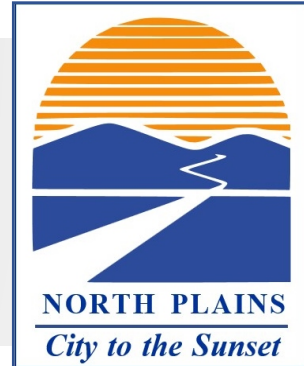


North Plains Emergency Operations Plan



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This document was prepared under a grant from the US Department of Homeland Security Federal Emergency Management Agency's Grant Programs Directorate (GPD).



Plan Development

This plan is developed in support of the City of North Plains emergency operations planning to facilitate incident management and coordination efforts. It incorporates input from city departments with primary incident response or support roles as well as from emergency partners with identified responsibilities related to incident response and recovery.

Common Acronym Usage within this Document

To promote readability, this plan utilizes acronyms that are commonly used by city departments and partner agencies and organizations. For a more comprehensive list, see Addendum 2

CC	Citywide Coordination	ICS	Incident Command System
CNS	Community Notification System	NIMS	National Incident Management System
EAS	Emergency Alert System	NPEMLC	North Plains Emergency Management Leadership Committee
EMP	Emergency Management Program	NRF	National Response Framework
EMS	Emergency Medical Services	OEM	Oregon State Office of Emergency Management
EOA	Emergency Operations Annex	OERS	Oregon Emergency Response System
EOC	Emergency Operations Center	SITREP	North Plains Situation Report
EMC	Emergency Management Cooperative of Washington County	TVF&R	Tualatin Valley Fire & Rescue
EOP	Emergency Operations Plan	WCSO	Washington County Sheriff's Office
FEMA	FEMA – Federal Emergency Management Agency	WCCCA	Washington County Consolidated Communications Agency (Washington County 9-1-1)
IC	Incident Commander	WEA	Wireless Emergency Alerts
IMT	Incident Management Team	UC	Unified Command



PREFACE

This Emergency Operations Plan (EOP) is an all-hazard plan that describes how the City of North Plains will coordinate, manage, and respond to emergencies and disasters in the community. This EOP defines the responsibilities of all partner agencies, private, volunteer and non-governmental organizations (NGOs), and the community. The North Plains EOP defines the authority and role of the city and emergency stakeholders during an overwhelming and/or catastrophic incident. This document provides a framework for coordinated response and recovery activities during an incident that overwhelms normal operations. The plan describes how various agencies and organizations will coordinate resources and activities with other county, state, federal, non-governmental organizations, the private sector, and the community.

Responding to emergency or disaster conditions to maximize public safety and minimize property damage is a primary responsibility of government. The intent of the City of North Plains is that responses to such conditions are conducted in an organized, efficient, and effective manner. To aid in this goal, this plan is designed to be flexible, adaptable, and scalable regardless of incident type or severity.

The EOP is based on, and is compatible with, county, state, and other applicable laws, regulations, plans, and policies, including Presidential Policy Directive 8 (PPD-8), the National Response Framework (2019), and Washington County and Oregon Office of Emergency Management plans. This EOP is compliant with the National Incident Management System (NIMS) and incorporates the principles set forth in the Comprehensive Preparedness Guide (CPG) 101 v. 2.

The EOP includes the Basic Plan and supplemental documents that provide more detailed information to assist the City of North Plains and emergency stakeholders in implementing the EOP. The planning strategies and operational procedures within the EOP are executed on an as-needed basis as determined by the City Manager. The authority to execute this plan has been delegated to the North Plains Emergency Management Leadership Committee (NPEMLC), which is comprised of directors from each city department.

This document supersedes previous versions and is always in effect.



LETTER OF PROMULGATION

Promulgated herewith is the Emergency Operations Plan for the City of North Plains, 2021. This plan supersedes any previous plans and provides the framework within which the City will perform its emergency functions during a disaster or major emergency.

Primary responsibility for emergency management has been delegated to the City Manager, with the understanding that every person who lives or works in the City shares responsibility for minimizing the impact of disaster on the community.

This plan has been reviewed by the North Plains Emergency Management Leadership Committee and approved by the City Council. It will be revised and updated as required. All recipients are requested to advise the City Manager and/or designee of any changes that might result in its improvement or increase its usefulness. Plan changes will be transmitted for incorporation both digitally and in print and will be maintained at strategic locations in the City.

The North Plains Emergency Operations Plan was promulgated on _____.

Mayor

Date

City Manager

Date



Record of Distribution

Office/Agency	Representative	Date Sent



RECORD OF CHANGES

The North Plains Emergency Manager will coordinate a review of the plan every two years and revise and re-promulgate the plan every five years or more frequently if significant changes occur. All reviews will take into account lessons learned from exercises or actual events. Changes to the attachments and appendices, and non-substantive components to the plan annex will be discussed with the North Plains Emergency Management Leadership Committee (NPEMLC) before changes are implemented.

Date	Description of Change	Page or Section



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SECTION 1: INTRODUCTION

1.1 Mission

To coordinate and facilitate information and resources to minimize the impacts of disasters and emergencies on people, property, the environment, and the economy of North Plains. Through planning, coordination, education, training, and community awareness, the City will prepare for; respond to; recover from; and mitigate the effects of a disaster for all who live, work or visit here.

1.2 Purpose

The purpose of the North Plains Emergency Operations Plan (EOP) is to establish responsibilities for city departments and describes how emergency partners will coordinate resources and activities with county, state, federal, private-sector and non- governmental organizations to respond to and recover from any emergency that could adversely affect the health and safety of North Plains residents, visitors and the environment.

1.3 Scope and Limitations

This plan provides an all-hazards approach to emergency and disaster situations likely to occur in the City, as described in the Washington County Hazard Mitigation Plan (2016), and provides the foundation for:

1. The establishment of an organization and identification of responsibilities for efficient and effective use of government, private sector, and volunteer resources and for the effective sharing of incident information.
2. An outline of city government responsibilities in emergency management activities as described under the City Charter and applicable laws and regulations.
3. An outline of other participants' responsibilities in emergency management activities as agreed upon by the participating agencies and organizations.

1.3.1 Limitations

Emergency situations are difficult, if not impossible to predict. Due to minimum city staffing levels on any given day, the possibility of city resources becoming overwhelmed is a daily reality. This plan is not intended to deal with every potential scenario that may occur during times of emergency, but rather to identify the organization, processes, and responsibilities of the respective participants who may be involved. City disaster response, relief, and recovery activities may be limited by:

- An inability of the general citizenry to function on their own for more than three days without additional water, food, shelter and medical supplies.



- A lack of police, fire, emergency medical services, and public works response due to damage to facilities and equipment and shortages of personnel.
- A limited number of public safety responders in a jurisdiction.
- A shortage of trained response personnel and equipment needed to handle a disaster.
- A shortage of critical supplies.
- Damage to essential services and facilities, such as roads, utilities, and communication networks.
- The availability of outside assistance and resources.

This plan does not:

- Alter or impede the ability of city departments and agencies to exercise their authorities or perform their responsibilities.
- Restrict the authority of the City to organize and execute the mission in a manner it deems most appropriate to ensure unity of effort in the accomplishment of incident objectives
- Create any new authorities or change any existing authorities

1.4 Authority

This plan was developed, promulgated, and is maintained pursuant to North Plains Emergency Management Municipal Code Chapter 14 14.05.005 to 14.05.075 (refer to Appendix 1), which:

1. Defines “local emergency” and procedures for declaring/ratifying a local emergency
2. Describes department director responsibilities and lines of succession
3. Identifies emergency measures that may be invoked if needed to effectively manage an incident situation
4. Appoints the City Manager as Emergency Program Manager with responsibility to:
 - Prepare, coordinate and maintain a current Emergency Operations Plan
 - In collaboration with city departments and emergency partners, activate and operate the North Plains Emergency Operations Center (EOC)
 - Establish an incident command structure for coordinating response by local emergency service agencies/community partners
 - Develop and implement a comprehensive Emergency Management Training and Exercise Program

1.5 Planning Assumptions

- Emergency response personnel and City employees may be unable or unavailable to report to work. Certain operations or services may be unavailable due to blocked access or damage to facilities.



- Some incidents occur with enough warning that appropriate notification can be issued to ensure an appropriate level of preparation. Other incidents occur with no advanced warning.
- Overwhelmed communications systems could impair communication to the public and among emergency responders.
- Non-essential operations may be curtailed to free up resources to respond to the event.
- The City is dependent on privately owned and operated critical infrastructure and resources, including fuel and power utilities, to provide services. If inoperable or depleted, response and recovery efforts may be delayed.
- In the event of widespread power outages, essential facilities and services will need to operate at minimum load to continue services. Generators will be used so allocation of fuel to operate the generators will need to be prioritized.
- All residents may need to utilize their own resources and be self-sufficient following an emergency event.
- Vulnerable populations will require additional resources and support to address their access and functional needs.
- A large-scale event will exceed the emergency response capabilities of the City and the county. Additional resources will be required from the state and/or the federal government to achieve an effective response. The Emergency Operations Center (EOC) will facilitate the acquisition of additional resources to aid in the emergency response effort.
- The City relies heavily on contracted and other agency services to support response activities following a disaster. These services may become limited or non-existent.

1.6 Situation Overview

North Plains is located in Washington County in northwestern Oregon approximately 18 miles northwest of downtown Portland and is bordered to the south by Highway 26. The city is rural with a total area of 0.96 square miles and has a mix of low-lying areas as well as some hills. Each can provide its own challenges to disaster response.

Demographically, the City's population is predominantly white, with a population (2020) of 3,360¹ and an average age of 37 years. For the most part, North Plains residents are relatively well-educated with a median household income well-above that of the region and a poverty rate well below the state. North Plains is comprised of families with a significant number of its residents commuting to work outside of the City.

¹ Source: Population Center Portland State University



Approximately 10.8% of the North Plains population reported one or more disabilities for the U.S. Census 2010. Vulnerable populations in the city include residents of assisted living facilities, older residents in apartments designated for senior citizens (North Plains Senior Plaza), recipients of “Meals on Wheels,” and residents of Adult Foster Care facilities. The city includes businesses serving potentially vulnerable populations include a dialysis facility, pre-schools, and day care facilities for small children and the elderly.

1.6.1 Hazard Profile

The City is subject to natural, technological and human-made hazards that could cause death and injury to citizens, damage property, adversely impact environmental conditions, and potentially disrupt essential services such as utilities, roads, etc. Hazard identification and risk analysis provides a sense of hazard priorities and relative risk to the community. Risk depends on the frequency and severity of hazard events and the value and vulnerability of infrastructure, buildings, and people to each hazard. The following hazard assessment gleaned from the Washington County Hazard Mitigation Plan (2016) summarizes potential hazards to the City, with the projected level of relative risk shown in parenthesis.

Winter Storm (High)

The entire City is subject to the effects of winter storms, including wind, rain, snow and ice, as well as secondary effects such as power outages and flooding.

Earthquake (Moderate)

The City is subject to the impacts of earthquakes, ranging from a major earthquake on the Cascadia Subduction Zone off the Oregon coast to smaller crustal earthquakes throughout the area. While local, low-magnitude earthquakes are fairly common in the region, their impact is minor. A Cascadia Subduction Zone earthquake poses the greatest threat with catastrophic impact.

Flood (High)

Heavy rain or rapid snowmelt can cause localized flooding throughout the City.

Windstorm (High)/Tornado (Low)

Downed trees and power lines are often a result of high winds, particularly if associated with other weather conditions, such as ice accumulation and/or recent heavy rainfall. Tornadoes (winds in excess of 75 mph) occasionally touch down in Washington County, with moderate, localized impact.

Pandemic (Low)

A pandemic is an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population. The greatest biological threat to response and



recovery is presented by highly virulent pathogens (or infectious diseases) spread by indirect contact (i.e. airborne transmission, transmission through contaminated objects, vector borne diseases, and transmission through contaminated food and water, among others) for which there are no medical countermeasures (MCM). Novel and re-emerging pathogens, including those that are difficult to detect and/or treat can spread throughout the city quickly, and pose unique response and recovery challenges that the City may be forced to confront as evidenced by the global spread of the H1N1 influenza virus (2009) and novel coronavirus COVID-19 (2019).

Hazardous Materials (Low)

The City is at-risk from hazardous material spills or releases from industrial sites and along transportation corridors.

Terrorism (Low)

Terrorism includes deliberate malevolent actions intended to damage property; inflict casualties; or coerce or intimidate behavioral or political change. The City has no potential target of national significance resulting in a low probability of occurrence.

Volcanic Ash (Low)

Though unlikely, the impacts of a significant ash fall are substantial. Ash fall can impact electric, water and storm water systems, and may also cause significant health problems for at-risk residents, such as those with respiratory ailments. Any future eruption of a nearby volcano (e.g., Mt. Hood, Mt. Saint Helens, or Mt. Adams) occurring during a period of easterly winds would likely have adverse consequences for the City.

Wildland/Urban Interface Fires (Low)

Risk is considered low as there are no forested or high fuel load areas within or immediately adjacent to the City.

Drought (Moderate)

Drought can affect the City's population, particularly those employed in water-dependent activities (e.g., agriculture, recreation, etc.). Also, domestic water-users may be subject to stringent conservation measures (e.g., rationing).

Disruption of Utility and Transportation Systems (Moderate)

Natural or human-caused incidents can disrupt gas/electric utilities and/or transportation routes.



SECTION 2: CONCEPT OF OPERATIONS

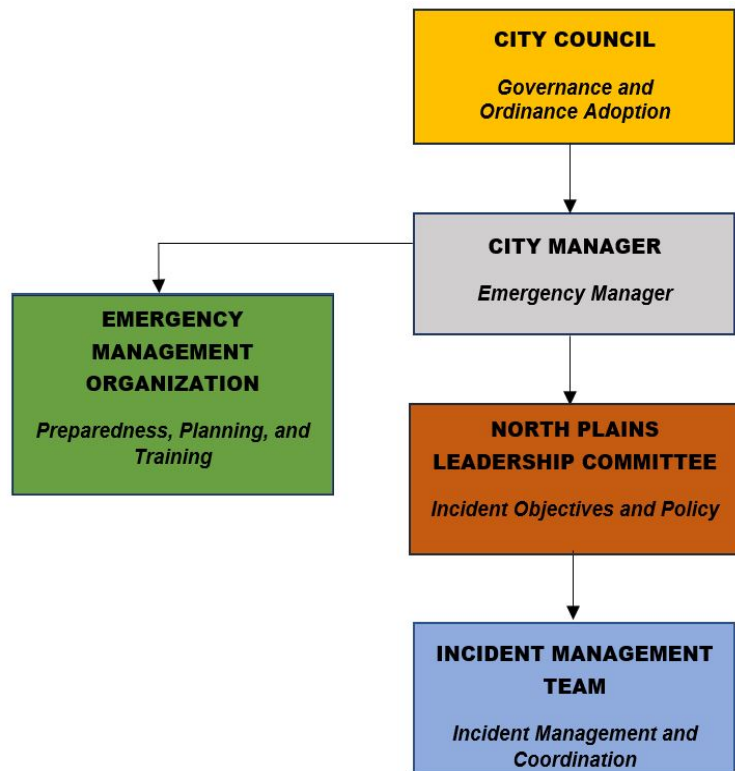
The City has the responsibility and authority to direct activities which will allow it to mitigate, prepare for, respond to, and recover from major emergencies or disasters. This section describes in a broad construct how the City will organize to meet those responsibilities in emergency response and short-term recovery. Additional city emergency operations procedures are described in the North Plains Emergency Operations Annex (EOA) (refer to Addendum 3).

2.1 North Plains Emergency Management Organization (EMO)

The City of North Plains has established an emergency management organization consistent with its authority under Emergency Management Municipal Code Chapter 14 and Oregon Revised statutes 401.305 to 401.335. The North Plains Emergency Management Organization (EMO) is comprised of the: (1) City Council; (2) Emergency Management Program; (3) North Plains Emergency Management Leadership Committee (NPEMLC); and (4) the Incident Management Team (IMT). (For a more detailed definition see Section 4). Organized under the auspices of the Mayor and City Council, and under the supervision of the City Manager, the EMO has both administrative and operational components, including:

Administration: The City Manager administers the EMO and convenes the North Plains Emergency Management Leadership Committee (NPEMLC) to provide policy and operational support for the EMO and the Incident Management Team (IMT). Checklists and guidelines for each member of the IMT are included in the EOA (Addendum 3).

Operational: During emergency response and recovery, members of the NPEMLC are assigned to the Incident Management Team (IMT). The IMT will carry out the policies and procedures outlined in this EOP and the Emergency Operations Annex. Depending upon the nature of the incident and the needs of the Incident Commander (IC), the IMT will staff the Emergency Operations Center.





The City Council is responsible for setting policy direction for the Emergency Management Organization. The City Manager or designee is responsible for the organization, administration, and operation of the EMO.

The City Manager is responsible for the following EMO functions:

- Coordinating the planning activities necessary to prepare and maintain a current emergency operation plan and management and maintenance of emergency operating facilities from which City officials can direct emergency and disaster response activities.
- Coordinating and managing the NPEMLC.
- Establishing an incident command structure for the Incident Management Team to support citywide coordination and response activities.
- Coordinating the acquisition of personnel, equipment, materials, and supplies from mutual aid partners, the county, and the state, and for the accounting of those resources.
- Making recommendations to the Council on ordinances, policies, or procedures which would assist the Council and other city officials in the performance of their duties in preparing for, responding to, and recovering from an emergency.
- Coordinating with the Washington County Emergency Management Office.

2.1.1 Emergency Management Policy Framework

It is the policy of the City of North Plains to safeguard life, property and the environment by making maximum use of all available resources, public and private, to minimize the effects of natural and human-made emergencies.

City emergency policies and procedures are consistent with the principles of the National Incident Management System (NIMS). The City will conduct emergency management activities in accordance with the following set of policies, include:

City Policy 1: Essential City Services that depend on lifesaving and life-sustaining services will not be interrupted. All other essential city services will be maintained depending on priority needs for the community. See listing of essential city services in Appendix 6.

City Policy 2: Timely Action. An emergency will require prompt and effective response operations by city staff, disaster relief agencies, volunteer organizations, and the private sector.

City Policy 3: External Assistance. Environmental, technological, and civil emergencies may be of such magnitude and severity that county, state, and federal assistance is required.

City Policy 4: Self-Reliance. County and state support of city emergency operations are based on the principle of self-help. The City will utilize available local and mutual aid resources prior to requesting assistance from Washington County.



City Policy 5: Priority of Response. City resources shall be allocated

1. First to situations within the city limits,
2. Second to agencies requesting mutual aid per agreement, for situations that may have an effect on North Plains,
3. Then to other agencies requesting mutual aid per agreement.

City Policy 6: Principle of non-discrimination. Access to emergency services shall not be denied on the grounds of race, color, national origin, gender, sexual orientation, age, disability, marital status, or religion.

City Policy 7: Timely Decisions. Emergency response often requires decisions to be made quickly under adverse conditions. Decisions are made by the on-scene Incident Commander and EOC based on the best available information at the time. Following an incident, an After- Action Incident Review will occur to consider actions taken and their effectiveness, lessons learned, and corrective actions to be taken to improve city-wide response efforts.

City Policy 8: Initial Emergency Reports. Operational situation status reports prepared by department staff will be submitted to the city's EOC and will include:

- Date, time, and location of the actual emergency.
- Estimated time, duration, location, and potential impact of the incident.
- Location of known or estimated number of injuries or casualties, and estimated damage at time of report.
- Date and time of activation of department emergency operations.

City Policy 9: Emergency Alerting Systems. The Emergency Alert System (EAS), Community Notification System (CNS), and Wireless Emergency Alerts (WEA) will be accessed through the Washington County Consolidated Communications Agency (WCCCA).

City Policy 10: Hazard Mitigation. The City of North Plains will, when possible, consider hazard mitigation possibilities and opportunities when reviewing and adopting regulations and ordinances.

2.2 Line of Succession

The North Plains Municipal Code Chapter 14 identifies the following line of succession for executive authority:

14.05.035 Executive Line of Succession

- A. *The City Manager is designated by the council to act as the administrative head of the city government and to exercise the authority under this Chapter. The powers of the successor to the City Manager shall be limited to those granted under this Ordinance and the Charter; the*



duration of succession shall be until such time as the City Manager is able and available to perform the duties. If the City Manager is unavailable for any reason to exercise the authority of this Chapter an emergency interim successor shall be designated in the following order of succession:

- 1. Public Works Director, or designee,*
- 2. Finance Director, or designee,*
- 3. Emergency Interim City Manager*

North Plains Ordinance 14.05.035 delegates authority to staff, in the order listed, to declare an emergency for the City. The line of succession for the Police and Public Works Departments and other city departments will be in accordance with internal procedures.²

2.3 Declaration of State of Emergency

An emergency declaration is issued when a state of emergency exists and there is a need to implement specific local measures and emergency authorities to protect life, public health, or property and/or suspend rules of procedures in order to expedite response operations and advance recovery activities (North Plains Emergency Management Municipal Code Chapter 14.05.050).

A state of emergency exists when:

- 1. The situation requires a coordinated response beyond that which occurs routinely;*
- 2. The required response cannot be achieved solely with the added resources acquired through mutual aid or cooperative assistance agreements; and*
- 3. A written proclamation consistent with Section 14-05-015(E) has been made.*

The City Manager or the Mayor shall have the power to request the Governor declare a state of emergency within the city. The request must be submitted in writing through the Washington County Emergency Management Office.

For additional information refer to Appendix 1 in this document.

² In 2019 the City entered into a contract partnership with the Washington County Sheriff's Office to provide law enforcement services to the City. Due to this change the Chief of Police was removed from the Line of Succession.



2.4 Emergency Operations Framework

The City's emergency response efforts are guided by the following strategic goals:

- Saving and protecting the greatest number of people at risk.
- Providing for the safety of emergency responders, other city employees, and the public.
- Supporting a response that accommodates vulnerable populations, including those with access and functional needs.
- Saving and protecting as much vital infrastructure and information as possible.
- Saving and protecting as many residential, business, and industrial properties as possible.
- Limiting the extent of environmental damage.
- Minimizing human hardship and economic interruptions.

North Plains has adopted the National Incident Management System (NIMS) framework and Incident Command System (ICS) as the method by which it will manage incidents that arise in the City (Emergency Management Municipal Code: Chapter 14; Section 14.05.025). In addition, North Plains will manage preplanned (recurring/special) events in accordance with ICS organizational structures, doctrine, and procedures, as defined in NIMS.

A core component of NIMS is the Incident Command System (ICS). The City will utilize the (ICS) to manage and coordinate incident response. The first responder to arrive on the scene of an emergency is in command. As other departments and agencies respond, overlapping responsibilities and authorities have the potential to interfere with the effectiveness of the response without a defined command structure.

In North Plains, Unified Command, where agencies with direct legal responsibility for the response share command, is generally the preferred approach as it supports the establishment of common objectives, strategies, and tactics without any organization abdicating authority, responsibility, or accountability. For each identified incident in the City, there is a department or agency that is designated as the lead to direct incident operations or components of those operations.

2.4.1 Lead Agency

The department or agency identified as the lead will direct field response operations in accordance with their emergency response plans and procedures.

When there is advance notice of a hazard for which a lead agency has responsibility (e.g., a forecasted snowstorm), that agency is responsible for the following activities prior to EOC activation:

- Coordination of any actions or operations between or among city departments with support from the City Manager; and



- Managing public information when public information officers (PIOs) from multiple departments and/or agencies are involved.

During EOC activations, the lead agency:

- Provides subject matter expertise to the North Plains Emergency Management Leadership Committee;
- Provides guidance to the Incident Commander on the development of overall incident objectives based on their discipline; and
- Provides status and needs to the Incident Management Team during the activation.

In complex incidents involving an incident with multiple threats and hazards, the focus may shift as the emergency unfolds. In those situations, the lead assignment will transition to the appropriate department or responding partner and/or the establishment of a Unified Command. When TVF&R, which provides fire protection services in the City, is the lead agency, a TVF&R representative will be asked to advise the NPEMLC and the city's Incident Commander.

Each hazard identified within this plan has one department or agency identified as "lead agency," tasked with planning for that hazard in all phases and for all response levels. In most instances, the Incident Commander will be assigned from the "lead agency."

Table 1: Lead Agency Response by Hazard

INCIDENT	DEPARTMENT/AGENCY
Geophysical Hazards	
Earthquakes	Tualatin Valley Fire & Rescue
Volcanic Hazards	Tualatin Valley Fire & Rescue
Biological Hazards	
Disease	Washington County Public Health
Intentional Hazards	
Social Unrest	Washington County Sheriff's Office
CBRNE³	Washington County Sheriff's Office Tualatin Valley Fire & Rescue (Chemical release), FBI (Terrorism)

³ CBRNE includes: Chemical, Biological, Radiological, Nuclear, and High Yield Explosive incidents caused by accidental release, natural processes, or an intentional act.



INCIDENT	DEPARTMENT/AGENCY
Active Shooter Incident	Washington County Sheriff's Office
Transportation and Infrastructure Hazards	
Transportation Incidents	North Plains Public Works
Fires (Structural and Wildland)	Tualatin Valley Fire & Rescue
Hazardous Materials Incident	Tualatin Valley Fire & Rescue
Infrastructure Failure	North Plains Public Works
Weather and Climate Hazard	
Flooding	North Plains Public Works
Snow and Ice	North Plains Public Works
Water Shortage/Drought	North Plains Public Works
Windstorm	North Plains Public Works
Excessive Heat/Cold	Washington County Public Health

2.4.2 Capability Overview

North Plains government is a small organization, with approximately 12 full time personnel, that utilizes a combination of city staffed departments and contract services. The City has limited incident management resources of its own and will need to collaborate and coordinate with special districts, emergency services agencies, private contractors, and other community partners for resource assistance during major incidents.

- As a member of the Cooperative Public Agencies of Washington County (CPAWC) and a signatory to its Intergovernmental Agreement for Equipment and Services, the City can request mutual aid assistance from the county and other signatories.



- As a member of the Oregon Water/Wastewater Agency Response Network (ORWARN), the City can request mutual aid assistance from other member organizations.
- As a local government in the state of Oregon, the City can request mutual aid assistance from any other local government through the statewide mutual aid agreement (i.e., the Oregon Resources Coordination Assistance Agreement (ORCAA))
- The City can also formally request county, state, or federal assistance using a Declaration of Emergency (Municipal Code 14.05.050).
- A majority of city staff live outside of North Plains. This may require additional efforts to coordinate with staff and contract service providers.

The City is also served by a number of other agencies, nongovernment organizations, and third-party contractors that provide resources necessary to respond to emergencies of all types. Not all of these resources are located in North Plains as illustrated in the next table.

Table 2: City of North Plains Capability Overview

TYPE OF SERVICE	SERVICE PROVIDER	PRIMARY PROVIDER
Government Administration	City Department	City of North Plains
Public Works	City Department	City of North Plains
Police Services	Contracted Service	Washington County Sheriff's Office
Fire Services	Special District	Tualatin Valley Fire & Rescue
Emergency Medical Services	Special District Private Contract	Tualatin Valley Fire & Rescue Metro West Ambulance
Legal Counsel	Contracted Service	Third party contractor
Water Supply Service	Intergovernmental Agency	Joint Water Commission
Wastewater Service	Special District	Clean Water Services
IT Service	Contracted Services	Third party contractor
Disaster Relief	Volunteer Organization	American Red Cross

2.5 Level of Incident Response

When an incident occurs, a simple, universally accepted language for describing its nature and magnitude can be a useful tool for estimating casualties, property damage, and resource

requirements. The City of North Plains operates under five escalating levels of incident response that are aligned with the County's levels of incident response (Washington County EOP, 2017).

Figure 1: North Plains Level of Incident Response

Type 1: Catastrophic

- A very rare incident that is broad in scope, complexity, and potentially lasting impact and which significantly reduces the government's ability to help itself or others, such as a Cascadia Subduction Zone earthquake.

Type 2: Major Incident

- An uncommon incident that is typically large in scale and scope, that requires outside assistance, and usually involves multiple operational periods. Examples evacuation of one or more neighborhoods and establishment of local shelters, a particularly severe storm that disrupts City operations for more than one day, a major flood or moderate earthquake.

Type 3: Minor Incident

- Incidents that may be large in scale or scope and involve multiple sites and/or disciplines, but that can still be managed with existing North Plains Department/agency resources.

Type 4: Complex Routine

- Incidents that are larger in scope and magnitude than those typically occurring on a day-to-day basis but are still manageable by agency field resources without the need for higher-level coordination

Type 5: Routine

- Daily activities, including incidents such as traffic accidents and road closures, which are routine in nature and managed by department and/or agency field resources without the need for higher level coordination.

The response to any incident, regardless of the severity, comprises a framework made up of five key components that work together to: (1) support incident management policies and priorities, (2) facilitate logistics support and resource tracking, (3) inform resource allocation decisions using incident management priorities, (4) coordinate incident-related information, and (5) coordinate and resolve interagency and intergovernmental issues regarding incident management policies, priorities, and strategies.



2.6 Notification Coordination

As outlined in this plan incident response is organized by response levels based on the type and severity of the event. Within each response level, there are key staff notifications and action that must occur as well as priority decisions the North Plains Emergency Management Leadership Committee must consider to effectively manage a coordinated citywide response.

Table 3: Response Notification and Operational Parameters

RESPONSE LEVEL	NOTIFICATION PROCESS	OPERATIONAL PARAMETERS
Type 1: Catastrophic	911 Dispatch ➡ Police and Fire ⬇ City Manager ➡ Staff ⬇ City Council	<ul style="list-style-type: none">• Direction and Control: Multiagency response; EOC Full Activation• Resources: Significant state and federal support• Duration: 102+ hours response
Type 2: Major Incident	911 Dispatch ➡ Police and Fire ⬇ City Manager ➡ Staff ⬇ City Council	<ul style="list-style-type: none">• Direction and Control: Multiagency response; EOC Full Activation• Resources: Significant resource commitment; state and federal• Duration: 72 + hours response
Type 3: Minor Incident	911 Dispatch ➡ Police and Fire ⬇ City Manager ➡ Staff ⬇ City Council	<ul style="list-style-type: none">• Direction and Control: Unified Command; EOC Partial Activation• Resources: Significant county resource commitment• Duration: 12-72 hours response
Type 4: Complex Routine	911 Dispatch ➡ Police and Fire	<ul style="list-style-type: none">• Direction and Control: On-Scene Incident Commander. EOC Monitoring• Resources: Internally managed• Duration: 6-12 hours response
Type 5: Routine	911 Dispatch ➡ Police and Fire	<ul style="list-style-type: none">• Direction and Control: On-Scene Incident Commander; EOC Monitoring• Resources: Internally managed• Duration: 0-6 hours response



2.6.1 Internal Notification

The City Manager is responsible for maintaining a capability to notify personnel of potential threats in coordination with executive staff, providing specific direction to staff regarding the status of city facilities, and addressing worker health and safety incident specific issues. There are two components of internal notification: threat advisory and direction to staff.

Threat Advisory: Information on potential threats to the City (including potential or actual acts of terrorism, forecast or actual severe weather, seismic or volcanic event) may come through federal, state, or local governments or other reliable sources.

- Notification may originate from WCCCA in the form of an alphanumeric page to first responding agencies or specifically designated personnel.
- Notification of severe weather will originate from the National Weather Service and be disseminated via multiple mechanisms including weather radio and subscription-based email and text messages.
- A regional notification system, managed by the Portland Bureau of Emergency Communications, also notifies first responding agencies.
- Notification may come from Washington County Sheriff's Office, TVF&R, or Washington County Emergency Management.
- Notification may also come from the Oregon State Police through the Law Enforcement Data System (LEDS) or the Washington County Anti-Terrorism Advisory Committee (ATAC).

Those receiving initial notification determine the need for subsequent internal notifications and actions. At the discretion of the City Manager, additional notifications may go out to other appropriate staff.

Staff Direction: The Emergency Operations Annex specifies procedures, routes, and responsibilities for staff notification and, as necessary, staff callbacks and re-tasking. Maintaining current city staff information is the responsibility of the City Manager, with assistance from city executive staff as needed.

- City executives are responsible for providing the following to their staff:
 - Status of the City EOC
 - Incident status
 - Staff incident activation
 - Direction on work expectations
- The Public Works Department will provide basic facility status information to staff as needed.
- Internal texting may be used to notify and provide additional information to employees.



- Employees may join recipient lists for e-mail and text messages to personal accounts through the City's email network.

2.7 Alert and Warning

The effectiveness of public alert and warning systems depends to a large degree on the specificity and clarity of instructions provided and if the public perceives the warning is credible at the time it is issued. The City of North Plains alert and warning system utilizes the emergency alerting systems operated by WCCCA (i.e., Emergency Alert System, Community Notification System, and Wireless Emergency Alerts), mobile police and fire public address systems, and door-to-door contact. Local media (TV, radio, newspaper, FlashNewsAlert, etc.) may be utilized as appropriate. These methods may be used separately or in combination to alert and warn the public of an emergency.

General Guidelines:

- Upon detection of an emergency condition arising within the City, the Incident Commander will decide if there is a need to immediately alert the public and, if so, attempt to notify the City Manager and the Emergency Management Coordinator before implementing the alert.
- If time permits the Incident Commander will assist the City Manager in developing the alerting message; otherwise, the Incident Commander will use a previously scripted emergency message (Emergency Operations Annex (EOA) Appendix 2) or prepare one based on the current situation.
- If the emergency is localized, law enforcement (with possible assistance from other law enforcement agencies under the Law Enforcement Mutual Aid agreement or from TVF&R) can alert residents in the area by telephone, email, and text messages using the Community Notification System (i.e., Reverse 9-1-1) operated by WCCCA, mobile public address systems, FlashNewsAlert, and/or door-to-door contact.
- Authorized personnel can choose to activate the Emergency Alert System (EAS) or use Wireless Emergency Alerts (WEA) by contacting WCCCA.
- A log of warnings issued during the incident shall be maintained by the city's Public Information Officer.

2.8 TVF&R Command Notification

To notify Tualatin Valley Fire & Rescue (TVF&R) Command Operations of incident information and needs within the City, or to inform TVF&R that the City EOC was activated, contact WCCCA and ask that TVF&R Command (C-5) contact the North Plains Incident Commander and/or City Manager.



SECTION 3: DIRECTION AND COORDINATION

The City Council is responsible for providing high-level policy guidance, financial support, and coordination for disaster response and recovery operations and providing critical information to the public. The City Manager or designee will provide overall guidance to the response and short-term recovery activities for the City. The Police Chief will provide overall direction to the City's incident-related law enforcement operations and will coordinate those activities with the City Manager and the North Plains Emergency Management Leadership Committee. The Police Chief, Public Works Director and department heads retain administrative and operational control of their employees and equipment unless they are operationally assigned to the EOC or a field Incident Commander or have been provided to another agency.

Each city department is responsible for having its own operating procedures to be followed during response and short-term recovery operations, but interagency procedures, such as a common communications protocol, may be adopted to facilitate a coordinated effort. Pre-designated North Plains Emergency Operations Center (EOC) Incident Commanders (ICs) will manage the EOC and assigned resources. Similarly, city department directors will manage their respective department's assigned resources.

An on-scene Incident Commander, assisted by city staff, will manage resources assigned to the incident. If City resources are insufficient or inappropriate to deal with an incident, the City may request assistance from other jurisdictions, organized volunteer groups, and/or the state through the Washington County EOC or Washington County Emergency Management.

3.1 City Response Coordination

Management, coordination, and support of a response occurs at many levels. It begins in the field when there is an incident scene but may begin in the EOC during a citywide incident, such as a snowstorm, where there is no single incident scene. Regardless of where it begins, the following emergency facilities may be involved in incident management, coordination, and support activities:

Incident Command Post – Except when an emergency threatens, but has not yet occurred, and those situations where there is no specific incident site (such as a severe winter storm or area-wide utility outage), an Incident Command Post or command posts will be established in the vicinity of the incident site(s). The on-scene Incident Commander (IC) will be responsible for directing the emergency response and managing resources assigned to the incident.

Emergency Operations Center (EOC) – When incident activity demands multi-agency coordination and/or resource support, the City will activate the EOC. The NPEMLC members and several departments and agencies with assigned emergency functions in this plan will staff the EOC. The mission of the City EOC is to minimize the impact of incidents on the community through coordinated



planning, information sharing, resource management, and policy decision-making. The EOC does not typically direct tactical operations in the field but may take on a more tactical role when there is no single incident scene. EOC operations are addressed in Section 3.3 in this document. For additional detailed checklists refer to the Emergency Operations Annex (EOA) Section 2.

Public Information Center – The Public Information Center, under the direction of the City Manager or designee, will be activated whenever necessary to provide incident information, suggest available resources when needed, and receive offers of help from the public. It will be staffed by pre-designated personnel.

3.2 Emergency Operations Center (EOC)

The City's Emergency Operations Center (EOC) is activated during large-scale emergencies or special events. It provides central location for senior officials from the City, partner agencies, and involved private entities to coordinate response efforts, make decisions, and gather and disseminate information. The primary location for the North Plains EOC is the City Hall Conference Room located at 31360 NW Commercial Street, North Plains, Oregon,

The North Plains Emergency Operation Center's mission includes:

- Prioritizing incidents and allocating critical resources
- Acquiring and managing resources
- Providing technical support
- Collecting and disseminating incident information (interagency and public information)
- Intergovernmental decision-making
- Providing information to senior leadership

Coordination and control of city emergency operations will take place from the EOC as long as environmental, staff safety, and incident conditions allow. If environmental conditions do not allow direction and control functions to be conducted from City Hall, an alternative site will be identified, selected, and announced.

3.2.1 EOC Activation Authority

Authority to activate the EOC rests with the City Manager, Chief of Police, and Public Works Director, or their designees. The EOC may be activated in response to a major emergency or a planned event in the City. Typically, EOC activations meet the following criteria:

- Incidents that involve a large geographic area in which the response effort requires centralized coordination and support
- Incidents that require interagency coordination with county, state, and federal agencies, as well as with not-for-profit partners and the private sector

- Incidents with a prolonged duration
- Incidents with high public information demands

Pre-designated North Plains Emergency Operations Center (EOC) Incident Commanders (ICs) will manage the EOC and assigned resources. Similarly, city department directors will manage their respective department's assigned resources. On-scene Incident Commanders (ICs) can request activation of the EOC if, in their judgment, the situation warrants activation. Authorization for activation of the EOC should be approved by one of the authorized persons listed above if time and circumstances permit.

3.2.2 EOC Activation Levels

For some types of emergencies, a specific incident scene may not exist in the initial response phase, and the EOC may conduct initial response actions such as mobilizing resources and warning the public. As the threat/impact becomes clearer and a specific impact site, or sites, is/are identified, an Incident Command Post (ICP) may be established, and tactical control of the response transitioned to an IC at the scene. In all cases, it is imperative to maintain flexibility and determine the best method for accomplishing the mission. North Plains has three EOC activation levels, with Level 1 triggering full activation. At the time of activation, the City Manager or designee will determine which activation level will be used.

Figure 2: EOC Activation Levels

Level 3: Monitoring: In some instances, the EOC may be activated at a monitoring level in order to “lean forward” should a small incident or event rapidly escalate, as in a flood or severe storm. In such activation, staffing is typically limited to the Chief of Police and Public Works Director.

Level 2: Partial Activation: A limited activation of the EOC is typically used for establishing specific functions without activating the entire response organization. This approach may be optimal for planned public events, incidents of moderate size and scope, or incidents requiring specialized resource support. In such activation the North Plains Emergency Leadership Committee will staff the EOC.

Level 1: Full Activation: A full activation of the North Plains EOC will be implemented during most major and all catastrophic incidents and for some minor incidents. The decision to activate at Level 1 will be based on the resource management, information coordination, and notification requirements of the incident.



In addition to the City's EOC, local public safety agencies (fire and law enforcement) that provide life safety services can implement an expanded dispatch function to provide a structure and procedure for optimizing fire/rescue and public safety resource management during large incidents and major emergencies. Expanded fire and police dispatch is a function of Tualatin Valley Fire & Rescue (TVF&R), the Washington County Sheriff's Office, and WCCCA.

Note that there is not a one-to-one correlation between the incident types described above and the activation levels described in this section; however, the activation level scheme generally parallels the incident type scheme such that lower numbers indicate a more aggressive organizational response posture.

3.2.3 Staff Notification

The City Manager, Chief of Police, and/or the Public Works Director or designees will monitor developing or occurring hazardous incidents, evaluate the need to activate the EOC, and assign staff to inform city personnel of possible incident deployment.

To notify Tualatin Valley Fire & Rescue (TVF&R) Command Operations of incident information and needs within the city, or to inform TVF&R that the City EOC was activated, contact WCCCA and ask that TVF&R Command (C-5) contact the North Plains Incident Commander and/or City Manager.

3.3 EOC Activation and Operations

When the City EOC is activated, each organization managing emergency operations within their respective areas of responsibility will be deployed. The City will consolidate its EOC activities under two or three City EOC staff positions, focused on tracking hazard impact and coordinating response actions within the City. Where appropriate, an on-scene Incident Commander, assisted by city staff, will manage resources assigned to the incident.

3.3.1 North Plains Emergency Management Leadership Committee

The NPEMLC is organized and managed by the City Manager and is comprised of city department directors who provide policy and operational support for the emergency management program and the Incident Management Team (IMT). During emergency response and recovery, members of the NPEMLC are assigned to the Incident Management Team (IMT). The IMT will carry out the policies and procedures outlined in this plan and the Emergency Operations Annex.

Emergency responsibilities include:

- Providing strategic guidance, ensuring financial accounting, and providing strategic resource management guidance to the Incident Commander and EOC.
- Coordinating departmental support for incident command organizations and overseeing continuity of government operations.



- Responding to requests for policy decisions from the Incident Commander and EOC.
- Advising the Mayor and councilors on citywide response and recovery efforts

If a Joint EOC with TVF&R is activated (see below), a TVF&R designee will join the NPEMLC command and general staff briefing.

3.3.2 Joint EOC Operations

Due to the type and severity of the incident the City may jointly coordinate emergency operations with TVF&R EOC staff. The Incident Commander in consultation with the City Manager will decide if and when joint EOC operations will be activated. Once the Joint EOC is activated, it becomes the center of the City's incident management activity: collecting, analyzing and projecting accurate incident information; directing response and recovery actions; tracking progress in achieving response objectives; and providing emergency public information to citizens and media. The City's EOC staff will focus on emergency operations involving municipal services (public works, law enforcement, water, wastewater, etc.) and, for the most part, operate in a liaison relationship with TVF&R EOC staff. TVF&R EOC staff will focus on managing emergency fire operations citywide in accordance with the Tualatin Valley fire & Rescue Emergency Operations Plan (April 2011). TVF&R EOC staff will coordinate with City EOC staff on response activities conducted by the City EOC, and other incident-related issues that potentially impact the City.

The City Manager coordinates equipment and communications requirements with TVF&R and aligns City EOC staff functions with their Fire EOC counterparts. This enhances City and Fire collaboration on common EOC functions, such as: maintaining a Common Operating Picture; developing and disseminating public information; issuing Situation Reports (SITREP); planning and conducting evacuations; and providing shelter and mass care.

3.3.3 Washington County Emergency Operations Center

Upon activation of the City of North Plains EOC, notification of activation will be provided to the Washington County Emergency Manager or to the Washington County EOC (if activated). In addition, the City Manager will notify and provide copies of city emergency declarations to the County Emergency Manager.

The City EOC will coordinate external situation and resource information and requests, formulation of strategic goals, public information, and policy decisions, and arrange for technical support with the Washington County EOC and other responding agencies.

The Washington County Emergency Manager or County EOC (if activated) will provide a conference call number and/or link to the City Manager for applicable incident-specific briefings or planning meetings.



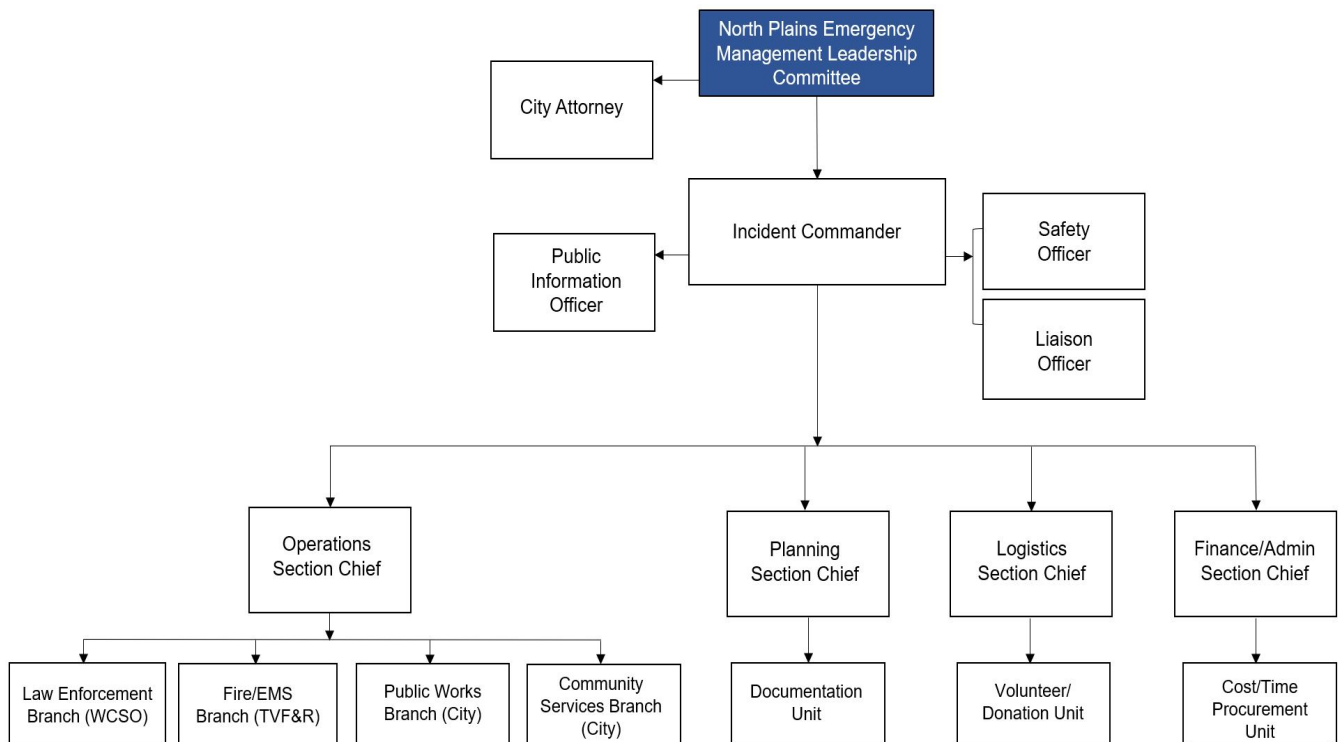
The Washington County EOC will advise the state of all city emergency declarations, provide updates to the state on the city's situation, and coordinate the provision of local, state, and/or federal assistance to the City.

3.3.4 Incident Management Team

The North Plains Incident Management Team (IMT) is comprised of the North Plains Emergency Management Leadership Committee members and city staff. The IMT may be activated by the City Manager, Incident Commander, Police Chief, or Public Works Director.

Based on the Incident Command System (ICS), the positions identified in the chart below constitute the North Plains IMT. In a major emergency or disaster, it is recognized that the City IMT will not have adequate staff to fill all of the positions without external assistance. However, the chart lists functions that need to be performed in a major emergency or disaster regardless of staffing levels.

Figure 3: North Plains Incident Management Team Organization Chart





3.4 Citywide Emergency Coordination

Levels of emergency response coordination correspond to incident complexity and the nature and magnitude of the incident. The City of North Plains has five escalating levels of incident response that correspond to activating the North Plains Emergency Management Leadership Committee (NPEMLC) and activation of the EOC and IMT staff to manage citywide coordination based on the event.

Table 4: Citywide Emergency Coordination by Level of Incident Response

RESPONSE LEVEL	DEFINITION	COORDINATION LEVEL	NOTIFICATION
Type 1: Catastrophic	<p>Those events that are typically regional in scope and affect all of the City's residents and businesses. They imply significant and lasting damage to the region's infrastructure and public utilities. They will often involve the authorization of Emergency Powers as delineated in the Emergency Operations Plan. Operations will typically involve multiple operational periods. Example:</p> <ul style="list-style-type: none">• Subduction zone earthquake	<p>NPEMLC staff will report immediately to the EOC for activation. <i>In addition, off-duty police, public works and administrative staff will immediately report to their supervisor for assignment.</i></p>	<p>Notify the following as soon as possible:</p> <ul style="list-style-type: none">• City Manager• Chief of Police• Public Works Director• NPEMLC members (IMT)• TVF&R, North Battalion Chief (C-5)• Washington County Emergency Management
Type 2: Major Incident	<p>Events that significantly impact all of the City's operational resources and large portions, if not all of the City's residents and businesses. Major Emergency Operations may be local or regional in scope and will normally involve multiple operational periods. Examples include:</p> <ul style="list-style-type: none">• Hazardous material release resulting in evacuation of one or more neighborhoods and establishment of local shelters• Severe storm that disrupts City operations for more than one day• Moderate earthquake	<p>NPEMLC staff will report immediately to the EOC for activation. <i>In addition, off-duty police, public works and administrative staff will immediately report to their supervisor for assignment.</i></p>	<p>Notify the following as soon as possible:</p> <ul style="list-style-type: none">• City Manager• Chief of Police• Public Works Director• NPEMLC members (IMT)• TVF&R, North Battalion Chief (C-5)• Washington County Emergency Management



RESPONSE LEVEL	DEFINITION	COORDINATION LEVEL	NOTIFICATION
Type 3: Minor Incident	<p>Events that impact all of the City's internal operational resources and portions, of the City's residents and businesses. Minor Emergency Operations are local in scope and will normally involve multiple operational periods. Examples include:</p> <ul style="list-style-type: none">• Severe storm that disrupts City operations for more than one day• Moderate flooding	<p>The EOC will be activated at Level 2: Partial. Staff coordination will be limited to an as needed basis.</p>	<p>Notify the following as soon as possible:</p> <ul style="list-style-type: none">• City Manager• Chief of Police• Public Works Director
Type 4: Complex Routine:	<p>Events having a significant impact on the operational resources of the City, but which are normally short-lived and do not adversely impact large geographical areas of the City or significant numbers of residents or businesses. Examples include:</p> <ul style="list-style-type: none">• Multi-alarm fires• Accidents resulting in traffic rerouting, or• Planned events with large crowds	<p>At the discretion of the Incident Commander, the organization will generally be internal to his or her agency or may include representatives of the Incident Management Team.</p>	<p>Notification of the City Manager is at the discretion of the Chief of Police or the Public Works Director.</p>
Type 5: Routine:	<p>Events which impact day-today city operations, but do not have an adverse impact on the City. Examples include:</p> <ul style="list-style-type: none">• Routine responses• Planned events with large crowds	<p>At the discretion of the City Manager, an Incident Commander (IC) or Event Coordinator (EC) may be designated. The organization will generally be internal to the IC/EC's agency, or may include representation from all or part of the city Staff.</p>	<p>Notification of the City Manager is at the discretion of the Chief of Police or the Public Works Director.</p>



3.4.1 Coordination and Reporting

The City of North Plains will utilize a scaled version of ICS positions to align with the City's limited staffing capabilities. This re-alignment allows the City to scale and adapt ICS positions and planning documents for a more streamlined emergency response based on capacity. This section outlines the notification and reporting processes, emergency declarations, damage assessment, and incident documentation procedures that the City will implement in the event of a major emergency. The process of reporting is based on critical actions that must be taken in priority order to ensure the City identifies and assesses the initial damage to inform the emergency declaration process and the allocation of resources and provide a state of the City report to City Council and the community.

Table 5: Emergency Reporting Requirement Process

PRIORITY	DOCUMENT	ORGANIZATION ASSIGNED	RECIPIENTS
1	Incident Initial Status Summary (ICS 209): This form provides a summary of the current situation of the incident.	<ul style="list-style-type: none">• Incident Commander• City Manager	<ul style="list-style-type: none">• City Council• Washington County• IMT
2	Declaration of State of Emergency: This document is informed by the ICS 209 and is packaged with the ICS 209.	<ul style="list-style-type: none">• City Council• City Manager• City Attorney• Incident Commander	<ul style="list-style-type: none">• City Council• Washington County• IMT
3	North Plains Situation Report (SITREP): This document is developed by the IMT to provide incident status, incident objectives, citywide coordination efforts, and issues/challenges.	<ul style="list-style-type: none">• IMT	<ul style="list-style-type: none">• IMT• Emergency Partners
4	Damage Assessment: Is comprised of three phases: Rapid Assessment, Initial Assessment, and Preliminary Damage Assessment	<ul style="list-style-type: none">• IMT• Public Works Department	<ul style="list-style-type: none">• City Council• Washington County• IMT• Oregon Emergency Management• FEMA

3.4.2 Initial Incident Status Summary (ICS 209)

Emergency assistance from mutual aid agencies, Washington County, and state and federal entities will be enhanced by prompt and thorough reporting of the emergency conditions. Accurate incident



status summaries are important to decision makers within the incident staff, as well as to assisting agencies and the public. The Initial Incident Status Summary, ICS Form 209 (EOA Attachment B), should be completed by the Incident Commander on all EOC activations as soon as possible after the onset of an emergency. It should be submitted to the County Emergency Manager or County EOC (if activated) no later than 10 hours or 1 operational period after the incident and may be submitted as an attachment to the State of Emergency Declaration if one is adopted. Once the ICS Form 209 has been submitted to the County, it should be archived in the incident folder on the City's shared drive. The ICS 209 report will be subsequently updated by the daily North Plains Situation Report, which provides citywide coordination information every operational period.⁴

The Public Information Officer may use the Initial Incident Status Summary as the basis for news releases for the media and public, and may distribute it to assisting agencies, adjacent jurisdictions, response personnel, and volunteer organizations at the direction of the Incident Commander.

3.4.3 Declaration of State of Emergency

An emergency declaration is issued when a state of emergency exists, and the City needs to implement specific local measures and emergency authorities to protect life, public health, or property and/or suspend rules or procedures in order to expedite response operations and advance recovery activities (North Plains Municipal Code Chapter 14.05.050).

A state of emergency exists when:

1. *The situation requires a coordinated response beyond that which occurs routinely;*
2. *The required response cannot be achieved solely with the added resources acquired through mutual aid or cooperative assistance agreements; and*
3. *The use of specific emergency authorities and/or measures is needed to mitigate incident impacts.*

The City Manager or the Mayor shall have the power to request that the Governor declare a state of emergency within the city. The request must be submitted in writing through the Washington County Emergency Management Office.

The Declaration should be submitted to the County 10 hours or 1 operational period after the incident. Refer to Appendix 2 to review the North Plains Declaration of State of Emergency template.

⁴ Due to staffing restrictions the North Plains EOC/IMT will operate for 1 operational period (10 hours) daily.



3.4.4 North Plains Situation Report (SITREP)

Incident information is often received in a continuous flow of reports from multiple sources and delivered by a variety of communications systems. In order to develop and maintain situational awareness, incident information must be gathered, collated, and analyzed, then synthesized and disseminated to appropriate response agencies and organizations for every operational period. This helps establish a common operating picture, which is necessary to ensure an effective, coordinated response by multiple agencies and jurisdictions at all levels.

The City EOC staff provides timely information on the impact of incident hazards on the City through development and distribution of daily Situation Reports (SITREPs). These reports describe the incident situation, actions taken to minimize hazard impact, and challenges/issues facing the City. The City EOC will also receive SITREPs from neighboring jurisdictions, the County, and other response partners. These reports contribute to the City's situational awareness of the impact to the City. The SITREP should be issued within four hours of EOC activation and for each operational period, thereafter, using the format illustrated in Addendum 3: Attachment D of the EOA. Due to staffing limitations, it is not possible to develop the standard ICS Incident Action Plan (IAP) as the Planning Section Chief role may not be staffed or may be assumed by the Incident Commander. To ensure comprehensive incident reporting, the North Plains SITREP combines the primary ICS planning documents into one streamlined report to ease the burden on IMT staff.

When the incident requires multiple EOC shift operations, continuity of ongoing critical actions must be carefully passed to incoming EOC staff. The daily SITREP will be utilized as a planning tool and a briefing document to ensure continuity of emergency response operations over an extended time period.

3.4.5 Damage Assessment Reporting

Damage assessment is conducted and managed by the City's Public Works Department in three phases: Rapid Assessment, Initial Damage Assessment, and Preliminary Damage Assessment.

1. The Rapid Assessment, conducted immediately after impact, provides the Incident Commander with information necessary to assess the situation, prioritize response efforts, allocate scarce resources, and determine resource needs. It also provides supporting information for the city's state of emergency declaration.
2. The Initial Damage Assessment (IDA), a Planning Section responsibility, provides a more detailed summary of incident impacts with a focus on human impacts, emergency costs, and infrastructure damages. The IDA is a formal process requested by the state and coordinated by the County and is conducted as a first step in the federal disaster declaration process. .
3. The Preliminary Damage Assessment (PDA) is the second step in the federal disaster declaration process. If it appears a federal disaster declaration may be warranted based on



data provided in the IDA, a joint local, state, federal assessment (the PDA) will be conducted to review and validate the IDA data. The PDA is organized by the state and coordinated through the County.

As a local government, the City of North Plains qualifies as an applicant under the federal Public Assistance (PA) Program. The City Finance Director will work closely with the Public Works Director and City Manager to ensure 75% reimbursement of emergency costs and infrastructure damages to the city as a result of the incident.

3.5 Evacuation, Sheltering, and Mass Care Operations

The City's first responders (WCSO and TVF&R) routinely issue shelter-in-place and small-scale evacuation recommendations. Each agency has established guidelines for temporarily relocating residents, determining when the threat has resolved, and facilitating residents' return. For a large but slow-moving incident, the City will convene the North Plains Emergency Management Leadership Committee (NPEMLC) to make decisions and provide policy direction about evacuations. During a large and fast-moving incident, the on scene IC will evaluate the situation and identify the requirement for a larger-scale evacuation (See Appendix 5 Evacuation Order).

If a large-scale shelter-in-place or evacuation is required for a fast-moving incident, the on-scene IC will brief the City Manager on the emergency location, hazard, size of the area involved, and the area to be evacuated. IC will also request additional resources and activate the Community Services Branch to manage shelter and mass care efforts (see EOA Section 3.3 Community Services Branch checklist).

The incident will dictate the type of facility required, such as Red Cross shelter locations or city facilities. While the City has primary responsibility for its jurisdiction, the American Red Cross Cascades Region will serve, where possible, as the primary support agency responsible for operating traditional emergency shelters. When the Red Cross has exhausted its capacity to support shelter operations, the City will provide shelter management and will oversee operations.

The EOC will continue to support incident response after evacuation is complete. Continued support will be needed to plan for re-entry, initiate recovery, and to support overnight shelters for more than a few hundred people. Washington County or the Red Cross may take the lead on sheltering operations.

3.6 Recovery Operations

At some point in the response to a disaster, the focus of operations shifts from taking action to protect lives and property to helping impacted areas meet their basic needs, resume self-sufficiency, and return to their pre-existing condition. This phase, known as recovery, normally begins with short-term efforts to reconstitute government, provide essential public health and safety services (e.g., food,



water, shelter), and restore critical infrastructures. Once basic needs are met, recovery will become more forward-looking, focusing on activities such as community reconstruction and redevelopment (with emphasis on mitigation and other resilience and sustainability enhancement strategies) and disaster cost recovery. Because disaster recovery can constitute a complex set of processes taking months or even years, long-term recovery activities lie outside the scope of this EOP. However, initial recovery activities often begin concurrently with the early stages of response, this EOP provides a strategic-level foundation for the transition from response to short-term recovery. As soon as incident conditions permit, the NPEMLC will begin laying the groundwork for recovery.

3.6.1 Short Term Recovery

During the recovery phase of an emergency, the Incident Commander has the final authority to establish priorities for recovery activities and the allocation of resources to support them. Some activities, such as damage assessment, will most likely begin during the response phase of the emergency once the incident is stabilized.

Short-term recovery activities may include:

- Damage assessment and posting unsafe and/or unusable buildings, roads, or bridges
- Assessment of survivor's unmet needs (i.e. sheltering)
- Removal of disaster debris
- Removal of animal and human remains
- Testing drinking water and, if necessary, establishing new or additional drinking water supplies
- Emergency repairs of sanitary sewer and storm drain systems
- Utility infrastructure repairs, i.e. electricity, phone, and natural gas lines and cell phone towers
- Establishing security in affected areas

3.6.2 Long Term Recovery

Long-term recovery activities are generally conducted by the same sources used for similar activities during non-emergency times. These activities will be guided by policy decisions by elected officials and other officials and will include:

- Restoration of non-vital government services
- Demolition and reconstruction of damaged areas
- Monitoring restoration activities
- If necessary, helping locate suitable facilities for a disaster recovery center
- Identifying areas to improve and implement changes (such as building codes, emergency plan, training deficiencies, etc.) that could mitigate damage in future emergencies



Disaster Recovery Center (DRC)

When a federal disaster declaration is issued, FEMA is responsible for operation of the Disaster Recovery Center (DRC). There, citizens can meet with federal/ state/local and volunteer agency representatives to apply for disaster recovery assistance. A Disaster Recovery Center (DRC) needs to be a readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, or for questions related to their individual situation. Some of the services that a DRC may provide:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing assistance and rental resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Small Business Administration (SBA) program information if there is an SBA Representative at the Disaster Recovery Center site.

3.7 Continuity of Operations Planning

Maintaining continuous operations of both essential services, and the governmental structure, following an incident, is critical. To ensure this is accomplished, the City developed an Essential Service Matrix for each department, which establishes operational procedures to sustain essential services, to support Continuity of Government (COG) operations, and guides the restoration of services after a disruption. The Essential Service Matrix may be activated at the beginning of significant incidents to reduce the interruption of services.

City departments are actively involved in their own Continuity of Operations (COOP) planning that establishes effective policies and protocols for department response, reconstitution, and devolution. This assists the City in delivering essential services to the public even when the departments are confronted with operational disruptions. To review the current North Plains Essential Service Matrix, see Appendix 6 in this document.



SECTION 4: ROLES AND RESPONSIBILITIES

The City has the responsibility and authority to direct activities which will allow North Plains to mitigate, prepare for, respond to, and recover from emergencies or major disasters. During an emergency, City personnel will assume Command and General staff roles based on the National Incident Management System (NIMS) and operate using the Incident Command System (ICS). This section describes the overarching assigned roles for city staff and primary agencies. For a more detailed overview of responsibilities refer to the Emergency Coordination Checklist section in the Emergency Operations Annex (Section 3).

Day-to-day supervision of the Emergency Management Organization is the responsibility of the City Manager with support from the Public Works Director. The Emergency Management Organization has the authority to involve any or all city personnel in response to a disaster or other emergency incident. The following section describes the roles and responsibilities of city staff and support agencies.

4.1 General Responsibilities

4.1.1 Mayor/City Council:

- Establish emergency management authority.
- Adopt an emergency plan and related resolutions and ordinances.
- Declare a state of emergency and authorize the City Manager to request assistance through the county.
- Coordinate policy-level activities with local/regional elected/appointed officials
- Assist the City Manager and EOC staff as requested to:
 - Communicate information and protective action instructions to residents
 - Coordinate City activities with local/regional elected and appointed officials
- Provide financial support for emergency response and recovery activities
- Act on emergency funding requirements.

4.1.2 City Manager

- Manage the North Plains Emergency Management Organization.
- Manage organization under contract with the City for incident support.
- Convene and manage the North Plains Emergency Management Leadership Committee (NPEMLC).
- Issue Declarations of Emergency or Major Disaster, as necessary.
- Authorize release and dissemination of emergency public information.
- Assign incident commanders and ensure the City follows NIMS/ICS.
- Ensure essential services continue without interruptions.



- Support continuity of government through regular updates to the Mayor and City Council.
- Provide necessary direction, guidance, and support to the EOC and city government.

4.1.3 North Plains Emergency Management Leadership Committee (NPEMLC)

The NPEMLC is referred to in this plan as a single body and includes the City Manager, Public Works Director, Police Chief, and all other Department heads or their designees.

Committee responsibilities include:

- Providing strategic guidance, ensuring accurate financial accounting and record keeping, and providing strategic resource management guidance to the Incident Commander and EOC.
- Coordinating departmental support to incident response organizations and overseeing continuity of government operations.
- Responding to request for policy decision from the Incident Commander and EOC.
- Advising the mayor and city councilors on citywide response and recovery efforts.

4.1.4 Chief of Police

- Maintain law and order.
- Coordinate crowd, traffic, and restricted area control.
- Implement security measures.
- Protect vital city owned facilities.
- Evacuate affected populations when required.
- Organize search and rescue operations for missing people, including support in all body recovery operations.
- Coordinate efforts with other city, county, state, and private sector law enforcement agencies/organizations.
- Inform families on the status of individuals injured or missing. This function will be coordinated with the Red Cross.
- Attend NPEMLC meetings and brief on law enforcement incident impacts and activities (law and order, evacuations, security, missing persons, etc.).

4.1.5 Public Works Director

- Serves as lead agency for flooding, severe weather, utility failures, earthquakes, and volcanic eruption.
- Provide emergency response and incident command according to department standard operating guidelines.



- Provide Public Works incident related (road conditions, bridges, buildings, water, sewer, etc.) public information to the City Manager.
- Attend and brief the NPEMLC regarding Public Works incident related (road conditions, bridges, buildings, water, sewer, etc.) damage that may impact the city.
- Conduct flood monitoring and, to the extent possible, flood control.
- Provide support to traffic, crowd control, and evacuation operations.
- Direct and oversee repair of critical city facilities.
- Remove debris, maintain roadways, and bridges.
- Conduct and manage the rapid and initial damage assessment processes, to include city-owned buildings, roads, bridges, signals, signs, water infrastructure, and parks.
- Coordinate efforts with other city, district, county, state, and private sector public works agencies/organizations.
- Provide support to law enforcement and fire emergency operations, as requested.

4.1.6 Finance Director

- Ensure accurate financial records are maintained.
- Establish accounting code(s) to track disaster-related costs for personnel, materials, equipment, etc..
- Compile preliminary estimates of the City's emergency response costs.
- Compile preliminary financial loss estimates for damaged city buildings, roads, bridges, and other infrastructure.
- Support community recovery through block grant and other emergency focused development funds.
- Compile cost recovery reports.
- Forecast economic impacts on city revenues.
- Attend NPEMLC meetings and brief on finance/budget incident impacts and activities.
- Support community recovery through block grant and other emergency focused development funds.

4.1.7 Library Director

- Attend NPEMLC meetings and brief on library incident impacts and other assigned duties.
- Support incident related relief and recovery activities.
- Collect, analyze, and store incident related documents



4.1.8 City Recorder

- Support the City Council
- Serve as point of contact for mutual aid agreements
- Support the EOC
- Support the City Manager with public information dissemination and messaging.

4.1.9 Legal Counsel

- Support the preparation and adoption of resolutions.
- Resolve legal conflicts prior to policy implementation.
- Ensure proposed mitigation, response, and recovery actions comply with city, county, state and federal laws and do not expose the City to risk.
- Advise the City Council and NPEMLC on legal authorities and limitations.

4.2 Organization and Assignment of Responsibilities

Each department, agency, and organization is responsible for developing and maintaining its own emergency operating procedures. Responsibilities for certain agencies and organizations that are not a part of the City or county government are also presented in this plan.

4.2.1 Task Assignments

The following section includes a summary of assigned tasks by city department, county lead agencies, and emergency partners.

1. **Coordination of Emergency Services**

- The City Manager is responsible for the coordination of emergency services provided by each city department.
- The City Manager assigns personnel to the EOC on an “as needed” basis.
- The City Manager or designee maintains internal notification/call rosters.

2. **Warning**

The Chief of Police is the City Warning Officer. The Washington County Sheriff is the County Warning Officer. The Warning Officer is responsible for establishing and maintaining an alert and warning system, which includes::

- Selecting a primary and secondary warning point (County).
- Implementing and maintaining National Warning System (NAWAS) installations (County, WCCCA).



- Activating the Emergency Alert System (EAS), Community Notification System (CNS), and Wireless Emergency Alerts (WEA) (City, County, WCCCA).
- Providing public education on warning system activations and preparedness (City, County, WCCCA).

3. Law Enforcement

- Coordinate alert and warning of the public with support from the City Manager and WCCCA.
- Brief the NPEMLC regarding law enforcement incident impacts and activities.
- Coordinate communications with WCCCA.
- Staff the Law Enforcement Branch in the City EOC.
- Support emergency medical with fire and EMS.
- Manage WCSO staff assigned to provide law enforcement services to the city.
- Coordinate evacuation and shelter-in-place operations with support from fire.
- Support hazardous materials response with fire.
- Coordinate law enforcement activities with support from the Washington County Sheriff's Office and neighboring city police departments.
- Coordinate missing person's locator activities.
- Support mass fatality operations.
- Support the City Manager's public information efforts.
- Coordinate transportation needs with Public Works.
- Coordinate intelligence and investigation activities with other law enforcement agencies.
- Support damage assessment.

4. Fire Services

Tualatin Valley Fire & Rescue (TVF&R)

- Respond to fire, medical, hazardous material, and rescue incidents.
- Staff the Fire Branch in the City EOC Operations Section.
- Support mass casualty/fatality operations.
- Support public information efforts with the PIO, City Manager, Public Information Center, and Community Services Office.
- Coordinate access to water for firefighting with Public Works when primary water service has been interrupted.
- Brief the NPEMLC on fire-related incident impacts and activities.

5. Emergency Medical Services



Tualatin Valley Fire & Rescue (TVF&R), Metro West Ambulance, Life Flight

- Provide urgent pre-hospital medical care
- Stabilize patients and transport to hospitals or other definitive care facilities

6. North Plains Public Works Department and Clean Water Services (CWS)

- Conduct flood monitoring and, to the extent possible, flood control (City, CWS).
- Provide support to traffic, crowd control, and evacuation operations (City).
- Direct repair of critical city facilities (City).
- Remove debris and maintain roadways, bridges, and water and wastewater system infrastructure (City, CWS).
- Support the City Manager's public information efforts.
- Provide support to law enforcement and fire emergency operations, as requested (City).
- Maintain internal notification/call rosters (City).
- Safeguard essential department records (City).
- Develop and maintain mutual aid agreements that are necessary for department response (City, CWS).
- Provide a representative to the EOC (City).
- Actively participate in the emergency planning process.

7. Communications

Washington County Consolidated Communications Agency (WCCCA)

- Maintain a public safety communications system (radio) capable of providing effective communications for all emergency fire and law enforcement responders and operations throughout the county.
- Provide 9-1-1 and non-emergency call taking services for Washington County.
- Provide emergency dispatching services for the county's fire and law enforcement agencies.
- Provide a location and 24-hour answering service for the National Warning System (NAWAS).
- Access and activate appropriate county warning systems to disseminate warning and emergency messages at the request of incident commanders or EOCs.

8. Public Information

City Manager



- Serve as the city Public Information Officer (PIO) unless otherwise delegated.
- Develop and compile incident information and provide it to the City Council, public, media, and other appropriate agencies and organizations.
- Organize and manage press releases, as necessary.

9. **Health and Human Services**

Washington County Department of Health and Human Services

- Identify health hazards.
- Assess health hazards arising from damage to water distribution and sewage collection systems.
- Disseminate information on public health and safety measures.
- Coordinate with appropriate agencies to provide food and potable water to victims whose normal supply channels are disrupted.
- Inspect occupied public shelters and feeding areas.
- Coordinate clinical and immunization services.
- Establish and direct isolation and quarantine measures.
- Coordinate the distribution of emergency medicines and supplies.
- Coordinate and support efforts to address the needs of people with disabilities and others with access and functional needs (e.g., long term care facility residents, home health care and dialysis patients, foster care homes, developmental disability clients, etc.).
- Coordinate Medical Examiner efforts to provide for identification and disposition of the dead.
- Coordinate mass fatality activities with funeral directors and mortician services.
- Provide or coordinate counseling and long-term mental health care for clients suffering from mental and emotional disturbances as a result of the disaster.

10. **Relief and Mass Care**

American Red Cross

- Activate and manage shelters.
- Assist with family reunification.
- Provide disaster health services.

4.3 **Emergency Partners**

The City coordinates emergency preparedness, response and recovery activities with the state and federal government through Washington County Emergency Management. Additionally, the City



utilizes community partners from both the private and public sectors and promotes a “whole community” approach to emergency preparation, response and recovery.

4.3.1 Washington County

- Serve as lead agency for public health emergencies.
- Provide resources when requested and as available.
- Forward requests for a declaration of emergency to the Governor when requested resources are not available from within the county.
- Provide a representative to the Emergency Management Organization.
- Actively participate in the emergency planning process.

4.3.2 Special Districts

Special Districts provide many services that are not being provided by city or county governments. They include services such as fire, water, sanitary, irrigation, schools, and more. They often overlap city and county boundary lines. Special Districts are units of local government that are governed by elected boards, have policies separate from city and county governments, and may have emergency planning, response, and or recovery responsibilities.

The Special Districts with emergency responsibilities serving the City include:

- Tualatin Valley Fire & Rescue, the City’s fire service provider;
- Clean Water Services, the City’s sewage collection and transmission service provider;
- Hillsboro School District, which operates and maintains the public schools in the City; and
- Joint Water commission which provides the City’s drinking water

4.3.3 Private Sector

Emergency service functions not performed by existing local government agencies may be conducted and/or supported by business, industry, and non-governmental organizations.

- Business and Industry:
Coordination efforts with these organizations will be performed by the City’s emergency manager or City EOC, when activated. Important business and industry partners with emergency responsibilities in the City include:
 - Portland General Electric (PGE), the City’s electrical service provider;
 - NW Natural (NWN), the City’s natural gas provider;
 - CenturyLink, Comcast, and other cell, and data service providers serving the City; and
 - Companies providing contract public works services to the City.



- **Non-governmental Organizations (NGO):**
These organizations provide specific services in emergency situations. These services are enhanced when operating in cooperation with local government through previously established agreements. Coordination efforts with these organizations will be performed by the City's emergency manager or City EOC, when activated. Important NGOs with emergency responsibilities and/or capabilities serving in or available to the City include:
 - American Red Cross (ARC)
 - The Salvation Army
 - Amateur Radio Emergency Service (ARES)
 - Non-profit mental health providers

The Public Works Department contracts some of its services from the private sector and relies heavily on contracts and mutual aid agreements for those areas in which it does not have the manpower or the equipment.



SECTION 5: ADMINISTRATION AND FINANCE

All employees are expected to contribute to the City's emergency preparedness and response efforts. Each department is responsible for documenting all actions taken, tracking personnel and equipment allocated to the incident, and maintaining accurate cost accounting.

5.1 Records Preservation

The City maintains and protects essential records in accordance with the records retention program defined in Oregon Administrative Rules (OAR) Chapter 166. Essential records which must be retained permanently include those created during emergency response and recovery operations. Some examples of these records include: situation reports; emergency declarations; City Ordinance revisions; requests for assistance; damage assessment reports; department log entries; and City EOC email.

During an incident, the Incident Commander and/or assigned staff is responsible for ensuring essential records are retained. When the activation has concluded, the Incident Commander and/or assigned staff is responsible for the collection, organization, and storage of the incident records.

5.2 Finance Management

Incident-related obligations and expenditures to be handled in accordance with North Plains Emergency Management Code Chapter 14, Section 14.05.065, and other applicable state and federal statutes and rules.

Departments will maintain records in such a manner as to separately identify incident-related expenditures and obligations from general or routine programs and activities. Complete and accurate records are necessary to document requests for assistance and for reimbursement under approved applications pertaining to declared disasters. Detailed records will be kept from the onset of an incident or event to include, as a minimum:

- Appropriate extracts from payroll with cross references necessary to locate original documents
- Equipment used
- Invoices, warrants, and checks issued and paid for materials and supplies used on the job
- Contracted work.
- Copies of bid requests
- Final contracts
- Contractor invoices
- Warrants authorizing check issuance
- Work done under community-based agreements and mutual aid



Incident related emergency costs, expenditures, and obligations may be reimbursed under several federal programs. The federal government may authorize reimbursement of eligible costs for work performed after a major disaster declared by the President.

- This is a complex process that requires significant documentation.
- Oregon Emergency Management and Washington County are responsible for coordinating with the City to properly apply for federal reimbursement and document the incident response and recovery.
- It may take years to complete all the paperwork associated with federal disaster assistance.

Audits will be conducted in the normal course of state and local government audits. Audits of projects approved for funding through federal disaster assistance programs are necessary to validate the eligibility of the work and costs claimed by the applicant.

5.2.1 Cost Recovery

Regardless of whether the EOC is activated, an event may generate a federal major disaster declaration that would allow the City to recover some of its eligible costs. Eligible costs under FEMA's Public Assistance (PA) program include those for emergency response and project work, such as repairs to damaged facilities, and are typically eligible for 75% reimbursement, with a 25% match, although each declaration specifies the reimbursement rate. Disaster declarations are made by the Governor and administered through FEMA. The process typically involves a request from Oregon Emergency Management to county emergency managers to prepare an initial damage assessment in order to determine whether countywide economic losses are likely to meet federal thresholds. This requires impacted jurisdictions, like the City, to estimate eligible costs incurred during the incident and submit them to the county. Due to the combination of strict reporting requirements, limits on eligible costs, and the need to ensure that appropriate costs are matched to their respective counties, an effective documentation system must be established as soon as possible.

The Finance Section is responsible for ensuring that all aspects of eligible and potentially eligible costs (e.g., overtime, equipment use, repairs, purchasing) are accurately documented in a manner compatible for use in the FEMA claims process. The City Finance Director will manage the cost recovery process. The importance of financial tracking dictates that the Finance Section be staffed for every EOC activation; Finance staff will assign an incident-specific accounting code or codes to facilitate cost tracking for every EOC activation and other incidents as needed.

5.2.2 Agreements and Contracts

Should local resources prove to be inadequate during an incident, requests for assistance may be made to other local jurisdictions, other agencies, and industry in accordance with mutual aid agreements, contracts, and other formal arrangements concluded during or prior to the incident. Such



assistance may include equipment, supplies, or personnel. All agreements will be entered into by authorized officials and should be in writing whenever possible. Agreements and contracts should identify the local officials authorized to request assistance pursuant to those documents.



SECTION 6: LOGISTICS

6.1 City Resources

City resources committed to the incident will be managed by an on-scene Incident Commander or the Emergency Operations Center (EOC). The City EOC will provide strategic direction for all city resources and provide tactical direction for city resources assigned to the response but not otherwise working for an on-scene Incident Commander.

Resources not assigned to the response will be tactically managed by their respective departments. The City EOC will also serve as the clearinghouse for resource requests from local responders, coordinate with other responding organizations, and arrange for state and federal resource support, if warranted, through the county.

6.2 Resource Management

North Plains will first use its own resources to respond to emergencies and purchase supplies and portable equipment as necessary before requesting assistance from others. If additional resources are required, the city will request resources through existing mutual aid agreements. If limited or no mutual aid resources are available to meet the City's needs or the County EOC has directed a suspension of mutual aid to allow for strategic resource management countywide, the City EOC should submit resource requests to the County EOC.

6.2.1 Emergent Volunteers

It is expected that emergent volunteers will seek to assist the public in any disaster. Information on emergent volunteers will be directed to the city's Volunteer/Donations Unit Leader (VDL) who will collect specific information and disseminate it to the appropriate department and other agencies for best utilization of the volunteer's skills and resources. For additional information regarding VDL responsibilities, refer to the Emergency Operations Annex (Section 3).

6.2.2 County, State, Federal, and Other Assistance

If local resources are inadequate to deal with an emergency, the City will contact the Washington County EOC for support and the County EOC will request assistance from neighboring jurisdictions and/or the state.

Cities must request assistance from their respective county before the county can make requests for state assistance on a city's behalf using the declaration of emergency process. State assistance furnished to local governments is intended to supplement local resources and not substitute for such resources, including mutual aid resources, equipment purchases or leases, or resources covered by emergency service contracts.



If resources required to control an emergency are not available within the state, the governor may request assistance from states signatory to the Emergency Management Assistance Compact, or from the federal government through the Federal Emergency Management Agency (FEMA). FEMA has the primary responsibility for coordinating federal disaster assistance.

6.3 Mutual Aid

During the earliest phases of the response, city departments, via their dispatch centers, may request assistance directly from agencies in neighboring jurisdictions or districts utilizing existing mutual aid or other agreements. All mutual aid requests are coordinated through the EOC once it is activated. Depending on the type of incident, mutual aid requests may also be coordinated through the state when the County EOC is not activated. Some departments have pre-existing mutual aid agreements for specialized resources. These specialized resources can and should be ordered by departments having such arrangements in place.

The following state mutual aid agreements are available to provide assistance to the City during major emergencies and disasters. Each of the agreements is coordinated at the state level.

Oregon Resources Coordination Assistance Agreement (ORCAA)

Under the Oregon Resource Coordination Assistance Agreement (ORCAA) (ORS 402.210), member jurisdictions (which includes local units of government) may request assistance from other member jurisdictions to prevent, mitigate, respond to, or recover from an emergency or disaster, or in concert with exercises. Any resource (employees, services, equipment, and supplies) of a member jurisdiction may be made available to another member jurisdiction.

Emergency Management Assistance Compact (EMAC)

EMAC is a national interstate mutual aid agreement that enables states to share resources during times of disaster. EMAC provides timely and cost-effective relief to states that request assistance from other member states. The compact acts as a complement to the federal disaster response system.

Pacific Northwest Emergency Management Arrangement (PNEMA)

PNEMA is an arrangement that crosses international borders. The arrangement allows for resources to be shared between the states and provinces in the Pacific Northwest, similar to mutual aid under the Emergency Management Assistance Compact (EMAC).



SECTION 7: PLAN MAINTENANCE AND EVALUATION

This EOP is the primary document describing the City's emergency management activities. City staff will develop and maintain implementing procedures for achieving the assigned incident management responsibilities outlined in this plan. The City Manager is responsible for overseeing this process, assisting staff in emergency planning, and ensuring regular evaluation and revision of the EOP, including Annexes. The EOP will be exercised and reviewed annually at a minimum. Changes to Annexes and non-substantive changes to the Basic Plan may be made without formal City Council approval. The entire EOP will be formally reviewed and promulgated at least every five years.

7.1 Distribution and Record of Changes

The EOP will be maintained by the City Recorder and a copy will be available in the Emergency Operations Center. The primary method of EOP distribution is electronic, with a copy available on the City's Website. A bound copy will be available in the Emergency Operation Center.

The City Recorder will maintain a current list of individuals and organizations receiving copies of the document on the Record of Distribution form. When plan holders receive updates and revisions, they are expected to post and record these changes using the Record of Changes form provided in the front of this document.

7.2 Document Preservation

An EOC Library will be maintained in a portable file in the City Recorder's Office and moved to the EOC when activated. The library will contain the following documents/forms:

- North Plains EOP
- Emergency Operations Organizational Chart
- Cooperative Public Agencies of Washington County (CPAWC) Intergovernmental Agreement for Equipment and Services
- Oregon Water/Wastewater Agency Response Network (ORWARN) Agreement
- TVF&R Emergency Operations Plan
- School District Emergency Plan
- Washington County Hazard Mitigation Plan
- Washington County Emergency Operations Plan
- Emergency Contact Information
- Selected Extracts—Oregon Revised Statute 401
- Forms/Checklists



The EOC Documentation Unit Lead will compile all incident-specific documentation in the incident folder on the City's shared drive. Incident document retention will follow state public records guidelines.



SECTION 8: SUPPORTING DOCUMENTATION

APPENDIX #	APPENDIX DESCRIPTION
1	North Plains Emergency Management Municipal Code
2	Declaration of State of Emergency
3	Initial Notification Warning Sample
4	Incident Monitoring and Notification Checklist
5	Evacuation Order
6	Continuity of Operations Planning (COOP)
ADDENDUM	TITLE
1	Washington County Map
2	Acronyms and Glossary
3	North Plains Emergency Operations Annex



8.1 Appendices

Appendix 1: North Plains Emergency Management Municipal Code

Chapter 14 **Emergency Management Code; Sections 14.05.005-14.05.075**

14.05.005 Short Title

North Plains Code (NPC) 14.05.005 to 14.05.075 shall be known and may be cited as the “Emergency Management Code” and shall be referred to herein as “this ordinance.” [NPC 14.05.005 adopted by Ordinance No. 368, 11/3/2008; amended *et al.*

14.05.010 Purpose of the Emergency Management Code

This chapter is designed to provide direction and clarify the authority of the City and its officials with regard to local, regional, and national emergency and disaster situations. It is intended, in conformity with the City’s Charter and Oregon Revised Statute (ORS) Chapter 401, to provide the City with the broadest emergency services power permitted by constitutional and statutory authority to preserve the public peace, health, safety, and welfare of the community. In the event an emergency or disaster exists within the City, the regulations stated in this Chapter are intended to reduce the potential for loss of life, injury to persons, and/or damage to property or the environment.

14.05.015 Definitions

- A. “City Manager” is that person designated by council to act as the administrative head of the city government and to exercise the authority under this chapter and Section 34 of the Charter.
- B. “Disaster” means an occurrence or threat of imminent widespread or severe damage, injury, loss of life, or property damage regardless of cause which in the determination of the Council or other individual declaring an emergency on behalf of the City causes or will cause such damage as to warrant assistance from resources other than the city’s to supplement the efforts of the City to alleviate the damage, loss, hardship, or suffering caused.
- C. “Emergency” means a human-created or natural event or circumstance that causes or threatens widespread:
 - 1. Loss of life;
 - 2. Injury to persons or property;



3. Human suffering; or
 4. Financial loss to the City
- D. "Declaration of emergency" means a situation meeting the definition of emergency and proclaimed in writing by the Council or as otherwise provided in Section 14.05.015(F) below.
- E. "Emergency Management Organization" means the organization established by the City pursuant to Oregon Revised Statutes Section 401.305 to direct and coordinate the City's emergency management program.
- F. "State of emergency" means a situation meeting the definition of emergency and declared in writing by the Council. If a quorum of the Council is unavailable to make the declaration, it may then be made by a member of the Council or the City Manager in the following successive order:
1. The Mayor; and if he/she is unavailable then by
 2. The current President of the Council; and if he/she is unavailable then by
 3. Another member of the Council in the order each member came onto the Council; and if no member of the Council is available then by
 4. The City Manager.

14.05.020 Emergency Management Organization

The City Council is responsible for setting policy direction for the Emergency Management Organization. The City Manager or designee is responsible for the organization, administration, and operation of the Emergency Management Organization. The City Manager is responsible for ensuring the following emergency management functions are implemented.

- A. Coordination of the planning activities necessary to prepare and maintain a current emergency operations plan, management and maintenance of emergency operating facilities from which City officials can direct emergency and disaster response activities;
- B. Establishment of an incident command structure to manage and coordinate citywide response activities;
- C. Coordination of the procurement of personnel, equipment, materials and supplies from higher authority, and for the accounting thereof for use in the event of a declared emergency



- D. Making recommendations to the Council regarding any ordinances, policies, or procedures which would assist the Council and other city officials in the performance of their duties in preparing for, responding to, and recovering from an emergency; and
- E. Coordination with the Washington County Emergency Management Office to integrate effective practices in emergency preparedness and response as provided in the National Incident Management System (NIMS).

14.05.025 Adoption of the National Incident Management System

The City adopts the principles and policies of the National Incident Management System (NIMS) as the foundation for its incident command, coordination, and support activities.

- A. A core component of NIMS is the Incident Command System (ICS). The City will utilize ICS to manage major emergencies and disaster operations within its jurisdiction.
- B. City staff responsible for managing and/or supporting major emergency and disaster operations will be provided appropriate training on NIMS and its core components.

14.05.030 Elected Officials Line of Succession

The Mayor is the executive head of the elected officials and lines of succession need to be maintained to ensure continuity of government during emergencies and disasters.

- A. In the event an emergency as described in Section 14.05.015 exists and the Mayor is absent from the City or unable to act as such, the Council President shall perform the duties of the Mayor and serve as set forth in the Charter. If both the Mayor and Council President are unavailable to serve as called for in the Charter, the most senior City Councilor in time of service as Councilor shall serve as the Mayor's temporary or emergency successor, whichever may be required. A Councilor who succeeds to the powers and discharges the duties of Mayor under this Chapter shall not be required to resign from the Council. No temporary or emergency successor to the powers and duties of the office of a Councilor may succeed to the powers and duties of Mayor. The City Recorder shall prepare and keep on file a current list of all the Councilors including their name, length of service, and date of birth. If two Councilors have served equal lengths of time, the older Councilor precedes the younger as temporary or emergency successor to the Mayor.
- B. In the event an emergency as described in Section 14.05.015 exists and four or more City Councilors are unavailable and their attendance cannot be compelled in a timely manner as provided in the Charter, those available to serve shall perform the functions of the Council as directed by the Charter. In the event all Councilors are unavailable, the Mayor, or if the Mayor



is unavailable, the City Manager, shall request successors be appointed according to state law.

14.05.035 Executive Line of Succession

The City Manager is designated by the council to act as the administrative head of city government and to exercise authority under this Chapter. The powers of the successor to the City Manager shall be limited to those granted under this Ordinance and the Charter; the duration of succession shall be until such time as the City Manager is able and available to perform the duties. If the City Manager is unavailable for any reason to exercise the authority of this Chapter, an emergency interim successor shall be designated in the following order of succession:

1. Public Works Director, or designee,
2. Finance Director, or designee,
3. Emergency Interim City Manager

14.05.040 Emergency Interim City Manager Successor

The City Manager shall have the authority to appoint a temporary successor to serve as Acting City Manager during the City Manager's temporary, short-term absence from the City under this Chapter.

- A. Short-term absence shall be considered any period of time not exceeding 30 consecutive calendar days. When the manager is temporarily disabled and unable to act as manager or when the office of manager becomes vacant, the Council must appoint a manager pro tem. The manager pro tem has the authority and duties of manager, except that a pro tem manager may appoint or remove employees only with Council approval as described in Section 34(8) of the Charter.
- B. Any such appointment by the City Manager shall be in writing, filed with the City Recorder and provided to the Mayor, Council, and department heads. The City Manager shall designate at least three emergency successors, and specify the order of succession, to serve as Acting City Manager in the event the City Manager is unavailable during an event qualifying as an emergency as set forth in this Chapter. The succession list shall be set forth in the City's Emergency Operations Plan as adopted by the Council and shall be periodically updated to assure there are at least three such qualified emergency successors available at all times. Anyone designated by the City Manager to serve as Acting City Manager shall not be required to take the oath of office.

14.05.045 Succession of Authority



If for any reason a quorum of the Council is unable to convene after reasonable efforts have been made in light of the circumstances; the following persons are delegated the authority to declare an emergency and to exercise all of the authority of the council in accordance with the terms of this chapter. Authority shall vest in the order set forth below, and may be exercised only if, after reasonable efforts have been made in light of the circumstances, the preceding official is unavailable or unable to make a decision. Reasonable efforts shall be made to first consult with the Chief of Police if the threat of lawlessness is the primary basis for considering a declaration.

1. Mayor
2. Council President
3. Another member of the Council in the order each member came onto the Council
4. City Manager

14.05.050 Declaration of Emergency

An emergency declaration is issued when a state of emergency exists and there is a need to implement specific local measures and/or emergency authorities to protect life, public health, and/or property and/or to suspend rules of procedures in order to expedite response operations and advance recovery activities.

A. A state of emergency exists when:

1. The situation requires a coordinated response beyond that which occurs routinely;
2. The required response cannot be achieved solely with the added resources acquired through mutual aid or cooperative assistance agreements; and
3. The use of specific emergency authorities and/or measures is needed to mitigate incident impacts.

B. The emergency declaration shall be in writing and include:

1. The nature of the emergency; and
2. The effective time and date, and anticipated duration of the emergency; and
3. Designate the geographic boundaries in which the state of emergency exists; and



4. Description of emergency conditions or threat; and
 5. Description of damage or potential damage, if any; and
 6. Resources committed and action initiated by the City; and
 7. The type of County/State assistance and/or resources required to respond to the emergency; and
 8. Specific measures to be taken to further protect lives and properties; and
 9. Estimated cost of damage to city infrastructure, number of fatalities and/or injured, and cost of damaged personal property.
- C. Once issued, the state of emergency shall exist for the period set forth in the declaration but shall not exceed two-weeks in duration. The state of emergency may be extended for additional periods of two weeks at the discretion of City Council.
- D. The City Council shall have the power to request the governor declare a state of emergency within the city. The request must be submitted in writing through the Washington County Emergency Management Office.
- E. The City Council shall terminate the state of emergency by written proclamation when the emergency no longer exists or when the threat of an emergency has passed.

14.05.055 Ratification of Emergency Declaration

A declaration of emergency made by an individual official shall be brought to a quorum of the Council and shall be subject to modification, rescission, or ratification by the Council at the first reasonable opportunity in light of the circumstances.

14.05.060 Declaration of Emergency Authority

Once a state of emergency has been declared, the City Manager shall have authority to implement the measures and exercise the authorities authorized in the declaration and deemed necessary and prudent to protect the public's health/safety and private/public property within the city.

The exercise of any authority herein shall be consistent with the most current edition of the Emergency Operations Plan. The authorities include, but are not limited to:

1. Establishing curfew(s) for area(s) subject to the declaration, including hours of operation for businesses and other establishments;



2. Mandating the evacuation of residents and other individuals from structures or areas;
3. Prohibiting or regulating the number of persons gathering or congregating on any public property or outdoor space within the area subject to the declaration;
4. Closing or restricting the use of public roads and streets within or leading to or from the area subject to the declaration;
5. Restricting or prohibiting the sale of products deemed dangerous, including but not limited to alcohol, flammable liquids, and explosives;
6. Declaring and ordering the abatement of nuisances, including damaged structures;
7. Waiving or modifying rules governing purchasing, execution of contracts, and authorizing expenditures;
8. Suspending or modifying personnel rules;
9. Imposing new fees, waiving or modifying fees;
10. Prohibiting or restricting the possession of weapons to the extent permitted by law;
11. Restricting or regulating commercial activity to the extent permitted by law;
12. Imposing stay at home orders to abate the transmission of a contagious virus following a declared public health emergency.

14.05.065 Emergency Purchasing and Procurement

- A. The City Finance Director, in cooperation with city departments making purchases or expenditures during the existence of an emergency, shall be informed of those purchases or expenditures for potential reimbursement under appropriate state or federal disaster assistance programs or other available state or federal grants.
- B. The City Finance Director shall review all services received by the City under mutual aid or disaster assistance programs or grants during an emergency and shall certify to the City Manager the services received and any payment due as a result.



- C. When a state of emergency has been declared and the waiving or modification of rules governing purchasing has been authorized, the Finance Director or designee is authorized to waive competitive bidding requirements and award contracts as necessary to address the emergency if a city department head determines that a competitive consultation process would adversely affect the City's operations during the emergency.
- D. Any city officer or employee authorized by ordinance or city department policy may procure goods or services to respond to an emergency. All such purchases shall be documented by the city department with a written explanation of the emergency.
- E. The heads of city departments shall account for all costs incurred in making emergency purchases and contracts in compliance with any applicable policies and procedures.
- F. Upon termination of the emergency, the heads of city departments shall review all emergency purchases and contracts issued by their respective departments, verify and authenticate all orders, and submit a summary of emergency purchase orders to the Finance Director and City Manager.

14.05.070 Violations and Penalties

- A. It is unlawful for anyone to fail or refuse to obey an order, restriction, or prohibition issued pursuant to this Chapter. Anyone convicted of a violation of this Chapter is punishable by a fine of not more than one thousand dollars, or by imprisonment for not more than ninety days, or both a fine and imprisonment.
- B. It is unlawful for any person willfully to obstruct, hinder, or delay any city official in the enforcement of any rule or regulation issued pursuant to this Chapter, or to do any act forbidden by any rule or regulation issued pursuant to the authority contained in this Chapter.

14.05.075 Nonliability of City and Assisting Partners

- A. To the maximum extent as permitted under applicable law, neither the city, the agents and representatives of the City, nor any individual, receiver, firm, partnership, corporation, association, or trustee, nor any of the agents thereof, in good faith carrying out, complying with, or attempting to comply with any order, rule, or regulation promulgated pursuant to the provisions of this Chapter shall be liable for any damage sustained to person or property as the result of such activity.
- B. To the maximum extent as permitted under applicable law, no individual, firm, association, corporation, or other party owning, maintaining, or controlling any building or premises who voluntarily and without compensation grants to the City a license of privilege or otherwise



permits the City to inspect, designate, and use for the purpose of sheltering persons during an actual or impending natural or human-caused disaster or in training for such an event, or their successors in interest, or the agents or employees of any of them, shall be subject to liability for injuries sustained by any person while in or upon the building or premises or as a result of the condition of the building or premises or as a result of any act or commission in connection with the upkeep or maintenance thereof (except a willful act of misconduct), when such person has entered or gone into or upon such building or premises for the purpose of seeking refuge therein during a training or an actual or impending natural or human-caused disaster.



Appendix 2: Declaration of State of Emergency

To: _____, Washington County

From: _____, City of North Plains

At _____ (time) on _____ (date), _____, an incident
_____ occurred in the City of North Plains threatening life and property.

The current situation and conditions (including geographic boundaries of the emergency) are:

I DO HEREBY DECLARE THAT A STATE OF EMERGENCY NOW EXISTS IN THE CITY OF NORTH PLAINS, AND THAT THE CITY OF NORTH PLAINS HAS EXPENDED ALL APPROPRIATE AND AVAILABLE RESOURCES. THIS DECLARATION IS EFFECTIVE UNTIL _____ UNLESS SUPERSEDED SOONER. I RESPECTFULLY REQUEST THAT WASHINGTON COUNTY:

1. Declare a "State of Emergency,"
2. Consider the City of North Plains an "Emergency Area" as provided for in ORS 401,
3. Request, as necessary, appropriate support from state agencies and/or the federal government,
4. Coordinate acquisition of the following forms of assistance:

Signed

Title

Date: _____ Time: _____

This declaration is made in accordance with City of North Plains Municipal Code _____.



Appendix 3: Initial Notification Warning Sample

Initial Notification/Warning

There are many ways to learn of an occurring or impending incident, from law enforcement and 911 data systems to cell phones to television and the rapidly expanding forms of social media. We need accurate, timely communications to effectively manage incidents. Documentation is a key component and starts with capturing essential elements of information when receiving initial notification or warning.

Date: _____ **Time of Notification:** _____ **Received by:** _____

Incident Type/Name: _____

Source of warning: **WCCCA** **Social media** _____
 TV/Radio **Agency** _____
 EAS/WEA **Other** _____

Warning source contact information if available:

Name: _____ **Position:** _____ **Phone:** _____

What happened when, where, and impact (if known)?

What is the actual/projected impact on City residents, facilities, or services?

- | | |
|-------------------------------------------------|---------------------------------------------|
| <input type="checkbox"/> Ice/snow accumulation | <input type="checkbox"/> Stormwater system |
| <input type="checkbox"/> Collapsed buildings | <input type="checkbox"/> Road closures |
| <input type="checkbox"/> Downed trees | <input type="checkbox"/> Need for shelters |
| <input type="checkbox"/> Power outages | <input type="checkbox"/> Localized flooding |
| <input type="checkbox"/> Utility interruptions | <input type="checkbox"/> HAZMAT exposure |
| <input type="checkbox"/> Broken gas/water mains | <input type="checkbox"/> Evacuation |
| <input type="checkbox"/> Public health/safety | <input type="checkbox"/> Other |



Appendix 4: Incident Monitoring and Notification Checklist

Monitoring an Incident Situation

The City Manager (or designated representative) will initially monitor reports about an incident situation that may impact the City. Specific actions may include:

- ☐ Document initial notification and warning information
- ☐ Prepare Declaration of State of Emergency document (refer to Appendix 2)
- ☐ Clarify conflicting information by contacting neighboring jurisdictions/Washington County
- ☐ Evaluate incident information and develop a “Common Operating Picture” (COP)
- ☐ Identify hazard threat and concerns
- ☐ Document and disseminate initial Warning/Notification information (Appendix 3)
- ☐ Activate EOC if needed (refer to Emergency Operations Annex)
- ☐ Initiate response actions to ensure resident safety and welfare
- ☐ Coordinate City activities with community partners and Washington County
- ☐ Update the COP as the incident evolves and new information becomes available
- ☐ Issue/distribute an initial Situation Report (SITREP) within four (4) hours of EOC activation, describing the impact of the incident on the City (refer to Emergency Operations Annex Attachment D).

Incident Notification

With the City’s limited resources, it is critical that key staff be immediately notified of an occurring or impending incident in order to quickly assess the situation and implement response actions. It is better to have alerted personnel about a situation and have nothing happen than to have to explain the rationale for delaying notification until after hazards are already impacting the community.



1. An emergency condition, as a result of _____, exists in the City of North Plains and the City has declared a state of emergency.
2. The City has determined that there is a need to evacuate portions of the City.
3. Such evacuation is needed to ensure the safety of the public, protect individuals from harm, injury or death, minimize or mitigate the effects of the emergency; and efficiently conduct emergency activities.

1. The City of North Plains is requesting the immediate evacuation of the following area(s):

2. The City of North Plains requests that those needing special assistance call 503 647-5555. This number has been established to respond to evacuation assistance requests.
3. The City of North Plains is restricting all entry into the hazard area. No one will be allowed to re-enter the area after _____ am/pm _____ 20__.
4. Information and instructions from the City of North Plains will be transmitted through radio and television stations throughout the local area. Additionally, information is available on the City of North Plains website: www.northplains.org. Public information will also be available from American Red Cross representatives at shelters now being opened to the public for emergency housing.
5. A reception area or American Red Cross shelter is located at:

6. The City of North Plains will advise the public of the lifting of this order.

Date _____

Signed _____

City Manager

Signed _____

Incident Commander



Appendix 6: Continuity of Operations Planning (COOP)

The City will make every attempt to continue uninterrupted delivery of essential services to residents during emergencies. However, a major disaster or long-term emergency will likely require the reallocation of City equipment, facilities and/or personnel to meet higher priority needs based on the following primary factors:

- Priority for restoration of services
- Priority for curtailment of services
- Potential for shifting resources to support higher priority services

The City Manager will determine which City services will be suspended, curtailed or delayed depending on the following determinations:

<p>Critical</p> <p>Definition: Lack of service has a debilitating impact on community health and safety.</p> <p>Restoration Goal: Immediate</p> <p>Examples - External: Continuity of government, exercising civil authority, Fire and Police emergency response, water distribution, sewer collection, community alert and warning, sanding or snow removal</p> <p>Examples – Internal: Continuity of government, Emergency Operations Center activation, employee welfare checks, family welfare checks</p>
<p>Vital</p> <p>Definition: Lack of service negatively impacts community health and safety, but is not absolutely necessary; also, negatively impacts community well-being and economic stability.</p> <p>Restoration Goal: Within 72 hours</p> <p>Examples - External: Building and fire prevention inspection services, City Hall operations, media relations, volunteer center activation, debris removal, major street repair</p> <p>Examples – Internal: computer network connectivity, internet connectivity, preservation of vital records, payroll, fleet maintenance, building maintenance</p>
<p>Necessary</p> <p>Definition: Lack of service negatively impacts community well-being or disrupts business.</p> <p>Restoration Goal: Within two weeks</p> <p>Examples - External: Building permits, planning permits, business licenses, public education and outreach, Parks & Recreation after school programs</p> <p>Examples – Internal: employee counseling, employee training classes, council and board meetings</p>
<p>Desired</p> <p>Definition: Lack of service negatively impacts community quality of life.</p> <p>Restoration Goal: Longer than two weeks</p> <p>Examples - External: Parks and recreation sports leagues and classes, library services, street minor repair or maintenance</p> <p>Examples – Internal: Employee wellness programs, employee recognition activities, performance evaluations</p>



Table 6: North Plains Essential Services by Department

Department: Police/Washington County Sheriff's Office							
Service: Public Safety							
Point of Contact: James Haxton		Phone: 503-629-0111					
Alt. Point of Contact: On duty WCSO Sgt.		Phone: 503-629-0111					
	Title of Service	Service Customer		Service Category (see definitions)			
		External	Internal	Critical	Vital	Necessary	Desired
1.	Response to Life Safety/Crimes in Progress	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Response to Domestic Disturbances in Progress	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Response to Civil Disturbances in Progress	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Response to Persons Crimes in Progress	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Response to Peace Officer Custody/Protective Custody Calls for Service in Progress	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Response to Property Crimes in Progress	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7.	Response to Cold Crimes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8.	Welfare Checks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9.	Premise Security	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Code Enforcement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
11.	Traffic Enforcement	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>



	Title of Service	External	Internal	Critical	Vital	Necessary	Desired
13.	Court Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14.	Report Entry	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
15.	Public Records Function	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
16.	Personnel Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17.	Other Customer Services (non-emergency)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18.	Other (Describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Service Category Survey							
Department: Public Works							
Service: Public Works and Fleet							
Point of Contact: Blake Boyles		Phone: 503-647-5555					
Alt. Point of Contact: City Manager		Phone: 503-647-5555					
	Title of Service	Service Customer		Service Category (see definitions)			
		External	Internal	Critical	Vital	Necessary	Desired
1.	Personnel Management	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.	Emergency contracts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Department Safety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Fleet Maintenance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Fleet Inventory	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6.	Water Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7.	Facilities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	Roads	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	Parks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10.	Planning/Engineering	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

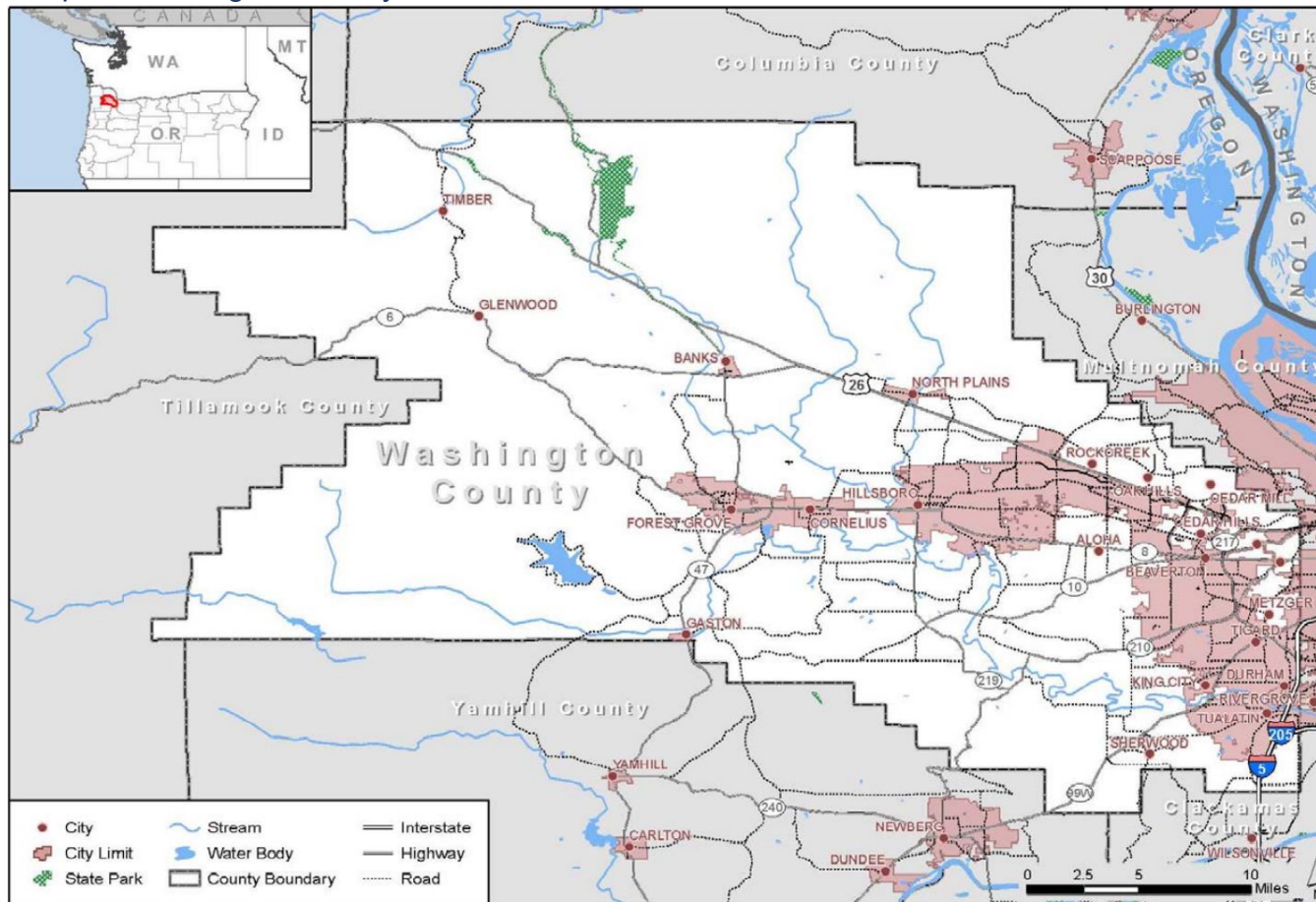


Department: Finance							
Service: Administration							
Point of Contact: Sarah Baker				Phone: (O) 503-647-5555 © 503-351-4579			
Alt. Point of Contact: Bill Reid				Phone: (O) 503-647-5555			
	Title of Service	Service Customer		Service Category (see definitions)			
		External	Internal	Critical	Vital	Necessary	Desired
1.	Customer Service/Phone Coverage	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.	Payroll	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.	Accounts payable	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.	Court N/A	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.	Cash Receipts	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6.	Reception	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Department: Administration							
Service: Library							
Point of Contact: Robin Doughty				Phone: 503-647-5051			
Alt. Point of Contact: City Manager				Phone: 503-647-5555			
	Title of Service	Service Customer		Service Category (see definitions)			
		External	Internal	Critical	Vital	Necessary	Desired
1.	Customer Service	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
2.	Materials Handling/Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	
3.	Online Access to Library (Website)	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
4.	Public Access Internet	<input checked="" type="checkbox"/>				<input checked="" type="checkbox"/>	
5.	Department Personnel Management		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		



Addendum 1: Map of Washington County





Addendum 2: Acronyms and Glossary Terms

Acronyms

ARC	American Red Cross
CC	City Council
CFR	Code of Federal Regulations
CNS	Community Notification System
COG	Continuity of Government
COOP	Continuity of Operations
CPAWC	Cooperative Public Agencies of Washington County
CWS	Clean Water Services
DRC	Disaster Recovery Center
EAS	Emergency Alert System
ECC	Emergency Coordination Center
EOA	Emergency Operations Annex
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
EMAC	Emergency Management Assistance Compact
EMC	Emergency Management Cooperative of Washington County
EMO	North Plains Emergency Management Organization
EMP	North Plains Emergency Management Program
EMS	Emergency Medical Services
EPI	Emergency Public Information
FEMA	Federal Emergency Management Agency
FOC	Fire Operations Center
Hazmat	Hazardous Material(s)
HSD	Hillsboro School District
IC	Incident Commander



ICP	Incident Command Post
ICS	Incident Command System
IDA	Initial Damage Assessment
IMT	Incident Management Team
JIC	Joint Information Center
JIS	Joint Information System
JFO	Joint Field Office
LE	Law Enforcement
LEDS	Law Enforcement Data System
MCM	Medical Countermeasures
NAWAS	National Warning System
NGO	Non-governmental Organization
NPEMLC	North Plains Emergency Management Leadership Committee
NRF	National Response Framework
NIMS	National Incident Management System
OAR	Oregon Administrative Rules
OEM	Oregon Office of Emergency Management
OERS	Oregon Emergency Response System
ORCAA	Oregon Resource Coordination Assistance Agreement
ORS	Oregon Revised Statutes
ORWARN	Oregon Water/Wastewater Agency Response Network
OSHA	Occupational Safety and Health Administration
PD	Police Department
PDA	Preliminary Damage Assessment
PIC	Public Information Center
PIO	Public Information Officer
PNEMA	Pacific Northwest Emergency Management Arrangement



PW	Public Works
SITREP	Situation Report
SOGs	Standard Operating Guidelines
SOPs	Standard Operating Procedures
TVF&R	Tualatin Valley Fire & Rescue
UC	Unified Command
WEA	Wireless Emergency Alerts
WCCCA	Washington County Consolidated Communications Agency



Glossary Terms

Advanced Readiness Contracting: A type of contracting that ensures contracts are in place before an incident for commonly needed commodities and services such as ice, water, plastic sheeting, temporary power, and debris removal.

Alert: Informs people of impending danger.

All-Hazards: Describing an incident, natural or manmade, that warrants action to protect life, property, environment, and public health or safety, and to minimize disruptions of government, social, or economic activities.

American Red Cross (Oregon Trail Chapter): The national organization with a Congressional mandate to undertake the relief of persons suffering from disaster.

Area Command: An organization established to oversee the management of multiple incidents that are each being handled by a separate Incident Command System organization or to oversee the management of a very large or evolving incident that has multiple incident management teams engaged. An agency administrator/executive or other public official with jurisdictional responsibility for the incident usually makes the decision to establish an Area Command. An Area Command is activated only if necessary, depending on the complexity of the incident and incident management span-of-control considerations.

Assessment: The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

Assignment: A task given to a resource to perform within a given operational period that is based on operational objectives defined in the Incident Action Plan.

Branch: The organizational level having functional or geographical responsibility for major aspects of incident operations. A Branch is organizationally situated between the Section Chief and the Division or Group in the Operations Section, and between the Section and Units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Catastrophic Incident: Any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the



population, infrastructure, environment, economy, national morale, and/or government functions.

Chain of Command: A series of command, control, executive, or management positions in hierarchical order of authority.

Chief: The Incident Command System title for individuals responsible for management of functional Sections: Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established as a separate Section).

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Staff: An incident command component that consists of a Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander.

Common Operating Picture: A continuously updated overview of an incident compiled throughout an incident's life cycle from data shared between integrated systems for communication, information management, and intelligence and information sharing. The common operating picture allows incident managers at all levels to make effective, consistent, and timely decisions. The common operating picture also helps ensure consistency at all levels of incident management across jurisdictions, as well as between various governmental jurisdictions and private-sector and nongovernmental entities that are engaged.

Community Assistance Program (CAP): A Tualatin Valley Fire & Rescue program that provides chaplains at fire scenes to assist victims with immediate needs. Chaplains work with the American Red Cross to identify disaster-caused needs and, when appropriate, issue Red Cross vouchers for emergency lodging until Red Cross counselors can provide additional recovery assistance.

Coordinate: To advance systematically an analysis and exchange of information among principals who have or may have a need to know certain information to carry out specific incident management responsibilities.

Corrective Actions: Implementing procedures that are based on lessons learned from actual incidents or from training and exercises.



County: Normally refers to Washington County, unless otherwise specified.

Damage Assessment: The appraisal or determination of the actual effects resulting from an emergency or disaster. This estimate of the damages to a geographic area is made after a disaster has occurred.

Demobilization: The orderly, safe, and efficient return of a resource to its original location and status.

Disaster;

(1) "Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snow storm, drought, fire, explosion, or other catastrophe in any part of the United States which, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under PL 93-288, above and beyond emergency services by the federal government, to supplement the efforts and available resources of states, local governments, and disaster relief organizations in alleviating the damage, loss, hardship or suffering caused thereby." (PL 93-288).

(2) An occurrence or threat of imminent widespread or severe damage, injury, loss of life or property damage regardless of cause which in the determination of the City Manager causes or will cause significant damage as to warrant disaster assistance from resources other than the City's to supplement the efforts and available City resources to alleviate the damage, loss, hardship or suffering caused. (North Plains Municipal Chapter 14)

Disaster Operations: Public-safety incident response and resource management when centralized communication systems (i.e., 9-1-1 phone, 800-MHz radio) are not functioning.

Disaster Recovery Center (DRC): A facility established in a centralized location within or near the disaster area at which disaster victims (individuals, families, or businesses) apply for disaster aid. DRC is a readily accessible facility or mobile office where applicants may go for information about FEMA or other disaster assistance programs, or for questions related to their case. Some of the services that a DRC may provide:

- Guidance regarding disaster recovery
- Clarification of any written correspondence received
- Housing assistance and rental resource information
- Answers to questions, resolution to problems and referrals to agencies that may provide further assistance
- Status of applications being processed by FEMA.



- SBA program information if there is an SBA representative at the Disaster Recovery Center site.

Division: The partition of an incident into geographical areas of operation. Divisions are established when the number of resources exceeds the manageable span of control of the Operations Chief. A Division is located within the Incident Command System organization between the branch and resources in the Operations Section.

Emergency:

(1) "Emergency" means a human created or natural event or circumstance that causes or threatens widespread:

- (a) Loss of life;
- (b) Injury to person or property;
- (c) Human suffering; or
- (d) Financial loss.

(2) "Emergency means "Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, drought, fire, explosion, or other catastrophe which requires emergency assistance to save lives and protect public health and safety, or to avert or lessen the threat of a major disaster." (PL 93-288)

Emergency Alert System (EAS): Network of broadcasting radio stations and interconnecting facilities that have been authorized by the Federal Communications Commission, to operate in a controlled manner during emergencies to broadcast emergency information to the public.

Emergency Management: A subset of incident management, the coordination and integration of all activities necessary to build, sustain, and improve the capability to prepare for, protect against, respond to, recover from, or mitigate against threatened or actual natural disasters, acts of terrorism, or other manmade disasters.

Emergency Manager: The person who has the day-to-day responsibility for emergency management programs and activities. The role is one of coordinating all aspects of a jurisdiction's mitigation, preparedness, response, and recovery capabilities.

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally take place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction.



EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., federal, state, regional, tribal, city, county), or some combination thereof.

Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Federal Aviation Administration (FAA): Lead agency for airplane pilot licensing and aircraft crash investigation.

Federal Coordinating Officer (FCO): The official appointed by the President to execute Stafford Act authorities, including the commitment of Federal Emergency Management Agency (FEMA) resources and mission assignment of other Federal departments or agencies. In all cases, the FCO represents the FEMA Administrator in the field to discharge all FEMA responsibilities for the response and recovery efforts underway. For Stafford Act events, the FCO is the primary federal representative with whom the State Coordinating Officer and other state, tribal, and local response officials' interface to determine the most urgent needs and set objectives for an effective response in collaboration with the Unified Coordination Group.

Federal Disaster Relief Act: Public Law 93-288, as amended, gives the President broad powers to assist state and local governments in carrying out their responsibilities to alleviate suffering and damage resulting from major disasters.

Federal Emergency Management Agency (FEMA): Agency established to oversee federal assistance to local government in the event of major disasters. Also, administers the emergency management assistance program, which provides emergency management funds to local governments through the states.

Federal Resource Coordinator (FRC): Official who may be designated by the Department of Homeland Security in non-Stafford Act situations when a federal department or agency acting under its own authority has requested the assistance of the Secretary of Homeland Security to obtain support from other Federal departments and agencies. In these situations, the FRC coordinates support through interagency agreements and memorandums of understanding. The FRC is responsible for coordinating timely delivery of resources to the requesting agency.

Fire Operations Center (FOC): TVF&R's EOC, activated to assist in information management, resource management, and coordination of emergency public information; activation is likely during large, complex, or otherwise uncommon incidents in or affecting TVF&R and/or its constituent cities.



Finance/Administration Section:

- (1) Incident Command (IC) section responsible for all administrative and financial considerations surrounding an incident.
- (2) Joint Field Office (JFO) section responsible for the financial management, monitoring, and tracking of all federal costs relating to the incident and the functioning of the JFO while adhering to all federal laws and regulations.

General Staff: A group of incident management personnel organized according to function and reporting to the Incident Commander. The General Staff normally consists of the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance/Administration Section Chief. An Intelligence/Investigations Chief may be established, if required, to meet incident management

Hazard: Any situation or condition that has the potential of causing injury to people or damage to property.

Hazardous Material: Substance or material in a quantity or form, which, in an unconfined state, may pose an unreasonable risk to health and safety or to property. These substances may exhibit one or more of the following characteristics: toxicity, flammability, corrosiveness, explosiveness, or a tendency to rapidly decompose when exposed to oxygen or elevated temperatures.

1. Toxicity: capability of a substance to produce serious illness or death.
2. Flammability: ability to support combustion.
3. Corrosiveness: chemical action by which minerals and materials are converted into unwanted properties.
4. Explosiveness: characteristic of a chemical compound, mixture, or device involving the instantaneous release of gas or heat by deflagration or detonation.
5. Radioactivity: characteristic of some elements, which involve the spontaneous release of alpha, beta, or gamma radiation and results in the disintegration of the material.
6. Oxidation: process by which a change occurs when a substance is exposed to oxygen.

Hazardous Materials Incident: A situation involving a spill or uncontrolled escape of a hazardous material from a fixed facility or mobile container.

Level I Incident: Incidents that are handled on a local level, with little or no outside involvement.

Level II Incident: Incidents that involve multi-agency response.

Level III Incident: Large-scale hazardous materials incidents which require multi-jurisdictions response or state assistance.



Hazardous Materials Response Teams: State managed regional teams specially trained and equipped to respond to hazardous materials incidents. The teams are dispatched through OERS and are qualified to work in Level-A (fully encapsulating) protective equipment. The teams carry communications equipment, reference information, containment supplies, and protective equipment for their personnel. TVF&R staffs Team 9.

Incident: An occurrence or event, natural or manmade, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan (IAP): An oral or written plan containing general objective 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 Command Post (ICP): The field location where the primary incident management functions are performed. The ICP may be co-located with the incident base or other incident facilities.

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is a management system designed to enable effective incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

Incident Commander (IC): The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and the release of resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site

Incident Management Team (IMT): An incident command organization made up of the Command and General Staff members and appropriate functional units of an Incident Command System

organization. The level of training and experience of the IMT members, coupled with the identified formal response requirements and responsibilities of the IMT, are factors in determining the “type,” or level, of IMT. IMTs are generally grouped in five types. Types I and II are national teams, Type III are state or regional, Type IV are discipline- or large jurisdiction-specific, and Type V are ad hoc incident command organizations typically used by smaller jurisdictions.

Interoperability: The ability of emergency management/response personnel to interact and work well together. In the context of technology, interoperability also refers to having an emergency communications system that is the same or is linked to the same system that a jurisdiction uses for nonemergency procedures, and that effectively interfaces with national standards as they are developed. The system should allow for the sharing of data with other jurisdictions and levels of government during planning and deployment.

Joint Information Center (JIC): An interagency entity established to coordinate and disseminate information for the public and media concerning an incident. JICs may be established locally, regionally, or nationally depending on the size and magnitude of the incident.

Joint Information System (JIS): Mechanism that integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Commander; advising the Incident Commander concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.

Jurisdiction: A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political or geographical (e.g., federal, state, tribal, and local boundary lines) or functional (e.g., law enforcement, public health).

Lead Agency: The governmental organization that, under NIMS-ICS, has primary responsibility for response and/or recovery activities in an emergency. Generally the Incident Commander, Operations Section Chief, and Safety Officer are from the lead agency.

Local Government: A county, municipality, city, town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of



governments is incorporated as a nonprofit corporation under state law), regional or interstate government entity, or agency or instrumentality of a local government.

Logistics Section: ICS section responsible for providing facilities, services, and material support for the incident.

Major Emergency: An incident that requires the coordinated response of many departments or more than one level of government to save lives and protect the property of a large portion of the jurisdiction's population. .

Maximum threat: The intensity of danger or threat to the vulnerable portion for the population.

Mitigation: Activities providing a critical foundation in the effort to reduce the loss of life and property from natural and/or manmade disasters by avoiding or lessening the impact of a disaster and providing value to the public by creating safer communities. Mitigation seeks to fix the cycle of disaster damage, reconstruction, and repeated damage. These activities or actions, in most cases, will have a long-term sustained effect.

Mobilization: The process and procedures used by all organizations—federal, state, tribal, and local—for activating, assembling, and transporting all resources that have been requested to respond to or support an incident.

Multiagency Coordination (MAC) Group: Typically, administrators/executives, or their appointed representatives, who are authorized to commit agency resources and funds, are brought together and form MAC Groups. MAC Groups may also be known as multiagency committees, emergency management committees, or as otherwise defined by the system. A MAC Group can provide coordinated decision making and resource allocation among cooperating agencies, and may establish the priorities among incidents, harmonize agency policies, and provide strategic guidance and direction to support incident management activities.

Multiagency Coordination System(s) (MACS): Multiagency coordination systems provide the architecture to support coordination for incident prioritization, critical resource allocation, communications systems integration, and information coordination. The elements of multiagency coordination systems include facilities, equipment, personnel, procedures, and communications. Two of the most commonly used elements are emergency operations centers and MAC Groups. These systems assist agencies and organizations responding to an incident.



Multijurisdictional Incident: An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of the incident. In the Incident Command System, these incidents will be managed under Unified Command.

Mutual Aid and Assistance Agreement: Written or oral agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services. The primary objective is to facilitate rapid, short-term deployment of emergency support prior to, during, and/or after an incident.

National Incident Management System (NIMS): System that provides a proactive approach guiding government agencies at all levels, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment

National Response Framework (NRF): Guides how the Nation conducts all-hazards response. The framework documents the key response principles, roles, and structures that organize national response. It describes how communities, states, the federal government, and private-sector and nongovernmental partners apply these principles for a coordinated, effective national response. And it describes special circumstances where the federal government exercises a larger role, including incidents where federal interests are involved and catastrophic incidents where a state would require significant support. It allows first responders, decision-makers, and supporting entities to provide a unified national response.

Nongovernmental Organization (NGO): An entity with an association that is based on interests of its members, individuals, or institutions. It is not created by a government, but it may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith-based charity organizations and the American Red Cross. NGOs, including voluntary and faith-based groups, provide relief services to sustain life, reduce physical and emotional distress, and promote the recovery of disaster victims. Often these groups provide specialized services that help individuals with disabilities. NGOs and voluntary organizations play a major role in assisting emergency managers before, during, and after an emergency.

Operations Section: Incident Command section responsible for all tactical incident operations and implementation of the Incident Action Plan. In the Incident Command System, it normally includes subordinate branches, divisions, and/or groups.



Perimeter: The geographic edge of an incident where, for security and/or safety reasons, access is controlled.

Inner Perimeter: Access restricted to those directly involved in the containment or control of the incident. This may include the "hot zone" of a hazardous materials incident, the suppression area of a structural fire, or the containment area for a SERT operation. Security of the inner perimeter is the responsibility of the lead agency.

Outer Perimeter: Access restricted to assisting agencies and other authorized personnel. Security of the outside perimeter is the responsibility of local law enforcement.

Planned Event: A planned, non-emergency activity (e.g., sporting event, concert, parade, etc.).

Planning Section: Incident Command section responsible for the collection, evaluation, and dissemination of operational information related to the incident, and for the preparation and documentation of the Incident Action Plan. This section also maintains information on the current and forecasted situation and on the status of resources assigned to the incident.

Protocol: A set of established guidelines for actions (which may be designated by individuals, teams, functions, or capabilities) under various specified conditions.

Public Information: Processes, procedures, and systems for communicating timely, accurate, accessible information on an incident's cause, size, and current situation; resources committed; and other matters of general interest to the public, responders, and additional stakeholders (both directly affected and indirectly affected).

Public Information Center(PIC): A PIC is activated to respond to questions from the public using trained operators and under the direction of the lead PIO. The PIC serves a dual purpose: It disseminates information by responding to requests from the public, and it gathers information by identifying trends, inaccurate information, misunderstandings, or misperceptions reported by the public or reflected by their inquiries.

Public Information Officer (PIO): A member of the Command Staff responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements.

Resources: Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Under the National Incident Management System, resources are described by kind and type and may be



used in operational support or supervisory capacities at an incident or at an emergency operations center.

Response: Immediate actions to save lives, protect property and the environment, and meet basic human needs. Response also includes the execution of emergency plans and actions to support short-term recovery.

Responsible Party: The person or firm that, by law, is financially liable for cleanup of any spill or release.

Section: The organizational level having responsibility for a major functional area of incident management (e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence/Investigations (if established)).

Situation Report (SITREP): Document that contains confirmed or verified information and explicit details (who, what, where, and how) relating to an incident.

Situational Awareness: The ability to identify, process, and comprehend the critical elements of information about an incident.

Span of Control: The number of resources for which a supervisor is responsible, usually expressed as the ratio of supervisors to individuals. (Under the National Incident Management System, an appropriate span of control is between 1:3 and 1:7, with optimal being 1:5.)

Special Emergency Response Team (SERT): Law enforcement and medical personnel specially trained and equipped to respond to dangerous suspects, hostage situations, and acts of terrorism.

State of Emergency: The duly proclaimed existence of conditions of a disaster or of extreme peril to the safety or health of persons and/or property within local jurisdictional boundaries. A situation meeting the definition of emergency and proclaimed in writing by a jurisdiction's governing body.

Special Needs Population: Populations whose members may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures;



who have limited English proficiency or are non-English speaking; or who are transportation disadvantaged.

Stafford Act: The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-288, as amended. This act describes the programs and processes by which the federal government provides disaster and emergency assistance to state and local governments, tribal nations, eligible private nonprofit organizations, and individuals affected by a declared major disaster or emergency. The Stafford Act covers all hazards, including natural disasters and terrorist events.

Staging Area: Any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

Standard Operating Procedure (SOP): Complete reference document or an operations manual that provides the purpose, authorities, duration, and details for the preferred method of performing a single function or a number of interrelated functions in a uniform manner.

Status Report: Relays information specifically related to the status of resources (e.g., the availability or assignment of resources).

Task Force: Any combination of resources assembled to support a specific mission or operational need. All resource elements within a task force must have common communications and a designated leader.

Unified Area Command: Command system established when incidents under an Area Command are multijurisdictional. See Area Command.

Unified Command (UC): An Incident Command System application used when more than one agency has incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members 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.

Unity of Command: Principle of management stating that each individual involved in incident operations will be assigned to only one supervisor.

Urban Search and Rescue (US&R) Task Forces: A framework for structuring local emergency services personnel into integrated disaster response task forces. The 28 National US&R Task



Forces, complete with the necessary tools, equipment, skills, and techniques, can be deployed by the Federal Emergency Management Agency to assist State and local governments in rescuing victims of structural collapse incidents or to assist in other search and rescue missions.

Utility: Structures or systems of any power; water storage, supply and distribution; sanitary sewage, and storm water collection and treatment; natural gas; telephone; transportation; or other similar public service.

Vector Control: Control of disease spread by insects, rodents, etc.

Voluntary agencies (VOLAGs) Established organizations whose mission is to provide emergency services to the community through the use of trained volunteers.

Volunteer: Any individual accepted to perform services by the lead agency (which has authority to accept volunteer services) when the individual performs services without promise, expectation, or receipt of compensation for services performed.

Volunteer Organization: Any chartered or otherwise duly recognized tax-exempt local, state, or national organization which has provided or may provide services to the state, local governments, or individuals in a disaster or emergency.

Vulnerability: Susceptibility of life, property, or the environment to damage if a hazard results in an emergency.

Warning: Notifies people of the imminent impact of a specific hazard and protective actions that should be taken.

Washington County Consolidated Communications Agency (WCCCA): Washington County 911 Center

Windshield Survey: A quick, drive-by assessment of disaster-damaged buildings, conducted by teams of personnel for the purpose of obtaining a rough idea of how many buildings were damaged and to what degree. A windshield survey assessment is completed within the first 24 hours following a damaging event.



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Addendum 3: North Plains Emergency Operations Annex