) when appropriate, and executes their respective incident activities.

#### **1. INCIDENT RESPONSE ACTIVITIES**

The City's department responses are per individual department plans and Standard Operation Procedures (SOPs). Department Operations Centers (DOCs) become operational in an incident per department plans. Each department is responsible for responding to the incident, continuing essential functions, and staffing the ECC and other emergency support activities throughout the duration of the incident as staffing and other resources permit.

#### **2. MAINTENANCE OF ESSENTIAL FUNCTIONS**

Planning for the maintenance of essential functions should occur through Department Continuity of Operations Plans (COOPs). These plans should identify essential functions and the emergency procedures to be implemented in order to ensure these functions are carried out during an incident.

### 3. DEPARTMENT OPERATIONS CENTERS (DOCs)

City departments' incident response activities are organized using the Incident Command System (ICS). Using their appropriate plans, City departments activate their DOCs to coordinate their response activities. Coordination and communication should be established and maintained with the City Emergency Coordination Center (ECC). Each department activates all applicable plans in order to handle the department internal and external response, recovery, and reconstitution (return to normal operations) activities, to continue essential functions and to support the Emergency Coordination Center (ECC) assignments as required or when requested.

### 4. EMERGENCY COORDINATION CENTER (ECC)

The City ECC is used for citywide communication and coordination duties in response to an incident. The ECC may activate if an incident warrants. Selected City department members, responsible for activities in the ECC, immediately deploy when notified, or self-deploy depending on the Emergency Operations Plan (EOP) operating guidelines. Department representatives may be summoned to the ECC to create situational awareness and develop a common operating picture, provide centralized coordination and communication regarding the incident, and to assist the City Departments in responding to an incident.

### 5. EMERGENCY PREPAREDNESS COUNCIL (EPC)

During an incident, the EPC will meet regularly to make and approve rules and regulations and other policy level decisions to be implemented in response to the incident. The EPC is comprised of the Mayor, Deputy City Administrator, the Director of Emergency Preparedness, all City department Directors, Emergency Manager, and other City officials with expertise relevant to the incident. EPC members should actively participate in the planning process to develop incident-related plans.

## **F. DEPARTMENT OF DEFENSE SUPPORT TO CIVILIAN AUTHORITIES**

The City of Redmond will not normally have direct interaction with the Department of Defense. There may be a possibility with a catastrophic incident and/or when martial law is enacted.

Military support from the Washington National Guard is outlined in Emergency Support Function 20 (ESF-20) of the King County and Washington State CEMPs. Redmond does not have its own ESF-20. Redmond would work with the King County Office of Emergency Management (KCOEM) and the Washington State Military Department, Emergency Management Division (WAEMD) if military support is needed.

## **V. INCIDENT MANAGEMENT ACTIONS**

### **A. MITIGATION ACTIVITIES**

Mitigation activities in the City of Redmond are designed to decrease the impact of an incident. Factors considered when determining mitigation activities include: life safety, protection of property and the environment, the importance of parks and public facilities (including City utility infrastructure), and resilient transportation options.

The King County Regional Hazard Mitigation Plan (KCRHMP) and the Redmond-specific annex to the plan describe hazard and vulnerability identification, hazard mitigation planning, and risk assessment in more detail.

The following list provides Hazard Risk Ranking Results for natural hazards in Redmond. Various types of hazards are prioritized based on a combination of probability of occurrence and impact of the hazard. For example, a winter storm is very common, with lower impact, while a large earthquake doesn't occur very often, but its impact could be devastating. Both are ranked high risk. For efficiency, planning efforts should take an all-hazards approach, because actions taken regarding one type of hazard tend to overlap considerably with other hazards.

#### **REDMOND NATURAL HAZARD RISK RANKING**

- Severe Winter Weather (High)
- Severe Weather (High)
- Earthquake (High)
- Flood (Medium)
- Wildfire (Low)
- Landslide (Low)
- Dam Failure (Low)
- Volcano (Very Low)
- Tsunami (Very Low)
- Avalanche (Very Low)

Note: Technological and human-caused hazards must be considered in addition to natural hazards. See the KCRHMP for more information about the following.

#### **ADDITIONAL HAZARDS – TECHNOLOGICAL AND HUMAN-CAUSED**

- Health hazards (epidemic, pandemic and bioterrorism)
- Cybersecurity
- Terrorism (including mass shootings); see also the Terrorism topic elsewhere in this plan

## **MITIGATION STRATEGIES**

The following strategies from the Redmond HMP Annex are intended to simultaneously increase the self-sufficiency of Redmond’s residents and strengthen the City’s resilience.

- Promote incident preparedness through outreach activities with citizens
- Develop alternate service-centers in less-hazardous areas
- Promote retrofitting with safe-to-fail mechanisms
- Invest resources in creating more resilient transportation networks
- Develop and deliver business outreach programs
- Build a flood tolerant community able to accommodate increases in low impact flooding
- Continue to maintain compliance and good standing under the National Flood Insurance Program
- Integrate the KCRHMP and Redmond-specific annex into other plans, ordinances or programs to dictate land uses within the jurisdiction

## **B. PREPAREDNESS ACTIVITIES**

In a significant incident, it is likely that emergency services will be overwhelmed. County, state and federal government responses will be delayed. Therefore, the City should be prepared to take care of its own basic survival needs for at least seven days after an incident and communicate this principle to each employee and to local businesses and residences.

### **1. INDIVIDUAL PREPAREDNESS**

Individuals are the foundation of preparedness for an organization, whether the organization is a City, a business, or the community as a whole. An organization’s ability to respond depends on the personal readiness of its employees. Employees who prepare themselves and their families in advance improve their ability to report to work to help restore vital services and operations. By discussing expectations in advance, encouraging employees to prepare, and training them how to do so, employers foster a partnership that increases the resilience of the whole community. A culture of preparedness will help recovery efforts and restoration to a new normal.

All employees should develop:

- A family support plan that ensures family members will be safe and secure during an emergency situation.
- An out of area contact person that family members can use to relay messages if regular methods of communication fail.
- A personal “go kit” that includes the items their families will need if they have to evacuate or shelter in place.

## 2. PREPAREDNESS MEASURES

Reducing the hazards and risks from an incident can be accomplished by practicing preparedness in the workplace. To ensure adequate preparedness, the activities listed below should be considered:

Preparedness Measures	
1.	Develop and maintain a capacity for at least seven days of sustainability among employees and within facilities.
2.	Stock adequate emergency supplies to support employees and visitors.
3.	Periodically conduct / participate in drills to test employee readiness. These drills should be all-hazards based and include evacuation, shelter-in-place, and lockdown drills.
4.	Provide employees with individual and family preparedness training.
5.	Implement non-structural mitigation measures to protect employees, clients, and visitors, including preventing damage to equipment and other property. This may include fastening down file cabinets, electronic equipment, and items that can cause injury or damage.
6.	Provide lift and carrier devices for the disabled or injured.
7.	Periodically review hazard specific Standard Operating Procedures (SOPs) and Standard Operating Guidelines (SOGs).

3. DEPARTMENT CONTINUITY OF OPERATIONS PLANS

When an incident occurs, essential functions must be carried out in every department through the processes established in Continuity of Operations Plans (COOPs).

<b>Ten Critical Elements of Continuity of Operations Plans</b>	
1.	Essential Functions
2.	Delegations of Authority
3.	Orders of Succession
4.	Alternate facilities
5.	Interoperable Communications
6.	Vital Records, Systems, and Equipment
7.	Human Capital Management
8.	Tests, Training, and Exercises
9.	Devolution of Control and Direction (capability to transfer statutory authority and responsibility from an agency's primary operating staff and facilities to other employees and facilities)
10.	Reconstitution (return to normal operations)

4. FACILITY MANAGEMENT

City Buildings and facilities should be adequately maintained so they can support incident response activities and maintenance of essential services.

Facility Management
1. Identify safety hazards. For those that can't be eliminated immediately, find ways to isolate or lessen risks pending permanent resolution.
2. Verify structural and non-structural hazard analysis of city buildings to identify and mitigate hazardous conditions. This should be in coordination with facility management.
3. Establish procedures to quickly determine threats to City facilities, and to alert occupants.
4. Review each Facility Emergency Plan for City buildings and train personnel in regards to building emergency standard operating guidelines including evacuation, shelter-in - place, and lockdown.
5. Conduct post-incident preliminary inspections.
6. Maintain emergency backup power for all essential systems and facilities. Critical electronic data communication systems should have uninterruptible power supplies (UPSs), and surge protection.
7. Periodically test building warning systems and procedures to assure they remain functional.
8. Limit access to areas that do not require public accommodation.
9. Regularly verify that security cameras and monitors are working properly.
10. Regularly check all entry and exit doors, especially those that provide access to sensitive or secure areas, to be sure they are working properly, are adequately controlled, and locked to prevent unauthorized access when no one is present or after close of business.
11. Conduct random security checks around the exterior of buildings and outer boundary perimeters (such as fence-lines); note and report any suspicious circumstances to higher authority or call 911.



## 5. RECORDS AND INFORMATION SERVICES

<b>Records and Information Services</b>	
1.	Store City records and information in a secure location that prevents damage and loss from an incident
2.	Ensure resiliency in City record keeping, tracking, and receiving.
3.	Records and information should be stored in a manner that they are accessible during an incident
4.	Plan for records protection during the COOP process

## 6. FINANCIAL CONSIDERATIONS

<b>Financial Considerations</b>	
1.	Develop, update and maintain guidelines and procedures to document and report incident-related expenditures for insurance, state, or federal reimbursement. See also Finance Department Responsibilities in Section III.
2.	Make the Office of Emergency Management (OEM) aware of all emergency management issues that would require approval in the budget process.

## 7. ESSENTIAL EMPLOYEES

To ensure essential operations can function during and after an incident, maintain and establish a staff trained in emergency actions.

<b>Essential Employees</b>	
1.	Identify emergency duties, essential positions, and staff assignments including two alternates for every designated primary.
2.	Ensure essential primary and backup personnel are identified and that contact information is kept current and available during an incident.
3.	Provide essential employees clear explanations as to when they will be needed for duty and what their position will be.
4.	Disperse and assign critical equipment to key personnel.
5.	Train personnel assigned to an essential position and conduct necessary monitoring, testing, and refresher training to ensure adequate levels of readiness at all times.
6.	Anticipate who should replace persons vacating essential positions, and assign replacements early enough to allow time for training before the replacement assumes the essential position.
7.	Ensure upon Plan activation that essential employees are informed of their roles and are not released from the City despite closure.

## C. RESPONSE ACTIVITIES

### 1. ACTIVATION OF THE EMERGENCY COORDINATION CENTER (ECC)

#### a. ECC ACTIVATION

Any City employee may request activation of the ECC by consulting with the on-duty or on-call supervisor from Fire (Battalion Chief), Police (Patrol Lt.), Public Works, and the Office of Emergency Management (OEM); activation does not entail command of the ECC. The activation process is delineated in the City's Emergency Operations Plan (EOP).

#### b. ECC ACTIVATION LEVELS

Zero Level: *Daily Operations*. **Blue** Activities are within the scope of normal City operations. ECC is not activated.

First Level: *Monitoring Condition*. **Green** A notification, prediction, or forecast has been issued for an incident. Appropriate departments are notified to monitor the situation and take precautionary actions.

Second Level: *Limited Activation*. **Yellow** This may involve a smaller incident that a limited number of responders can handle, or it may involve the early stages of what later becomes a larger problem. During limited activation, many positions may not be needed and, depending on the incident requirements, some may be authorized to operate remotely from their regular workplace rather than the ECC.

Third Level: *Full Activation*. **Red** The ECC is activated, and all or most of the positions needed are filled. This involves an incident requiring a full scale City (or regional) response effort.

Note: The Redmond Pandemic Flu Plan describes the activation levels as monitoring (green, level C), partial (yellow, level B), and full (red, level A).

#### c. PROCLAMATION OF EMERGENCY

The Proclamation of Local Emergency is made by the Mayor and is the legal method which authorizes the use of extraordinary measures to accomplish tasks associated with responding to an incident. The Proclamation is normally a prerequisite to state and federal disaster assistance. The City Council is advised of the Proclamation as soon as practical.

The City of Redmond is a non-chartered code city, as such, RCW 35A.38.010 states the succession of authority by which the Proclamation may be issued. In the absence of the Mayor, such proclamation may be made by the Mayor Pro Tem (Council President) and in the absence of the Mayor Pro Tem, by the Vice President of the City Council.

The Proclamation authorizes the City to take necessary measures to respond to an incident, protect lives, property and the environment and exercise the powers vested in RCW 38.52.070.

The ECC Director is responsible for the preparation of the Emergency Proclamation, and once signed, is responsible for the notification of appropriate county, state, and federal agencies following the Proclamation.

Requests to the Governor to declare a State of Emergency are made by the Mayor directly to the Governor or through the King County Emergency Coordination Center (KCECC). Declaration by the Governor is necessary for federal disaster relief funds.

## 2. NOTIFICATION / PERSONNEL REPORTING TO WORK

The Human Resources (HR) Department is lead for notification of all City employees and works with the Communications Office to ensure employees are informed of incidents and equipped with talking points for the public. For department-specific activities, each City department is responsible for notifying their own personnel. The Department will determine when and how to contact each employee. Software like AlertSense can facilitate the notification. Key departments will be notified whenever the Emergency Coordination Center (ECC) is activated per the Emergency Operations Plan (EOP).

It is the policy of the City that all City offices remain open and in operation during established work hours. City employees are responsible for supporting the needs of the citizens of Redmond. See the City of Redmond Personnel Manual for specific policy information. All essential employees will make a concerted effort to report to work in the event a significant incident should occur.

## 3. ASSESSMENT

All City personnel will assess the effects of the incident on themselves, their co-workers, facilities and equipment, and other areas under their responsibility. They will pass this initial assessment information up the chain of command to their Department Operations Centers (DOC) where it will then be collated and passed on to the Emergency Coordination Center (ECC).

Damage assessments and situation reports are created and given to the ECC which compiles the reports and forwards them on to the County and the State ECCs.

Critical documents used for reporting the incident include City Facility Reports and Situation Reports (SitReps). Other reports may also be required depending on the type of incident and whether it is proclaimed by local, state or federal authorities.

#### 4. RESPONSE PROCEDURES

The Incident Command System (ICS) will help ensure that teams respond and use resources in a coordinated and organized manner. ICS formulates a logical flow of steps, and helps responding staff carry out their assignments in a controlled environment. It also expands and contracts the quantity of personnel at will without degrading the response teams and without losing command and control.

##### a. DEPARTMENT INITIAL RESPONSE ACTIVITIES

- When an imminent hazard warning is received, follow pre-planned precautionary measures to reduce negative impacts.
- If appropriate, be capable of fulfilling all responsibilities required of the City of Redmond, including responding to the incident, establishing the Department Operations Centers (DOCs), maintaining essential functions, and sending staff to support ECC activation.
- Recognize situations and requirements that need to be coordinated with, or referred to the City Emergency Coordination Center (ECC).
- As appropriate and whenever requested, be capable of supporting a multi-agency response.

##### b. COMMON RESPONSE ACTIVITIES

- Ensure assigned personnel remain ready and able to self-report for emergency duty in an incident should they be notified.
- Regularly create situation reports (SitReps) and send them to the City Emergency Coordination Center (ECC).
- Respond to requests from the City, County, and State when asked.

#### 5. REQUESTS FOR ASSISTANCE

Requests for assistance may be required when the City's resources have been depleted and/or become inaccessible. Inter-local agreements and mutual aid agreements should be implemented to assure support from alternate sources.

## **D. RECOVERY ACTIVITIES**

Salvage and restoration of incident affected areas begins once the initial emergency response is completed. Recovery of the City's essential functions are not part of this plan and should be addressed under the City's Continuity of Government Plan (COG) and individual department's Continuity of Operations Plans (COOPs).

### **1. SHORT-TERM RECOVERY**

Efforts include support activities to essential functions and extended incident operations. Once these actions are completed, long-term recovery efforts are implemented.

The Department Operations Centers (DOC) oversee the recovery activities of the Department. Top priorities are restoration of essential functions and community critical infrastructure.

### **2. LONG-TERM RECOVERY**

Recovery and restoration actions begin upon the initiation of response actions and will be determined by the specific event. For most incidents, recovery activities will begin in the Emergency Coordination Center (ECC) as staff work to assemble data on the extent of damages.

## **E. DEMOBILIZATION**

### **1. RECONSTITUTION ACTIVITIES**

Demobilization should be a planned and coordinated effort with the Department Operations Centers (DOC), Emergency Coordination Center (ECC), Emergency Preparedness Council (EPC), and all other involved departments and agencies. Demobilization planning should begin when an incident begins.

### **2. RESUMPTION ACTIVITIES (CLOSE OF ACTIVATION)**

Mitigation planning continues after response to an incident concludes and normal operations resume.

- All impacted City departments will complete an After Action Report (AAR), including Lessons Learned and areas for improvement (IP – Improvement Plan), and submit them to the Office of Emergency Management (OEM) as soon as possible for review after an incident.

- After Action Report / Improvement Plan (AAR/IP) recommendations will likely be the primary source for mitigation activities.
- CEMP and other relevant plans should be reviewed for helpful revision points or clarification needed based on lessons learned.
- Budgets should be submitted to cover the cost of replacement, updating or filling depleted reserves.

## **F. TERRORISM**

City and Department plans should address human-caused hazards and acts of violence such as active shooter and other potential terrorist activity. The Department of Homeland Security (DHS) National Terrorism Advisory System (NTAS) warns of credible threats. The public should be encouraged to help by reporting suspicious activity to local law enforcement. The “If You See Something, Say Something” national campaign encourages vigilance by individuals and communities and suggests following NTAS alerts.

Note: The 2009 edition of this plan mentions operations under Homeland Security Advisory System (HSAS) Threat conditions and indicates that department plans should incorporate actions to be taken at each level of the HSAS color-coded scale. NTAS replaced the HSAS system in 2011, so referencing the HSAS color scale is no longer required.

## **VI. ONGOING PLAN MANAGEMENT AND MAINTENANCE**

### **A. PLAN MAINTENANCE**

The Plan must be updated with new planning and policy goals and objectives in order to remain current. Updates to the Plan will occur at a minimum of every four years (or every five years -- WA State Emergency Management Division, the agency responsible for reviewing this State-required plan, is expected to implement changes to WAC 118-30 in early 2016 to reflect a five-year formal review cycle).

Vital questions and problems will be answered by exercises, drills, and actual incidents. It is especially important that new information learned after using the Plan, in practice and in response to real incidents, becomes incorporated in the revisions. Annual updates to incorporate lessons learned are strongly recommended.

### **B. DISTRIBUTION**

Executive Department	1 copy
Finance and Information Services	2 copies
Fire	3 copies
Human Resources	1 copy
Parks and Recreation	3 copies
Planning	1 copy
Police	3 copies
Public Works	3 copies



## **VII. EMERGENCY SUPPORT FUNCTION (ESF) ANNEX LIST**

### Published Under Separate Cover

- ESF-1      Transportation
- ESF-2      Communications and Warning
- ESF-3      Public Works and Engineering
- ESF-4      Firefighting
- ESF-5      Emergency Management
- ESF-6      Mass Care, Housing, and Human Services
- ESF-7      Logistical and Resource Support
- ESF-8      Public Health and Medical Services
- ESF-9      Search and Rescue
- ESF-10     Hazardous Materials Response
- ESF-11     Agriculture and Natural Resources
- ESF-12     Energy
- ESF-13     Public Safety, Law Enforcement, and Security
- ESF-14     Long-Term Community Recovery
- ESF-15     Public Affairs

## VIII. ESFs GROUPED BY LEAD DEPARTMENT OR DIVISION

### Communications Office

- ESF-15\* Public Affairs

### Finance and Information Services Department (FIS)

- ESF-2\* Communications and Warning
- ESF-7\* Logistical and Resource Support

### Fire Department

- ESF-4 Firefighting
- ESF-8 Public Health and Medical Services
- ESF-9\* Search and Rescue
- ESF-10 Hazardous Materials Response

### Human Resources Department

- ESF-7\* Logistical and Resource Support (personnel and volunteer management)
- ESF-15\* Public Affairs (employee notification)

### Office of Emergency Management (OEM)

- ESF-5 Emergency Management

### Parks and Recreation Department

- ESF-6 Mass Care, Housing, and Human Services
- ESF-11\* Agriculture and Natural Resources

### Planning and Community Development Department

- ESF-14 Long-Term Community Recovery

### Police Department

- ESF-2\* Communications and Warning (Police Dispatch Center)
- ESF-9\* Search and Rescue
- ESF-13 Public Safety, Law Enforcement, and Security

### Public Works Department

- ESF-1 Transportation
- ESF-3 Public Works and Engineering
- ESF-11\* Agriculture and Natural Resources (Natural Resources)
- ESF-12 Energy

\* = shared with another department or division