

EMERGENCY OPERATIONS PLAN

LETTER OF PROMULGATION

In the event of a natural, technological, or man-made disaster affecting the Town of Fountain Hills, it is the responsibility of the Town government to protect lives and property by implementing plans and procedures developed for this purpose.

This plan is published in support of the State of Arizona Emergency Response and Recovery and the Maricopa County Emergency Operations Plan and complies with Arizona Revised Statutes Title 26, Chapter 2. This plan supersedes all previously published copies of the Fountain Hills Emergency Operations Plan.

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

The Mayor and authorizes town officials, as directed by the Town Manager, to make changes and updates to this plan that do not materially affect the overall planning approach or do not radically change responsibilities of Senior Town Officials. Changes will be recorded on page vi – Record of Changes.

This plan is effective for planning purposes and for execution when an emergency declaration is made by the Mayor or when placed in effect by the Town Manager or other authorized official.

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

DATE _____

Mayor

Town Clerk

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN

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FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN

DISTRIBUTION LIST

<u>AGENCY</u>	<u>NO. OF COPIES</u>
Mayor and Council	9
Town Manager	1
Town Manager Emergency Management Designee	1
Town Clerk	1
Rural/Metro Fire Department	2
Maricopa County Sheriff's Office District 7 Headquarters	2
Streets Department	1
Public Works Department	1
Chaparral City Water Company	1
School District	1
Sanitary District	1
Library	1
Maricopa County Department of Emergency Management	2
Arizona Division of Emergency Management	1
American Red Cross	1
Total	26

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
RECORD OF CHANGES

JUNE 2008

This issue of the plan, dated June 2008, is a total reissue incorporating editorial improvements, technical revisions, updated and expanded responsibilities for Town personnel, as well as the addition of the following Annexes: Handling of Pets and Livestock During Evacuations Tab, Volunteers and Donations Annex, Persons with Special Needs Annex, Emergency Public Information Annex, and the Homeland Defense Annex. River Flooding Appendix and Basic Responses to Threat Level Changes were added to the plan. The National Security Emergencies Annex was removed from the Plan. This plan is in compliance with all National Incident Management System (NIMS) requirements as of its revision date. **All previous issues of this plan are obsolete and should be destroyed.**

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN

DEFINITIONS

Anticipated Emergency: Those conditions, which because of their nature may require mobilization of emergency forces if conditions increase in severity.

Area Command (Unified Area Command): An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization (2) to oversee the management of large or multiple incidents to which several Incident Management teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an incident command post.

CBRNE: Chemical, Biological, Radiological, Nuclear, and/or Explosive

Civil Defense: Preparedness activities designed to minimize the effects on the population from an attack or peacetime disaster, to deal with the immediate emergency conditions, which could be created, and to carry out emergency repairs to essential facilities that have been destroyed or damaged.

Command Group: That portion of the emergency services staff organization charged with the strategy of directing and/or controlling resources by virtue of explicit legal, agency or delegated authority. The five major functional areas of the Command Group include Command, Operations, Planning, Logistics and Administration/Finance. The Command Group is supported directly by the Command Staff, which includes the Public Information Officer, the Emergency Services Coordinator and Assistant EOC Chief. The Command Group receives policy direction from the Executive Group.

Emergency: A situation arising with or without warning, causing or threatening death, injury or disruption to normal life for numbers of people in excess of those which can be dealt with by the public services operating under normal conditions, and which requires special mobilization and organization of those forces.

Emergency Alert System (EAS): A communication system that enables the President, federal, state, and local officials to rapidly disseminate emergency information over commercial AM and FM radio bands. This information is intended to reduce loss of life and property and to promote rapid recovery in the event of a natural disaster, a man-made disaster or an attack on the nation.

Emergency Functions: Include warning and communication services, relocation of persons from stricken areas, temporary restoration of utilities, transportation, welfare, engineering, search, rescue, health, law enforcement, fire fighting, and other necessary activities.

Emergency Management: Mitigation, preparedness, response and recovery activities designed to minimize the effects on the population from an attack or peacetime disaster, to deal with the immediate emergency conditions, which would be created, and to carry out emergency repairs to essential facilities that have been destroyed or damaged.

Emergency Management Coordinator: An individual responsible for the overall management of an emergency within the EOC. This individual will receive information from the Emergency Service Group, utilizing their information and resources to manage the incident.

Emergency Operations Center (EOC): A central facility from which key officials can gather information, make decisions, coordinate and direct response and recovery efforts.

Emergency Operations Center Chief: Provides overall direction and control of the Emergency Operations Center (EOC). The EOC chief will be determined by the nature of the event.

Emergency Operating Forces: Departments of local government that have the capability to respond to emergencies 24 hours a day. They include law enforcement, fire/rescue, and public works.

Emergency Operations Plan (EOP): Multi-hazard, functional plan that treats emergency management activities generally, with the unique aspects of individual disasters contained in hazard-specific annexes. It describes the emergency organization and the means of coordination with other entities. It assigns functional responsibilities and details tasks to be carried out as accurately as permitted by the situation.

Emergency Procurement: The need for the immediate purchase of materials services or construction that cannot be met through normal procurement methods, the lack of which seriously threatens public health or safety, the preservation of property or the functioning of government.

Emergency Response Organization: The functional organization of municipal employees and volunteers with the common theme of protecting life and property. This organization consists of individuals both elected and appointed, and includes the Emergency Services Coordinator and Emergency Services Staff.

Emergency Services Coordinator: The person responsible for developing and maintaining plans and programs to respond to major emergencies and disaster. In the Town of Fountain Hills, the Fire Chief is designated to fulfill this function.

Emergency Services Group: Those individuals who are identified to work in the Town's Emergency Operations Center (EOC) during an emergency or exercise. These individuals will work within one of the six major functions established in the town EOC.

Emergency Staff: Personnel responding to an emergency or disaster affecting the Town of Fountain Hills. It is composed of town personnel, volunteer organization (e.g. Red Cross or Salvation Army) representatives and representatives from the contracted Fire and Law Enforcement, Sanitary District, School District and Chaparral City Water Company.

Evacuation: Government recommended or ordered movement of persons and property from a hazard area to an area of safety.

Extremely Hazardous Substance: Any of over 300 hazardous chemicals on a list compiled by the Environmental Protection Agency under Section 302 of Public Law 99-499 (SARA, Title III).

Federal Emergency Management Agency (FEMA): The central point of contact within the federal government for a wide range of emergency management activities, both in peacetime and in wartime. Its roles include coordinating government activities, providing planning assistance, advising various agencies and delivering training.

Fire Department and Emergency Medical Services (EMS): Provided by contract with Rural/Metro managed by Fire Chief with contract administered by Town Manager.

Hazardous Materials: Substances or materials, which, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.

Homeland Security Presidential Directive (5) (HSPD5): Management of Domestic Incidents, February 28, 2003, is intended to enhance the ability of the United States to manage domestic incidents by establishing a single, comprehensive national incident management system. In HSPD-5 the President designates the Secretary of Homeland Security as the Principal Federal Officer (PFO) for domestic incident management and empowers the Secretary to coordinate Federal resources used in response to or recovery from terrorist attacks, major disasters, or other emergencies in specific cases. The directive assigns specific responsibilities to the Attorney General, Secretary of Defense, Secretary of State, and the Assistants to the President for Homeland Security and National Security Affairs, and directs the heads of all Federal departments and agencies to provide their "full and prompt cooperation, resources, and support," as appropriate and consistent with their own responsibilities for protecting national security, to the Secretary of Homeland Security, Attorney General, Secretary of Defense, and Secretary of State in the exercise of leadership responsibilities and missions assigned in HSPD-5. The directive also notes that it does not alter, or impede the ability to carry out, the authorities of Federal departments and agencies to perform their responsibilities under law.

Homeland Security Presidential Directive (8) (HSPD8): National Preparedness, December 17, 2003. This directive establishes policies to strengthen the preparedness of the United States to prevent and respond to threatened or actual domestic terrorist attacks, major disasters, and other emergencies by requiring a national domestic all-hazards preparedness goal, establishing mechanisms for improved delivery of Federal preparedness assistance to State and local governments, and outlining actions to strengthen preparedness capabilities of Federal, State, and local entities.

Incident Action Plan (IAP): An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Commander (IC): The individual who is responsible for management of the tactical field operations of all involved departments and supporting agencies/organizations at or near the scene of an emergency.

Incident Command System (ICS): A nationally recognized system of managing small to large-scale events the systematic developments of a complete, functional organization. The system uses common terminology; is modular in nature; and has a unified command structure, manageable span of control, consolidated action plans, comprehensive resource management and integrated communications.

Incident of National Significance: Based on criteria established in HSPD-5, an actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of Federal, State, local, tribal, nongovernmental, and/or private-sector entities in order to save lives and minimize damage, and provide the basis for long-term community recovery and mitigation activities.

Incident Management System: The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident. The incident management system is designed for emergency managers to direct and control emergencies ranging in size and complexity from limited to large-scale disasters. The system is flexible and expandable to allow for coordination between various agencies, jurisdictions and levels of government and yet it affixes overall responsibility, maintains effective span of control and addresses the functional areas of command, operations, plans, logistics, administration/finance, and safety, which are common to every incident.

Joint Field Office (JFO): A temporary Federal facility established locally to provide a central point for Federal, State, local, and tribal executives with responsibility for incident oversight, direction, and/or assistance to effectively coordinate protection, prevention, preparedness, response, and recovery actions. The JFO will combine the traditional functions of the JOC, the FEMA DFO, and the JIC within a single Federal facility.

Joint Information Center (JIC): A facility organized to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate the JIC.

Law Enforcement: Fountain Hills Law Enforcement Services are provided by contract with Maricopa County Sheriff's Office (MCSO) managed by the District Commander with the contract administered by Town Manager.

Limited Emergency: An event which requires response of emergency forces over and above normal working functions, but which is manageable within local capability.

Local Emergency: The existence of conditions of disaster or of extreme peril to the safety of persons or property which are beyond the capability of the Town to handle and will require the assistance of other political entities.

Major Disaster: Any catastrophe which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant federal assistance to supplement the efforts of the State and local governments and disaster relief organizations in alleviating damage, loss, and hardship.

National Incident Management System (NIMS): This system will provide a consistent nationwide approach for Federal, State, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, and local capabilities, the NIMS will include a core set of concepts, principles, terminology, and technologies covering the incident command system; multiagency 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.

National Response Framework (NRF): Is a guide to how the Nation conducts all-hazards response. It is built upon scalable, flexible, and adaptable coordinating structures to align key roles and responsibilities across the Nation, linking all levels of government, nongovernmental organizations, and the private sector. It is intended to capture specific authorities and best practices for managing incidents that range from the serious but purely local, to large-scale terrorist attacks or catastrophic natural disasters.

Persons with Special Needs: Those individuals who are visually or hearing impaired, physically disable (e.g. cardiac condition, paralysis, arthritis), developmentally disabled (e.g. cerebral palsy, mental retardation, autism, epilepsy), mentally ill, or frail elderly.

Radiological Defense (RADEF): The detection, measurement, and exposure control of the radiation hazard that can be expected in the event of a nuclear attack upon the United States.

Radioactive Material: Material that emits radiation (subatomic particles or pure energy) in the process of stabilization.

Response: The efforts to minimize the risk created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.

Rolling Blackout: A condition of electrical power interruptions controlled by one or both of the power companies. It is designed to prevent a total electrical system failure.

Standard Operating Procedure (SOP): A checklist or set of instruction, having the force of a directive, which spells out in detail the steps that need to be taken to accomplish a task.

State of Emergency: The duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons or property in the State of Arizona which are or are likely to be beyond the control of the services, personnel, equipment, or facilities of any single county, city, or town, and which requires the combined efforts of the state and the political subdivision.

Terrorism: The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

Threshold Planning Quantity: The minimum amount of an extremely hazardous substance, which must be reported under the provisions of Section 302 of Public Law 99-499 (SARA, Title III).

Town Manager Emergency Designee: The person responsible for developing and maintaining plans and programs to respond to major emergencies and disasters. Also known as Emergency Management Coordinator.

Unified Command (UC): An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated member of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single incident Action Plan.

Weapons of Mass Destruction (WMD): Weapons of Mass Destruction are characterized in five major areas, which include chemical, biological, radiological, nuclear, and explosive weapons (CBRNE). WMD is defined as any weapon or device that is intended, or has the capability, to cause death or serious bodily injury to a significant number of people through the release, dissemination, or impact of (A) toxic or poisonous chemicals or their precursors; (b) a disease organism; or (C) radiation or radioactivity.

Weather-Related Definitions:

ALL CLEAR: "All Clear" bulletins are issued whenever the WARNING is cancelled; however, a WATCH may remain in effect for the same area or an adjacent area, and special weather statements will continue to be issued accordingly.

EXCESSIVE HEAT WATCH: Issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.

EXCESSIVE HEAT WARNING: Issued when heat conditions are forecast to be life threatening. The warning is based on temperature, humidity, sky coverage and duration of the conditions.

MICROBURST: A thunderstorm down rush of air with an affected outflow area of less than 2.5 miles and peak winds lasting less than 5 minutes. Intense microburst may cause tornado-force winds, which can adversely affect aircraft performance and cause property damage.

REDEFINING STATEMENT: Issued after a tornado/severe thunderstorm watch, expressed in terms of whole counties with cities and well-known landmarks included.

SEVERE WEATHER STATEMENT: Used to report severe weather, to cancel all or part of a warning and to provide follow-up information on a warning in effect.

SHORT TERM FORECAST: Commonly referred to as a NOWcast product, it is used to convey information regarding weather or hydrological events that are expected to occur within the next few hours. NOWcast eliminate the need for short-term applications of SPECIAL WEATHER STATEMENTS and most SEVERE WEATHER STATEMENTS.

SPECIAL WEATHER STATEMENT: Only used to describe long-fused weather and hydrologic events, including any appropriate meteorological reasoning, and to clear counties from WATCHES.

URBAN AND/OR SMALL STREAM FLOOD ADVISORY: Notification that heavy rainfall capable of causing ponding or heavy runoff in low-lying, poorly drained areas such as roadways and washes are imminent or in progress.

URBAN AND/OR SMALL STREAM FLOOD WARNING: Notification that heavy rainfall will cause life threatening runoff conditions in low-lying, poorly drained areas such as roadways and washes.

WATCH: Severe weather or flash flood WATCH means that conditions are such that a storm or flood of significant magnitude is likely to occur. Persons within the area alerted should take precautionary steps.

WARNING: Announcement that threatening conditions (thunderstorms, high winds, tornado, flooding, dam or levee failure) are occurring or are imminent, and are expected to have a harmful effect upon the area alerted. Persons within the area must take immediate steps to protect themselves.

FOUNTAINS HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
AUTHORITIES AND REFERENCES

A. Authority

1. Federal:

- a. Public Law 81-920, and Federal Emergency Management Regulations 44 CFR 205.
- b. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288, as amended by Public Law 100-707.
- c. National Security Decision Directive Number 259.
- d. Superfund Amendments and Reauthorization Act of 1986 (SARA), Title III, Emergency Planning and Community Right-to-Know (Promulgated as Public Law 99-499).
- e. 40 CFR Parts 300 and 355. Final Rule: Extremely Hazardous Substances List and Threshold Planning Notification Requirements (52 FR 13378 April 22, 1987).
- f. Homeland Security Act of 2002.
- g. Homeland Security Presidential Directive/HSPD 5, Management of Domestic Incidents.
- h. Homeland Security Presidential Directive/HSPD 8, National Preparedness.
- i. United States Department of Homeland Security (USDHS), National Incident Management System (NIMS).
- j. United States Department of Homeland Security (USDHS), National Response Framework (NRF).
- k. Presidential Directives 39 and 62 (directing primary terrorism investigative authority to U.S. Department of Justice/FBI, authority referenced in terrorism Annex).

2. State of Arizona:
 - a. Title 26, Arizona Revised Statutes, as amended.
 - b. Chapter 1, Title 35, Arizona Revised Statutes, as amended.
 - c. State of Arizona Emergency Response and Recovery Plan, September 2007, as amended.
3. Maricopa County:
 - a. Intergovernmental Agreement (IGA) for Disaster and Emergency Management between the County of Maricopa, Arizona and the Town of Fountain Hills, Arizona.

B. Reference

1. State of Arizona
 - a. State of Arizona Emergency Response and Recovery Plan, December 2003.
2. Maricopa County
 - a. Maricopa County Emergency Operations Plan, August 2003.
 - b. Maricopa County Multi-jurisdictional Hazard Mitigation Plan, November 2004.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
BASIC PLAN

I. SITUATION

- A. The Town of Fountain Hills is vulnerable to the adverse effects of natural, technological, or national security disasters, which could result in loss of life, property damage and social disruption.
1. Wild land fires represent a significant hazard.
 2. Flooding, mostly due to early evening thunderstorms during the monsoon seasons (June to September), is the most frequent severe natural hazard.
 3. Windstorms, to include those with wind speeds up to tornado strength, usually occur in conjunction with the monsoon season thunderstorms. Straight-line winds also represent a significant hazard.
 4. The transportation, storage and use of extremely hazardous substances and other toxic chemical materials within Town boundaries provide an extreme potential for disaster.
 5. While the earthquake risk in Maricopa County is extremely low, some effects from earthquakes in more vulnerable parts of the State might be felt.
 6. Air crashes involving wide-body or smaller privately owned aircraft, and agricultural crop dusting aircraft represent a potential hazard.
 7. Explosions and industrial or transportation accidents may also cause an emergency or disaster.
- B. Within its governmental forces, the Town has the capability to respond successfully to most emergency situations. If necessary, it can request support from the State, County, surrounding communities, and the private sector.
- C. Fountain Hills Law Enforcement, provided by contract with MCSO, is responsible for all police functions in the community. All references to Law Enforcement in this plan will refer to the MCSO.

- D. The Fountain Hills Fire and Emergency Medical Services, provided by contract with the Rural/Metro Fire Department, are responsible for all fire and fire-related functions in the community. All reference to the Fire Department in this plan will refer to the Rural/Metro Fire Department.
- E. Sewer services for the Town of Fountain Hills are provided by the Sanitary District, which is governed by a Board elected by district residents.
- F. The Chaparral City Water Company (CCWC) is contracted to provide water to the Town of Fountain Hills.

II. MISSION

To provide emergency response and an expeditious recovery from a serious emergency or disaster situation that would cause conditions hazardous to life and property in the Town of Fountain Hills.

III. EXECUTION

A. Concept of Operations

1. The Mayor is responsible, by law, for directing and controlling disaster operations. Heads of Town departments and agencies are responsible for emergency functions as specified in this plan. Emergency operations will be conducted by Town forces supplemented by volunteers.
2. The Emergency Operations Center (EOC) will be activated at the discretion of the Mayor or a designated representative when an emergency reaches such proportions that it requires a closely coordinated effort on the part of leading Town officials.
3. Mutual aid agreements will be implemented when effective response to the disaster is beyond the capabilities of Town resources.
4. The Mayor may proclaim a local emergency, as defined in Section 26-311, Arizona Revised Statutes, when an emergency situation, or is likely to be, beyond the response capability of the Town, and the combined efforts of the State, County and Town are considered essential for an effective response.
5. This plan covers both terrorist and peacetime emergencies. The Basic Plan and Annex A provide guidance for handling all types of emergencies, while the remaining annexes deal with specific types of emergencies and related topics. This plan will be reviewed annually by the Emergency Management Coordinator – the Town Manager’s Emergency Management designee and updated as required.

6. The National Incident Management System (NIMS) will be utilized for the management of activities during emergencies and training drills.
 7. The Town of Fountain Hills will conduct an annual exercise/drill.
 8. This plan will be reviewed annually as a minimum. Necessary revisions will be published and disseminated.
 9. During events of national significance, the Town of Fountain Hills will function and coordinate operational assistance activities with the Joint Field Office (JFO).
 10. During emergency operations, all persons and equipment shall be credentialed and typed per the national protocols where appropriate.
 11. During emergency situations, the incident commander will develop an Incident Action Plan.
- B. Phases of Emergency Management. This plan follows the Federal Emergency Management Agency's (FEMA) Integrated Emergency Management System (IEMS) and uses a functional and hazard specific approach, which includes the appropriate emergency functions within each hazard annex. The plan accounts for activities before, after, and during emergency operations; and deals with the four major phases of emergency management, defined as follows:
1. Mitigation: Activities designed to prevent occurrence of an emergency, reduce vulnerability to a hazard, or lessen the severity of adverse impact upon the population. Mitigation efforts often take the form of risk analysis, education, engineering and enforcement.
 2. Preparedness: Programs, systems or activities that exist prior to an emergency that enhance response and readiness. Planning, training and exercising (disaster drills) are examples of activities under this phase.
 3. Response: Response actions taken immediately before, during, or directly after an emergency occur, to save lives, minimize damage to property, and to enhance the effectiveness of recovery. This phase encompasses all aspects of the actual response during an emergency including warning, evacuation, rescue, direction and control, plus other similar operations.
 4. Recovery: Recovery is both a short-term and a long-term process. Short-term operations seek to restore vital services to the community and provide for the basic needs of the public by seeking restoration of vital services, such as food supply, temporary shelter, and utilities. Recovery planning should include a review of ways to avoid future emergencies and to improve preparedness and response.

C. Organization

1. National Incident Management System (NIMS) adopts the basic tenets of the Incident Command System (ICS) and utilizes them on a national level. NIMS is based on an appropriate balance between flexibility and standardization.
2. All Town employees are included in the Town Emergency Services Organization (TESO). Departments will conduct operations under the control of their respective chiefs or directors.
3. The EOC is made up of three groups, the Executive Group, the Command Group and the Emergency Services Group:
 - a. The Executive Group is composed of the Mayor, Vice Mayor, Town Manager, and the Town Attorney.
 - b. The Command Group is composed of the MCSO District Commander, Fire Chief/Emergency Services Director, Public Works Director and the Finance Director.
 - c. The Emergency Services Group incorporates the Emergency Management Coordinator – Town Manager’s Emergency Management designee, Emergency Operations Center Staff and field forces from specified departments including representatives from Community Development, Economic Development, Public Works, Sheriff Office, Fire Department, Information Systems and Technology, Human Resources, Finance Department, Administrative Services, Community Initiatives, and the Town Clerk’s office.
 - d. The EOC Staff is modular and is capable of partial or full implementation
4. Within the context of the Integrated Emergency Management System, the EOC is organized into five functional areas: Command, Operations, Planning, Logistics, and Administration/Finance. The Operations, Planning, Logistics, and Administration/Finance Section Chiefs are members of the Command Group and are charged with activating and supervising the branches and units within their respective sections. These areas will be implemented, staffed and organized by the Emergency Management Coordinator - Town Manager’s Emergency Management designee, as dictated by the scope of the emergency.
5. The emergency response for each contingency will be tailored to ensure an effective response to that particular emergency.
6. Volunteer organizations are authorized to augment the TESO.

7. During emergency conditions all entities responding, as members of the TESO, will fall under the direct leadership of the Mayor/Town Manager or designated representative throughout the duration of the situation.
 8. Town employees are included in the town emergency response organization. Departments will conduct operations under the control of their respective directors or managers.
- D. Tasks. The following tasks, when appropriate, apply to all major emergencies. Specific tasks for each hazard are assigned in the appropriate annexes.
1. Mayor
 - a. Direct activation of the Emergency Response Organization and the EOC when conditions so warrant.
 - b. Authorize information releases to the news media.
 - c. Establish guidelines for the preservation of vital Town records.
 - d. May, by proclamation, declare a local emergency to exist due to fire, conflagration, flood, earthquake, explosion, war, bombing, or any other natural or man-made calamity or disaster or in the event of the threat or occurrence of riot, rout or affray, or other acts of civil disobedience which endanger life or property within the Town. After declaration of such emergency the Mayor may govern by proclamation and impose all necessary regulations to preserve the peace and order of the Town, including but not limited to:
 - (1) Imposition of a curfew in all or any portion of the Town.
 - (2) Ordering the closing of any business.
 - (3) Closing to public access any public building, street or other public place.
 - (4) Calling upon regular or auxiliary law enforcement agencies or organization within or without the political subdivision for assistance.
 - (5) A majority of the council may terminate the exercise of such emergency powers by the Mayor.
 2. Town Manager
 - a. Direct and coordinate emergency operations.
 - b. Assist and act as chief advisor to the Mayor.

- c. Keep the Mayor informed of the situation and resource status.
 - d. Implement emergency plans.
 - e. Assess resource needs and order, deploy, and release needed resources.
 - f. Serve as purchasing director and approve all purchases of goods and services made by the Town during emergency or disaster situations.
 - g. Manage the recovery effort.
 - h. When activated, supervise activities of the EOC staff.
3. Emergency Management Coordinator - Town Manager's Emergency Management designee
- a. Develop, coordinate and maintain the Town of Fountain Hills Emergency Operations Plan.
 - b. Maintain a listing of resources available to respond to an emergency.
 - c. Comply with state and county emergency plans and procedures.
 - d. Maintain the Emergency Operations Center (EOC) in a condition to permit activation with minimal notice and, when activated, assist the Town Manager in supervising activities of the EOC staff.
 - e. Coordinate requests for critical resources and mutual aid.
4. Law Enforcement
- a. Provide a representative with appropriate communication equipment for assignment to the Emergency Staff at the EOC.
 - b. Receive and disseminate warning of imminent and actual hazardous conditions.
 - c. Direct and maintain control over the evacuation of affected areas and maintain security of those areas.
 - d. Provide prompt and accurate information from field forces to the EOC Staff.
 - e. Provide security for vital government emergency facilities and essential private facilities.
 - f. Provide traffic control at emergency sites.

- g. Provide ingress and egress routes for emergency vehicles responding to the disaster.
- h. Provide a MCSO Public Information Officer if emergency dictates.

5. Fire Department

- a. Provide a representative with appropriate communication equipment for assignment to the Emergency Staff at the EOC.
- b. Extinguish fires.
- c. Conduct light rescue operations/assist with heavy rescue operations.
- d. Provide emergency medical response.
- e. Respond to incidents involving hazardous materials.
- f. Provide prompt and accurate information from field forces to the EOC Staff.
- g. Serve as the back-up communications system.
- h. Coordinate ambulance service.
- i. Coordinate decontamination with the County EOC.
- j. Provide on-site direction and control of local emergencies.
- k. Provide Rural/Metro Public Information Officer (PIO) if emergency dictates and at the Fountain Hills Town PIO's request.

6. Public Works Department

- a. Assist Law Enforcement and Fire Department in traffic and area control, perimeter security, rescue and evacuation missions, and otherwise as needed.
- b. Maintain emergency facilities, to include backup power sources and sanitation.
- c. Perform emergency repair of roads.
- d. Assist with heavy rescue operations.
- e. Remove debris from roads.
- f. Provide potable water supplies.

- g. Furnish and place road barricades.
 - h. Provide lights for night operations.
 - i. Provide decontamination assistance, as needed.
 - j. Provide information relating to location of utilities, dams, and structures.
7. Welfare Department. The Town of Fountain Hills does not have a Welfare Department. During a disaster, this function will be coordinated through the Maricopa County Emergency Operations Center. Disasters may require the County EOC to perform the following actions:
 - a. Serve as liaison to the Red Cross for emergency lodging, feeding, clothing, and other services.
 - b. Serve as liaison with other social services groups.
 - c. Provide support for shelter managers.
 8. Health Department. The Town of Fountain Hills does not have a Health Department. During a disaster, this function will be coordinated through the County EOC.
 9. Sanitary District. During a disaster or emergency, District personnel and equipment will fall under the direction of the Town Manager. The Board of Directors will provide a representative to the EOC's Executive Group to serve as liaison between the Board and the Town. A representative will also serve on the EOC Operations Section.
 10. Water. The Chaparral City Water Company (CCWC) will provide a representative to the EOC Staff. The CCWC will also provide a representative to the EOC's Executive Group to serve as liaison between the Board and the Town. During emergency and or disaster situations, the CCWC will also fall under the direction of the Town Manager. The CCWC will maintain a water priority system to ensure that the availability of water for drinking, fire fighting and normal usage. Should the need arise they would also be responsible for the supply for an alternate source of potable water. The CCWC will also ensure a representative is available to respond to the water plant should the need arise.

E. Support

1. Requests for assistance will be coordinated through the Maricopa County EOC.
2. The Maricopa County Department of Public Health, Environmental Services, Epidemiology, and Animal Care and Control will implement

public health procedures to ensure safety of food and water, sanitation, vector control, epidemic disease control, animal control, and immunizations throughout the county, including Fountain Hills and other incorporated municipalities.

3. Maricopa County Medical Examiner normally will:
 - a. Provide for the identification and care of deceased casualties, determine the cause of death, inventory and protect personal effects, and locate and notify the next of kin.
 - b. As necessary, acquire suitable morgue facilities, embalming supplies, body bags, refrigerated vehicles, and other items incidental to a mass fatality situation.
4. Grand Canyon Chapter of the American Red Cross (ARC), as part of their Charter, will normally:
 - a. Provide care to disaster victims and displaced persons, to include shelter, feeding, clothing, and medical care.
 - b. Assist individuals and families in recovering from the disaster, to include casework, services, medical and nursing care, occupational supplies, and equipment.
 - c. Provide psychological/mental health assistance to disaster victims.
 - d. Conduct private sector damage assessments.
 - e. Feed emergency workers in the field.
 - f. Provide training for volunteer agencies.
5. Salvation Army is prepared to:
 - a. Provide care to disaster victims and displaced persons, to include shelter, feeding, clothing, and medical care.
 - b. Assist individuals and families in recovering from the disaster to include casework services, medical and nursing care, occupational supplies, and equipment.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS

A. Emergency Purchases

1. During emergencies, which require purchases of supplies or services when time is of the essence, the Mayor shall be empowered to authorize the Purchasing Director to purchase goods or services.
 2. Financial obligations in excess of \$20,000 will be assumed only with the prior approval of the Mayor or the Vice-Mayor, then followed by the line of succession specified in Annex A, Direction and Control.
- B. Documentation to substantiate reimbursement for emergency expenditures, including both time and materials, will be maintained by each involved department or agency to validate their activities should reimbursement become available.
- C. Where it is possible, normal administration procedures will be followed.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

I. SITUATION

- A. The Fountain Hills Emergency Operations Center (EOC) is located in the Law Enforcement and Courts Building, at 16705 East Avenue of the Fountains. The alternate EOC will be located in Fire Station #1, at 16426 East Palisades Boulevard.
- B. Many of the hazards, which exist in or about the Town, have the potential for causing disasters of such magnitude as to make centralized command and control desirable or essential.
- C. The public will demand information about the emergency and instructions on proper survival/response actions. Activation of the Emergency Staff and the EOC is the most effective method for providing this information.

II. MISSION

To provide direction, control, and coordination of Fountain Hills forces and resources during and following periods of emergency.

III. EXECUTION

A. Concept of Operations

- 1. The Town Manager will direct and control emergency operations.
- 2. The Mayor may declare a local emergency. The services, resources and facilities of existing Town departments will be utilized to perform emergency tasks and functions. The Mayor or designated representative may request outside assistance, whether from political jurisdictions or from organized volunteer groups. Outside assistance will be requested and used only as an addition to existing Town resources, and only when the emergency situation threatens to extend beyond the Town's response capabilities.
- 3. Departments with field forces will establish a unified command post from which to control their operations and coordinate with other forces.
- 4. When a local emergency is proclaimed, the Mayor may govern by proclamation.

5. The EOC will be staffed to enable 24-hour operations.
6. During emergencies of large-scale and of extended duration, additional personnel for the EOC are provided by departments indicated in Appendix 1, EOC Response Organization.
7. Critical Incident Stress Debriefing (CISD) will be an integral part of all disaster operations. The Arizona Critical Incident Stress Management Network can be contacted to perform peer support and psychological debriefing services to lessen the effects of excessive stress on disaster response personnel.

B. Natural and Technological Disasters

1. Town departments are assigned responsibilities for assisting individuals suffering injury, property loss or damage, and for government emergency services that may be required when the Town is in a State of Emergency.
2. Information concerning projected adverse weather conditions that might cause flooding will be relayed to the Central Warning Point.
3. The EOC Staff assumes responsibility for coordination of available resources in the event of a disaster that exceeds the capabilities of the Town.

C. Tasks

1. Emergency Management Coordinator - Town Manager's Emergency Management designee
 - a. Activate the Emergency Staff and the Emergency Operations Center (EOC) when directed by the Mayor.
 - b. Assist the Town Manager to supervise the activities of the EOC.
 - c. Direct mobilization and employment of field forces.
 - d. Effect liaison and coordination with adjoining communities and the Maricopa County EOC.
 - e. Keep the Mayor apprised of the situation.
 - f. Recommend to the Mayor a Declaration of Emergency if the situation warrants. See Appendix 6, Emergency Declaration Process, to this annex.

2. EOC Staff
 - a. Coordinate the activities of field forces.
 - b. Collect, evaluate, respond to, and disseminate essential information.
 - c. Maintain logs, displays, and records of essential information.
 - d. Collect and consolidate data from field forces and prepare situation reports and summaries for periodic briefings, after-action reports and forwarding as required.
 - e. Receive and process requests for resources from field forces.
 - f. Notify the Fountain Hills Unified School District of any major emergencies, which may affect its schools or transportation routes.

IV. DIRECTION AND CONTROL

A. Communications

1. The Town government will utilize law enforcement and fire communication nets that are in use on a daily basis. MCSO is responsible for the coordination and use of these communication nets during emergencies in which the EOC is activated.

MCSO utilizes the **800 MHz system**. As a back up to the 800 MHz system, law enforcement will continue to use UHF and VHF nets.

B. Warning

1. The MCSO will act as the Central Warning Point. It will notify the Mayor and Town Manager of weather watches, weather warnings, alerts and attack warnings.
2. The public will be advised to listen to commercial radio and TV broadcasting stations that should disseminate emergency warning and information.

C. EOC Supplies

1. Town map (large and small scale), Maricopa County map, Arizona State map. Water, Wastewater and Storm Drain maps. Floodplain maps.
2. TV and AM/FM Radio.
3. Projector.

4. Office supplies.
5. Bulletin Board.
6. Emergency Forms.
7. Operations Status Board.
8. SITSTAT (Situation Status) Board.
9. RESTAT (Resources Status) Board.
10. File cabinet for forms.
11. Food and water for three days.
12. Flashlights and spare batteries.
13. First Aid Kit.
14. Laptop with CD/Disks.

D. Continuity of Government

1. The lines of succession of elected officials and the Town staff are shown in Appendix 3, Line of Succession, to this annex.
2. Preservation of Records
 - a. Important Town records must be preserved to ensure continued operations of Town government during a major emergency or reconstitution of Town government following such an emergency.
 - b. Procedures for preservation of vital Town records will be prescribed in a Standard Operating Procedure (SOP) that will be filed in the Town Clerk's Office.

V. ADMINISTRATION AND LOGISTICS

- A. Reports. See Appendix 4, Reports, to this annex.
- B. Forms. Forms to accommodate message traffic, event logs, and various reports are maintained in the EOC.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 1 – EOC RESPONSE ORGANIZATION

The Emergency Response Organization will consist of three groups, the Executive Group, the Command Group and the Emergency Service Group.

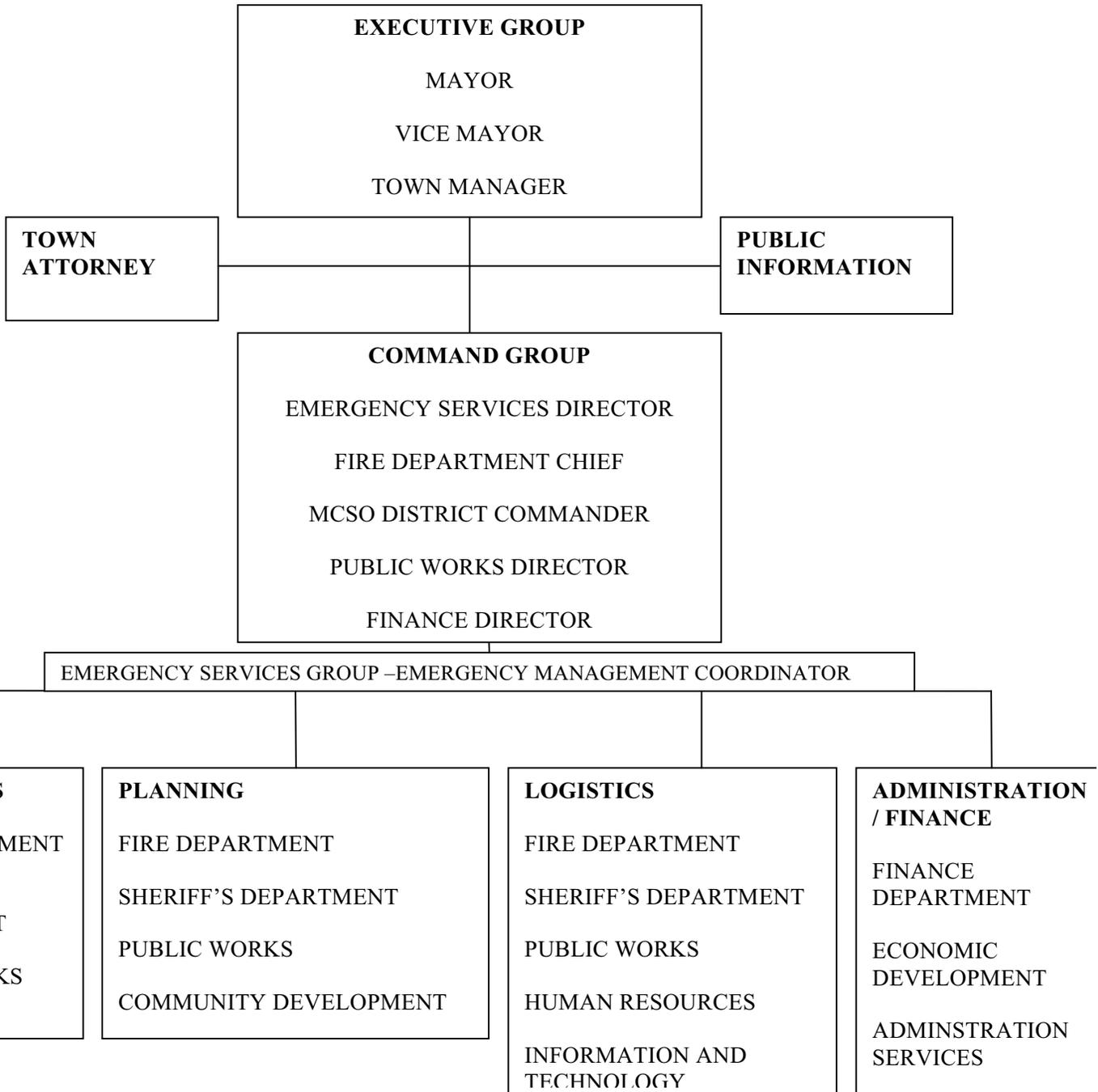
Emergency Response Organization	
Executive Group	Mayor
	Vice Mayor
	Town Manager
	Town Attorney
Command Group	MCSO District Commander
	Fire Chief
	Emergency Services Director
	Public Works Director
	Finance Director
Emergency Services Group	Emergency Management Coordinator – Town Manager’s Emergency Management designee
	Community Development
	Economic Development
	Public Works
	Sheriff’s Office
	Fire Department
	Information Systems and Technology
	Human Resources
	Finance Department
	Administrative Services
	Community Initiatives
	Town Clerk’s Office

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 2 – EMERGENCY RESPONSE ORGANIZATION



FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL
APPENDIX 3 – LINE OF SUCCESSION

1. The line of succession of the elected officials is:
 - a. Mayor.
 - b. Vice-Mayor (Council Member).
 - c. Remaining Council Members in order of seniority.
2. The line of succession of the Town staff is:
 - a. Town Manager.
 - b. Assistant Town Manager.
 - c. Public Works Department Director.
 - d. Parks and Recreation Director.
 - e. Finance.
3. The line of succession for department heads is according to the operational procedures established by each department.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL

APPENDIX 4 – REPORTS

1. Event Log. An event log will be used to record significant events, status reports, event descriptions, and actions taken by the EOC Staff. See Tab A to this appendix.
2. Situation Report
 - a. See Tab B to this appendix.
 - b. The Emergency Management Coordinator - Town Manager's Emergency Management designee at the end of each work shift will prepare a Situation Report. One copy will be sent to the Mayor, and a second copy will be sent to the County EOC. The report to the County EOC may be submitted by phone, email, FAX, or hard copy.
 - c. Initial reports may be fragmentary and by telephone if the Mayor is not at the EOC. When conditions stabilize, a complete report will be provided.
3. After-Action Report
 - a. See Tab C to this appendix.
 - b. Within five days after emergency operations are concluded, each involved department will submit the After-Action Report to the Emergency Management Coordinator - Town Manager's Emergency Management designee.
 - c. The report will include estimates of operational costs if actual cost data is not yet available. Subsequent reports will be made as requested and as refined data becomes available.
4. Special Reports. These reports may be requested by the Mayor.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL
APPENDIX 4 – REPORTS
TAB B – SITUATION REPORT

ITEM

1. Report No. _____ Date _____ Time _____
2. From _____
3. To _____
4. Nature of Emergency _____
5. Location of Emergency _____

6. Date/Time of Occurrence _____
7. Casualties: a. Injured _____ b. Dead _____ c. Homeless _____
8. Property Damage _____

9. Actions Taken (Details in Remarks)
 - a. Declaration of Emergency _____
 - b. Evacuation _____
 - c. Movement of People _____
 - d. Movement of Supplies _____
10. Assistance Required
 - a. Personnel: Skill/Number _____

b. Equipment: Type/Number _____

c. Other Resources _____

11. Is Area Accessible?

12. Communications Available

13. Actions Taken By:

a. American Red Cross _____

b. Salvation Army _____

c. Others _____

14. Remarks _____

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL
APPENDIX 4 – REPORTS
TAB C – AFTER-ACTION REPORT

1. Department/Activity Making Report _____

2. Period of Emergency Operations _____

3. Nature of Emergency _____

4. Departments or Jurisdictions which you supported:

a. _____ d. _____

b. _____ e. _____

c. _____ f.

5. Nature of Your Emergency Support Function _____

6. Personnel:

a. Total Participating: _____

b. Total Work Hours: Regular _____ Overtime: _____

c. Number Injured: _____ Estimated Hours Lost _____

d. Estimated Cost to Department: _____

Resources Expenditures:

a. Department-owned: Estimated Total \$ _____

b. Emergency Requirements Approved by Town Manager:

Estimated Total \$ _____

c. Description of Expended Materials _____

8. Damage or Loss of Town-owned Property:

Estimated Total \$ _____

Property Description: _____

9. Summary of Activities Related to Your Emergency Support Function:

Signed

:

Department Representative

Date

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL

APPENDIX 5 – EVACUATION

1. The EOC Staff recommends and the Mayor or designated representative initiates evacuation of portions of the Town affected by disaster.
2. Types of Evacuation:
 - a. **VOLUNTARY:** Persons perceive the hazard and leave the area of their own volition. No official assistance is required.
 - b. **RECOMMENDED:** Upon declaration of a Local Emergency, endangered persons are advised to evacuate to safe areas. Normally, emergency shelter and feeding are provided. Assistance may be requested or required.
3. Law Enforcement will assume responsibility for evacuation operations. Specific tasks are as follows:
 - a. Warn residents in the area to be evacuated.
 - b. Establish a unified command post for control of agencies authorized to operate in the affected area.
 - c. Coordinate available transportation to move evacuees and establish evacuation routes and retention centers.
 - d. Provide traffic control in and near the affected area.
 - e. Provide security for the evacuated area, with emphasis on the protection of essential facilities.
 - f. Assist persons with special needs and any other citizens that need assistance in the evacuation process.
 - g. Designate pickup points for persons lacking transportation.
4. The EOC Staff will coordinate the opening of reception and care shelters with the American Red Cross.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL
APPENDIX 5 – EVACUATION

TAB A - HANDLING PETS AND LIVESTOCK DURING EVACUATIONS

1. Victims of a disaster include both humans and animals, wild and domestic.
2. Since the bond between humans and their pets is very strong, many people will insist on taking their animals with them when they have been advised to evacuate their homes.
3. Some will refuse to evacuate without their pets, possibly risking their own lives. Consequently, it is important to include the care of pets and livestock in evacuation plans.
4. An emergency or disaster will release significant numbers of otherwise confined pets and livestock.
5. Events such as fire, flood, and drought will cause wildlife to encroach on human habitats and will require capture and removal.
6. Disasters and emergencies increase the potential for domestic animals and wildlife to contact and transmit diseases.
7. Some disaster scenarios could result in mass fatalities of animals. A disaster involving significant numbers of dead animals will create a substantial public health problem.
8. A terrorist incident involving the use of WMD agent(s) could contaminate large populations and species of domestic animals.
9. Certain animal food supplies may become contaminated, destroyed or in limited supply as a result of emergency/disaster.
10. Guidelines are useful for rapid response to emergencies/disasters affecting the health, safety, and welfare of animals.
11. A direction and control structure shall be established for planning and responding to disasters and emergencies that impact domestic animals including pets, certain non-commercial livestock, and zoological collections.

12. The Grand Canyon Chapter of the American Red Cross recognizes the Arizona Humane Society as the responsible local agency in Maricopa County for the relief of domestic animals, the assurance of their care, and the search for their owners. The two agencies have entered into an agreement designating the Arizona Humane Society as the agency responsible for caring for the pets of citizens staying in a Red Cross shelter. Both agencies are involved with the Arizona Volunteer Organizations Active in Disasters (AZVOAD) in an effort to avoid duplication of services or efforts, and they jointly participate in pre-disaster planning and training programs.

13. Handling of pets at shelters

- a. The American Red Cross will request activation of the agreement with the Arizona Humane Society.
- b. Arriving evacuees with pets will be instructed to remain with their pets until the Arizona Humane Society has established a temporary holding facility at the shelter.

14. Other agencies that can assist in the care of pets and livestock

- a. Maricopa County Animal Control Services may assist with pet care issues during disasters on an as-needed basis.
- b. Arizona Humane Society representatives will be located with the AZVOAD contingent.
- c. The Arizona Department of Agriculture - Animal Services Division (ADA ASD) is responsible for coordinating the care of livestock during disaster situations and is dependent upon private business, such as local veterinarians, to accomplish their goals.
- d. The Arizona Veterinary Medical Association (AZVMA) represents veterinarians of the state and maintains liaison with the Arizona Division of Emergency Management

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 6 – EMERGENCY DECLARATION PROCESS

1. State Law, county resolution, Town resolution and this plan empower the Town government to enact emergency legislation. Among the power authorized for inclusion in such legislation is the power to declare a Local Emergency. A declared Local Emergency permits Town Government to set aside normal procedures of government in deference to the emergency.
2. The written declaration (See Tab A, Emergency Declaration) is the vehicle by which assistance can be obtained from State and Federal Agencies. The declaration should be issued upon receipt of sufficient supportive information and forwarded to the Maricopa County Department of Emergency Management or the County EOC, if activated.
3. If the emergency is of sufficient magnitude and all county resources are expended, the Maricopa County Department of Emergency Management will recommend to the Chairman of the Board of Supervisors that the County declare an emergency. The County's emergency declaration will then be forwarded to the Arizona Division of Emergency Management with a request that the Governor declare a State of Emergency. Financial and other public assistance, but no individual assistance, may be made available when the Governor declares a State of Emergency.
4. The Governor may request a Presidential Declaration of a Major Disaster if conditions so warrant. Such a request will be based on a damage assessment and will indicate the degree of commitment of local and State resources in attempting to cope with the situation.
5. When a Major Disaster is declared by the President, the Federal Emergency Management Agency (FEMA) will administer the disaster relief program in the affected area. Two major categories of benefits may be made available – individual assistance and public assistance.

6. Instructions

- a. The emergency declaration process starts with the Town of Fountain Hills when the Mayor determines that all available resources have been exhausted or will not be sufficient to provide for the safety and well-being of the residents of the Town.
- b. A declaration of emergency may be submitted through the Maricopa County EOC to the Arizona Division of Emergency Management asking the Governor to submit a request to the President to declare a major disaster or emergency area within the State. The form at Tab A to Appendix 6 to Annex A may be used to submit this declaration.
- c. The declaration should be submitted to the County through the most expedient method. The Town may FAX the form to the County at 602-275-1638, make the declaration over the telephone and forward the declaration form when time permits. The County EOC will assist the Town in the preparation of documentation necessary to justify the request for emergency assistance.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A – DIRECTION AND CONTROL
APPENDIX 6 – EMERGENCY DECLARATION PROCESS
TAB A – DECLARATION OF A LOCAL EMERGENCY

WHEREAS, said Mayor of the Town of Fountain Hills does hereby find:

1. That due to _____ the Town of Fountain Hills, County of Maricopa, State of Arizona, is facing dangerous _____ conditions;

2. That due to _____ a condition of extreme peril to life and property necessitates the proclamation of existence of an emergency;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED that an emergency now exists throughout said Town and

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said emergency the powers, functions, and duties of the Council of the Town of Fountain Hills shall be those prescribed by State Law, Ordinances and the emergency plans of the Town of Fountain Hills in order to mitigate the effects of such emergency.

Proclaimed by the Mayor of the Town of Fountain Hills this ____ day of _____, 20_____.

Date _____

Mayor

ATTEST:

Town Clerk

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 6 – EMERGENCY DECLARATION PROCESS

TAB B – DECLARATION THAT A LOCAL EMERGENCY NO LONGER EXISTS

WHEREAS, beginning on the ____ day of _____, 20____ there was an emergency situation created by (type of emergency) _____ and

WHEREAS, the Charter of the Town of Fountain Hills provides that the Mayor shall take command of the Town forces and govern the Town by proclamation during times of great danger, and

WHEREAS, on the ____ day of _____, 20____, I, _____, Mayor of the Town of Fountain Hills, proclaimed a state of emergency existed, and

WHEREAS, the Town of Fountain Hills has been restored to peace, tranquility, and order,

NOW THEREFORE, I, _____, Mayor of the Town of Fountain Hills, County of Maricopa, State of Arizona, in conformity therewith and by the virtue of the authority vested in me, and in accordance with the law, do hereby PROCLAIM AND DECLARE TO THE PEOPLE OF THE TOWN OF FOUNTAIN HILLS, that there no longer exists in the Town of Fountain Hills, a state of local emergency and

I DO FURTHER PROCLAIM that the activities of the government of the Town of Fountain Hills and all of its departments hereby return to business as usual according to the charter and ordinances of the Town of Fountain Hills.

Proclaimed by the Mayor of the Town of Fountain Hills, this __ day of _____, 20____.

Date _____

Mayor

ATTEST:

Town Clerk

Distribution: County EOC FAX #: 602-275-1638
Original to Clerk

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 7 – DISASTER ASSISTANCE

1. Assistance is available from the State and Federal governments when specific conditions are met:
 - a. The Governor must declare a state of emergency for the Town to receive assistance from the State.
 - b. The President must declare a major disaster for the Town to receive federal assistance.
2. Types of Disaster Assistance
 - a. Public Assistance – financial aid to governmental entities.
 - b. Individual Assistance – financial aid to private citizens and businesses.
3. If the Governor declares a state of emergency, but the President does not declare a major disaster, the Town will be eligible for public assistance under Arizona Revised Statute (ARS) 35-192 and its associated rules. Individual assistance to residents affected by the disaster will not be available, although, in some cases, federal agencies such as the Small Business Administration, Farmers Home Administration, Farm Service Agency, and the US Army Corps of Engineers can be petitioned to provide loans and/or technical assistance.
4. If the Governor declares a state of emergency and the President declares a major disaster, the Town and its citizens will generally be eligible for both public assistance and individual assistance from the federal government and for public assistance from the State. In some cases; however, individual assistance may be denied by the Federal Government, even though public assistance is provided. The federal agencies listed in the previous paragraph may again be able to provide loans and/or technical assistance if individual assistance is denied in the federal disaster declaration.
5. Types of public assistance that may be available following a state declaration of emergency or federal declaration of a major disaster:
 - a. During the Response Phase
 - (1) Emergency debris clearance.

- (2) Emergency protective measures such as search and rescue, demolition of unsafe structures, warning of further risks and hazards, and public information on health and safety measures.
 - (3) Emergency restoration work, including emergency repairs to essential utilities and facilities.
 - (4) Emergency communications equipment to supplement, but not replace, normal communications equipment that remains operable.
 - b. During the Recovery Phase
 - (1) Costs of Emergency Recovery Work.
 - (a) Clearance of wreckage and debris.
 - (b) Emergency protective measures.
 - (c) Emergency repair or replacement of roads, streets, highway facilities, dikes, levees, irrigation works, drainage facilities, public buildings and related equipment and furnishings, and public-owned utilities.
 - (d) Salaries and wages.
 - (e) Equipment, supplies, and materials.
 - (f) Work performed by the National Guard, under contract, and work performed by arrangement with other political subdivisions.
 - (2) Costs of Permanent Restoration. Items listed in Paragraph (1) above and public facilities under construction.
6. Types of individual assistance that may be available following a federal declaration of a major disaster:
 - a. During the Response Phase. Emergency mass care if not provided by welfare organizations.
 - b. During the Recovery Phase
 - (1) Temporary housing.
 - (2) Disaster loans.
 - (3) Federal income tax assistance.
 - (4) Legal and consumer aid.

- (5) Unemployment benefits.
 - (6) Food Stamp Program benefits
 - (7) Psychological counseling.
 - (8) Grants to individuals and families.
7. Individual assistance usually will be administered from Federal Disaster Recovery Centers (DRCs), which will be established near the affected area to provide victims a convenient centralized location to receive guidance and information and to initiate their personal recovery actions. Insofar as practicable, each DRC will include representatives of all agencies having relief and rehabilitation responsibilities, so that victims are afforded the opportunity to complete their business at a single location and in a minimum number of visits.
8. The Town Manager will ensure that the following tasks are accomplished:
- a. Keep detailed records of all public and private damage sustained during the disaster, to include the estimated cost of repairing the damage. The damage must be visually verified by a qualified inspector following the disaster as estimates made during the disaster are frequently inflated by the stress of the moment. Accurate damage estimates and precise knowledge of damage locations will be invaluable when FEMA teams inspect the Town following the disaster to determine whether a presidential disaster declaration is warranted.
 - b. Prepare a report stating the disaster's impact on the Town's budget and its ability to provide essential services to citizens. A clear statement of the disaster's impact is essential for the Town to qualify for a presidential disaster declaration.
 - c. If a presidential declaration is made, appoint an Applicant Agent to represent the Town in applying for State and Federal disaster assistance. The Applicant Agent handles all documentation and correspondences for public assistance and must be a person authorized to make financial commitments on behalf of the Town. The agent will attend a joint Federal/State briefing at which the duties and forms necessary to apply for assistance will be explained.
 - d. Ensure that Town employees keep records of all repair work accomplished after the disaster. The following information must be kept for each work site on each day that work is performed:
 - (1) Location of work site.
 - (2) Date work was done.
 - (3) Employees and hours worked.

- (4) Equipment and hours used.
- (5) Materials and quantity used.
- (6) Source of materials (vendor or stock).
- (7) Copies of delivery tickets.

NOTE: Videos or photographs should be considered.

- e. If individual assistance is made available in conjunction with a presidential disaster declaration, obtain the DRC location and hours of operation from the Maricopa County Department of Emergency Management and ensure that Town residents are made aware of that information.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 8 – VOLUNTEERS AND DONATIONS

1. The Town of Fountain Hills recognizes that disasters, especially those occurring with little or no warning such as a terrorist attack, create a need to coordinate donations of goods, money and volunteer/voluntary services. When circumstances warrant, a united and cooperative effort by private voluntary organizations, volunteer groups and the donor community is necessary for the successful management of donations campaigns and relief supplies.
2. This appendix was designed to coordinate the application of resources during times of disaster. It does not direct any individual or private community volunteer organizations' policies concerning gifts or donations. Individual organizations will operate under their own administrative protocols.
3. Donations
 - a. Private voluntary organizations are experienced in managing donations and can receive, process, and distribute goods and services to disaster victims. The Town will rely upon those organizations to administer the donations management system.
 - b. The Maricopa County Emergency Operations Center will provide support services to coordinate needs and requests for assistance from the Town of Fountain Hills.
 - c. The Town of Fountain Hills cannot manage cash donations directed at a specific disaster/emergency. Donors will be encouraged to make their cash contribution to a participating non-profit organization
 - d. Donors will be discouraged from sending unsolicited in-kind donations directly to the disaster site. Donors who insist on donating unsolicited or unwanted goods will be advised that the goods cannot be accepted. The information regarding these goods will be entered into the Salvation Army database and made available to federal/state/volunteer agencies. Should a need arise for these donated goods, the requesting agency will contact the donor directly.
4. Volunteers
 - a. The procedures for volunteer services include:
 - (1) Encouraging interested individuals to affiliate with a recognized private voluntary organization or other organized group of their choice to facilitate relief efforts;
 - (2) Discouraging unaffiliated volunteers from going directly to any disaster site;

- (3) Encouraging the development of formal agreements with one or more voluntary organizations to manage spontaneous volunteers and donations;
- (4) Encouraging organizations to give volunteers easily recognizable identification;
- (5) Having city departments submit their requests for volunteers to the EOC via their liaisons.

5. Crisis Activated Response Effort (C.A.R.E.)

- a. The Crisis Activated Response Effort (C.A.R.E.) is the Town of Fountain Hills volunteer group committed to providing support and assistance to local Town residents during and after an unexpected tragedy. On-scene goals provide for the safety, empowerment, and emotional support of survivors. On-going goals serve to validate reactions, mobilize, and serve the community.
- b. Activation protocols are established and will be followed to activate CA.R.E.

FOUNTAIN HILLS, ARIZONA

EMERGENCY MANAGEMENT

ANNEX A – DIRECTION AND CONTROL

APPENDIX 9 – EMERGENCY PUBLIC INFORMATION

1. This Annex provides guidance and procedures for disseminating Emergency Public Information (EPI) to support response and recovery efforts during an emergency or disaster and to disseminate emergency instructions and protective actions to the public. Additionally, it provides for effective collection, monitoring, management and dissemination of accurate, useful and timely information to media outlets during emergencies.
2. When a disaster strikes, Emergency Public Information (EPI) systems cannot always react in time to inform the public about the hazard and appropriate safety precautions. Therefore, it is important to inform the public before an emergency occurs of hazards, protective actions and preparedness measures they can employ to reduce the impact of the hazard. This can be accomplished by long-term public education efforts related to hazard awareness, family protection planning and emergency self-help.
 - a) A public affairs program combining both public education and community information will help to significantly reduce disaster related casualties, property damage and economic loss.
 - b) Citizens will want more emergency preparedness information during an emerging crisis.
3. During an emergency or disaster, the public requires survival instructions, information regarding disaster relief and government response and recovery operations.
4. The principal means by which EPI is disseminated will include Media Alert, Emergency Alert System (EAS), television, radio, cable-outlets, web-site (i.e. AZ-211), newspapers, press services and flyers. Another means for public information will include the Community Emergency Notification System (CENS) and as a backup, vehicle public address systems and door-to-door contact during critical periods and in locations with life-safety incidents.
5. Special needs groups will be considered based on the ability of people to receive, act on, or understand EPI messages.
6. Education efforts will be directed toward increasing public awareness about hazards and how people can successfully deal with emergencies.

7. Information and education effort will rely on the cooperation of commercial media organizations, including both electronic news-gathering and print sources. Information concerning major emergencies and disasters may include the following:
 - a) Nature of the disaster;
 - b) Location of the disaster;
 - c) Time of the disaster;
 - d) Number of people involved;
 - e) Continuing hazards;
 - f) Environmental impact;
 - g) Economic impact;
 - h) Cities and Towns involved in response;
 - i) Scope of Cities and Towns involvement in response;
 - j) Extent of estimated public and private damages;
 - k) Safety instructions;
 - l) How/where to get assistance for animals;
 - m) How the public may volunteer and provide assistance; and
 - n) Telephone numbers for donations and donations policy.
8. During a disaster a Joint Information Center (JIC) may be established to coordinate multi-agency news releases to provide the One Voice concept in releasing information to the media. Emergency public information activities will be undertaken to ensure the coordinated, timely, and accurate release of a wide range of information to the news media and to the public about related activities.
9. The EAS and Media Alert system will be used to convey information releases to the media for immediate dissemination to the public. Activation of the EAS can be made through the Maricopa County Emergency Operations Center.
10. The State of Arizona maintains a 2-1-1 online system (www.az211.gov) for the benefit of the public that provides information regarding health and human services, current information on emergency events, emergency public awareness campaigns or a specific threat. The Arizona 2-1-1 system is intended to supplement existing alert and warning systems.

The purpose of the AZ 2-1-1 is to:

- a) Provide the citizens of Arizona a single source for information on a particular emergency
- b) Recommend protective measures
- c) Identify potential life-safety issues, and
- d) Provide information about on-going emergency response efforts
- e) Provide impacted voluntary, local, county, state and tribal emergency response agencies an additional source to post strategic emergency information for the general public.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 10 – PERSONS WITH SPECIAL NEEDS

1. Many emergencies/disasters have necessitated evacuation of affected areas. The Town of Fountain Hills has assumed the responsibility for the provision of temporary emergency shelter and care for all victims, including those with special needs.
2. People with special emergency needs can be found in their own homes, private homes providing caregiver services, adult and child day care or other service programs, assisted living facilities, foster and group homes, long-term care facilities, and hospitals. It is estimated that these persons represent over twenty-five percent of a jurisdiction's population.
3. Traditional American Red Cross (ARC) shelters will accept persons with minor injuries and/or illnesses, or those individuals with physical or emotional limitations, who do not require close monitoring, special medical equipment or assistance (unless attended by a personal caregiver).
4. ARC Shelters cannot guarantee that there will be adequate medical or personal care staff, necessary supplies and/or equipment to care for persons requiring such care. Evacuees requiring skilled health or exceptional personal care will be referred to an appropriate health care facility or to a medical treatment unit (temporary infirmary).
5. Limited ability evacuees will be directed to a shelter facility capable of providing for the special care needs of the individual. They will be registered and provided shelter and food by the Grand Canyon Chapter of the ARC, Salvation Army, school district, or voluntary agency. If the evacuee chooses to reside with caregiving friends or relatives, the evacuee will be requested to register with the public shelter. This process will ensure that evacuees can be located for reuniting with or responding to family member inquiries.
6. As a result of a major emergency/disaster in adjacent communities, the Town of Fountain Hills may be requested to provide mass care services to additional evacuees with special emergency needs.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX B – STORMS AND FLOODS

I. SITUATION

- A. Severe windstorms and thunderstorms can occur in the Town of Fountain Hills.
- B. Flash flooding can occur as a result of heavy rainfall on the watershed north of the Town limits.
- C. Advance notice of adverse weather conditions will generally be provided by the National Weather Services (NWS) in sufficient time to warn affected departments and to activate the EOC, if necessary.

II. MISSION

To prepare for and respond to storm and flood disasters in order to save lives and protect property.

III. EXECUTION

A. Concept of Operations

- 1. See Basic Plan and Annex A, Direction and Control.
- 2. The MCSO receives severe weather information from the NWS and relays the information to the MCSO Dispatch Center.
- 3. The MCSO Dispatch Center will relay all severe weather watches and warnings affecting the Town of Fountain Hills to the Town Manager and Emergency Management Coordinator - Town Manager's Emergency Management designee.
- 4. If conditions so warrant, the Town Manager will recommend activation of the EOC to the Mayor. Upon activation of the EOC, the Emergency Staff will assume responsibility for coordinating emergency operations.
- 5. The private sector will be encouraged to develop self-help capability with the town providing guidance and assistance.

B. Organization. See Annex A, Direction and Control.

C. Tasks

1. Response to storms and floods will occur in three phases – “Before the Storm/Flood,” “During the Storm/Flood” and, “After the Storm/Flood”. The “after” tasks are those required if the storm or flood results in severe damage or extensive or prolonged danger.
2. Mayor. See Basic Plan.
3. Town Manager. See Basic Plan.
4. Emergency Management Coordinator - Town Manager’s Emergency Management designee. See Basic Plan and Annex A, Direction and Control.
5. EOC Staff
 - a. Before the Storm/Flood (Upon Activation):
 - (1) See Annex A, Direction and Control.
 - (2) Receive severe weather information from Law Enforcement and disseminate it to the Fire Department and Public Works.
 - (3) Direct appropriate road closures when flooding or flash flooding potential dictates such action.
 - (4) Keep the Mayor, Town Manager, and other responsible authorities apprised of the situation.
 - (5) Alert citizens of the potentially hazardous conditions, and provide safety guidance and information.
 - (6) Activate and check emergency communications systems.
 - (7) Determine operational status of private, State and Federal supporting agencies.
 - (8) Initiate evacuation measures, if appropriate.
 - (9) Notify County and check if County EOC is operational.
 - b. During Storm/Flood:
 - (1) Keep responsible authorities informed of the situation.
 - (2) Continue to alert affected citizens.
 - (3) Direct and coordinate activities of the field.

- (4) Recommend the location and the establishment of the unified command posts by field forces.
- (5) Dispatch, when practicable, observers to areas of potential involvement.
- (6) Initiate or continue evacuation measures where appropriate.

c. After Storm/Flood:

- (1) Continue coordination of evacuation measures for affected areas.
- (2) Organize and dispatch Damage Assessment Teams when applicable.
- (3) Initiate disaster assistance procedures for affected areas.
- (4) Coordinate welfare support to affected areas.
- (5) Coordinate recovery procedures by field forces.
- (6) Prepare After-Action Reports.

6. Law Enforcement

- a. See Basic Plan.
- b. Receive weather watches and warnings from MCSO and relay them to the Town manager and Emergency Management Coordinator - Town Manager's Emergency Management designee. After EOC activation, relay watches and warnings to the EOC Staff. Web site <http://www.nws.noaa.gov>

7. Fire Department. See Basic Plan.

8. Public Works Department

- a. See Basic Plan.
- b. Condemn unsafe structures.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX B – STORMS AND FLOODS
APPENDIX 1 – RIVER FLOODING

I. SITUATION.

1. Under ordinary circumstances, water released from Bartlett Dam and the Verde River and from Stewart Mountain Dam into the Salt River, flows to Granite Reef Division Dam, where it is directed to the Arizona and Southern Canals by the Salt River Project (SRP).
2. Water Releases. A combination of heavy rainfall and high lake levels in the Verde and Salt River watershed may force SRP to release water over Granite Reef Dam into normally dry bed of the Salt River below the dam. When this occurs, SRP notifies most of the entities affected by the water release, including the Town of Fountain Hills, and the Maricopa County Department of Emergency Management notifies those entities not called by SRP.
3. Minor water releases will generally have little or no impact on the town and the population, with the exception of forcing the closure of un-bridged road crossings.
4. Higher water release levels will result in flooding ranging from minor to fairly substantial. In the event of a higher-level water release, the Maricopa County Department of Emergency Management will notify affected citizens, businesses and others located along the Verde River and/or Salt River on behalf of the Town of Fountain Hills. In order to accomplish the notification, the Maricopa County Department of Emergency Management has prepared press releases for the following four levels of flooding, based on studies done by the Flood Control District of Maricopa County.
 - a. 10-year flood event (90,000 -100,000 cubic feet per second release rate).
 - b. 50-year flood event (145,000-150,000 cubic feet per second release rate).
 - c. 100-year flood event (190,000-200,000 cubic feet per second release rate).
 - d. 500-year flood event (300,000-350,000 cubic feet per second release rate).
5. The Maricopa County Department of Emergency Management will supply Salt, Verde, Agua Fria, and Gila River Flow reports and current capacity figures to the Town Manager during periods of high concern.

6. In the event of failure of one or more of the SRP dams, the Maricopa County Department of Emergency Management will broadcast a warning over the Emergency Alert System (EAS). The warning will describe the area to be evacuated, based on upon the category into which the flood scenario falls.
7. Flood Response Plan. Refer to the Town of Fountain Hills Flood Response Plan for further reference.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX C – ELECTRICAL POWER DISRUPTIONS

I. SITUATION AND ASSUMPTIONS

A. Situation

1. The Town's primary provider of commercial electrical power is the Salt River Project (SRP).
2. Because the major electric utilities in the western states are interconnected through an extensive grid system operated by the Western States Coordinating Council (WSCC), the failure of a major transmission line in a location well outside the state could result in large-scale power outages in Fountain Hills. A lack of adequate generation and transmission capability in certain areas might also cause shortages. While this interconnectivity increases the number of ways in which a power failure could occur, it also increases the options available for the restoration of power.
3. Environmental facts such as excessive summer heat can have a significant effect on electrical demands in Fountain Hills and Maricopa County.
4. Energy emergencies have been categorized by the electric utilities that are members of WSCC, including those in Arizona, into three alert levels.
 - a. Alert 1 means all available resources are in use. The utility has no reserves beyond the minimum requirement, and there is a concern that it may not be able to sustain its required operating reserves. All non-firm wholesale energy sales are curtailed.
 - b. Alert 2 means load management procedures are in effect. At this point, the utility makes appeals to the public to reduce energy use, initiates voltage reduction on the system, and curtails interruptible loads through a voluntary curtailment program.
 - c. Alert 3 means a firm load interruption is imminent or in progress.

5. When a firm load interruption is required (Alert 3), SRP will employ the use of involuntary curtailments in the form of “rolling blackouts” rather than taking a risk of further degradation of the electric utility grid. When rolling blackouts occur, services will be cut off to circuits servicing one or more areas, each of which contains approximately 750 homes or their equivalent. These outages will generally last approximately twenty-minutes to one hour for each circuit disconnected. Service is then interrupted to another set of areas and is restored to the areas that just experienced the blackout. This process repeats itself until power demands fall to the point at which power can be restored throughout the utility’s service area. The utility has identified such critical needs as hospitals, water treatment plants, 911 dispatch centers, and the circuits servicing those facilities will not be taken off line during the rolling blackouts.
6. Electrical power can also be interrupted for a variety of other reasons, such as lightning strikes or severe winds during thunderstorms, terrorist activities, wildland fires in areas that high voltage lines pass through, etc.

B. Assumptions

1. If a power outage is large enough to warrant opening of the Fountain Hills EOC, but not large enough to affect other cities and towns, the electrical provider will send a representative to the Fountain Hills EOC. The representative will keep the town up to date on power restoration efforts through contact with the utility’s EOC.
2. If a power outage is large enough to affect multiple jurisdictions, the electrical provider will send a representative to the county or state EOC, and the town EOC will receive updates from the county or state EOC.
3. Traffic management plans will need to be developed for intersections with stoplights in affected areas.
4. Because some telephone systems rely on electric power, access to the 911 system may be limited in affected areas.
5. Local owned water companies that rely on wells might be unable to deliver potable water.
6. Water treatment facilities will be unable to operate at full capacity, or perhaps even operate at all.
7. SRP has provided dry ice to its customers during extended power outages in the past and can be expected to do so during future situations of a similar nature.

II. MISSION

To assist the residents of Fountain Hills in the recovery from outages and shortfalls

associated with electrical power failures or rotating power outages.

III. EXECUTION

A. Concept of Operations

1. As a general rule, the Town EOC will not be activated when rolling blackouts occur. However, the Public Works Department will coordinate closely with the utility and the Maricopa County EOC to ensure that the areas affected by blackouts are notified as far in advance as possible.
2. If a blackout is expected to last for an extended period of time and affect a major portion of the town, the Town EOC will be activated. The utility will be asked to send a representative to the Town EOC, unless it has a representative in the state or county EOC.
3. The Public Information Office will issue news releases and work with the Town Clerk's Office to establish a citizens' information hotline to inform the public of services available and, to the extent possible, the status of power restoration efforts.
4. If an extended power outage occurs during a summer heat wave, a life-threatening situation can occur for a large segment of the population, particularly the elderly.
5. SRP has programs that identify persons who rely on electrically operated medical systems in their homes, and these persons have been advised to procure battery-powered backups to meet their needs during the short power outages associated with rolling blackouts. In the event of unanticipated power failures of an extended nature, however, these people will need to be moved to a temporary shelter where their medical needs can be met until power is restored to their homes.

B. Tasks

1. The Town Manager recommends a local emergency if he deems it necessary.
2. The Town Manager will ensure that the provisions of this Annex are implemented.
3. Law Enforcement will:
 - a. Increase patrols in affected areas for crime prevention and to ensure 911 access for residents whose telephones fail as a result of the power outage.
 - b. Be prepared to perform traffic management at controlled intersections in affected areas, particularly those areas controlled by stoplights.

4. The Public Works Department will erect temporary stop signs and other traffic control devices if necessary in areas that have lost traffic control signals.

C. Support

1. When extended power outages occur in SRP services areas, the company will procure dry ice for distribution to its customers who are without power. It will make public service announcements to inform the public of distribution points.
2. The Maricopa County Environmental Services Department will provide support in the following areas:
 - a. Monitoring of sewage treatment and disposal facilities.
 - b. Testing of drinking water supplies for both private and public systems.
 - c. Checking regulated facilities such as restaurants and grocery stores for evidence of food spoilage.
 - d. Monitoring cooling centers for proper sanitation and food handling procedures.
 - e. Providing general sanitation advice to the public.
3. The Maricopa County Air Quality Department will
 - a. Increase air quality monitoring to determine whether the use of generators has increased pollution levels, and issue public warnings, if necessary.
4. The Maricopa County Department of Public Health will assist in the following areas:
 - a. Monitoring for disease outbreaks and other health-related problems in areas that have experienced extended periods without refrigeration or interruption of sanitation services.
 - b. Monitoring for increased morbidity and mortality.
5. The Red Cross and the Salvation Army will establish shelters outside the power outage area or in buildings within the power outage area that are powered by generators.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

- V. **ADMINISTRATION AND LOGISTICS.** Accurate, detailed record keeping must be instituted and maintained throughout the incident to support the future requests for reimbursement and to provide information to the Town Attorney's Office for defense of town personnel and agencies in the event of litigation against the town.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX D – HAZARDOUS MATERIALS INCIDENTS

I. BACKGROUND INFORMATION

A. Situation

1. Incidents involving hazardous materials (HAZMAT) can occur without warning at fixed facilities or along transportation routes. They result in dangerous conditions requiring immediate corrective action by emergency response personnel to protect themselves, accident victims and citizens.
2. Public Law 99-499, the Superfund Amendments and Reauthorization Act of 1986 (SARA), Title III: Emergency Planning and Community Right-to-Know, was enacted to provide local government the authority to gather information concerning chemical hazards in their community, plan for the response to incidents involving those hazards, and provide a means for the general public to access information concerning hazardous substances in their community.
3. The Arizona Emergency Response Commission (AERC) administers the provisions of SARA, Title III and other federal laws and regulations dealing with hazardous materials in the State of Arizona. The administrative offices and staff support of the AERC are located at the Arizona Division of Emergency Management.
4. The Maricopa County Local Emergency Planning Committee (LEPC) is the county's lead agency for emergency planning and administration of the provisions of SARA, Title III and other federal laws and regulations dealing with hazardous materials. The administrative offices and staff support of the Maricopa County Local Emergency Planning Committee (LEPC) are located at the Maricopa County Department of Emergency Management.
5. Facilities that store extremely hazardous substances in excess of the threshold planning quantity are required to report pertinent information about those substances annually to their local fire department, the Maricopa County LEPC and AERC.

6. Facilities, which store hazardous materials not designated as extremely hazardous substances, are required to report pertinent information about those substances annually to their local fire department, the Maricopa County LEPC, and AERC if the quantity stored is 10,000 pounds or more, at any give time.

B. Planning Factors

1. The amount of time available to determine the scope and magnitude of the incident will have an effect on the protective actions recommended.
2. Wind speed and direction at the time of the incident will be factors in determining which evacuation routes can be use. Changes may result in changing protective action decisions.
3. Temperature inversions will increase downwind travel and lateral dispersion of toxic plumes.
4. Hazardous materials may enter and contaminate water supplies and sewage systems, necessitating the shutdown of such facilities until decontamination procedures can be implemented.

II. MISSION

To protect citizens and emergency response personnel from the effects of hazardous materials involved in a transportation, storage, or usage incident and provide expeditious recovery from the incident.

III. EXECUTION

A. Concept of Operations

1. See Basic Plan and Annex A, Direction and Control.
2. The Fire Department will establish a unified command post and control operations at the scene of the incident. Law Enforcement will secure the incident scene.
3. The Arizona Radiation Regulatory Agency (ARRA) has the primary responsibility for incidents involving radioactive materials. If the incident involves radioactive materials, a trained Radiological Defense (RADEF) Officer will direct radiological control measures at the scene until ARRA personnel arrive. If a RADEF Officer is unavailable, a trained Radiological Monitor will direct radiological control measures until the arrival of ARRA personnel.

4. The Commander, Luke Air Force Base, has responsibility for incidents involving nuclear weapons. If nuclear weapons are involved, the area will be evacuated to a distance of at least 2500 feet, the Base will be notified, and the site will be secured until military forces arrive to assume that responsibility.
 5. The goal of the Town's responding forces is to stabilize the incident, leaving clean-up operations to hazardous materials specialists.
- B. Organization. See Annex A, Direction and Control.
- C. Tasks
1. Mayor. See Basic Plan.
 2. Town Manager. See Basic Plan.
 3. Emergency Management Coordinator - Town Manager's Emergency Management designee
 - a. See Basic Plan and Annex A, Direction and Control.
 - b. Ensure that all emergency response vehicles have North American Emergency Response Guide Books.
 4. EOC Staff
 - a. See Annex A, Direction and Control.
 - b. If the incident involves radioactive materials:
 - (1) Notify ARRA.
 - (2) Obtain the assistance of a trained RADEF Officer to direct radiological control measures at the scene until ARRA personnel arrive. The Phoenix Fire Department is a possible source of a RADEF Officer.
 - c. If the incident involves nuclear weapons, notify the Luke Air Force Base Command Post (623-856-5800).
 - d. Coordinate with the Federal Aviation Administration to restrict airspace above the incident, if necessary.
 - e. If there is a potential mass casualty situation, Rural/Metro will notify the Phoenix Fire Department and ask them to activate the Metropolitan Medical Response System.

5. Law Enforcement

- a. See Basic Plan.
- b. If first on scene, secure the affected area, remain up-wind, and assume on-site control until arrival of Fire Department.
- c. If the incident occurs on State Route 87 (Beeline Highway), notify the Department of Public Safety (DPS) Watch Commander.
- d. Establish and cordon off a holding area for suspected contaminated persons and equipment.
- e. Clear the scene of all personnel not wearing special protective gear and breathing apparatus, if recommended by the Fire Department.
- e. If the incident involves explosives, evacuate the area to a distance of at least 2500 feet.
- f. If the incident involves nuclear weapons
 - (1) Evacuate the area to a distance of at least 2500 feet.
 - (2) Notify the EOC Staff.
 - (3) Notify Luke Air Force Command Post if the Town EOC is not activated.
 - (4) Secure the area until military forces arrive.
- g. If the incident involves radioactive materials
 - (1) Notify the EOC Staff. If the EOC is not activated, notify ARRA.
 - (2) Prevent removal of material and persons from the scene until cleared to do so by a RADEF Officer.

6. Fire Department

- a. See Basic Plan.
- b. Maintain records of facilities in and near the Town of Fountain Hills, which store reportable quantities of hazardous materials.
- c. Perform a vulnerability analysis on the above-mentioned facilities to determine their location relative to schools, hospitals, nursing homes, essential governmental services, and other entities that may need special assistance during a HAZMAT incident.

- d. Establish a unified command post and control operations at the scene of the HAZMAT incident.
- e. Determine the type of hazardous material and request technical assistance as needed.
- f. Allow only personnel with special protective gear and breathing apparatus near the incident scene if a health hazard is suspected.
- g. Recommend evacuation of the affected area to the Mayor through the EOC Staff, if conditions warrant. If the EOC is not activated, direct evacuate as appropriate.
- h. If the incident involves radioactive materials
 - (1) Segregate clothing and equipment used at or near the scene until they can be monitored for contamination. Place all known contaminated items in plastic bags marked "**Radioactive - - Do No Discard,**" and hold for ARRA.
 - (2) When removing injured persons from the accident area, do it rapidly and avoid contact whenever possible. Individuals with open wounds should be covered immediately.
 - (3) Injured persons believed to be contaminated should be wrapped in blankets to stop further contamination of open wounds and the interior of the ambulance.
 - (4) Patients believed to be contaminated should be taken to Banner Good Samaritan Hospital or Banner Estrella Hospital, if possible. In any event, notify the hospital to which the patients are being evacuated that they may be contaminated by radioactive material.
 - (5) Dispatch a RADEF Officer or Radiological Monitor to the scene if the EOC is not activated. If the EOC is activated, the EOC Staff will perform this step.

7. Public Works Department. See Basic Plan.

D. Support

- 1. See Basic Plan.
- 2. The Maricopa County Emergency Resources Manual has an extensive listing of agencies that can be contacted for technical assistance during a HAZMAT incident.

3. Several neighboring fire departments have specially trained HAZMAT response teams.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX E – FIRE AND EXPLOSION

I. SITUATION

- A. Fire and explosion emergency measures covered in this annex are those exceeding normal response capabilities.
- B. The Fire Management Office of the Arizona State Land Department makes an annual assessment to determine State wildland fire conditions.
- C. Each spring, the Governor of Arizona declares a state of emergency to exist due to hazardous fire conditions throughout the State. The action frees emergency funds for the use in suppressing fires when it is determined that state or local government property is involved or that the lives and property of a considerable number of citizens are endangered. The determination is made by the Fire Management Office of the State Land Department, which has the authority and funds to arrange for the assistance required.
- D. The Fire Department has the responsibility for any wildland fire or fire suppression activities within the Town's boundaries.
- E. The Salt River Indian Reservation has a Fire Department.
- F. The Fort McDowell Indian Reservation has a Fire Department.
- G. City of Scottsdale has a Fire Department.

II. MISSION

To provide support for extraordinary fire and explosion emergencies, to include wildland fires affecting or threatening the Town.

III. EXECUTION

- A. Concept of Operations
 - 1. See Basic Plan and Annex A, Direction and Control.
 - 2. The Fire Department will establish a unified command post and will assume responsibility for on-site management. Law Enforcement will provide control and security of the affected area.

3. Wildland fires on the Fort McDowell Indian Reservation, Salt River Indian Reservation and the McDowell Mountain Park that threaten the Town should be reported to Rural/Metro Fire Department.
 4. Under mutual aid agreements with the Indian Reservations and City of Scottsdale, the Rural/Metro Fire Department is authorized to suppress fires on Indian land and City of Scottsdale.
 5. Wildland Fires on State and County land that threaten the Town should be reported to:
 - a. Rural Metro Fire Department.
 - b. Fire Management Office of the State Land Department.
 6. Rural/Metro Fire Department may suppress fires on State or County land when authorized by the Fire Management Office of the State Land Department.
- B. Organization. See Annex A, Direction and Control.
- C. Tasks
1. Mayor. See Basic Plan.
 2. Town Manager. See Basic Plan.
 3. Emergency Management Coordinator - Town Manager's Emergency Management designee. See Basic Plan and Annex A, Direction and Control.
 4. EOC Staff. See Annex A, Direction and Control.
 5. Law Enforcement:
 - a. See Basic Plan.
 - b. Assist the Fire Department in establishing a unified command post.
 - c. Prevent looting of damaged and evacuated areas.
 - d. Alert the citizens of areas that are likely to be affected.
 6. Fire Department
 - a. See Basic Plan.
 - b. Establish a unified command post and assume primary responsibility for on-scene management of the emergency.

- c. Request mutual aid assistance from other fire departments, as required.
- d. For fires on State or County land adjoining the Town, requests assistance from the Fire Management Office of the State Land Department.
- e. For fires on Indian land adjoining the Town, request assistance from the Fire Management Office of the State Land Department.

7. Public Works Department

- a. See Basic Plan.
- b. Determine the structural integrity of buildings damaged by the fire or explosion.

D. Support. See Basic Plan.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX F – CIVIL DISTURBANCES

I. SITUATION

- A. Civil disturbances are those organized or spontaneous group activities, which disrupt the peace and threaten life, health, property or legally constituted authority.
- B. Civil disturbances have occurred in nearby communities and may occur in Fountain Hills with little or no warning.
- C. Civil disturbances may be accompanied by other criminal activities such as vandalism, arson, looting, sabotage, sniping, or bomb threats.

II. MISSION

To restore law and order and to protect life and property in the event of a civil disturbance.

III. EXECUTION

A. Concept of Operations

- 1. This annex assumes a wide spectrum of civil disorder situations and recognizes that response will vary accordingly.
- 2. Law Enforcement is responsible for preserving the peace, suppressing civil disorder, and performing Law Enforcement functions of the Town.

B. Organization. See Annex A, Direction and Control.

C. Tasks

- 1. Mayor
 - a. See Basic Plan.
 - b. Establish policy and issue emergency legislation and declaration in accordance with the Town Code.
 - c. Represent the Town when negotiations take place with leaders of the civil disturbance.

2. Town Manager. See Basic Plan.
3. Emergency Management Coordinator - Town Manager's Emergency Management designee. See Basic Plan and Annex A, Direction and Control.
4. EOC Staff. See Annex A, Direction and Control.
5. Law Enforcement
 - a. See Basic Plan.
 - b. Identify and maintain a list of critical facilities that may be vulnerable to civil disturbances.
 - c. Establish a unified command post and assume primary responsibility for on-scene management of the emergency.
 - d. Warn the public of any potentially dangerous situations.
 - e. Provide security of critical facilities as the situation warrants.
 - f. Establish holding areas for processing of violators.
6. Fire Department
 - a. See Basic Plan.
 - b. Assist Law Enforcement in establishing a unified command post.
 - c. Receive clearance from the EOC before allowing forces to enter the affected area.
7. Public Works Department
 - a. See Basic Plan
 - b. Provide and set up barricades for crowd control.
 - c. Remove barricades erected by rioters.

D. Support. See Basic Plan.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX G– EARTHQUAKES

I. SITUATION

- A. Maricopa County has experienced mild earthquake activity, to include tremors, in the past.
- B. Earthquakes can cause casualties and property damage; secondary effects such as fire and landslides; and disruption of gas, water, sewer, and electrical distribution systems.
- C. Aftershocks (those tremors occurring after the initial earth movement) can result in additional damaging effects on people and property.

II. MISSION

To provide effective response to the damaging effects of an earthquake and to initiate prompt recovery efforts.

III. EXECUTION

- A. Organization. See Annex A, Direction and Control.
- B. Tasks
 - 1. Mayor. See Basic Plan.
 - 2. Town Manager. See Basic Plan
 - 3. Emergency Management Coordinator - Town Manager's Emergency Management designee. See Basic Plan and Annex A, Direction and Control.
 - 4. EOC Staff
 - a. See Annex A, Direction and Control.
 - b. Obtain the following information from the Maricopa County EOC:
 - (1) Seismographic data about earthquake epicenter and intensity.
 - (2) Electrical outages and anticipated restoration times.

- c. Obtain information about Town of Fountain Hills customers of APS who are on life support systems. Notify the Fire Department if any are suspected to live in an area that has experienced a power failure.
- d. Collect and maintain data on condition of buildings and other facilities, which are or may become weakened by earthquake activity.

5. Law Enforcement

- a. See Basic Plan.
- b. Establish a unified command post if the damage is sufficiently local in nature. If damage is widespread, establish a mobile command post to coordinate field inputs to the Town EOC.
- c. Perform rapid survey of damaged areas.
- d. Warn citizens to leave buildings considered unsafe for further occupancy.

6. Fire Department

- a. See Basic Plan.
- b. Assist Law Enforcement in establishing an on-site or mobile command post.
- c. Evacuate citizens on life support systems if they live in an area that has experienced a power failure.

7. Public Works Department

- a. See Basic Plan.
- b. Survey damage to buildings, roads, utilities and other facilities and report that information to the EOC.
- c. Designate areas to be used for debris and waste disposal.
- d. Establish priorities for the repair of public utilities and facilities.

C. Support. See Basic Plan.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX H – COMMON CARRIER ACCIDENTS

I. SITUATION AND ASSUMPTIONS

A. Situation

1. Common commercial carriers, defined as aircraft, trains and buses transport people and goods above and through the Town of Fountain Hills by air and roads.
2. Regardless of their nature or location, commercial carrier accidents can involve local, state and federal agencies. Due to this involvement and the immediacy of the control problem, it is imperative that Town officials be cognizant of their role as well as the responsibilities of other concerned agencies.

B. Assumptions

1. A common commercial carrier accident will occur in the Town of Fountain Hills. The carrier will be an aircraft, bus or other commercial vehicle.
2. There will be survivors requiring extrication, on-site treatment and emergency transportation.
3. Secondary effects of fire and disruption of gas, water, and electrical distribution in the immediate vicinity will occur.
4. Hazardous materials may be involved and appropriate HAZMAT response measures will have to be taken.

II. MISSION

To assure an effective and rapid response to a common commercial carrier accident in order to minimize loss of life, expedite recovery efforts and to provide appropriate control and security measures to the site and vestiges.

III. EXECUTION

- C. Concept of Operations. See Basic Plan and Annex A, Direction and Control.

D. For clarity, each type of commercial carrier accident is covered separately in Paragraph D below under the headings of Aircraft or Buses. General guidance for all types of accidents is found in the following paragraph entitled Emergency Response Forces.

E. Emergency Response Forces

1. Law Enforcement

- a. Perform rapid survey of crash scene and damaged areas.
- b. Report findings immediately to the Incident Commander (or EOC if activated) with recommendations regarding mobilization of additional forces.
- c. Assist the Fire Department in establishing an On-Scene Command Post.
- d. Establish traffic and personnel access control procedures, establish a perimeter, and preserve the accident scene intact (to include all debris and vestiges).
- e. Recall off-duty personnel.
- f. Ensure that emergency vehicles responding to the crash site have the best possible ingress and egress routes which will enable them to access and exit the scene without unnecessary delay.
- g. Direct teams to make a detailed search of the area noting pieces of wreckage, luggage and other debris. In an aircraft disaster, bodies and parts of bodies will be covered and guarded until removal is authorized by the accident investigators.
- h. Recommend evacuation of any residents, if required, and establish evacuation assembly areas until congregate care facilities can be arranged.

2. Fire Department

- a. Establish a Unified Command Post in conjunction with the Law Enforcement. Report findings to the EOC, if activated.
- b. Request mutual aid assistance from other fire departments, as required.
- c. Recommend evacuation from the disaster area when deemed advisable, in coordination with the Police Department.
- d. Assign search and rescue teams to search for and remove survivors from the accident scene.

- e. Designate open areas close to the scene for first aid stations and medical triage teams.
 - f. Establish and provide a transportation sector to supervise regular and improvised ambulances until a medical coordinator is available.
 - g. Recall off-duty personnel as needed.
3. Public Works Department. In close coordination with Command Post and EOC, ascertain contaminated or other unsafe areas before proceeding with the following:
- a. Provide barricading.
 - b. Conduct debris clearing.
 - c. Provide assessment of the damage and emergency repairs to Town property.
- F. Commercial carrier accidents are categorized below as aircraft or buses. Additional response procedures used in dealing with each category are addressed.
1. Aircraft Accidents
- a. Central Arizona is in a zone of converging commercial, military and general aviation traffic. The proximity of a major air terminal at Sky Harbor International Airport and other airfields nearby could require an emergency response to an aircraft disaster.
 - b. The Fire Department will establish a Unified Command Post in conjunction with Law Enforcement.
 - c. If the crash site involves a military aircraft, the wreckage site may become, at the responding military authority's request, Federal property until the site is released by the responding military authority. The military on-scene Commander will assume on-scene responsibility.
 - d. Mutual aid agreements will be implemented as soon as it is apparent that effective response to the disaster will be beyond the capability of the Town resources and/or if the crash site is near or crosses jurisdictional boundaries.
 - e. The Emergency Staff will perform the following tasks:
 - (1) Contact the Grand Canyon Chapter of the American Red Cross to activate the American Red Cross Aviation Disaster Response Plan. The American Red Cross will:

- a. Provide mental health and counseling services in coordination with the air carrier.
 - b. Provide a private environment for families to grieve.
 - c. Meet families traveling to the accident site; communicate with families who cannot travel.
 - d. Provide information on the roles of agencies, organization and air carriers involved with the accident.
- (2) Notify the Federal Aviation Administration Operations Center, Los Angeles, CA 1-310-725-3300, of the accident. They will coordinate all appropriate federal agencies. Notify Prescott Flight Service Station 1-928-778-0465 to establish a temporary flight restriction over the crash site, if required. If a military aircraft is involved, notify Luke AFB 623-856-5800.
- (3) If a large number of passengers are involved, coordinate with the on-scene Command Post to:
- a. Request on-site triage support and medical coordination.
 - b. Request support from the Department of Public Safety for any needed helicopter support.
 - c. Establish and provide a transportation sector to supervise regular and improvised ambulances until a medical coordinator is available.
- (4) As soon as possible, forward the following information to the Maricopa County Emergency Operations Center:
- a. The location of the accident.
 - b. The number of injuries or deaths, if known.
 - c. Whether the aircraft is military or civilian.
 - d. The type of aircraft (passenger, cargo, helicopter).
 - e. The best available ingress and egress routes for emergency vehicles.
 - f. Any additional assistance required (police, fire, medical, military, etc.).
- (5) When the following information becomes available, forward to the Maricopa County EOC:

- a. The aircraft identification numbers.
 - b. The owner(s) of the involved aircraft.
 - c. The name and address of the pilot.
 - d. A description of property damage.
 - e. The location of known survivors.
 - f. A brief statement of circumstances surrounding the incident.
 - g. Whether weapons were aboard if the aircraft was military.
 - h. Whether US Mail was aboard.
- (6) If a potential mass casualty situation exists, notify Phoenix Fire Dispatch, which will, through established procedures, activate the Maricopa County Medical Alerting System to place local area hospitals on alert.
- (7) Conditions in the affected area may necessitate the shutting down of certain utilities. Coordinate the priorities for shutdown and restoration with the utility companies involved.
- f. The Maricopa County Emergency Operations Plan provides added details and discusses the roles of other agencies that support aircraft crash disaster operations. Services of these agencies will be provided automatically when the disaster is reported.

2. Bus Accidents

- a. Charter buses and coaches transiting the Town of Fountain Hills are subject to motor vehicle accidents. Response procedures to accidents involving large numbers of individuals are the same as regular road accidents, with the exception of increased logistics problems involved with the transportation of greater numbers of victims.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX I – AIR QUALITY EMERGENCIES

I. SITUATION

- A. The Phoenix metropolitan area, including Fountain Hills, has been designated by the US Environmental Protection Agency (EPA) as a serious non-attainment area for carbon monoxide (CO), ozone and particulate matter. CO levels are most likely to reach an unhealthful level in the metropolitan area on calm days during the winter, when a temperature inversion traps cold air and pollutants near the surface.
- B. The Maricopa County Environmental Services Department and the Arizona Department of Environmental Quality (ADEQ) monitor all three pollutants on a daily basis. During the CO season, they make daily forecasts of the CO levels for the coming evening and the next day.
- C. Under certain circumstances, the governor may declare an air quality emergency. Arizona Revised Statutes (ARS) section 49-465(B) states: “If Governor declares that an emergency exists..., the Governor shall prohibit, restrict, or condition the employment schedules for employees of this state and its political subdivisions, and on a voluntary basis only, may encourage private employers to develop similar work rules to restrict vehicle emissions during air quality emergencies. Any unscheduled leave that an employee of this state and its political subdivision is required to take because of this prohibition shall be leave with pay.”

II. MISSION

To reduce air pollution generated by the emissions of employee vehicles during air quality emergencies.

III. EXECUTION

A. Concept of Operations

- 1. Stage 1 high air pollution advisory will be issued by the Maricopa County Environmental Services Department when air pollution in the metropolitan area is forecast to reach a predetermined level. Under a Stage 1 advisory, the public is encouraged to voluntarily eliminate activities that increase air pollution and mandatory wood burning restriction goes into effect. No action is required by the town.

2. Stage 2 high air pollution advisory will be issued by ADEQ when air pollution in the metropolitan area is forecast to reach a predetermined level that is higher than the level that triggers a Stage 1 advisory. In addition to the steps accomplished under a Stage 1 advisory, the governor may declare an air quality emergency and invoke a plan to release certain state and local government employees earlier in the day to reduce the level of air pollution generated during the evening rush hour.
 3. When ADEQ issues a Stage 2 high air pollution advisory, the ADEQ director will notify the governor. The governor will then decide whether or not to declare an air quality emergency.
 4. If the governor declares an air quality emergency, the Arizona Division of Emergency Management will notify Maricopa County Department of Emergency Management. Maricopa County Department of Emergency Management will then notify each of the communities in the non-attainment area of the governor's order.
 5. The Town Manager or town clerk will receive notification of the air quality emergency from Maricopa County Department of Emergency Management. The Town Manager will implement the provisions of this annex and handle media inquiries.
 6. As a general guideline, employees who are not responsible for protecting the health and safety of the public are required to be sent home early when an air quality emergency is declared. Department directors will notify affected employees and direct that they leave for home at staggered times.
 7. Employees who leave early will be directed to drive directly home (unless they must pick up children from day care or make stops for their car pools) and then remain at home. In addition, they will be asked, to the extent possible, to take work home with them to be completed during the remaining work hours.
 8. To help prevent the possibility of another air quality emergency the following day, affected employees will be asked to car pool if possible. Those employees who have alternative work (flex) schedules may be asked to take the following day as a flex day rather than their normally scheduled flex day. Employees who sometimes telecommute may be asked to do so on the following day.
- B. Organization. The Emergency Operations Center (EOC) will not be activated to accomplish implementation of this annex.

C. Tasks

1. Town Manager

- a. Receive notification of the air quality emergency from the Maricopa County Department of Emergency Management. Attempt to get faxed copies of the ADEQ press release and the governor's emergency declaration from the Maricopa County Department of Emergency Management to back up the telephonic notification.
- b. Notify all departments of the air quality emergency and help departments implement their specific air quality plans designating "non-critical" employees who may leave work early.
- c. Handle media inquiries.

2. Department Directors

- a. Maintain a listing of all department personnel who are subject to the provisions of the governor's order.
- b. Notify affected employees of the air quality emergency and ensure that they leave for home on a staggered schedule, not earlier than 2:00 p.m.
- c. Determine which employees, if any, should remain at home the following day, by either telecommuting or adjusting their alternative work (flex) schedules.
- d. Reduce the number of outside meetings - - use phone conferences.

IV. DIRECTION AND CONTROL. Not applicable.

V. ADMINISTRATION AND LOGISTICS. Not applicable.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX J – HEAT WAVE EMERGENCIES

I. SITUATION

- A. Periods of prolonged excessive heat can result in life-threatening situations for a large segment of the populations, particularly among elderly persons who do not have access to air-conditioning. Documented cases of fatality counts of over 100 have occurred in some US cities during the past few years as a result of prolonged heat waves.
- B. By recognizing a heat wave in its developmental stages, the Town can take actions that will enable its citizens to avoid life-threatening conditions.
- C. Violent summer thunderstorms can be particularly serious. In addition to increasing the humidity, they can produce power outages which deprive large segments of the population of access to air-conditioning in their homes.

II. MISSION

To establish a program that will both educate the population about how to cope with a heat wave and, when necessary, provide protection from its effects to vulnerable segments of the populations.

III. EXECUTION

A. Concept of Operations

- 1. The provisions of this annex may be put into effect whenever one or more of the following conditions occurs:
 - a. The temperature reaches 120 degrees and the daily high temperature is forecasted to stay at or above that level for the next 3 to 5 days.
 - b. The National Weather Service issues an excessive heat warning for the Phoenix Metropolitan area.
 - c. Four or more heat-related deaths or life-threatening medical emergencies are reported in the Phoenix metropolitan area within a 24-hour period.
- 2. The Town Manager's office will establish a citizen information hotline and/or website to inform the public of how to deal with the heat wave.

3. If necessary, the Red Cross will open shelters to provide air conditioners to those who do not have evaporative coolers or air-conditioned homes or whose cooling systems have failed.
- B. Organization. Under most circumstances, the EOC will not be activated to implement the provisions of this annex.
- C. Tasks
1. The mayor will declare a local emergency if it is deemed to be necessary.
 2. The Emergency Management Coordinator – Town Manager’s Emergency Management designee will ensure that the provisions of this annex are implemented.
 3. Shelters will be opened to citizens of the town for the duration of the heat wave emergency.
 4. The Town Manager’s Office will operate a citizen information hotline, providing the location of designated cooling centers, hours of operation and methods of transportation. Additionally, hotline operators will work with other town departments to arrange transportation for citizens who cannot transport themselves to and from the cooling centers (i.e., elderly and homebound).
 5. Other Departments
 - a. Post heat tips for staff, with special attention to field workers.
 - b. Encourage field staff to monitor conditions of citizens most likely to suffer during a prolonged heat wave (elderly, homebound).
 - c. Transport citizens to designated cooling centers.
- D. Support
1. The National Weather Service will issue an excessive heat watch when the temperature is forecast to be excessive but not life threatening. When heat conditions are forecast to be life threatening, they will issue an excessive heat warning.
 2. Maricopa County Department of Emergency Management will issue press releases giving the public guidance about how to deal with the heat wave emergency. The press releases will emphasize what portion of the population is at-risk the most, how to recognize and prevent heat stroke, the importance of getting at least two to four hours a day of cooling, where cooling centers are available, and where to call for assistance.

3. When requested, the Grand Canyon Chapter of the American Red Cross may open one or more shelters to serve as cooling sites augmenting those set up by Fountain Hills and other cities and towns in the metropolitan area.

IV. DIRECTION AND CONTROL. Not applicable.

V. ADMINISTRATION AND LOGISTICS. Not applicable.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX K – INFLUENZA PANDEMIC

I. SITUATION AND ASSUMPTIONS

A. Situation.

1. Experts consider a future influenza pandemic to be inevitable. There will be only one to six months between identification and outbreaks in the U.S. The effect of an influenza pandemic on individual communities may be weeks to months.
2. National impact estimate is estimated at:
 - a) Up to 200 million persons will be infected.
 - b) Between 40 and 100 million persons will become critically ill.
 - c) Between 18 and 45 million persons will require outpatient care.
 - d) Between 300,000 and 800,000 persons will be hospitalized.
 - e) Between 88,000 and 300,000 persons will die.
3. Health care workers and other first responders may be at higher risk of exposure and illness than the general population.
4. Widespread illness in the community will increase shortages of personnel in sectors who provide critical community services.

B. Assumptions

1. An influenza pandemic is likely to occur sometime in the future. A new virus subtype will likely emerge in a country other than the United States, although a novel strain could first occur in the United States. Although there may be isolated pockets, the pandemic could affect all geographic areas of the state.
2. When the pandemic occurs, vaccines and medicines will be in short supply and will have to be allocated on a priority basis.
3. The federal government has assumed responsibility for devising a liability program for vaccine manufacturers and persons administering the vaccine.

4. For purposes of consistency, compatibility and coordination of the national, state, and local response, identification and declaration of the following “stages” will be designated at the national level:
 - a) Novel Virus Alert
 - (1) Novel Virus detected in one or more humans.
 - (2) Little or no immunity in the general population.
 - (3) Potential, but not inevitable precursor to a Pandemic.
 - b) Pandemic Alert

Novel Virus demonstrates sustained person-to-person transmission and causes multiple cases in the same geographic area.
 - c) Pandemic Imminent

Novel Virus causing unusually high rates of morbidity and/or mortality in multiple, widespread geographic areas.
 - d) Pandemic

Further spread with involvement of multiple continents; formal declaration made.
 - e) Second Wave

Recrudescence of epidemic activity within several months following the initial wave of infection.
 - f) Pandemic Over

Cessation of successive pandemic “waves”, accompanied by the return (in the U.S.) of the more typical wintertime “epidemic” cycle.
5. Arizona’s temporary residents, winter visitors, migrant workers and tourists will create a potential vaccination target population of nearly double that of the permanent resident population.
6. The emergency response element will require the substantial interaction of state and local agencies in addition to the local health departments.
7. State and local responders will be self-sustaining until federal assistance can be implemented.

II. MISSION

To establish a program that will both educate the population about how to cope with an influenza pandemic and, when necessary, provide protection from its effects to the population.

III. EXECUTION

A. Concept of Operations

1. Because an influenza pandemic would not damage physical infrastructure, the workplace would remain viable and day-to-day operations could continue based on the number of available personnel.
2. Since essential functions are important at all times, it may be more appropriate to focus on day-to-day workload management during a pandemic. Consequently, the town may need to rearrange priorities, rather than terminating daily operations or focusing on essential functions.
3. The EOC will be activated upon order of the Mayor.
4. Protecting Personnel during a Pandemic
 - a) The town will need to ensure that reasonable measures are in place to protect the health of personnel during a pandemic.
 - b) Characteristics of Influenza transmission.
 - (1) Human influenza virus is transmitted from person-to-person primarily via virus-laden large droplets that are generated when infected persons cough, sneeze, or speak.
 - (2) Patients with influenza typically become infectious after a latent period of about 1 to 1.5 days and prior to becoming symptomatic. At about 2 days, most infected persons will develop symptoms of illness although some remain asymptomatic throughout their infection. This is important because even seemingly healthy asymptomatic individuals in early stages of influenza could be infectious to others.
 - c) Vaccine and Antiviral Medications
 - (1) The primary strategies for preventing pandemic influenza are the same as those for seasonal influenza:

- (a) Vaccination,
 - (b) Early detection and treatment with antiviral medications, and
 - (c) The use of infection control measures.
- d) Infection Control Measures.
- (1) By limiting exposure people who are not infected during the first wave may have an increased chance of receiving virus-specific vaccine as it becomes available.
 - (2) Limiting exposure and delaying transmission can change the shape of the epidemic curve and mitigate the social and economic impact of a pandemic by reducing the number of people who become ill at any given time.
 - (3) Persons who are potentially infectious should:
 - (a) Stay at home if they are ill,
 - (b) Cover their nose and mouth when coughing or sneezing, and use facial tissues to contain respiratory secretions and dispose of them in a waste container.
 - (c) Wash their hands with soap and water, an alcohol based hand rub, or antiseptic hand wash after having contact with contaminated objects.
 - (d) Maintain a spatial separation of at least 3 feet from other individuals and turn their heads when coughing or sneezing.

e) Use of Face Masks

The benefit of wearing disposable surgical or procedural face masks at school or in the workplace has not been established. Mask use by the public should be based on risk, including the frequency of exposure and closeness of contact with potentially infected persons. Routine mask use in public should be permitted, but not required.

f) Cleaning of Facilities and Equipment

Surfaces that are frequently touched with hands should be cleaned at least daily during community outbreaks. At a

minimum, the town should develop procedures for cleaning facilities during an outbreak and develop procedures for employees to follow to keep work areas clean.

g) Individual Risk for Complications Related to Influenza

Individuals at high risk for severe and fatal infection cannot be predicted with certainty but are likely to include:

- (a) Pregnant women,
- (b) Persons with compromised immune systems,
- (c) Persons less than age 65 with underlying chronic conditions, and
- (d) Persons age 65 or greater.

B. Organization See Annex A - Direction and Control.

C. Tasks

1. Mayor

- a) See Basic Plan.
- b) Establish policy and issue emergency legislation and declarations in accordance with the Town Code.
- c) Represent the Town when meeting with Public Health officials.
- d) Activate the Town's Continuity of Operations Plan when the situation warrants.

2. Town Manager. See Basic Plan.

3. Emergency Management Coordinator - Town Manager's Emergency Management designee. See Basic Plan and Annex A, Direction and Control.

4. Emergency Operations Staff.

- a) Coordination of activities.
- b) Communications.
- c) Coordination of volunteer organizations.
- d) Public information.

5. Law Enforcement

- a) See Basic Plan.
- b) Provide security for emergency pharmaceuticals.
- c) Provide security and traffic control for Point of Distribution (POD) sites.
- d) Establish and enforce isolation and quarantine areas in conjunction with the Maricopa County Department of Public Health.

6. Fire Department

- a) See Basic Plan.
- b) Assist the Public Health Department in establishing and operating Point of Distribution (POD) sites.
- c) Assist with Metropolitan Medical Response System activities when needed.

7. Public Works Department

- a) See Basic Plan.
- b) Provide and set up barricades for Points of Distribution (POD).
- c) Provide and set up barricades for isolation and quarantine areas.

8. Arizona Department of Health Services.

- a) Serves as the main conduit for communications with the Centers for Disease Control (CDC).
- b) Provides support for local health departments
- c) Provides regular updates on pandemic status and response activities.

9. Maricopa County Department of Public Health.

- a) Recruit sentinel sites and other reporting sources as appropriate to the pandemic phase/level.
- b) Ensure timely and consistent reporting from sentinel sites and other reporting sources.

- c) Provide county surveillance information to state surveillance personnel; maintain regular communications with state surveillance personnel.
- d) Conduct additional primary surveillance as needed.
- e) Set-up and administer mass vaccination sites.
- f) Implement isolation and quarantine as needed.

10. Maricopa County Department of Emergency Management.

- a) Coordinate activities for county departments.
- b) Serve as the main conduit for communications between the State and the Town of Fountain Hills.

11. Metropolitan Medical Response System (MMRS)

- a) Administer vaccine to first responder and law enforcement communities.
- b) Assist in providing PPE to first responder and law enforcement personnel.

12. Other Town Departments. See Basic Plan.

D. Support See Annex A – Direction and Control.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan, Section V.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX L – DROUGHT

I. Situation

- A. The Town of Fountains Hills may be subjected to drought conditions in the future which require actions to be taken to mitigate the effect of drought on the residents.

II. MISSION

To provide the residents of the Town of Fountains Hills with a concept of operations for the management of response to a drought emergency.

III. EXECUTION

A. Concept of Operations

1. See Basic Plan and Annex A, Direction and Control.
2. A drought emergency is classified into four Stages:
 - a. Stage 1, Water Alert. When an insufficient supply appears likely due to water system limitations or structural failure; or when a catastrophic incident threatens the existing water supply or water delivery system. Such a shortage may be system-wide or confined to a segment or portion of the service area. The water alert triggers an intensive public education and information program to assist all customers impacted by the shortage to help them understand the state of the water shortage condition and the need for voluntary action.
 - b. Stage 2, Water Warning. Is caused by an insufficient supply situation that occurs due to water systems limitation or structural failure, or when a catastrophic incident limits the existing water supply or water delivery system. Again, the declaration may designate the entire water service area served by the Town of Fountain Hills, or a portion or portions of the service area, as affected.
 - c. Stage 3, Water Emergency. Stage three is triggered when there is a supply insufficiency due to system limitations or a structural failure has occurred, and stage two water use reduction measures, water

withdrawals from the town wells, and other feasible water supply augmentation measures will be insufficient to meet water demands in the service area without further restrictions.

- d. Stage 4, Water Crisis. Stage four water crisis occurs when stage three emergency supply and use reduction programs are insufficient to meet water demand.

B. Mitigation action to be taken at the different stages

Stage 1- Water Alert

WATER USER	ELEMENTS OF STAGE 1, ALERT ACTIONS
Essential Users	Fire fighting and medical uses -- no restrictions. Hydrant flushing to a water truck for reuse.
Chaparral City Water Company (CCWC)	Mandatory system conservation.
Other Town Departments:	Mandatory implementation of individual department drought response plans for five percent reduction in water use.
Residential:	Voluntary reduction of use by compliance with schedule designated by the CCWC; intensified plumbing retrofit; and other reductions generated through education and awareness.
Commercial:	Voluntary reduction of use by compliance with designated irrigation schedule, retrofit, employee awareness and water use planning.
Industrial:	Voluntary reduction of use by compliance with designated irrigation schedule, retrofit, employee awareness, and water use planning.
Landscape /Irrigation Existing Installations:	Voluntary reduction of use by compliance with designated irrigation schedule, retrofit, employee awareness, and water use planning.
Landscape /Irrigation New Installations:	Voluntary installations of low water use plant materials and drip irrigation systems. Avoid all water waste.

Swimming Pools:	Voluntary compliance. Filling permitted for new and existing facilities. Backwashing permitted onto landscaping or into sewer clean-out valve. Draining only permitted into water truck for useful disposal. Makeup water permitted for existing facilities. Avoid all water waste.
Aesthetics (Fountains, Water Features):	Voluntary compliance to turn-off, drain and not refill existing features. No new fountains or features will be approved which are exterior to the site. Water features using treated wastewater or reuse water are exempt, but must be clearly posted as such. Avoid all water waste.
Other Outdoor Uses:	Allowing water to run-off into a street, alley, right-of-way, gutter or drain, or failure to repair a controllable leak is prohibited. These are perception issues. These actions are defined as "waste." Hoses should not be used to clean hard surfaced areas except to alleviate health or fire hazards. Hoses used for washing vehicles of any kind, or any other uses, must have positive shut off valves
Vegetable Gardens:	Voluntarily limit irrigation to evening hours.
Construction:	Construction meters and hydrant meters will continue to be issued, but may be subject to some limitations on time of day use for backfill and dust control should be limited.
Plant Nurseries:	Commercial plant nurseries and similarly situated establishments are exempt from designated irrigation restrictions, but are expected to voluntarily curtail all nonessential water use. Nurseries will be asked to feature and promote low water use plants.
Flood Irrigation:	Water waste is prohibited. Voluntary compliance to a re-evaluation of the water requirement is encouraged.

Stage 2- Water Warning

WATER USER	ELEMENTS OF STAGE 2, WATER WARNING ACTIONS
Essential Users	Same as stage one.
Chaparral City Water	Same as stage one, plus maximization of available

Company (CCWC):	groundwater and other emergency supplies. Intensive public education programs. A surcharge may be imposed on all water use, or on only certain uses of water. Expansion of leak detection and repair program and mandatory operational conservation by department personnel.
Town Departments:	Stage two implementation of department-specific drought plan that results in mandatory ten percent water use reduction.
Residential:	Voluntary reduction of use with a goal of ten percent. Reduction in voluntary outdoor water use restrictions including every third day watering. Residential plumbing retrofit program may begin distribution of replacement low-consumption toilets to replace older models.
Commercial:	Voluntary site-specific reduction of use by ten percent includes reduction achieved in voluntary outdoor water use restrictions, every third day watering, and plumbing retrofit. Restaurants asked to serve water to customers only on request, display table tents or public notice.
Industrial:	Motivate voluntary reduction of use by ten percent. Includes reduction achieved in voluntary outdoor water use restrictions, every third day watering and plumbing retrofit. Cooling tower blow-down water should be reused to the greatest extent possible.
Landscape /Irrigation Existing Installation:	Same as stage one.
Landscape/Irrigation New Installation:	Same as stage one.
Swimming Pools:	Same as stage one.
Aesthetics (Fountains, Water Features):	Mandatory turn off and no refill to existing fountains or features that are exterior to the site.
Other Outdoor Uses:	Waste prohibited. Washing of hard surfaces prohibited except washing to alleviate health or fire hazards. Washing personal and commercial vehicles limited to assigned irrigation day with hand-held hose with a positive shut-off valve, bucket or

	commercial washers. Police asked to step up enforcement of existing Water In Streets ordinance.
Vegetable Gardens:	Same as stage one.
Construction:	Same as stage one.
Plant Nurseries:	Same as stage one.
Flood Irrigation:	Same as stage one.

Stage 3- Water Emergency

WATER USER	ELEMENTS OF STAGE 3, WATER EMERGENCY
Essential Users:	Same as stage one.
Chaparral City Water Company (CCWC):	Same as stage two: Water Warning implementation, plus increased surcharges to meet escalated drought expenses and to motivate increased conservation. Surcharges may be uniform or selective in nature, in keeping with the drought ordinance.
Town Departments:	Mandatory ten percent decrease in water consumption.
Residential:	Mandatory restriction on lawn and garden watering. Limit watering to the hours of 8:00 p.m. and 6:00 a.m., every third day. Increased emphasis on retrofit of all plumbing fixtures, and voluntary changes in water use behavior.
Commercial:	Mandatory restriction of outdoor water use. Mandatory re-evaluation of all water use processes to gain maximum resource efficiency. Continue employee awareness. May ask for voluntary shut down of some operations. Restaurants are required to withhold water service to tables, except upon request from diners.

Industrial:	Mandatory restriction of outdoor water use, as in residential and commercial. Mandatory re-evaluation of all water use processes to gain maximum resource efficiency. Continue employee awareness. May ask for voluntary shut down of some operations.
Landscape/Irrigation:	Mandatory restriction on lawn watering, appropriate hours and frequency of watering would be established by the Water Department. New installation would be discouraged during drought.
Swimming Pools:	Filling of any new or existing pool or addition of make-up water would be prohibited unless a pool cover is in place, or installed, to retard evaporation. Draining would be made to landscaping, to the sewer clean-out valve or a water truck for useful disposal.
Aesthetics (Fountains, Water Features):	Draining and refilling water features, regardless of water source or location would be prohibited, except by permit, and except those using treated wastewater or non-potable water, and such use is posted. (Permitted features would be regulatory holding areas principally used for large turf irrigation.)
Other Outdoor Uses:	Same as stage two. Personal and commercial vehicles would only be washed at a commercial facility. All water waste would be avoided.
Vegetable Gardens:	Same as stage two.
Construction:	A water service connection for new construction would be approved only if ultra-low flow fixtures and appliances are used for indoor plumbing which are significantly more restrictive than current plumbing code. Landscape must be low water use plant materials, and have a secondary water supply, such as reuse water or gray water. Construction water for consolidation of backfill, dust control, or other uses would be reviewed by the Water Services Department on an individual basis. New fire hydrant use for construction water would be prohibited. Existing permits shall be subject to random audit and time of day restrictions. Violations of restrictions shall result in loss of permit and possible fines.

Plant Nurseries:	Same as stage two.
Flood Irrigation:	Same as stage two.

Stage 4- Water Crisis

WATER USER	ELEMENTS OF STAGE 4, WATER CRISIS ACTIONS
Essential Users:	Same as stage one. Uses subject to review, re-evaluation of criticality.
Chaparral City Water Company (CCWC)	Implementation of all measures, plus increased surcharges to meet escalating drought expenses and to police increased restrictions. Surcharges may be uniform or selective in nature, in keeping with the drought ordinance.
Town Departments:	Mandatory 20 percent decrease in water consumption. Departments subject to water use auditing; loss of connection for violations.
Residential:	Mandatory restriction on lawn and garden watering. Limit watering to the hours of 8:00 p.m. and 6:00 a.m., every third day. Water waste subject to fines and/or delivery restriction or disconnection.
Commercial:	Mandatory restriction of outdoor water use. May ask for voluntary shut down of some operations. May require and enforce shutdowns or limit hours of use.
Industrial:	Mandatory restriction of outdoor water use, as in residential and commercial. Mandatory re-evaluation of all water use processes and/or exemptions to gain maximum resource efficiency. May ask for voluntary shut down of some operations. May require and enforce shutdowns or limit hours of use.
Landscape/Irrigation:	Mandatory restriction on lawn watering, appropriate hours and frequency of watering would be established by the Water Services Department. New landscape installation would be banned.

Swimming Pools:	Filling of any new or existing pool would be prohibited. Addition of make-up water would be prohibited. Draining must be made to landscaping, to the sewer clean-out valve, or a water truck for useful disposal.
Aesthetics (Fountains, Water Features):	Draining and refilling water features, regardless of water source or location would be prohibited. Exception for those using treated wastewater or non-potable water, and such use is posted. (Permitted features would be regulatory holding areas principally used for large turf irrigation.)
Other Outdoor Uses:	Same as stage two. Personal and commercial vehicles would only be washed at a commercial facility. All water waste would be avoided.
Vegetable Gardens:	Same as stage two.
Construction:	A water service connection for new construction would not be approved. Only reuse water or gray water could be used. Signs relating source of water must be strategically placed to gain maximum public exposure. Fire hydrant use for construction water would be prohibited.
Plant Nurseries:	Same as stage two.
Flood Irrigation:	Same as stage two.

C. Organization. See Annex A, Direction and Control.

D. Tasks

1. Mayor. See Basic Plan.
2. Town Manager. See Basic Plan.
3. Emergency Management Coordinator – Town Manager’s Emergency Management designee. See Basic Plan and Annex A, Direction and Control.

4. Emergency Staff. See Annex A, Direction and Control.
5. Maricopa County Sheriff's Office
 - a. See Basic Plan.
 - b. Provide security of water treatment facilities at direction of Town of Fountain Hills.
 - c. During patrol activities locate and report violations of water use to Town of Fountain Hills.

E. Support. See Basic Plan.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX M – PALO VERDE NUCLEAR GENERATING STATION (PVNGS)

I. SITUATION AND ASSUMPTIONS

A. Situation

1. The Palo Verde Nuclear Generating Station (PVNGS) is the largest facility designed for the peaceful use of nuclear power in the United States and is licensed and inspected by the Nuclear Regulatory Commission (NRC). Planning guidance and acceptance criteria for NRC licensees require the State and local government to develop radiological emergency plans and emergency preparedness procedures. These plans and procedures are outlined in Nuclear Regulation 0654 (NUREG-0654) and Federal Emergency Management Agency Radiological Emergency Preparedness 1 (FEMA REP 1).
2. Response procedures for an emergency at PVNGS are detailed in the Joint State/County Off-Site Emergency Response Plan for Palo Verde. The plan describes the organization for emergencies, classifies emergencies and defines and assigns off-site responsibilities and authorities. Planning and coordination of emergency response tasks, as well as operational activities, are accomplished, by direction, through the County staff at the Maricopa County EOC.
3. NUREG-0654/FEMA REP 1 establishes a 10-mile plume exposure pathway emergency-planning zone, commonly referred to as the EPZ, around the plant. The planning basis for the size of the EPZ is determined on the protective action guide (PAG) defined as the projected absorbed dose to individuals in the general population which warrants protective actions. Within the EPZ, shelter and/or evacuation are the principle immediate protective actions to be taken for the general public, and reception and care centers are pre-established to shelter displaced individuals.
4. NUREG-0654 also establishes an ingestion exposure pathway emergency-planning zone, commonly referred to as the IPZ, as a

defined area of 50 miles radius from the facility within which food or potable water may become contaminated as a result of a release of radioactive materials. The principle protective actions to be taken generally concern agricultural products and may include impounding of foodstuffs, removal of surface soil contamination, ensuring contaminated products do not enter the market place, and ensuring that animals do not graze on the open range within contaminated areas.

5. Four emergency classifications are used to notify Federal, State and County officials and response organizations of an accident at PVNGS.
 - a. Unusual Event: Indicates a minor problem has taken place. No release of radioactive material is expected.
 - b. Alert: Indicates a minor problem and a small amount of radioactive material could be released inside the plant.
 - c. Site Area Emergency: Indicates a more serious problem is taking place. Small amounts of radioactive material could be released near the plant, and if special action needs to be taken, sirens will be sounded. The Emergency Alert System (EAS) will be used to direct protective action procedures. “
 - d. General Emergency: The most serious of all emergency classifications and warns that radioactive material could be released outside the plant site. Sirens will be sounded to initiate protective action procedures and information will be provided over the EAS.

B. Assumptions

III. EXECUTION

A. Concept of Operations

1. In the event of an accident at PVNGS, which results in a release of radioactive materials to the environment, the primary response effort will be concentrated in, and resources committed to, the plume exposure EPZ. As control is established and that concentration of effort is reduced, response activities will concentrate on the ingestion exposure pathway, primarily in the area of plume travel, but also including areas outside the plume's path.
2. The Maricopa County Department of Emergency Management will activate the Emergency Operations Center by direction of the Maricopa County Board of Supervisors and will assume responsibility for coordination of County Response forces and volunteers. Prompt warning to the public of a radiological emergency is vital in assuring that protective action instructions will be received early enough to implement effective protective actions. Maricopa County is normally responsible for warnings within the EPZ.
3. The Arizona Division of Emergency Management will activate the State EOC by direction of the Governor and will assume coordination of State response forces and volunteers. The State element of Operations Directorate is responsible for activating the statewide system to issue warnings and public advisories for the protection of the public health and control of contaminated materials throughout the IPZ.
4. The Arizona Division of Emergency Management is responsible for State government's Off-Site Emergency Response Plan and will coordinate state and local agencies' emergency actions. The Arizona Radiation Regulatory Agency (ARRA) will evaluate the radiological hazards and recommend appropriate protective actions.
5. Local officials should be aware of the general concepts of emergency response operations of the PVNGS and work closely with the County to stay abreast of current information to include protective actions.
6. The Maricopa County EOC will be activated and provide information on request to queries concerning plant status and protective actions directed at public safety and health from an incident at the plant.
7. Jurisdictional departments should ensure that warnings, public advisories and safety procedures directed by State officials within their area of responsibility are accomplished within prescribed time restraints.

VI. DIRECTION AND CONTROL. Not applicable due to Town being outside of the 50-mile radius.

VII. ADMINISTRATION AND LOGISTICS. Not applicable due to Town being outside of the 50-mile radius.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX N – HOMELAND SECURITY

I. SITUATION AND ASSUMPTIONS

A. Situation

1. The Town of Fountain Hills may be subjected to a terrorist incident with the primary purpose of destroying the public's confidence in government's ability to protect its citizens.
2. Terrorist often use threats to create fear among the public, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their cause.
3. The objectives of terrorism distinguish it from other violent acts aimed at personal gain, such as criminal violence. It is the calculated use of violence or the threat of violence to instill fear, intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological.
4. Tactics used by terrorist to obtain their goals may include bombing, arson, hijacking, kidnapping, creating ecological disaster, occupation of a building, attacks on facilities, sabotage, hostage taking assassination and perpetration of hoaxes.
5. Terrorist methods may include conventional weapons or, for more effect, chemical, biological, radiological, nuclear or explosive (CBRNE) devices or weapons. This annex deals primarily with terrorist incidents using CBRNE devices or weapons, but is adaptable to terrorist incidents using conventional weapons.
6. In a terrorist incident, the area of operation could potentially span a number of political boundaries and involve numerous jurisdictions.

B. Assumptions

1. The Federal Bureau of Investigation, as the lead agency for counter-terrorism, will be able to prevent most terrorist incidents, where legally possible, and to react effectively after incidents occur.
2. Local law enforcement agencies have the capability to respond to suspected terrorist incidents and make the determination as to whether or not the incident should be classified as a terrorist act.

II. MISSION

To provide the citizens of Fountain Hills with a concept of operations for management of response to a terrorist incident that defines coordination with other government agencies and provides response and recovery procedures to protect citizens and property should an incident occur.

III. EXECUTION

A. Concept of Operations

1. The overall response to a terrorist incident, whether domestic or international, includes two major components.
 - a. Crisis management response involves measures to identify, acquire, and plan the use of resources to anticipate, prevent, mitigate and/or resolve a terrorist threat or incident. Crisis management response is implemented under the primary jurisdiction of the law enforcement agencies at all levels of the government.
 - b. Consequence management response involves measures to alleviate the damage, loss, hardship or suffering caused by emergencies. It includes measures to protect public health and safety, restore essential services, and provide emergency relief to affected agencies and organizations. Consequence management response is implemented under the primary jurisdiction of the affected political subdivision, with support from the Federal government.
2. Technical operations constitute an important support component to both crisis management and consequence management response to a terrorist incident involving weapons of mass destruction (WMD). Technical operations address aspects of WMD material that are not encountered in standard law enforcement disaster operations. Technical operations involve measures to identify the WMD agent or device; assess the threat posed by the WMD agent or device; provide consultation to decisions makers concerning the implications of the WMD agent or device for crisis management and consequence management; render safe, transfer, and/or dispose of a WMD agent or device; and decontaminate response workers and the affected population and environment.
 - a. Weapons of mass destruction are categorized into five major areas, which include chemical, biological, radiological, nuclear, and explosive (CBRNE).

- (1) Chemical weapons are defined as compounds which, through their chemical properties, produce lethal or damaging effects and are classified by their effects: nerve (Tabun, Sarin, Soman, VX), blood (hydrogen cyanide, cyanogens chloride, arsine), choking (phosgene) or blister agents (mustards, Lewisite). (See Appendix 2 to this Annex.)
 - (2) Biological weapons are regarded as infectious agents (replicating) such as bacteria, viruses and fungi or as toxins (non-replicating) which are poisons produced from replicating agents, other living organisms and plants which are pathogenic to man.
 - (3) Radiological or nuclear terrorism ranges from the actual detonation of nuclear weapons or devices to acts of nuclear threats or extortion. As an example, it can take the form of the release of radioactive substances, such as the radioactive contamination of drinking water, to acts of sabotage in and against nuclear power stations
 - (4) Explosives have the potential for producing many fatalities and casualties and are defined as unstable chemical compounds and mixtures that when initiated, undergo a rapid reaction producing large amounts of gas under pressure.
3. The lead agency for crisis management response for terrorist incidents within the United States is the Federal Bureau of Investigation of the Department of Justice (DOJ-FBI). The FBI coordinates crisis management response operations throughout a terrorist incident.
 4. The Arizona Radiation Regulatory Agency (ARRA) is the State lead agency in terrorist incidents involving nuclear material. The Department of Energy, the lead Federal agency for radiological incidents, will implement the Federal Radiological Emergency Response Plan to coordinate radiological responses. ARRA will assist in assessing the situation, developing protective action recommendations, coordination the release of public information regarding the event, and serving as the primary State resource of technical information regarding the on-site conditions and the off-site radiological effects.
 5. The Department of Health and Human Services (DHHS) is supporting federal agency in terrorist incidents involving biological or chemical material. DHHS will assist in threat assessment, consultation, agent identification, epidemiological investigation, hazard detection and reduction, decontamination, public health support, medical support and pharmaceutical support operations.

6. The US Environmental Protection Agency (EPA) is a supporting agency in terrorist incidents involving hazardous materials as defined under the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA). EPA will implement the National Oil and Hazardous Substances Pollution Contingency Plan to coordinate the environmental response, which provides environmental monitoring, decontamination and long-term site restoration operations.
7. Operational boundaries may be used to control access to an affected area, target public information messages, divide operational sectors among responders, and facilitate assessment of potential effects on the population and the environment. These operational boundaries may include the following:
 - a. The Crime Scene Boundary. The Crime Scene Boundary defines the law enforcement crime scene. Access to the crime scene may be restricted on authority of the FBI, DPS, and local law enforcement.
 - b. The Hazardous Materials Boundary. The Hazardous Materials Boundary defines the hazardous materials site, which may be referred to in technical operations as the “working point” (nuclear) or the “hot zone” (biological/chemical). Depending on the spread of contaminants, the hazardous materials site may include some portions of the crime scene and the surrounding community. Access into this area may be restricted to response personnel wearing protective clothing and using decontamination procedures.
 - c. The Disaster Boundary. The Disaster Boundary defines the community-at-risk, which may need to take protective actions such as sheltering, evacuation or quarantine. Access into this area may or may not be restricted on the authority of the State or local Department of Health.

B. Organization

1. Terrorist incidents are unpredictable in scope and size and will require the activation of the Town emergency response organization and EOC. Refer to Basic Plan and Annex A, Direction and Control.
2. It can be expected that a number of Federal and State agencies will assist local authorities in responding to the incident.
3. The on-scene Law Enforcement incident command system would be expanded and integrated into the Town EOP Incident Management System. (See Basic Plan and Annex A, Direction and Control.) The Town EOC will be primarily responsible for interagency coordination in addition to their primary function of setting priorities for response, concentrating on preservation of life and property and the establishment

of security.

4. During a terrorist incident, operational transition from crisis management to consequence management, and the corresponding shift in lead agencies may be complex. Transition could be immediate and clearly defined, or both crisis management and consequence management operations could overlap.

C. Planning Factors

1. Response to a nuclear, biological or chemical terrorism site closely resembles a response to a HAZMAT situation with the following modifications:
 - a. Law enforcement is the lead agency for terrorist incidents, but fire services are best equipped for HAZMAT situation. Close coordination will be required. The precedence of law enforcement responsibilities may be displaced by significant health and safety issues.
 - b. The site control zone distances (Appendix 2) for some of the chemical agents may extend to a radius in excess of several miles.
 - c. Mass decontamination may be required before victims can be transported for medical attention.
 - d. Increased attention will be required to detect physiological clues about the nature of the hazard and to recognize and react to signs of symptoms.
 - e. Biological agents may be difficult to diagnose until symptoms appear, which could result in delays of several days until the disease is detected.
 - f. Protection from chemical and biological agents can be accomplished by evacuation or in-place sheltering.
2. The FBI has procedures in place to mobilize federal assets, including consequence management organization, at the first sign of potential WMD crisis. Response time planning should be 6-12 hours.
3. The Department of Energy and Department of Defense can provide through the FBI, their Nuclear Emergency Search Team (NEST) with the capabilities to measure radiation, identify radiation sources, identify weapons, render nuclear weapons and devices to a safe condition, limit radiation damage of an explosion if one has occurred, and to decontaminate contaminated areas.

D. Tasks

1. Maricopa County Sheriff Office (MCSO)

Pre-Incident

- a. Identify potential terrorist capabilities and intentions, as well as conducting an evaluation of general or specific vulnerabilities.
- b. Maintain liaison with State and Federal law enforcement agencies that can provide information regarding potential or known terrorist, potential or expected targets, and methods normally used against these type targets.
- c. Develop a standard operating procedure to identify whether an incident is a terrorist act.
- d. Contact FBI 602-279-5511 on determination of a terrorist incident with FBI jurisdiction.

Post-Incident

- e. Ascertain whether the incident is a terrorist act. If the incident is identified as a terrorist act, initiate notification procedures necessary to activate the Federal response.
- f. Establish an on-scene command post and, with support from the Fire Department, establish an on-site control plan. See Appendix 1 to this Annex.
- g. Recommend activation of the EOC.
- h. Control access to the affected area.
- i. Provide warning to the public.
- j. Collect and disseminate information and intelligence.
- k. Provide law enforcement and security protection of the personnel and equipment of supporting units.
- l. Be prepared to secure the scene, awaiting specialized equipment if necessary federal response to a terrorist incident may take several hours.

2. Fire Department

- a. Dispatch HAZMAT team and command post personnel to establish on-site control plan.

- b. Conduct operations at the scene with consideration to a contaminated environment and decontaminate victims before transport. Notify hospitals which patients were contaminated.
 - c. If the incident involves radiological hazards, hazardous chemicals or biological agents, utilize self-contained breathing apparatus and proper protective clothing.
 - d. Advise the Maricopa County Sheriff's Office to clear the scene of all persons not protected by such equipment and secure the evacuation hot zone as determined by the Fire Department.
 - e. Establish a contamination reduction corridor at the edge of the hot zone for suspected contaminated persons and equipment.
 - f. Segregate clothing and equipment used near the scene until they can be monitored for contamination.
 - g. When removing injured persons from the incident scene do it rapidly and avoid contact whenever possible. Open wounds should be covered immediately.
 - h. Injured persons believed to be contaminated should be wrapped in blankets to avoid contamination of other persons and equipment.
 - i. Notify the Maricopa County Department of Emergency Management and request mutual aid, if necessary.
 - j. A terrorist incident location is a crime scene, and removal of material or persons from the area should be cleared through the Maricopa County Sheriff's Office Incident Commander.
3. Public Works. Close coordination with law enforcement to prevent disturbance of the crime scene and with the fire department to ascertain contaminated or other unsafe areas will be necessary before proceeding with the following:
 - a. Provide barricading.
 - b. Conduct debris clearing.
 - c. Provide assessment of damage and emergency repairs to Town property.
 - d. Be prepared to assist in traffic control and evacuation.
 4. Other departments will provide support functions as outlined in the Basic Plan and Annex A, Direction and Control.

IV. DIRECTION AND CONTROL. Refer to Annex A, Direction and Control.

V. ADMINISTRATION AND LOGISTICS

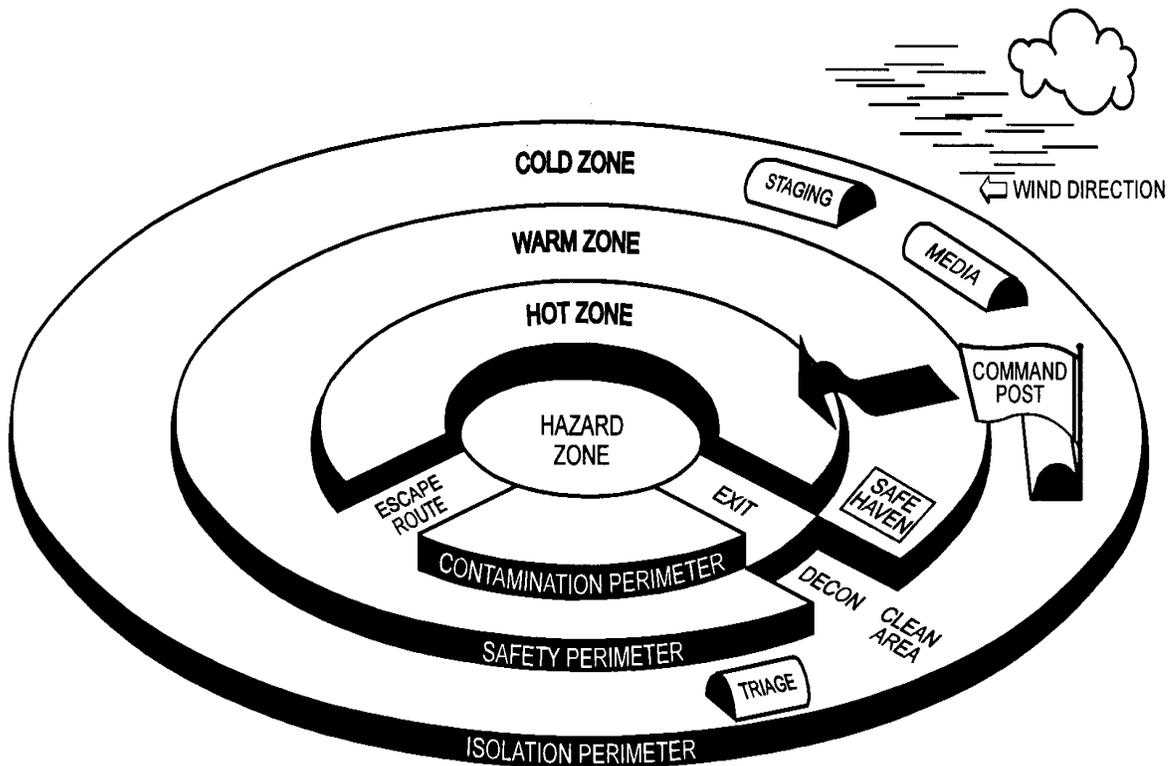
Standard emergency administration and supply procedures will be used. See Basic Plan and Annex A, Direction and Control.

FOUNTAIN HILLS, ARIZONA
 EMERGENCY OPERATIONS PLAN
 ANNEX N – HOMELAND SECURITY
APPENDIX 1 – SITE CONTROL PLAN

Environmental Protection Agency Terms

Other Common Terms

Exclusion Zone	=	Hot, Red, or Restricted Zone
Contamination Reduction Zone	=	Warm, Yellow, or Limited Access Zone
Support Zone	=	Cold or Green Zone
Hot Line	=	Contamination Perimeter
Contamination Control Line	=	Safety Perimeter



**TOWN OF FOUNTAIN HILLS
EMERGENCY OPERATIONS PLAN
ANNEX N – HOMELAND SECURITY
APPENDIX 2 - TOXICITY OF SELECTED CHEMICAL AND INDUSTRIAL AGENTS**

CHEMICAL AGENT TYPE AND NAME	MILITARY SYMBOL	TWA/PEL ¹ (ppm)	TWA/PEL (mg/m ³)	IDLH ⁴ (ppm)	IDLH (mg/m ³)	Median Lethal Dose (mg-min/m ³)	Median Incapacitating Dose (mg-min/m ³)	Vulnerability Zone ⁵ 1/10 IDLH	Vulnerability Zone IDLH
Nerve Agent -- Nerve agents are chemical agents which affect the transmission of nerve impulses by reacting with the enzyme cholinesterase, permitting an accumulation of acetylcholine and continuous muscle stimulation. The muscles tire due to over stimulation and begin to contract.									
Tabun	GA	0.000015	0.0001	ND	ND	200-400 40,000 (skin)	100-300	.1 miles 500 lbs	<.1 miles 500 lbs
Sarin	GB	.000017	0.0001	ND	ND	70-100 12,000 (skin)	35-75	2.4 miles 500 lbs	.6 miles 500 lbs
Soman	GD	ND ²	ND	ND	ND	70-100 10,000 (skin)	25-35		
Agent VX	VX	0.0000009	0.00001	ND	ND	36-100 1,000 (skin)	5-50		

Blood Agent -- Blood agents are chemical agents which act upon the enzyme cytochrome oxidase. It allows the red blood cells to acquire oxygen but does not allow them to transfer oxygen to other cells. Body tissue decays rapidly due to lack of oxygen and retention of carbon dioxide.

Cyanogen Chloride	CK	0.3	0.75 (C)3	ND	ND	11,000	7000		
Hydrogen Cyanide	AC	4.7	5.0 (C)	50	56	ND	ND	2.7 miles	.6 miles
Arsine	SA	0.05	0.16	3	10	3200	1600	7.0 miles	1.1 miles

Blister Agent -- Blister agents are chemical agents that affect the eyes, respiratory tract, and skin, first as a cell irritant, and then as a cell poison.

Mustard	HD	0.00045	0.003	ND	ND	1500 10,000 (skin)	150 200 (eye), 2000 (skin)	<.1 mile	<.1 mile
Lewisite	L	0.00035	0.003	ND	ND	1200-1500 100,000 (skin)	<300 (eye) >500 (skin)	<.1 mile	<.1 mile

Choking Agent -- Choking agents are agents that irritate the alveoli in the lungs. This irritation causes the alveoli to secrete fluid constantly into the lungs. The lungs slowly fill with this fluid, and the victim dies from lack of oxygen, or "dryland drowning".

Phosgene	CG	0.1	0.40	2	8	3200	1600	>10.0 miles	2.0 miles
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Industrial Compounds -- Refer to the North American Emergency Response Guidebook for evacuation distances and other response measures.

Chlorine	N/A	0.5	1.5	10	29.5	ND	ND		
Hydrogen Chloride	N/A	5.0	7.5 (C)	50	76	ND	ND	1.3 miles	.4 miles
Hydrogen Sulfide	N/A	10	14	100	142	ND	ND	.7 miles	.2 miles
Methyl Isocyanate	N/A	0.02	0.047	3	7.11	ND	ND	.9 miles	.2 miles

FOUNTAIN HILLS
EMERGENCY RESPONSE PLAN
ANNEX N – HOMELAND SECURITY

**APPENDIX 3 – 91ST CIVIL SUPPORT TEAM – WEAPONS OF MASS
DESTRUCTION**

1. The 91st Civil Support Team – Weapons of Mass Destruction of the National Guard of Arizona is comprised of a 22-member, highly trained organization identified to support local, state and federal agencies responding to an attack utilizing weapons of mass destruction. The Military Support Office of the Arizona Army National Guard operationally controls the team.
2. The 91st CST (WMD) is designed to provide support to civil authorities, identify agents and substances, assess current and projected consequences, and advise on response measures and assist with appropriate requests for additional support. Their primary responsibility is to sustain emergency operations with state and local government in response to weapons of mass destruction that involve chemical, biological, radiological or high yield nuclear explosions. Response time is 3 hours.
3. The team maintains significant HAZMAT response capability. As a result of their primary mission, they may not be able to respond to routine HAZMAT requests for technical support and assistance to Arizona communities. The team is not trained or equipped to conduct ordnance disposal operations nor do they engage in civilian law enforcement activities.
4. Requests for 91st CST (WMD) mission support for an actual or suspected WMD event are made in the following manner:
 - a. Requests made through the incident commander should be directed to the Maricopa County Department of Emergency Management (MCDEM). Include points of contact and all available information describing the request and emergency conditions.
 - b. MCDEM will contact the Arizona Division of Emergency Management requesting 91st CST (WMD) support. Local and county emergency declarations will be required to support the request in obtaining a state emergency declaration.
 - c. Once the Governor approves the request, the Adjutant General (TAG) will direct the team to deploy.

FOUNTAIN HILLS, ARIZONA
EMERGENCY OPERATIONS PLAN
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APPENDIX 4 – METROPOLITAN MEDICAL RESPONSE SYSTEM

1. The Metropolitan Medical Response System (MMRS) is a consequence management plan for dealing with terrorist events involving weapons of mass destruction (WMD), including nuclear, radiological, chemical, biological, and explosive devices. MMRS teams are formed in nearby cities under contract with the US Department of Health and Human Services' Office of Emergency Preparedness. Four Arizona cities – Phoenix, Tucson, Mesa, and Glendale – are currently designed as MMRS cities, and a fifth city – Tempe – is an active participant in the program even though it is not officially designated as such by the Department of Health and Human Services.
2. The five cities participating in the MMRS program have joined to form a State MMRS Team and have developed a standard operating guide for respond to WMD incidents throughout the state. Any jurisdiction in the state experiencing a terrorist event involving WMD that is beyond its capability to handle alone can request the team through the Department of Public Safety (DPS), which is the statewide coordinating agency for WMD events.
3. The initial response unit from the State MMRS Team is composed of six Advance Life Support (ALS) engine companies, three ladder companies, and five hazardous materials (HAZMAT) units, along with supporting personnel and equipment. In addition, law enforcement support is available to the team in the form of specially trained and equipped bomb squads and SWAT units from DPS, Phoenix, Mesa, and Tucson.
4. The State MMRS Team is equipped with detection equipment to identify chemical and radiological hazards. Each of the MMRS cities has the capability of decontaminating up to 1,000 people from the effects of a chemical attack. In addition, each team has sufficient pharmaceuticals available for prophylaxis of up to 10,000 victims of a biological attack and 1,000 victims of a chemical attack. Additional pharmaceuticals can be obtained through the Strategic National Stockpile (SNS), which is discussed in appendix 5 to this annex.

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APPENDIX 5 – STRATEGIC NATIONAL STOCKPILE

1. The Strategic National Stockpile (SNS) is a large cache of medicines maintained by the Centers for Disease Control and Prevention (CDC) for responding to a biological or chemical attack or to any other major health emergency. It is designed to meet shortfalls in the MMRS pharmaceutical capability, local hospital supplies, and other components of the state's ability to respond to such an incident.
2. Requests for deployment of the SNS are generally originated upon the recommendation of the Director of the Arizona Department of Health Services to the Governor or the Governor's designee, the Director of the Arizona Division of Emergency Management (ADEM). The request by the Governor or the ADEM Director is sent to the CDC or the Director of the Department of Health and Human Services. The state can request either the standard pharmaceutical package, known as the "12-hour push package," or, if the number of symptomatic patients and the need for mass prophylaxis so dictates, a more specifically targeted vendor managed inventory (VMI).
3. The federal government has contracted with Federal Express (FedEx) and United Parcel Service (UPS) to transport the SNS. The prime receiving areas in Maricopa County is Sky Harbor International Airport. If the SNS cannot be shipped to Sky Harbor, it can be shipped to Phoenix-Goodyear Airport or Williams Gateway Airport. While Sky Harbor has commercial offloading equipment capable of handling the SNS, Phoenix-Goodyear and Williams Gateway do not, and ADEM would need to coordinate the use of National Guard military material handling equipment. The SNS can also be shipped by land, utilizing seven 48-foot tractor-trailers.
4. After its arrival in the local area, the SNS is stored in a well-lighted, secure, temperature/humidity-controlled facility known as the Receive, Store and Stage (RSS) warehouse. ADEM contracts for this facility. The SNS push package weighs approximately 50 tons and requires about 5,000 square feet of storage space. Additional space is required for staging, offices, and repackaging, bringing the total space requirement for the RSS warehouse up to approximately 12,000 square feet.

5. The Arizona Department of Public Safety (DPS) is responsible for security of SNS personnel, equipment, and material during movement to and storage at, the RSS warehouse, distribution centers, dispensing sites, and treatment centers. The Arizona Department of Health Services (ADHS) oversees repackaging, if required, and distribution of pharmaceuticals and supplies to distribution centers, dispensing sites, and treatment centers.
6. The distribution center for Maricopa County will be located at Sky Harbor International Airport unless conditions preclude use of Sky Harbor. The Maricopa County Department of Public Health will accept transfer of the SNS from ADHS. Primary responsibility for accepting transfer lies with the Director of Public Health, who will also be the incident commander for the distribution and dispensing of the SNS within the county. The Director of Public Health Emergency Management, Public Health Medical Advisor, and SNS Coordinator are also authorized to accept transfer. The Maricopa County Sheriff's Office will provide security once transfer is made.

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APPENDIX 6 – BASIC RESPONSES TO THREAT LEVEL CHANGES

All threat levels response are in addition to the measures identified for lower level responses.

CONDITION GREEN

Threat level Green set by the national Homeland Security Office.

- Normal Operations.
- Review Emergency Response Plans
- Participate in training as available.
- Review measures for next higher level.

CONDITION BLUE

Threat level blue set by the national Homeland Security Office.

- Emergency Management Team reviews communication plan and callout lists.
- Review measures for next higher level.

CONDITION YELLOW

Threat level Yellow set by the national Homeland Security Office.

- All staff must have Town ID in their possession at all times.
- Closely monitor current news & threat advisories.
- Ensure for added security measures for high profile events.
- Emergency Management Team meets to review response overall measures.
- Review measures for next higher level.

CONDITION ORANGE

Threat level Orange set by the national Homeland Security Office.

- Emergency Management Team activates to ensure security measures are in place.
- All staff must wear and display ID card.
- Maintain high state of vigilance.
- Employees review threat level red procedures for their respective departments.
- No unescorted visitors allowed within restricted areas.
- Identify any equipment shortages that may effect response to an event and procure replacement items
- Review measures for next higher level.

CONDITION RED

Threat level Red set by the national Homeland Security Office.

- Emergency Management Team / Emergency Services Department activate to ensure security measures are in place.
- Consider EOC Activation (Partial or Full).
- Restrict access to all facilities to only one point/door.
- Consider restricting parking around key facilities.
- Ensure all Town vehicles are fueled.
- Discontinue tours of Town facilities.
- All escorted visitors to restricted areas must be signed in/out and display visitors ID card.
- Consider maintaining 24-hour presence at all facilities.

Review measures for next higher level. **RED – DIRECT THREAT TO LOCAL AREA**
Red-Direct is instituted when an event has occurred elsewhere within the nation, or is imminent within the state of Arizona. The Town Manager or designee determines setting this threat level.

- Emergency Management Team / Emergency Services Department activate to ensure security measures are in place.
- Activate EOC.
- Consider restricting parking around all facilities.
- Post security at all access points.
- Security verifies ID on all personnel.
- Implement personnel sign in/out logs.
- Consider sending home non-essential personnel.
- Consider closing Town facilities/suspending services.
- Consider maintaining armed 24-hour presence at potential target facilities.
- All visitors to facility must be signed in/out.
- Maximize availability of Public Safety personnel and resources:
 - Consider reassigning administrative/support staff to front line positions.
 - Consider canceling leaves/vacations.
 - Consider call back of off duty personnel.
 - Consider activating reserves/volunteers.
 - Place specialized teams on alert (SAU, HAZMAT).
 - Consider staffing additional apparatus.
- Consider restricting fire crews to their stations when not on active deployments.
- Consider staging ambulances to fire stations or hospitals.
- Review measures for next higher level.

Condition Black is set when an event has occurred within the local area. The Town Manager or designee determines setting this threat level.

- No visitors to restricted areas.
- Visitors to non-restricted areas must be escorted/supervised.
- Consider PD escort for Town response vehicles as necessary.
- Consider PD security for hospitals if necessary.
- Suspend non-critical services and reassign non-essential personnel to support activities as needed.

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APPENDIX 7 THREAT CONDITION LOW (GREEN)**

Threat Condition: LOW (GREEN)
A General Risk with no credible threats to specific targets.

PROTECTIVE ACTIONS

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Refine and exercise plans and protective measures. • Train on HSAS protective measures. • Regularly assess vulnerabilities of facilities and take measures to reduce them. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public. • Identify critical facilities that may need protection. • Review Emergency Response Plans. • Conduct training, seminars, workshops and exercises using the emergency response plans. • Conduct emergency preparedness training for citizens and employees. • Encourage response agencies (fire fighters, law enforcement, EMS, public works and elected officials) to take emergency management and American Red Cross first aid and CPR training. • Provide emergency preparedness information to employees via paycheck stubs tips, newsletters, articles and posters. • Conduct routine inventories of emergency supplies and medical aid kits. • Budget for physical security measures. • Encourage programs for employee immunization and preventive health care 	<ul style="list-style-type: none"> • Announce Threat Condition to employees. • Develop emergency response and business resumption plans. • Encourage and assist employees to be prepared for personal, natural and technological emergencies. • Develop a communications plan for emergency response and key personnel • Conduct training for employees on physical security precautions. • Budget for physical security measures. 	<ul style="list-style-type: none"> • Continue to enjoy individual freedom. Participate freely in travel, work and recreational activities. • Be prepared for disasters and family emergencies. (See DESHS and American Red Cross brochures.) • Develop a family emergency plan. (See DESHS and American Red Cross brochures.) • Know how to turn off your power, gas and water service to your house. • Know what hazardous materials are stored in your home and how to properly dispose of unneeded chemicals. • Support the efforts of your local emergency responders (fire fighters, law enforcement and emergency medical service). • Know what natural hazards are prevalent in your area and what measures you can take to protect your family. • Report suspicious activities.

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APPENDIX 8 THREAT CONDITION GUARDED (BLUE)

Threat Condition: GUARDED (BLUE)

The recommended protective actions at this threat level include those at all lower threat levels.

I. PROTECTIVE ACTIONS

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Weekly threat briefings to EOC staff, government officials and first responders. • Brief and stress information and operational security issues • Check communications with response community. • Announce Threat Condition and explain expected actions. • Report status to next higher government. • Review plans, SOPs, and resource requirements. • Check readiness of response equipment. • Check inventories of critical supplies. • Verify notification rosters. • Increase backup of critical information and equipment. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public and explain anticipated actions that should be taken. • Estimate the threat vulnerability of each critical facility and the countermeasures required to protect them. • Ensure that each department is familiar with their assigned responsibilities during a disaster as shown in the plan and are prepared to respond. • Review communications plans and ensure the call-down procedures are current and accurate. • Conduct emergency management training and exercise emergency response plans. • Ensure all emergency management and response functions are adequately staffed. Recruit and train volunteers to augment full time staff. • Actively support the Neighborhood Watch, Community Emergency Response Team (CERT) and Amateur Radio Emergency Service programs. • Remind citizen and employees to be alert for suspicious packages, activities, vehicles, and to report these occurrences to the proper authority. • Secure buildings, unused rooms, storage areas, equipment and vehicles to prevent theft, tampering or destruction. • Evaluate information available on public websites that could compromise security. • Encourage all citizens and employees to have necessary immunizations. 	<ul style="list-style-type: none"> • Announce Threat Condition and explain expected actions. • Ensure that key leaders are familiar with the emergency response and business resumption plans. • Review, update and routinely exercise for functional areas of plans. • Review and update the call down list for emergency response teams • Develop or review Mutual Aid agreements with other facilities and/or with local government for use during emergencies. • Review physical security precautions to prevent theft, unauthorized entry or destruction of property. • Have you provided for: <ul style="list-style-type: none"> • Employee picture ID badges? • Background checks on all employees? • Access control and locking of high security areas at all times? • All security keys marked with “Do Not Duplicate”? • Surveillance Cameras? • Backup power? • An alarm system? 	<ul style="list-style-type: none"> • Continue normal activities but be watchful for suspicious activities. • Report criminal activity to local law enforcement. • Review family emergency plans. • Increase family emergency preparedness by purchasing supplies, food and storing water. • Be familiar with local natural and technological (man made) hazards in your community. • Increase individual or family emergency preparedness through training, maintaining good physical fitness and health, and storing food, water and emergency supplies. • Monitor local and national news for terrorist alerts. • Update immunizations. • Volunteer to assist and support the community emergency response agencies.

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APPENDIX 9 THREAT CONDITION ELEVATED (YELLOW)**

Threat Condition: ELEVATED (YELLOW)

An elevated risk of terrorist attack, but a specific region of the USA or target has not been identified.

PROTECTIVE ACTIONS

The recommended protective actions at this threat level include those at all lower threat levels.

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Weekly threat briefings to EOC staff, government officials and first responders. • Brief and stress information and operational security issues. • Announce Threat Condition and explain expected actions. • Report status to next higher government. • Review plans, SOPs, and resource requirements. • Check readiness response equipment. • Check inventories of critical supplies. • Advise mail handlers, couriers to vigilant of suspicious items. • Verify notification rosters. • Identify community events having large attendance - review contingency and security plans. • Increase backup of critical information and equipment. • Increase surveillance of critical areas. • Further refine protective measures. • Implement contingency and response plans as appropriate 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public. • Review physical security plans for critical facilities. • Assess potential terrorist targets and develop plans to counteract an attack. • Conduct vulnerability assessments of each critical facility and government building. Estimate the consequence of loss and assign a priority for their protection. • Ensure all buildings are secured to prevent theft or tampering. • Conduct physical inspection of buildings for suspicious unattended packages. • Develop a cadre of trained volunteers. • Closely monitor current news events and state and federal terrorist advisories. • Keep the public informed on current threat conditions and advisories. • Coordinate with adjacent municipalities for mutual aid support in the event of a disaster or terrorist threat. • Conduct tabletop and functional exercises to ensure that response plans are understood and current. • Review existing physical security measures employed and install intrusion detection and passive systems as funding permits. • Conduct weekly radio communication checks. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees. • Review vulnerability and threat assessments and revise as needed. • Identify and monitor governmental information sharing sources for warnings and alerts. • Update and test call down list for emergency response teams and key employees. • Review and coordinate and update mutual aid agreements with other critical facilities and government agencies. • Establish and monitor active and passive security measures. • Review employee training on security precautions (bomb threat procedures, reporting suspicious packages, activities and people). • Conduct communications checks to ensure radio contact can be established. • Increase vehicle spot checks. • Remove trash containers, dumpsters and mailboxes near government buildings / facilities. • Inspect interior and exterior or buildings at beginning, interim and end of work shifts. • Check all deliveries. 	<ul style="list-style-type: none"> • Continue normal activities, but report suspicious activities to the local law enforcement agencies. • Take a first aid or CERT class. • Become active in your local Neighborhood Crime Watch program. • Network with your family, neighbors and community for mutual support during a disaster or terrorist attack. • Learn what critical facilities are located in your community and report suspicious activities at or near these sites. • Attend your local emergency planning committee (LEPC) meeting to learn more about local hazards. (Call the Town/county emergency manager to learn dates and locations of the meetings.) • Increase individual or family emergency preparedness through training, maintaining good physical fitness and health, and storing food, water and emergency supplies.

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APPENDIX 10 THREAT CONDITION HIGH (ORANGE)**

Threat Condition: HIGH (ORANGE)

Intelligence indicates that there is a high risk of a local terrorist attack but a specific target has not been identified.

PROTECTIVE ACTIONS

The recommended protective actions at this threat level include those at all lower threat levels.

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<p>Activate SEOC. Activate agency EOCs. Activate Joint Information Center. Announce Threat Condition and explain expected actions. Alert specially trained response teams. Alert mobile communication and liaison staff. Prepare to redirect or constrain transportation systems. Discontinue tours of public and governmental facilities. Report status to next higher government. Implement security plans for critical facilities. Review plans, SOPs, and resource requirements. Check inventories of critical supplies. Review plans to displace to alternate work site or with a dispersed work force.</p>	<p>Announce Threat Condition to employees and to the public and explain anticipated actions. Restrict or control access to government buildings, critical facilities and infrastructure. Erect outside barricades, security checks to deny access to underground parking areas, loading docks and building entrance. Require identification, sign-in and escorts as required. Restrict parking areas close to buildings. Remove trash containers, dumpsters and mailboxes near government buildings / facilities. Closely monitor available security and intelligence data from state and local law enforcement agencies. Instruct employees to be especially watchful for suspicious or unattended packages and articles received through the mail service. Inspection buildings and parking areas for suspicious packages. Implement rumor control to avoid public panic. Employ armed security at airports, dams, public utilities and critical facilities. Based on threat assessment, define rules of engagement and authorize use of deadly force. Test communication plans. Secure/regularly inspect all buildings, vehicles, and parking and storage areas for intrusion. Conduct 100% verification of deliveries and restrict shipments. Take additional precautions at public events.</p>	<p>Announce Threat Condition and explain expected actions. Place emergency response teams on notice. Activate the operations center if required. Monitor world and local events. Pass on credible threat intelligence to key personnel. Ensure appropriate security measures are in place and functioning properly. Instruct employees to report suspicious activities, packages and people. Search all personal bags, parcels and require personnel to pass through magnetometer, if available. Restrict vehicle parking close to buildings. Erect security barriers. Inspect intrusion detection systems and lighting, security fencing and locking systems. Inspect all deliveries and consider accepting shipments only at off-site locations. Remind employees to expect delays and baggage searches. Check inventories of critical supplies. Review plans, SOPs, and resource needs. Secure critical response vehicles. Report suspicious activities.</p>	<p>Resume normal activities but expect some delays, baggage searches and restrictions as a result of heightened security at public buildings and facilities. Continue to monitor world and local events as well as local government threat advisories. Report suspicious activities at or near critical facilities to local law enforcement agencies by calling 9-1-1. Avoid leaving unattended packages or brief cases in public areas. Inventory and organize emergency supply kits and discuss emergency plans with family members. Reevaluate meeting location based on threat. Consider taking reasonable personal security precautions. Be alert to your surroundings, avoid placing yourself in a vulnerable situation and monitor the activities of your children. Maintain close contact with your family and neighbors to ensure their safety and emotional welfare.</p>

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APPENDIX 11 THREAT CONDITION SEVERE RED**

A terrorist attack has occurred or intelligence indicates that one is imminent. Normally, this threat condition is declared for a specific location or critical facility.

PROTECTIVE ACTIONS

The recommended protective actions at this threat level include those at all lower threat levels.

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<p>Announce Threat Condition and explain expected actions. Activate SEOC. Activate agency EOCs. Issue disaster declaration. Activate Joint Information Center. Pre-position specially trained response teams. Deploy mobile communication and liaison staff. Monitor, redirect or constrain transportation systems. Close public and governmental facilities. Increase or redirect personnel to address critical emergency needs. Report status to next higher government. Implement security plans for critical facilities. Consider security for first responders.</p>	<p>Announce Threat Condition employees and to the public and explain anticipated actions that should be taken. Deny unauthorized access to critical facilities and infrastructure. Continue 100% inspections of personnel, vehicles and packages. Visually inspect the interior and undercarriage of vehicles entering parking lots and terraces. Deploy equipment assets and ensure physical security measures be afforded to them at critical sites. Assemble trained volunteers to include: CERT, COP, ARES and the Red Cross. Implement Mutual Aid Agreements as required. Continue to assess the vulnerability of key assets and facilities. Take appropriate action to protect them by deploying armed security forces to these sites. Cancel or delay unnecessary employee travel and leave. Declare a state of emergency. Activate the Emergency Operations Center. Control release of information to the public and news media. Provide security for personnel dispatched to repair or restore damaged facilities and systems. Report status to next higher government. Implement security plans for critical facilities. Release non-critical personnel. Conduct periodic welfare checks of personnel and facilities. Consider security for first responders.</p>	<p>Announce Threat Condition and explain expected actions. Deploy security personnel based on threat assessments. Close or restrict entry to the facility to emergency personnel only and restrict parking areas close to critical buildings. Maintain a skeleton crew of essential employees. Deploy emergency response and security teams. Activate Operations Center and send a liaison to the county or state EOC. Maintain close contact with local law enforcement. Be prepared to implement mutual aid agreements with government and with other critical facilities. Provide security in parking lots and company areas. Report suspicious activity immediately to local law enforcement. Restrict or suspend all deliveries and mail to the facility. Emergency supplies or essential shipments should be sent to and off-site location for inspection. Alert specially trained response teams.</p>	<p>Report suspicious activities and call 9-1-1 for immediate response. Expect delays, searches of purses and bags and restricted access to public buildings. Expect traffic delays and restrictions. Take personal security precautions to avoid becoming a victim of crime or terrorist attack. Avoid crowded public areas and gatherings. Do not travel into areas affected by the attack or is an expected terrorist target. Keep emergency supplies accessible and automobile fuel tank full. Be prepared to evacuate your home or shelter in place on order of local authorities. Be suspicious of persons taking photographs of critical facilities, asking detailed questions about physical security or dressed inappropriately for weather conditions (suicide bomber). Report these incidents immediately to law enforcement. Closely monitor news reports and Emergency Alert System (EAS) radio/TV stations. Assist neighbors who may need help. Avoid passing unsubstantiated information and rumors.</p>