



City of Mount Dora, Florida

Comprehensive Emergency Management Plan

UPDATED 2007

CITY OF MOUNT DORA

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

UPDATED JUNE 2007

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FOREWORD

The City of Mount Dora has a commitment for the safety of its citizens. Their safety and security depends on the continuation of government services, during and following an emergency or disaster.

Most emergency operations can be handled routinely and without incident. However, some emergencies encompass a large area or tax the services provided for by the City. In such cases, enhanced coordination among the departments and divisions within the City and between the city and outside governmental and private agencies is of extreme importance.

The City of Mount Dora is dedicated to ensure that community preparedness is encouraged, municipal responsiveness is assured, and post-incident recovery is achieved in the event of a community-wide emergency.

This comprehensive plan has been developed to address, those individual factors that are needed to effectively mitigate large-scale disasters.

INSTRUCTIONS FOR USE

It is intended that this plan, when implemented, be used by the City of Mount Dora personnel and those organizations that may be called upon to assist the City of Mount Dora personnel in order to obtain maximum use of existing resources, organizations, and systems in their response to emergencies and disasters that could and/or have occurred within the City's jurisdiction.

The Basic Plan details the policies, organization, concept of operations, and assignment of responsibilities necessary for Lake County response and recovery operations.

Standard Operating Procedures are not contained in this plan, but must be developed by each division and/or department within the City. All plans should be written with this document as a guideline. *Copies of all current SOPs shall be submitted by each division/department prior to January 1 of each year and kept for reference at the Emergency Operations Center.*

Detailed checklists should be developed by each division/department to ease implementation of this plan and individual SOPs. Checklists are simple, bullet-style documents to be used by operational personnel as a reminder for actions to take.

The recovery section addresses the community's short and long-range recovery issues. This details the procedures for damage assessment and requests for Federal Disaster Assistance.

All individuals with assigned responsibilities should be familiar with the entire plan. However, added emphasis must be given to those sections for which they are responsible. While all circumstances cannot be addressed, the content of this plan should be used as a guide for those events that do occur but are not specifically addressed herein.

PLAN DEVELOPMENT AND MAINTENANCE

The City Manager mandates the development and annual review of this plan by all officials and agencies involved and will coordinate necessary revision efforts through his or her office.

Each City department and division is required to develop an emergency operating plan, resource list, employee recall list, list of essential personnel and their duties, and a checklist of essential tasks to be completed at each level of EMCON Declaration by the City Manager. These documents will be placed as addenda to this CEMP.

This shall include a critique of the actions taken in support of the plan following any event necessitating implementation of the plan.

This plan shall be considered a "living plan" and with each use, either by exercise or incident, the plan shall be reviewed by members of all City departments and divisions with the intent of improving it.

TERMS AND DEFINITIONS

Activation Level

Any level activation can be declared without the declaration of a previous level nor the declaration of a higher level. Each level of declaration is situation dependant.

I. Monitoring Activation -is continuously implemented. The City of Mount Dora is continuously at Level I. Under this condition, day-to-day emergency responses are conducted. Field command for Police, Fire, and Public Works response are conducted normally and any administrative decisions are channeled through the proper chain of command. Level I includes those preparations that are undertaken for hazard mitigation including, but not limited to, construction and drainage projects, public awareness and education, personnel training, relationship building among outside agencies both public and private, ordinance revision, and maintenance of the CEMP. The EOC is not specifically staffed, but is utilized often to monitor those activities that may impact the citizens of Mount Dora.

II. Public Safety Activation -may be implemented by the City Manager or designee. Only those departments or divisions necessary to mitigate the event will be represented at the EOC. Activation is normally utilized for a specific, immediate event that may impact the community where public safety efforts are primarily needed. If other personnel are needed at the EOC, they will be notified to respond. If the preparation is for an impending event, this time is utilized to prepare municipal buildings and emergency service equipment, as well as, notify emergency services personnel.

III. Full City Activation -may be implemented by the City Manager or designee in preparation for a major event. Those personnel specifically needed to guide the City's preparation shall be ordered to staff the EOC. Under declaration of Level III, all departments and divisions within the City are required to prepare for the expected disaster. Under Level III, the City Administrative Command Structure shall reflect with the City Manager as the final authority before to prepare for and conduct administrative review in the event of an actual or impending disaster.

IV. Completion of Preventive Emergency Actions -may be implemented by the City Manager or designee in preparation for a major event. The EOC will be staffed by City Administrative Staff and the Operational group when the City is under a level IV activation 24 hours a day.

V. Catastrophic Activation -Under this level, the disaster or major incident is under-way or at post disaster-recovery status. The EOC is fully staffed and may include representation from the State Emergency Response Team (SERT) and FEMA Assistance.

Advisory -a National Weather Service message giving storm location, intensity, movement, and precautions to be taken.

Basic Operations Plan -describes the various types of emergencies that are likely to occur within the City of Mount Dora and may or may not include neighboring jurisdictions. The Basic Plan further provides procedures for disseminating warnings, coordinating responses, ordering evacuations, opening shelters, and for determining, assessing, and reporting the severity and

magnitude of such emergencies. It establishes the concept under which the City will operate in response to actual and technological disasters.

Burn Sites -open areas identified for the collection and open burning of disaster-caused debris.

Catastrophic Disaster -a disaster that will require massive State and Federal assistance, including immediate military involvement in response to a regional event; or a disaster that will overwhelm the operational capability of the City of Mount Dora for a localized event.

Clearance Time -is based on the number of people required to evacuate, the number of vehicles which may be used, the suitability of the roads (capacity, elevation, location, etc.) and then any special evacuation considerations such as medical facilities and people with special needs.

Comprehensive Emergency Management Plan (CEMP) -the purpose of the CEMP is to establish uniform policy and procedures for the effective coordination of response to a wide variety of natural and technological disasters.

County Warning Point -is the location that the State will contact in case of an emergency. The primary County Warning Point is located in the Lake County Sheriffs Office Communications Center.

Disaster Recovery Center (DRC) -locations setup for victims to apply for state and federal assistance programs for which they may be eligible. DRC's do not usually provide direct services.

Disaster Field Office (DFO) -is established in or near the designated area to support State and Federal response and recovery operations. The DFO houses the Federal Coordinating Officer (FCO) and the Emergency Response Team (ERT), and where possible, the State Coordinating Officer (SCO) and support staff.

Distribution Points -locations where in-kind donations of food, water, and other supplies received from the Resource Staging Centers will be given directly to residents. Distribution Points may be located in parking lots or open fields in the disaster area, as close to victims as possible.

EMCON

EMCON (EMergency CONdition) is a declaration by the City Manager of an impending or present emergency that may tax the City's individual or collective resources. EMCON notification puts the city emergency and recovery services on a timetable for an impending event.

EMCON O

No event is expected.

EMCON I

The City is operating under stand-by procedures, preparing for conditions of possible danger within 72-36 hours.

EMCON II

The City is operating under stand-by procedures preparing for conditions of possible danger within 36-24 hours.

EMCON III

The City is operating under preparation and readiness procedures, preparing for imminent danger within 24 to 12 hours.

EMCON IV

The City is operating under emergency conditions. The event is expected within 12 hours.

EMCON V

The City is under an emergency. EMCON V is utilized when a disaster occurs without notice. This may include, aircraft crashes, major hazardous materials spills, or a train derailment.

Emergency Manager -The City of Mount Dora City Manager is designated as the City Emergency Manager. The Emergency Manager has ultimate command and authority over all planning and operational decisions in the event of an actual or suspected emergency involving city-wide resources.

Emergency Operations Center (EOC) -the site from which local governments exercise direction and control during an emergency.

Emergency Support Function (ESF) -the concept uses a functional approach to group response actions, which are most likely to be needed, under twenty Emergency Support Functions (ESFs). The emergency support functions are designated through uniform statewide guidelines to direct activities. Within the City of Mount Dora, the ESF designations are fluid, with administrative or operational personnel coordinating one or more function. ESF designation shall only be utilized when requesting assistance from the County EOC or rendering assistance to the County EOC to ensure uniform syntax with external EOCs.

Field Hospitals/Emergency Clinics -those sites where DMATs (Disaster Medical Assistance Teams) or local hospitals/physicians may setup temporary emergency clinics to provide emergency medical care in the disaster area. The locations are established to supplement the pre-existing medical network.

Hazard Mitigation -is the process of potential improvements that would reduce or remove the hazard vulnerability.

Hazardous Material Sites -sites pre-identified in the city as containing extremely hazardous substances.

Hurricane- a tropical weather system characterized by pronounced rotary circulation with a constant minimum wind speed of 74 miles per hour (64 knots) that is usually accompanied by rain, thunder and lightning, and storm surge. Hurricanes often spawn tornadoes.

Hurricane Eye -the roughly circular area of comparatively light winds and fair-weather at the center of a hurricane. Eyes are usually 25-30 miles in diameter. The area around the eye is called the wall cloud. (Do not go outdoors while the eye is passing; the full intensity of the storm will reoccur in minutes.)

Hurricane Landfall -the point and time during which the eye of the hurricane passes over the shoreline. After passage of the calm eye, hurricane winds begin again with the same intensity as before but from the opposite direction.

Hurricane Season -the six-month period from June 1st through November 30th is considered to be the hurricane season.

Hurricane Warning -is issued by the National Hurricane Center 24 hours before hurricane conditions (winds greater than 74 mph) are expected. **If** the hurricane path changes quickly, the warning may be issued 10 to 18 hours or less, before the storm makes landfall. A warning will also identify where dangerously high water and waves are forecast even though winds may be less than hurricane force.

Hurricane Watch -issued by the National Hurricane Center. When a hurricane threatens, the watch covers a specified area and time period. A hurricane watch indicates hurricane conditions are possible, usually within 24-36 hours. When a watch is issued, listen for advisories and be prepared to take action if advised to do so.

Individual Assistance -is provided to individuals and private business in the form of grants and low interest loans by the Federal government.

Information Checkpoints -locations where residents and visitors can be directed to get information on the recovery efforts. These may be co-located with distribution points but may also be in additional locations to ensure information is accessible.

In-Place Shelter -means that residents will be advised to remain in their homes with the windows closed and all open air circulation systems turned off. In-place sheltering should not be implemented when the sheltering duration is expected to exceed two hours. If it is determined that sheltering will exceed two hours it's best to evacuate.

Local State of Emergency -will be declared whenever an evacuation is ordered by the County Chairman, County Administrator or City Manager.

Long- Term Recovery Phase -begins within a week of the disaster impact and may continue for years. Long-term recovery activities include: ongoing human service delivery; rebuilding the economy, infrastructure, and homes; implementation of hazard mitigation projects, and funds recovery.

Major Disaster -a disaster that will likely exceed local capabilities and require a broad range of State and Federal assistance.

Mandatory Evacuation Order -will be issued when there is a definite threat to life safety. Failure to comply with a mandatory evacuation order is a misdemeanor under Florida Statute 252.50.

Mass Feeding Sites -temporary locations strategically placed near the disaster area where residents can go for a meal. Food may also be distributed to take home from these locations.

Minor Disaster -a disaster that is likely to be within the response capabilities of local government and to result in only minimal need for State or Federal assistance.

NFIP Flood Zones -areas designated by the National Flood Insurance Program (NFIP) as being vulnerable to velocity and/or freshwater flooding based on the 100 and 500 year storms. Flood Zones include inland areas.

Post-Impact Response Phase -begins once the disaster occurs and may continue for up to a month. This phase includes the following activities: communications, public information, hazard abatement, search and rescue (SAR), emergency medical service delivery, temporary shelter, impact/needs assessment, security, re-entry, traffic control, debris clearance, resource distribution and volunteer management.

Pre-Impact Response Phase -is the monitoring and preparedness phase before disaster strikes. This phase may begin up to 48 hours before an incident (hurricane) and continues until the disaster occurs. This phase includes hazard monitoring/tracking incident notification, Emergency Operations Center (EOC) activation, public information and warning, evacuation, sheltering (in-place and relocation) and communications and coordination activities.

Primary Agency -each ESF is headed by a primary agency, which has been selected based on its expertise, authorities, resources and capabilities.

Public Assistance -is the reimbursement and emergency assistance provided to State and local governments and private nonprofit entities from the Federal government.

Radio Amateur Civil Emergency Services (RACES) -a volunteer group of amateur radio operators who may be activated by the Office of Emergency Management or ESF-2, to provide communications support in times of emergency.

Recommended Evacuation -will be issued when it is determined that the hazard may cause discomfort to residents and minimal damage to property, but it is not expected to threaten life safety.

Resource Staging Centers -location in the County where supply donations and volunteers will be received from the Regional Recovery Center for redistribution to County distribution points. RSCs may be used as distribution points. Supplies may also be warehoused at the RSC if space permits.

Red Cross Service Centers -provide direct services to victims needing long-term recovery assistance, primarily through the use of vouchers for food, clothing, personal items, furnishings, and rental assistance.

Regional Recovery Center (RRC) -the location where all resources from outside of the area will be directed for redistribution to County Resource Staging Center as requested. The RRC is known by many other names.

SaffirSimpson Hurricane Scale -is used by the National Hurricane Center to provide a continuing assessment of the potential for wind.
Tropical Storm 39-73 mph Category 1 74-95 mph Category 2 96-110 mph Category 3 111-130 mph Category 4 131-155 mph Category 5 155+ mph

Security Checkpoints -those locations where all traffic will be stopped to check for identification in order to determine access to the disaster area.

Shelters- temporary emergency shelters activated prior to a disaster impact, operated during the disaster and closed as soon as residents can be returned to their homes or relocated to long-term shelters or temporary housing areas.

Short- Term Recovery Phase -may begin immediately after the disaster impact and continues for approximately six months. The Short- Term Recovery Phase includes the implementation of both individual assistance programs, through Disaster Recovery Centers (DRCs) and Red Cross Service Centers, and public assistance programs through damage survey teams and forms completion. Other short-term activities include: sheltering (hotels/motels, mobile homes, tent cities, etc.), on-going human service delivery, debris removal, contractor licensing, permitting and inspections.

Special Needs Assistance Population Program (SNAPP) -the program through which impaired persons who need special assistance in times of emergency are registered, evacuated, and sheltered.

Staging Area -is a location near or in the disaster area where personnel and equipment are assembled to coordinate response before deployment to an operational site within the disaster area.

State of Emergency -is issued by the Governor.

Support Agency -agency in support of one or more ESFs based on their resources and capabilities to support the functional area.

Temporary Housing Area -where tents or mobile home units may be setup for residents to live in before they are able to return to their own homes or they find a new home.

Temporary Debris Storage Area -park, open area or landfill space where debris will be held after debris clearance until it can be moved to a landfill, incinerator, or other appropriate disposal location.

Tornadoes -are formed by severe thunderstorms, most frequently in the spring and summer. A tornado can travel for miles along the ground, lift, and suddenly change direction and strike again.

Tornado Warning -a warning is issued when a tornado funnel is sighted or indicated by radar. You should take shelter immediately. Because tornadoes can form and move quickly, there may not be time for a warning. That is why it is important to stay alert during severe storms.

Tornado Watch -a watch is issued when weather conditions are favorable to the formation of tornadoes, for example, during severe thunderstorms. During a Tornado Watch, keep an eye on the weather and be prepared to take shelter immediately if conditions worsen.

Tropical Storm -an area of low pressure with a definite eye and counterclockwise winds of 39-74 mph. A tropical storm may strengthen to hurricane force in a short period of time.

Tropical Storm Warnings -issued by the National Hurricane Center when winds of 55-73 mph (48-63 knots) are expected.

Traffic Control Points -key intersections on the road network where we anticipate needing staff to physically control traffic flow.

Transportation Bottlenecks -those locations identified by transportation planners where traffic back-ups during evacuation or reentry are expected to occur.

ABBREVIATIONS

APAO	Assistant Public Assistance Officer
CFR	Code of Federal Register
DCA	Department of Community Affairs
DHRS	Department of Health and Rehabilitative Services
DMAT	Disaster Medical Assistance Team
DSR	Damage Survey Report
DUA	Disaster Unemployment Assistance
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FNG	Florida National Guard
FmHA	Farmer's Home Administration
IAO	Individual Assistance Officer
IFG	Individual and Family Grant
LHMO	Local Hazard Mitigation Offices
NOI	Notice of Interest
NTC	National Teleregistration Center
PAO	Public Assistance Officer
PIO	Public Information Officer
PSI	Pounds Square Inch
RIAT	Rapid Impact Assessment Team
SEOC	State EOC
SERT	State Emergency Response Team
SHMART	State Hazard Mitigation and Recovery Team
SHMO	State Hazard Mitigation Officer
TDD	Telephonic Device for the Deaf
UC	Unemployment Compensation
VOAD	Volunteer Organizations Active in Disasters

EXECUTIVE SUMMARY

The City of Mount Dora Comprehensive Emergency Management Plan (CEMP) is an operations-oriented document authorized by Chapter 252, Florida Statutes. The CEMP establishes the framework for an effective system to ensure that The City of Mount Dora will be adequately prepared to deal with the occurrence of emergencies and disasters. The plan outlines the roles and responsibilities of the Departments of the City of Mount Dora; The Lake County Government along with its Departments and Divisions; The State of Florida and its agencies; The United States Government and its associated agencies; and volunteer organizations. The CEMP unites the efforts of these groups under the Emergency Support Function (ESF) format with a designated lead agency for a comprehensive approach to mitigation, planning, response and recovery from identified hazards. This plan is structured to parallel state and federal activities set forth in the "Lake County Comprehensive Emergency Management Plan", the "State of Florida Comprehensive Emergency Management Plan" and the "Federal Response Plan," and describes how state, federal and other outside resources will be coordinated to supplement county resources and response.

I. INTRODUCTION

Direction, control and warning are essential functions of emergency response operations. They provide the capacity for the Nation's State, and Local Leaders to control government resources, communicate decisions to the public and deploy assets to meet critical needs. These functions are essential for government to provide the appropriate response in all major emergencies in order to save lives, protect property, and coordinate recovery operations.

Emergencies, whether natural, man-made, or acts of war place extraordinary strains on all levels of government. Demand for service escalates, while the ability to deliver those services decreases. Special skills, equipment and facilities are needed. These requirements create a need for government officials to direct and control their respective governments and communities under the most adverse circumstances.

Flexibility and improvisation are the key elements to success. The City's Emergency Operations Plan has been designed as a guideline for City Officials to use to provide for the safety and welfare of the Citizens of Mount Dora in times of calamity.

This document will continually be revised and updated to ensure that its guidelines keep pace with the rapidly growing and changing face of the City of Mount Dora.

I-A AUTHORITY

United States Public Law 920 and Florida State Statute Chapter 252 (State Emergency Management Act) charge each political subdivision with the responsibility of safeguarding the life and property of its citizens. The term calamity or disaster as used in this plan refers to those major destructive situations arising from natural, accidental, or man-made calamity, including, but not limited to, flood, drought, fire, violence, hurricane, earthquake, sinkhole, storms, nuclear accident, explosion, damage from industrial fuels or chemicals, or other catastrophe resulting in major damage, hardship or suffering. The point at which the events related damages become a disaster is judgmental and will depend on the individual situation.

1-B Purpose

The purpose of the Comprehensive Emergency Management Plan is to establish uniform policy and procedures for the effective coordination of response to a wide variety of natural and technological disasters. These emergencies may differ in size and severity and affect the health, safety, and/or general welfare of the residents within the City of Mount Dora and surrounding communities. The CEMP is designed to accomplish the following specific purposes:

1. Reduce the vulnerability of people and communities of this city to damage, injury, and loss of life and property resulting from natural, technological or man made emergencies, catastrophes, or hostile military or paramilitary action.
2. Prepare for prompt and efficient response and recovery to protect lives and property affected by emergencies.

3. Respond to emergencies using all systems, plans and resources necessary to preserve the health, safety and welfare of the citizens of and visitors to the City of Mount Dora.
4. Recover from emergencies by providing for the rapid and orderly start of restoration and rehabilitation of persons and property affected by emergencies.
5. Provide an emergency management system embodying all aspects of pre-emergency preparedness and post-emergency response, recovery and mitigation.
6. Minimize damage to property, material shortages, and service system disruptions which would have an adverse impact on the residents, the economy, and the well-being of the City.
7. Manage emergency operations within the City by coordinating the use of resources available from the Lake County Government, other municipal governments, private industry, civic and volunteer organizations, and State and Federal agencies.

I-C Scope

The Basic Plan describes the various types of emergencies that are likely to occur in the City of Mount Dora. The Basic Plan further provides procedures for disseminating warnings, coordinating response, ordering evacuations, opening shelters, and for determining, assessing, and reporting the severity and magnitude of such emergencies. The Basic Plan establishes the concept under which the City of Mount Dora will operate in response to natural and technological disasters by:

1. Establishing fundamental policies, program strategies and assumptions.
2. Establishing a concept of operations spanning the direction and control of an emergency from initial monitoring through post-disaster response and recovery.
3. Defining the responsibilities of elected and appointed local government officials.
4. Defining the emergency roles and functions of the City of Mount Dora, the Lake County Government, private industries, and volunteer and civic organizations.
5. Creating a framework through the Emergency Support Function (ESF) concept for effective and coordinated utilization of other community's resources.

I-D References

Ultimate responsibility for the protection of life and property and the preservation of public peace, health, and safety lies with local governments. The authority for local governments to respond to situations and take actions necessary to safeguard the life and property of its citizens is set forth in the following regulations.

Florida Statutes
Chapter 1, Definitions
Chapter 7, County Boundaries
Chapter 14, Title IV, Executive Branch, Governor
Chapter 22, Emergency Continuity of Government
Chapter 30, Sheriffs
Chapter 73, Eminent Domain
Chapter 74, Proceedings Supplemental to Eminent Domain
Chapter 125, County Government
Chapter 154, Public Health Facilities

Chapter 163, Intergovernmental Programs, Part III, Community Redevelopment
Chapter 165, Title XII, Municipalities, Formation of Local Governments
Chapter 166, Municipalities
Chapter 252, Emergency Management
Chapter 321, Highway Patrol
Chapter 381, Title XXIX, Public Health
Chapter 401, Medical Communications and Transportation
Chapter 403, Environmental Control Chapter 404, Radiation
Chapter 406, Medical Examiners
Chapter 409, Title XXX, Social Welfare
Chapter 427, Transportation Services
Chapter 768, Good Samaritan Act
Chapter 870, Affrays, Riots, Routs, and unlawful assemblies
3. Constitution of State of Florida.
Article VIII S. 1, Establishment of County Government. Article VIII S.2(b), Municipalities, Power and Duties.

Other

State of Florida, Governor's Executive Order 80-29, April 14, 1980 Disaster Preparedness
Lake County Emergency Operations Center, Standard Operating Procedures.
Lake County Comprehensive Plan.
State of Florida Comprehensive Emergency Management Plan, February 1996
State of Florida Hazard Mitigation Plan, July 1994
Federal Response Plan for Public Law 93-288, as amended, April 1992

Federal

Public Law 93-288, as amended, which provides authority for response assistance under the Federal Response Plan, and which empowers the President to direct any federal agency to utilize its authorities and resources in support of state and local assistance efforts.
Public Law 103-337, re-enacts the Federal Civil Defense Act of 1950, into the Stafford Act, and it provides a system for joint capability-building at the federal, state and local levels for all hazards.
Public Law 93-234, Flood Disaster Protection Act of 1973, as amended, provides insurance coverage for all types of buildings.
Public Law 99-499, Superfund Amendments and Authorization Act of 1986, which governs hazardous materials planning and community right-to-know.
Public Law 101-615, Hazardous Materials Transportation Uniform Safety Act (HMTUSA), which provides funding to improve capability to respond to hazardous materials incidents.
Public Law 95-510, Comprehensive Environmental Response, Compensation, and Liability Act of 1980 (CERCLA) as amended, which requires facilities to notify authorities of accidental releases of hazardous materials. National Flood Insurance Act of 1968, 42 USC 4001 et seq.
44 CFR Parts 59-76, National Flood Insurance Program and related programs.

Florida Administrative Rules

Florida Department of Community Affairs Administrative Rules 9G2, 6, 7, 11, 12, 14, 16 and 17. Florida Department of Community Affairs Administrative Rules 9J2 and 5.

II. SITUATION

This section of the CEMP provides a summary of the Mount Dora population; the major hazards Mount Dora is vulnerable to; and several planning assumptions that were considered in the planning process.

A major or catastrophic emergency will overwhelm the capabilities of the City of Mount Dora to provide prompt and effective emergency response and emergency short term recovery measures. Transportation infrastructure will be damaged and local transportation services will be disrupted. Widespread damage to commercial telecommunications facilities will be experienced and the ability of governmental response and emergency response agencies to communicate will be impaired.

Homes, public buildings, and other critical facilities and equipment will be destroyed or severely damaged. Debris may make streets and highways impassable. The movement of emergency supplies and resources will be seriously impeded. Public utilities will be damaged and either fully or partially inoperable. Many Mount Dora emergency personnel will be victims of the emergency, as well as the personnel of surrounding governments, preventing them from performing their assigned emergency duties. Numerous separate hazardous conditions and other emergencies as a result of the major event can be anticipated.

Thousands of emergency victims may be forced from their homes and large numbers of dead and injured could be expected. Many victims will be in life-threatening situations requiring immediate rescue and medical care. There will be shortages of a wide variety of supplies necessary for emergency survival. Hospitals, nursing homes, pharmacies and other health/medical facilities will be severely damaged or destroyed. Medical and health care facilities that do remain in operation will be overwhelmed by the number of victims requiring medical attention. Medical supplies and equipment will be in short supply. Damage to fixed facilities which generate, produce, use, store or dispose of hazardous materials could result in the release of hazardous materials into the environment. Food processing and distribution capabilities will be severely damaged or destroyed. There will be near- total disruption of energy sources and prolonged electric power failure.

II- A Vulnerability Analysis (Demographics)/Economic Profile

1. Population

The City of Mount Dora covers an area of approximately 11 square miles with a current population of 11,250.

2. Special Facilities/Populations

There are a number of special facilities and populations that should be considered when doing a risk assessment within the City of Mount Dora. Special facilities or populations are those that would be more vulnerable to the effects of given hazards than the general inventory of facilities or the general population. This could include portable or mobile buildings which are unable to withstand the effects of a natural disaster such as hurricane or tornado winds or a population that is not able to protect itself without assistance, such as a nursing home.

The City of Mount Dora anticipates the needs of persons requiring special medical attention and/or those having no personal transportation through the People with Special Needs Program. Under this program, people who may have special needs, such as persons with limited mobility or those with special medical needs, are pre-identified. In this manner, when a disaster situation is eminent, as during a hurricane warning, those persons can be contacted and relocated as needed so emergency crews are not taxed by their presence during or after the event.

Those facilities which may be impacted within the City of Mount Dora are as follows:

Health Facilities	Address	Phone	Capacity
Pleasantville	609 Oak Avenue	(352)383-3140	14
Avante Health Care	3050 Brown Avenue	(352)383-4161	116
Davita Dialysis	2735 W.Old Hwy 441	(352)383-2752	24
Edgewater Building	300 Brookfield Avenue	(352)383-0051	120
Bridgewater Building	500 Waterman Avenue	(352)383-0051	80
Waterman Village	445 Waterman Avenue	(352)383-0051	263
Kiva of Mount Dora	916 N. Grandview Street	(352)383-5005	32
National Deaf Academy	19650 US Hwy 441 New	(352)735-9500	84

Day Care Centers	Address	Phone	# Spaces
Kiddie Castle Daycare	3200 Lake Center Drive	(352)383-6075	290
Wee Watchem Daycare	310 S. Highland	(352)383-6322	63
Montessori Daycare	500 S. Clayton Street	(352)735-2324	130
Mount Dora Head Start	1560 N. Highland Street	(352)383-7255	45
St. Patrick's Daycare	6803 Old Hwy 441	(352)383-2219	137
Institute of Early Childhood	1732 N. Donnelly Street	(352)383-1141	90
HECC Daycare	200 W. 13 th Avenue	(352)735-2100	200

Schools	Address	Phone	Capacity
Mount Dora High School	700 N. Highland Avenue	(352)383-2177	1632
Mount Dora Middle	1250 Grant Avenue	(352)383-6101	1396
Triangle Elementary	1707 Eudora Road	(352)383-6176	1543
Christian Home & Bible School	301 W. 13 th Avenue	(352)383-2155	1000
Children's Home – 3 Cottages	301 W. 13 th Avenue	(352)383-9906	36

Apartment Homes	Address	Phone	# Units
Villa Dora	601 N. McDonald Street	(352)988-4151	62
Spring Harbor Apts.	2500 Spring Harbor Cr.	(352)735-5494	248
Bristol Lakes Apts.	1002 Bristol Lakes Dr.	(352)385-4447	252
Southern Oaks Condo	101 N. Grandview St.	(352)735-0560	49
Dora Rose Condominiums	14300 Eudora Road	(352)267-4835	80
Ridge Apartments	3000 Lake Center Drive	(352)383-7778	44
Eudora Grove Apartments	3001 Northland Road	(352)735-0200	132
Lake Dora Villas	100 S. Tremain Street	(352)385-0165	36
Oakwood Apartments	350/550 E. Lincoln Ave.	(352)383-4040	72

Apartment Homes	Address	Phone	# Spaces
Hampton Villas	1515 E. Lincoln Avenue	(352)383-6169	65
Regency Villas	525 N. Tremain Street	(352)383-6438	12
Veranda Apartments	155 Veranda Way	(352)735-9400	208
Alexander & Doran Apt.	Alexander & 7 th Avenue	(352)383-2917	15
Magnolia Place Townhomes	700 Liberty Avenue	(352)516-1139	14
Lakewood Apartments	110. N. Tremain Street	(352)343-5706	28
Liberty Square Apartments	738-753 Liberty Avenue	N/A	11
Park South Condo	350-450 Liberty Avenue	(352)735-5721	19
Villas of Mount Dora	3001 Javens Circle	(352)383-0466	70

3. Evacuees

Transient populations are a considerable factor in any hazard analysis. Lake County, and therefore the City of Mount Dora, is a receiving location for evacuees from the coastal regions of Florida. It will be expected that the lodging facilities will become filled with this population in the event of a coastal disaster, or threat of disaster. Thus planning for this increase demand for services is necessary.

Lodging Facilities	Address	Phone	Units
Heron Cay Lakeview B&B	495 W. Old Hwy 441	(352) 383-4050	7
Farnsworth House	1029 E. 5 th Avenue	(352) 735-1894	5
Mount Dora Historic Inn	221 E. 4 th Avenue	(352) 735-1212	4
Christopher's Inn	539 Liberty Avenue	(352) 383-2244	4
Magnolia Inn	347 E. 3 rd Avenue	(352) 383-3800	12
Nelson Manor	1355 N. Donnelly St.	(352) 735-5288	4
Simpson's	441 N. Donnelly St.	(352) 383-2087	6
Comfort Inn	16630 US Hwy 441	(352) 383-3400	90
E.Com Lodge	18730 US Hwy 441	(352) 383-2181	47
Lake Ola Beach Motel	4816 N Orange Tr	(352) 383-4713	40
Hampton Inn	19700 US Hwy 441	(352) 383-4050	62
Coconut Cottage Inn	1027 McDonald Street	(352)383-2627	2
Lakeside Inn	100 N. Alexander Street	(352)383-4101	87
Adora Inn	610 N. Tremain Street	(352)735-3110	5
Captain's Inn B&B	1503 N. Donnelly Street	(352)383-0650	7
Tremain Street Cottages	615-619 Tremain Street	(352)268-3672	2
Garden Cottage B&B	1175 E. 5 th Avenue	(352)455-4711	1
Grandview B&B	442 E. 3 rd Avenue	(352)383-4440	5
Country Cottage Suites	348 N. Alexander Street	(352)735-4434	2
Mount Dora Cottages	237-239 E. 4 th Avenue	(352)552-2087	2

4. Climate

The Mount Dora climate reflects both temperate and subtropical influences. Average summer temperatures are about 82 degrees Fahrenheit and average winter temperatures are about 62 degrees Fahrenheit. In winters, temperatures may drop at night to near or below freezing, but usually rise rapidly during the day to the 60 degree Fahrenheit range.

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The rainy season extends from June to September (sometimes through October when tropical storms are nearby). During this period, scattered afternoon thundershowers take place almost daily. These storms occur on an average of ninety (90) days per year, mostly during the afternoon and evening hours. Heavy rains associated with these thunderstorms often cause localized flooding problems. Average yearly precipitation for the Lake County area is fifty (50) inches.

4. Transportation

A. Roads

The City of Mount Dora is served by several state and county roads. These roads carry substantial local shopping and work traffic. These primary roads are the designated evacuation routes into and out of the City.

B. Aviation

There is a small airport located north of Mount Dora. This airport can only handle light aircraft.

C. Mass Transit/Buses

Mass transit is limited to Inter-urban bus service provided by the Lake County Transit.

D. Railroads

The Central Florida Railroad offers regular freight through the city limits of Mount Dora. The line is oriented in an east – west direction traveling through the heart of the city

Municipal Critical Facilities

Address

A. Public Safety	
Police Department	1300 N. Donnelly Street
Fire Station One	1300 N. Donnelly Street
Fire Station Two	4300 SR 19-A
Police Department	1300 N. Donnelly Street
B. Government Administration	
City Hall	510 N. Baker Street
C. City Maintenance Facility	1250 N. Highland Street
D. Utilities	
Water Treatment Plant #1	2200 N. Tremain Street
Water Treatment Plant #2	
Waste Water Treatment Plant	Eudora Road & Old US Hwy 441
E. Lift Stations	Various Locations
F. Library	1995 N. Donnelly Street

II- B Hazard Analysis

1. Hurricanes

Because of its subtropical location and long coastline, Florida is particularly susceptible to hurricanes. The greatest threats posed by a hurricane are storm surge, wind damage and inland flooding. The City of Mount Dora need only be concerned about the latter two. Wind damage from the storm itself is related to wind speed and the accompanying "pressure" that is exerted on structures. When the wind speed doubles, four times more force is exerted on structures.

Wind damage is also caused by hurricane-spawned tornadoes. Tornadoes often form on the leading edge of a hurricane and can be more destructive than the hurricane itself. Tornadoes may even form in the relatively weak hurricanes, often causing much or more damage than the

parent storm. The City of Mount Dora includes a number of Lakes and retention ponds that facilitate regional drainage and could be a candidate for flooding as a result of rains accompanying a hurricane or post-hurricane storm. These areas may experience flooding from either a "direct hit" or a storm that passes close by. It is extremely important for residents in flood-prone areas within the City to keep track of a storm as it passes over all local and regional drainage basins. Hurricane-induced flooding would present problems for low-lying areas of the City. Many of the lakes would be impacted as well. Drainage wells or improved drainage systems have mitigated problems in many of these areas.

Rainfall varies with each hurricane, however; on the average, the normal hurricane has between ten and twelve inches of rain. All of Lake County would be vulnerable to hurricane damage from high winds, rain-induced flooding and hurricane-spawned tornadoes. The greatest threat from wind and tornadoes will be to those living in structurally unsound housing and mobile homes. Even though most regulations require that mobile homes be anchored to withstand high winds, with "over the top" and frame tie-downs, their anchoring systems are usually designed to withstand wind velocities of only 70 to 100 miles per hour. The mobile homes themselves are usually designed to withstand winds up to only 60 miles per hour. Thus, even with an advanced tie-down system, the structure itself could be destroyed.

2. Tornadoes

Although the Midwest has the reputation for the worst tornadoes, Florida is the state that experiences the most number of tornadoes per square mile of all the states. Florida has averaged 52 tornadoes reported per year since 1961, with an average of two fatalities per year. Florida's tornadoes are generally of shorter duration (3 miles) and have narrower paths (125 yards wide). Tornadoes in other portions of the nation are generally fourteen (14) miles long and 300- 400 yards wide. Because of the unpredictable pattern of tornadoes, and because the entire state, including Lake County, has a relatively high reoccurrence frequency, all of the County is vulnerable to tornado-induced damage. The damage potential for a tornado increases as a function of population density. As the number of structures and people increase, the potential damage/injury rate increases. Poorly constructed and/or substandard

housing apartment complexes and low-rent housing projects are especially susceptible to damage from a tornado. Substandard housing are exceptionally susceptible because of their lack of resistance to high winds, and apartment complexes and low-rent projects because of their size and densities.

3. Terrorism, Civil Disturbance or Military Conflict

Recent history has shown a general decline in the chances of a major conflict such as full-scale nuclear or conventional warfare. These threats however have been replaced by the increased incidents of domestic or international terrorism within the United States or targeted at U.S. interests abroad. No current intelligence information exists to indicate that the City of Mount Dora is or has been targeted for such an attack. The threat exists, however, for localized disturbances including bomb threats to government or private establishments.

The City contains no desirable environments for international terrorists, but the city resources may be taxed if the threat occurs elsewhere due to the Central Florida area being a highly desirable tourist destination with worldwide attention. A chemical, biological or other weapon of mass destruction (WMD) incident could have serious implications to life and property as well as the long-term economic well being of the area. This type of incident, if it were to occur, could very rapidly overwhelm the available emergency response organizations by the wide spread nature of such an event. In addition, it could be expected that local hospitals and health care providers would need assistance from outside the local area in managing the numbers and types of patients that might result from such an incident. Due to the potential for these types of resource intensive events, rapid and effective coordination with county, state, and federal response agencies is imperative.

While local civil disturbance types of incidents may require regional or state assistance and coordination, all incidents of domestic or international terrorism are the responsibility of the Federal Bureau of Investigation (FBI). The federal government, under the guidelines of Presidential Decision Directive 39 (PDD 39), defines the management of a major terrorism event as having two distinct responsibilities: Crisis Management and Consequence Management. Crisis Management is defined as predominantly a law enforcement response matter with the FBI having the lead role. Measures include identification, procurement and planning the use of resources to anticipate, prevent or resolve an act of terrorism. Consequence Management includes measures to protect public health and safety and to restore essential government services. Agencies such as the federal Emergency Management Agency (FEMA), state, and other federal support agencies could be tasked to support the City of Mount Dora and Lake County in these responsibilities.

4. Droughts

As with freezes, there is no way to predict when a drought will occur or how long it may last. Drought conditions existed in Florida from 1965 through 1982, after which time conditions have generally returned to normal. The conditions have been particularly severe during certain years, and various areas of the state have been affected to different degrees. For example, the Everglades were particularly hard hit in 1965. From July 1970 to June 1971, the lower east coast of the US suffered approximately one hundred and thirty million dollars in damage, particularly to pasture land and corn crops. During 1977, a two-month dry spell brought an

estimated thirty million dollars in damages to Florida, and a three-month drought during 1979 was deemed the worst since 1971 by the Governor of Florida. Generally, however, throughout the entire central portion of the state, water levels in rivers and lakes were lowered, as was the water table. Water usage restrictions were imposed by various local governments within the County. Farmers were particularly affected by the drought conditions as the water table fell and deeper wells had to be drilled for irrigation purposes. Because the most recent drought to affect Lake County stretched over a period of 17 years, the historical rating is high.

5. Floods

For Florida as a whole, flooding is a continuous problem. Flooding can result from a number of events. Storm surge associated with hurricanes and ponding (from intense storms) represent a hazard to the City of Mount Dora. Ponding occurs in low areas that are characterized by either poorly drained or super saturated soils (high water table). Mount Dora is generally high relative to the surrounding elevations. However, when storms are intense (giving little time for the soil to absorb the collecting water) or over a long duration (causing saturation of the area) there may be localized, intermittent flooding. Many of these identified areas are having the drainage component of the landscape addressed. The flooding that does occur has not been overly significant. Therefore the historical rating is low.

6. Severe Winter Storms/Frosts

Each winter, Florida faces the threat of at least a moderate freeze. This presents a problem for Florida as a whole because of the large amount of agricultural activity conducted throughout the state. Personal injury or death due to freezes is not considered a hazard except indirectly through fire caused by incorrect or careless use of space heaters, etc.

7. Hazardous Materials (non-radioactive)

A hazardous material is any substance that, if released into the environment, would have a harmful and sometimes fatal effect on persons and animals coming into contact with it. Hazardous materials include highly flammable fuels, herbicides and pesticides, petroleum and related products, natural gas and chemicals. Radioactive substances, although they are frequently included within the category of hazardous materials, were not considered a hazard within this analysis for there are few locations within the political boundaries of Mount Dora that store or utilize these substances. In any case, there are over 3,000 hazardous chemicals licensed for transport by the US Department of Transportation, many of which have a disastrous effect if released in an accident. In fact, one of the most difficult problems encountered in the management of a hazardous material accident scene is the identification of the product or products involved. The City of Mount Dora, along with neighboring communities, is vulnerable to the effects of hazardous materials accidents resulting from both transportation and industry. Industry present in Mount Dora store and utilize materials such as natural gas (NG), liquefied petroleum gas (LPG), petroleum distillates, chlorine and pesticides on a daily basis and hazardous materials are transported to and through the city by highway and air.

Major Hazardous Materials Facilities within the City of Mount Dora

- | | |
|-----------------------------|-------------------------------|
| 1. Embarq Telephone | 311 E. 5 th Avenue |
| 2. Heritage Propane Gas | 605 D. Highland Street |
| 3. Natural Organic Products | 710 S. Rossiter Street |

8. Wildfires

The City's typical fire season is the dry season, from January through May. The largest number of lightning-caused fires occurs in July - August, which coincides with the height of the thunderstorm season. The City Mount Dora does have several areas of undeveloped or semi-developed land bordering developed areas. The City is pro-active at controlling open fires, land clearing, debris removal and other factors that may impact rural fire spread and firefighting.

9. Transportation Accidents

These are incidents involving interruption or failure of transportation systems including air, water, and ground vehicles. The expectation of a major transportation accident is minor within the City of Mount Dora. State Road (hwy 441) is the major north south artery through the city and many product types are transported via this route. This raises the probability of a transportation incident occurring. Fortunately this incident should be localized and not a regional issue.

10. Lightning Florida leads the nation in lightning-related deaths and injuries. Since 1959, an average of ten people have been killed and 34 injured each year as a result of lightning. The peak month for lightning strikes is July, but June and August have a significant number, and no month is immune from lightning danger.

II-C Planning Assumptions

1. The City of Mount Dora has the primary responsibility for response within its political boundaries in emergency and/or disaster situations. The City will commit all available resources to save lives and minimize injury to persons and damage to property.
2. The City of Mount Dora has designated representatives of their organization to act as Emergency Coordinators. The Emergency Coordinators are responsible for developing the City's contingency plan and reporting to the Lake County Emergency Operations Center, upon request, during regional emergencies.
3. As appropriate, state and federal departments/agencies, plus adjacent jurisdictions, will assist in emergencies/disasters response and recovery, if called upon.
4. The proper use of this plan may reduce or prevent the loss of lives and damage to property.
5. Many emergency/disaster situations can occur with little or no warning, allowing little time for preparedness measures.
6. Officials of all jurisdictions within Lake County are aware of the possible occurrence of emergencies/disasters. They are also aware of their responsibilities under this plan and will fulfill their duties as needed.
7. Disaster relief operations will be conducted by The City of Mount Dora and other agencies with in the authority and responsibilities designated in Chapter 252, Florida Statutes.

8. The City of Mount Dora will exercise independent direction and control of their own resources, outside resources assigned to the municipality by the County EOC, and resources secured through existing mutual aid agreements with other municipalities. Requests for state/federal government assistance will be directed to the County EOC.
9. The City Manager (or designee) is assigned the leadership role in Mount Dora in preparing for natural and manmade disasters.
10. The City of Mount Dora CEMP is compatible with the policies and procedures of the Lake County Government plan and other, neighboring jurisdictions.
11. In support of this plan, the primary and support agencies of each emergency support function have developed emergency operations procedures.
12. It is assumed that many local emergency response personnel will experience casualties and damage to their homes and personal property, and will themselves be victims of the disaster.
13. It is assumed that citizens and response organizations from other counties and states will send massive amounts of food, clothing and other supplies in response to what they perceive to be Mount Dora's needs.
14. It is assumed that competition among Mount Dora citizens and citizens of other communities for scarce resources will be great.

II-D Levels of Disaster

Chapter 252, Florida Statutes, requires the Comprehensive Emergency Management Plan to contain provisions to ensure that the City is prepared for emergencies and minor, major and catastrophic disasters.

1. Emergency: Any occurrence, or threat thereof, whether accidental, natural, technological or caused by man, in war or in peace, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property.
2. Minor Disaster: Any disaster that is likely to be within the response capabilities of local government and results in only minimal need for state or federal assistance.
3. Major Disaster: Any disaster that will likely exceed local capabilities and require a broad range of state and federal assistance.
4. Catastrophic Disaster: Any disaster that will require massive state and federal assistance, including immediate military involvement.

III. POLICIES

The Emergency Manager is the City Manager and the Operational group is the advisors to the City Manager. The Operational Group members report to the Emergency Manager.

Others may be added to the Executive Policy Group if their expertise is needed.

III -A Local State of Emergency

A Local State of Emergency will be declared whenever an evacuation is ordered by the Emergency Manager (or designee), where normal community functions are severely disrupted, the City of Mount Dora Government requires outside assistance, or as deemed necessary by the Emergency Manager.

III -B Evacuation Orders

Evacuation Orders will be issued based on the hazard, amount of time available and the length of time anticipated to complete the evacuation.

III -C Evacuation Cessation

The evacuation will be stopped when either the hazard is abated; or when conditions become unsafe for emergency responders.

III -D Reentry into Emergency Areas

1. Priorities

The number one priority for reentry will be the mobilization and dispatch of search and rescue as well as damage assessment teams into the impacted areas to search for survivors and provide assessments of the damage. These operations will be the first response elements programmed for reentry and they will consist of representatives from law enforcement, building division, fire, EMS, public works, utility providers, property appraisers. No other government or private sector activity will be allowed to reenter the evacuated areas until these operations have been completed. After these actions have been completed, then other government and private sector emergency response operations (i.e. complete debris clearance, permanent utility restoration) will be allowed to commence.

Reentry

Because of the effects of the emergency, some areas of the City may sustain damage of such magnitude that access into these locations by the general public would require significant limitation. Emergency operations such as search and rescue, damage assessment, preliminary debris clearance, and other tasks will need to be performed in order to assure some degree of stability in these areas. Premature permanent reentry by the general public into these locations would complicate these emergency response operations and leave the returning population vulnerable with no services to support them. Reentry into evacuated areas of the City shall be restricted until sufficient levels of services and infrastructure are available to support the returning population.

III -E Interdiction

Due to the severe damage inflicted by a major emergency, many areas will be left devastated and unprotected. In addition, numerous high priority emergency operations will be performed during the humanitarian relief phase of emergency response. As a result of these activities, there will be a need to tightly control access, ingress, and egress of the affected areas in order to limit the security risk to the damaged locations, and to minimize the impact on emergency operations by reducing unnecessary traffic on the City's roads. A very strict interdiction and control policy will be implemented in the immediate aftermath of a major emergency, and that control will be maintained until sufficient levels of services and infrastructure are available to support the returning population.

III- F Coordination of Emergency Assistance

It is understood by the City Administration that a major event may involve jurisdictions other than that of the City of Mount Dora. In the event many of the County's jurisdictions are extremely damaged due to a major emergency, affected municipalities will be competing for many of the same resources. Relief supplies and assistance during the first few days will be at a premium, and will need to be prioritized and directed to the most needed areas. The Administration of the City of Mount Dora will make a concerted effort to provide aid and coordinate relief with all surrounding communities in order to mitigate the emergency.

III- G Coordination of Emergency Information

The release of non-conflicting emergency information to the affected population such as clearance to return to evacuated areas, potability of water, the availability and location for relief assistance is vital to assure that goods and services reach the people who need them. A central point of dissemination for this type of information would resolve problems associated with the release of information by multiple organizations or governments. The City EOC will be the coordinating point for all emergency public information announcements. At no point will departments or divisions within the City release information independently. This will ensure the most factual information being released to the public. At such time the event encompasses surrounding communities, the Lake County EOC shall be kept abreast of releases to minimize redundant or misinformation.

III -H Catastrophic Mutual Aid

The possibility exists that a hurricane or tropical storm could make landfall near the County to the north or south, but leave Mount Dora relatively unscathed. A need could arise to assist the Lake County Government, or neighboring cities or counties. In addition, the rendering of mutual aid to the affected areas could entail the activation of emergency response facilities within the City, such as the Emergency Operations Center or Staging Areas. If relief assistance to another governmental body requires the activation of the Emergency Operation Center all mutual aid to the affected area will be coordinated through the EOC. If coordination

of assistance does not require activation of the EOC then mutual aid will be coordinated through the City Manager's Office.

III -I Financial Management Policy

It is the intent of this policy to provide guidance for basic financial management to all departments and agencies responding under the provisions of the plan, to ensure that funds are provided expeditiously and that financial operations are conducted in accordance with appropriate policies, regulations and standards. The City Finance Director and staff will be an integral part of fiscal management and shall be utilized for emergency purchases. The City Finance Director will be responsible for tracking all purchases during the event. The Finance Director will report to the Emergency Manager. This person will be assigned to the EOC Staff and shall report when Level II is declared.

1. Assumptions

- a. Due to the nature of most emergency situations, finance operations will often be carried out with compressed time frames and other pressures, necessitating the use of non-routine procedures, this in no way lessens the requirement of sound financial management and accountability.
- b. A Presidential disaster or emergency declaration will permit funding from the Federal Disaster Relief Fund under the provisions of the Stafford Act in addition to the financial resources initiated at the local and state levels.

2. Expenditure of Funds

Timely financial support of any extensive response activity could be crucial to saving lives and property. While innovative and expeditious means of procurement are called for during times of emergencies, it is still mandatory that good accounting principles and practices be employed in order to safeguard the use of public funds from the potential of fraud, waste and abuse.

- a. In concert with federal guidelines, approval for expenditure of City funds for response operations will be given by the Emergency Manager or in the case of assisting agencies, the agency manager.
- b. Each department or division is responsible for establishing effective administrative controls of funds and segregation of duties for proper internal controls, and to ensure that actions taken and costs incurred are consistent with the missions identified in this plan.
- c. Extreme care and attention to detail must be taken throughout the emergency response and recovery period to maintain logs, formal records and file copies of all expenditures (including personnel time-sheets) in order to provide clear and reasonable accountability and justification for future reimbursement requests. Reimbursement is NOT an automatic "given," as much deliberative prudence as time and circumstances allow should be used.
- d. All records relating to the allocation and disbursement of funds pertaining to activities and elements covered in this plan must be maintained, as applicable, in compliance with:
 - * The Code of Federal Register Title 44, Emergency Management and Assistance (CFR 44); relevant Circulars and Federal Statutes, in a manner consistent with provisions of the Federal Stafford Act;
 - * Chapter 252, Florida Statutes, relating specifically to emergency management powers and responsibilities of local governments.

* The Handbook for Disaster Assistance, Department of Community Affairs, Division of Emergency Management has been prepared to provide basic information and instructions. This handbook can be obtained from the Lake County Office of Emergency Management.

IV. CONCEPT OF OPERATION

IV-A General

Emergency operations span three separate but contiguous phases: emergency response, relief, and recovery. For the purposes of this plan, this concept of operations will focus on emergency response and relief efforts and measures to be taken for a smooth transition into intermediate and long term recovery from a major or catastrophic emergency. The scope of these operational concepts and response actions will include:

1. Providing emergency notification and warning.
2. Describing emergency mobilization procedures.
3. Delineating emergency decision-making processes.
4. Describing types and methods of implementation of emergency protective actions.
5. Conducting rapid assessments of emergency impacts and immediate emergency resource needs.
6. Providing security to the hardest hit areas.
7. Coordinating information and instructions to the public.
8. Conducting emergency relief operations to ensure victims have been identified and that their needs are met.
9. Conducting preliminary damage assessments to determine the need for federal assistance.
10. Summarizing procedures for requesting federal disaster assistance.
11. Relaxation of protective actions and coordination of reentry into evacuated areas.
12. Restoration of essential public facilities and services.
13. Preparing for federal disaster assistance (public and individual).
14. Coordination of resources and materials.
15. Coordination of volunteer organizations.
16. Dissemination of information and instructions to the public.
17. Restoration of public infrastructure damaged by the emergency.

The EOC serves as the central command and control point for emergency- related operations and activities, and requests for deployment of resources. In the event the EOC is threatened, an Alternate EOC will be activated. The City must be able to respond quickly and effectively to developing events. When an event or potential event is first detected, the EOC initiates Level I activation (monitoring). Communications are maintained between the separate divisions and departments within the City and contact is made with Lake County's EOC. While actions necessary to protect public health and safety are being implemented, the Emergency Manager will direct staff to coordinate the City's ESF's in order to make preparations to facilitate the rapid deployment of resources and implement this plan.

IV-B Assignment of Responsibilities

1. General

Upon activation of the EOC, the designated ESFs will assign a representative to respond to the EOC to coordinate that ESF. It is up to the lead agency's

discretion as to who they will require, but attendance is mandatory. However, due to the limited space available in the EOC, the number in attendance for the ESF should be closely coordinated with the Emergency Manager. The designee

for the ESF will be responsible for obtaining all information relating to ESF activities and requirements caused by the emergency and disaster response. This information gathering will frequently require the representative to step outside traditional information gathering protocols or lines of authority. The city will respond to local requests for assistance by tasking the ESFs for completion. The Emergency Manager will supervise the mission assignments to the ESFs based on the identified resource need. A resource shortfall shall be coordinated through the City EOC to the County EOC for appropriate requisition. The ESF will be responsible for identifying the particular resource or resources that will accomplish the mission and communicate with the City EOC referencing the resource. At no point shall resources from outside the City be utilized without the coordinated effort of the EOC. In addition, resources shall not be sent to other agencies by individual ESFs without the approval of the EOC.

2 .Reimbursement of Emergency Expenditures

The Emergency Manager or designee will have overall responsibility for the reimbursement of public expenditures in support of disaster operations and will represent the city in order to receive FEMA reimbursement. The Finance Director or staff designee shall be responsible for maintenance of records to support the city's claim to the County, State, and Federal governments.

IV-C Plan Activation

When a major or catastrophic emergency has occurred or is imminent, the Emergency Manager may issue a declaration of a local state of emergency. Such an action will activate immediately all portions of this plan. In the absence of a local state of emergency, the Emergency Manager may activate portions of this plan in accordance with the appropriate levels of mobilization to facilitate response readiness or monitoring activities.

1. Pre-Warned Event

A pre-warned event would be a weather related event. Weather tracking is such that the threat of such an event can be forewarned days in advance. In such cases the EMCON preparation stages shall be enacted by the Emergency Manager.

A. EMCON I (72-36 hours)

[EOC Level I or Level II Activation]

- i. E-mail all users of impending event.
- ii. All supplies are accounted for, fuel tanks filled, generators checked and run.
- iii. Resource lists checked and accounted for. Update if necessary
- iv. Human resources will appropriate a current roster of ALL city employees.
- v. All divisions and departments notify essential employees and place them on stand-by. Notification shall include they prepare themselves for a call back and to prepare their own families for the impending event. If EMCON III is declared (if the weather

event does not change direction, EMCON III will be declared on schedule) all vacation and time-trades will be canceled.

- vi. If EMCON I is declared on a week-end, or after-hours, the emergency manager or designee shall order the recall of the communications director. The communications director shall begin notifying division heads and supervisors of the event declaration. The division and department heads will assist in the notification of essential call back personnel. The communications director will obtain whatever lists, forms, or other computer generated information necessary to complete this task.
- vii. Employees that are notified and put on standby shall be told the following:
- viii. monitor weather broadcasts
- ix. prepare to bring when reporting to duty: non- perishable food items for 72 hours, change of uniform, toiletries, bedding, and assigned work equipment. Employee may not bring: pets, family, or personal property not essential for work.
- x. Staff notifications will begin with weather information from a variety of sources. Updates will be timely and accurate.

B. EMCON II (36-24 hours)

[EOC Level III activation]

- i. Meeting is called with all department/division heads and designees.
- ii. Communications contacts PSN's for relocation. The emergency manager will be notified of the number of PSN's and the location of transport. The availability of on-duty fire personnel will be evaluated and the decision as to whether personnel call-in is needed for PSN transport.
- iii. Shelter status shall be determined by Communications.
- iv. All departments and divisions will review emergency radio procedures and prepare communications staff for radio failure.
- v. Public services shall prepare essential employees and equipment for the impending event.
- vi. Police Services shall prepare all personnel and equipment for the impending event.
- vii. Fire Services shall prepare all personnel and equipment for the impending event.
- viii. The building department shall inspect all city facilities for security. All shutters in place, lawn ornaments and furniture secured, windows closed, etc.
- ix. Management Information Services shall prepare the EOC for full activation if needed. This is to include, phones in place, computer terminals, mapping and printing devices available, etc.

C. EMCON III (24-12 hours)

[EOC Level III or Level IV activation]

- i. On-duty fire department staff is increased by 100%.
- ii. On-duty police staff is increased by 50%.
- iii. Meeting of all EOC personnel called.
- iv. EOC functions and CEMP is reviewed. Weather updates are evaluated. Each ESF will update the Policy group of situation status. Building department will review after

event damage assessment procedures. Police department will review evacuation and scene control procedures. Public Services will review essential roadway and area debris clearance procedures.

- v. EOC phones will be set-up.

D. EMCON IV (event expected in less than 12 hours)

[EOC Level IV activation]

- i. EOC is to be fully staffed. All preparations are to have been completed.
- ii. Rest procedures are activated. Crews are mandated to be rotated. Much of the event is after the storm. Supervisors shall ensure crew rest and rotation.

2. Un-warned event

[EOC Level V activation]

An un-warned event may take the form of unexpected tornado activity, a major hazardous material spill, aircraft crash, or train derailment. This type of event may not effect the entire population and may be isolated to one area of the city. However, these types of incidents may require mass evacuation or control over the City's population.

A. The on duty fire officer will assess the situation and determine the severity of the event and the resources needed.

B. When additional resources are needed, mutual-aid resources with trained personnel and specialized equipment to handle the type of emergency will be requested first, when available.

C. The fire command staff will be immediately notified and make the decision as to whether the EOC needs to be activated.

- i. Event (and recovery) expected to be longer than 12 hours in duration, activate EOC as central operations.
- ii. Event expected to be less than 12 hours in duration, do not activate the EOC.

IV-D Warning and Dissemination

1. General

The purpose of this section is to outline the systems that are available for warning the responsible government officials and the general public of the threat of an impending disaster or that an actual emergency situation is in progress in the City. Warnings of impending or potential emergencies such as a hurricane, tornado, or severe weather, or a notification of a sudden incident such as a tornado touchdown, an airplane crash, a major hazardous materials release or any other significant event that may impact multiple jurisdictions or large numbers of people must be disseminated to responsible officials, emergency response agencies, and to the public.

3. County Warning Point Lake County's Communications/911 Center is designated as the official Warning Point for Lake County.

4. Significant Incidents Notifications of watches, warnings, or the occurrence of significant events will be received by the City from the County Warning Point, through bulletins and advisories from the National Weather Service, radio, telephone and the general public.

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These significant incidents may include but are not limited to the following:

- A. Any incident which may require a substantial evacuation and/or relocation of a given area.
- B. Any event posing a potential threat for a mass casualty incident.
- C. Any weather-related warning advisory.
- D. Any formation of tropical weather systems.
- E. Any incident which close or significantly block major roadways within the City or adjoining areas.
- F. Any large or multiple structure fires.
- G. Any prolonged shutdown of public utilities.
- H. Any event posing a major environmental threat.

4. Alerting

Upon the receipt of notification of any such significant event the Communication Supervisor shall immediately notify the Police and Fire Chief, relaying all pertinent information.

- A. At such time the City Manager (or designee) is notified, and the nature and severity of the incident is determined, the appropriate level of activation shall be decreed. 5

5. The City Manager (or designee) shall report to the EOC to supervise activation procedures for an actual or impending emergency.

6. Levels of Activation

The City Emergency Operations Center will be activated under the following levels of activation:

- Level I Monitoring Activation -is continuously implemented. The City of Mount Dora is continuously at Level I. Under this condition, day to day emergency responses are conducted. Field command for Police and Fire services response are conducted normally and any administrative decisions are channeled through the proper chain of command. Level I includes those preparations that are undertaken for hazard mitigation including, but not limited to, construction and drainage projects, public awareness and education, personnel training, relationship building among outside agencies both public and private, ordinance revision, and maintenance of the CEMP. The EOC is not specifically staffed, but is utilized often to monitor those activities that may impact the citizens of Mount Dora.
- Level II Public Safety Activation -may be implemented by the City Manager, or designee. Only those departments or divisions necessary to mitigate the event will be represented at the EOC. Activation is normally utilized for a specific, immediate event that may impact the community where public safety efforts are primarily needed. If other personnel are needed for representation in the EOC, they will be notified to respond. If the preparation is for an impending event, this time is utilized to prepare municipal buildings and emergency services equipment, as well as, notify emergency services personnel.
- Level III Full City Activation -may be implemented by the City Manager or designee in preparation for a major event. Those personnel specifically needed to guide the City's preparation shall be ordered to staff the EOC. Under declaration of Level

	III, all departments and divisions within the City are required to prepare for the expected disaster. Under Level III, the City Administrative Command Structure shall reflect the City Emergency Manager as the final authority to prepare for and conduct administrative review in the event of an actual or impending disaster.
Level IV	Completion of Preventive Emergency Actions -may be implemented by the City Manager or designee in preparation for a major event. The EOC will be staffed by the Emergency Manager, the Operational group and the Finance representative when the City is under a level IV activation 24 hours a day.
Level V	Catastrophic Activation -Under this level, the disaster or major incident is underway or at post disaster- recovery status. The EOC is fully staffed and may include representation from the State Emergency Response Team (SERT) and FEMA Assistance.

7. Warning to the General Public

The City of Mount Dora must provide the general public with sufficient advance warning time for effective preparation and emergency plans to be implemented. Warnings shall be conducted through the County EOC.

IV -E Emergency Decision Making

Two key elements that are essential for making sound emergency decisions are knowledge of the amount of time that is needed to respond to the emergency and the amount of resources that are needed and available. When making emergency actions decisions the following general methodology shall be used:

1. In weather-related emergencies, pre-emergency hazard times will be computed from the advisories issued by the National Weather Service. These times, therefore, are based on the actual characteristics of the event (i.e., forward speed of the storm and the distance tropical storm conditions extend from the eye). Total evacuation times are the combination of the clearance and pre- emergency hazard times.
2. The probabilities generated by the NWS will be considered when recommending protective measures. These probabilities are simple mathematical odds deduced from computer weather models.
3. Closing of City facilities brought on by a pending disaster or the results of a disaster, will be decided by the City Manager.
4. During the process of decision making, determination for the issuance of protective actions and furnishing of assistance will be based on the following priority:
 - a. Life- Threatening Circumstances -A problem is directly linked to life- threatening circumstances. Such requests will receive first priority.
 - b. Protection of Property -A threat exists for large-scale damage to property.
5. Operational responses to the above situations will be based upon the following:
 - a. Availability of Resources
 - b. Location of Resources
 - c. Arrival Time

IV -F Protective Actions

1 .Evacuations

Most evacuations will be local in scope and actions will be initiated following a decision by an emergency response incident commander . In such cases, the actions will be coordinated and administered by emergency response officials using City resources i n accordance with operational procedures. If further resources are needed, coordination with the Lake County EOC for resource appropriation will be determined by City EOC staff .

2. Sheltering

The opening of shelters is a responsibility of Lake County. Should shelters be deemed necessary by the Mount Dora EOC, a request for assistance will be made to the Lake County EOC. Any shelter opened in the City limits will be supported by Fire and Police personnel as needed. If a shelter cannot be opened by Lake County in a timely manner, or the shelter resources are not adequate, the Mount Dora Emergency Manager may decide to appropriate shelter areas and open them with City resources for the protection of the citizens under Mount Dora charge.

First Baptist Church of Mount Dora has been established by the City for sheltering families of emergency workers. Other shelters established by the County include:

Round Lake Elementry	Primary Shelter
Mount Dora High School	Secondary Shelter

3. Securing City facilities

If a hurricane situation occurs or other large scale catastrophic event is expected, the public facilities shall be secured. This includes, but is not limited to, placing shutters, securing outside furniture and decoration, securing windows, sand- bagging vulnerable areas, fueling vehicles and generators, testing and preparing generators, and stocking and checking emergency supplies.

IV -G Relief Operations

Once the emergency has passed, coordination of relief operations (search and rescue operations, mass casualty activities, the provision of emergency supplies, preliminary damage assessment, emergency debris removal, and emergency restoration of utilities) will begin. The Mount Dora EOC will continue to direct management and coordination of all these functions within Mount Dora political boundaries. Each Mount Dora department and division will be represented in the Emergency Operations Center in order to coordinate efforts. In the event additional resources are needed to mitigate the hazards or conduct relief efforts, the City divisions or departments needing such resources shall contact their representative in the Mount Dora EOC, who shall coordinate with the emergency manager to appropriate such items or assistance. The Mount Dora Emergency Manager shall coordinate those requests for resources and relief from County, State, and Federal source; with the Lake County Emergency Operations Center.

IV -H Activation of the Federal Response Plan

When it becomes apparent that the anticipated magnitude and extent of damages will be beyond the capabilities of the County and Staff, and that federal resources will be necessary to supplement local emergency response efforts, the Governor will contact the Director of the Federal Emergency Management Agency's (FEMA) Regional Office in Atlanta and request activation of the Federal Response Plan. Activation of this plan authorizes the mobilization of federal resources necessary to augment State and local emergency efforts. FEMA's Advanced Emergency Response Team, an advance element of the Emergency Response Team (ERT/A), is the initial group to respond in the field and serves as the nucleus for the full Emergency Response Team (ERT). The ERT/A is headed by a team leader from FEMA and is composed of FEMA program and support staff and representatives from selected federal agencies. A part of the ERT/A will deploy to the EOC to work directly with the County to obtain information on the impacts of the emergency and to begin to identify specific requirements for federal assistance. Other members of the ERT/A will deploy directly to the most affected areas to identify an appropriate location for the Disaster Field Office (DFO); establish communications; and set up operations in the field.

IV -I Flow of Information

Information flow within the EOC will take many forms during an emergency operation. Information flow is encouraged among the Emergency Manager, Operational Group and the support staff as needed to accomplish the mission.

Information will flow from the Emergency Manager to the EOC/ESF workers and in reverse. The Emergency Manager must be kept informed at all times of field operations.

V. DIRECTION AND CONTROL

V -A City Council Members

Under the provisions of Section 252.38(2), Florida Statutes, Legally incorporated municipalities are authorized and encouraged to create municipal emergency management programs.

V -B Municipal Emergency Manger

Section 252.(2), Florida Statutes, authorizes the municipalities to create an emergency management plan. Under this comprehensive plan, the City Administrator or Manager shall be the City's Emergency Manager. At such time of emergency in which the Emergency Operations Center is declared operational at a level II or greater, the City Manager shall be the final authority, mobilizing and supervising resources to mitigate any and all hazards within the political boundaries of Mount Dora or over Mount Dora resources during mutual aid efforts with other jurisdictions.

The City's Emergency Manager shall have the duty to:

1. Organization, administration, and operation of the emergency operations center, and other related operational facilities.
2. Coordination of activities, services, and programs for emergency planning and emergency response throughout the City of Mount Dora.
3. Maintain a liaison with county, state, federal, and other local emergency management agencies.
4. Development and maintenance of operational planning for emergency response.
5. Ascertain the requirements of the City in order to implement emergency response operations.
6. Instituting training programs and public information programs.
7. Taking all preparatory steps necessary, including the partial or full emergency mobilization of municipal departments and divisions in advance.
8. Cooperate with the Lake County representatives and all other federal and relief agencies in matters pertaining to emergency management and emergency response.
9. Implementing actions deemed necessary by the Mayor pursuant to his/her emergency powers and authorities.

V -C Operational Group

The personnel and resources for the City of Mount Dora involved in emergency response, planning, recovery and mitigation operations will be grouped into an operational group. This group will supervise all Emergency Support Functions (ESFs). The group as a whole or as an assignment by the Emergency Manager will provide resources to support the city's missions. In cases where a conflict of priorities develops as a result of conflicting incidents, the Emergency Manager shall make operational decisions and direct the request for additional resources from the Lake County EOC.

V- D Support Staff

It is expected that many ancillary duties will need to be addressed during and after a crisis. These duties will be assigned upon a declaration of level II activation.

V-E Management Information System

Required Actions Under Normal Operations:

1. Carry out and/or resume normal daily activities in accordance with the established:
 - a. Department procedures
 - b. City Personnel Policy and Procedure Manual
 - c. Maintain daily computer support, backups, etc.
 - d. Budget Guidelines/Programs
2. Periodically review Emergency Operational Plan
3. Maintain current listing of MIS employees, including telephone numbers, addresses and other vital statistics.

Required Actions Under Stand-by Conditions of Possible Danger within 72-36 hours:

1. Brief all MIS personnel on the emergency condition.
2. Check existing stock of tape backup cartridges. Place overnight orders for any shortages.
3. Purchase/pick up plastic covering for all computer equipment and distribute to various offices with instructions on how to protect the equipment.
4. Contact vendors that have been requested to aid in disaster recovery to make them aware of possible needs (network support, AS400 support, phone system support, Internet connection support)
5. Encourage MIS personnel to make adequate arrangements for safety/welfare of dependents, to include personal property protection measures.

Required Actions Under Stand-by Conditions of Possible Danger within 36-24 hours:

1. Verify all needed supplies are on hand.
2. Locate one copy of all backups in the vault at City Hall and take one copy off site.
3. Contact vendors that have been requested to aid in disaster recovery. Send prepared backups to vendor(s) if applicable.

Required Actions Under Stand-by Conditions of Imminent Danger within 24-12 hours:

1. Bring all servers down. Disconnect all cabling and power sources.
2. Lift any equipment on ground to higher location and away from windows.
3. Cover all equipment with heavy plastic.
4. If necessary, instruct MIS personnel to assist Emergency Operations Center for the duration of emergency.

Required Actions Under Conditions of Extreme Emergency.

1. Only necessary personnel standing-by for assistance and awaiting further instructions from the proper authority.
2. After the emergency, begin recovery procedures to include:
 - a. Uncover and return all equipment to original location
 - b. Reconnect equipment, key positions first, and test for failures, order replacement equipment and begin recovery procedures

Recovery Process:

Short Range Restoration Period:

Reestablish Computer and Phone Systems for immediate needs.

Upon completion of Short Range Restoration Period, the following determinations will be made:

1. If Public Safety will not have network communications then other resources will be contacted to establish Internet and external email access.
2. If City Hall will not have power and working conditions prior to payroll, other resources will be contacted to process the City's payroll.
3. If the AS400, check printer, and one PC are not functional, payroll will be resumed at determined location.
4. Utility billing and accounts payable processes will be determined upon completion of the damage assessment. The processing options are: external resources, in-house, or in-house with relocation of equipment.
5. If the telephone system communications has failed Sprint will be contact to reroute appropriate incoming phone lines to designated analog lines and analog phones will be placed strategically.

Long Range Reconstruction Period:

Reestablish full computer and phone systems to normal operation conditions for all city facilities.

V-F City of Mount Dora EOC Organizational Structure

1. Emergency Manager/EOC Supervisor
 1. City Manager

2. Operational Group/ESF coordinators
 1. Fire Chief ESF 4,6,7,8,9,10
 2. Police Chief ESF 2,13,14,16,17
 3. Public Service Director ESF 1,3,12,20
 4. Planning Director ESF 5,18,19
 5. Recreation Director ESF 11,15

3. Fiscal Management: Finance Director

4. Support staff will be utilized as needed.

VI. COORDINATION OF EMERGENCY RELIEF ACTIVITIES

VI -A Reentry into Emergency Areas

Response to a major or catastrophic emergency will be a protracted process that will severely strain the resources of both governmental and non- governmental agencies over a period of time. A major or catastrophic emergency will require extraordinary steps to be taken to provide resources and assistance quickly and effectively.

1 Priorities

Priorities will be established by local, state, and federal officials to guide the emergency response process, including:

- a. Securing the disaster area and protecting public safety.
- b. Assessing the immediate unmet emergency needs of those impacted by the emergency (food, water, clothing, medical supplies, etc.) and taking the appropriate steps to meet those needs.
- c. Identifying and eliminating hazards to public health.
- d. Assessing damages to essential public facilities and services (electricity, telecommunications, transportation systems, etc.) and taking the appropriate steps to restore essential facilities and services; and
- e. Assessing the total impact to homes and businesses.

2. Reentry

The EOC will review information collected by the needs and/or impact assessment teams. When it is determined that the environmental conditions within the affected area(s) are safe for public access, a recommendation to relax protective actions and allow reentry into certain designated areas will be made to the Mayor. No reentry will be authorized without the Emergency Manager's authorization.

VI -B Coordination of Mutual Aid

Many local governments within the state have entered into local mutual aid agreements or into the statewide mutual aid compacts administered by the State. Local mutual aid agreements may be in the form of a voluntary cooperative agreement which permits voluntary cooperation and assistance of routine nature across jurisdictional lines, or as in the case of the statewide agreement, the rendering of specific operational assistance in the event of a major or catastrophic emergency. Requests for mutual aid will be referred by the appropriate ESF to the emergency manager for coordination through the County EOC.

VI -C Coordination of Security Resources and Personnel

The Police Chief is responsible for the overall coordination of local security efforts. The Chief or his designee will have at his disposal the personnel, equipment and other resources. Requests for additional personnel or resources shall be made to the City EOC for coordination

with the County EOC. Once emergency conditions subside, law enforcement personnel will be deployed within the disaster area to:

- a. Secure homes and businesses.
- b. Deter looting.
- c. Direct/control traffic
- d. d. Enforce curfews.
- e. Protect recovery efforts as may be required.

As additional shelters, food distribution sites, disaster application centers, fixed and mobile feeding sites, and other facilities providing humanitarian relief services are established, the police department should anticipate a high volume of requests to provide security. To make the most efficient use of limited security resources every effort should be made to concentrate humanitarian relief services into certain areas and new humanitarian relief facilities should be established in areas where security is already in place. Law enforcement officers or the Florida National Guard from outside the disaster area(s) may be used to supplement or relieve City law enforcement officers, who may themselves be victims of the disaster. The City EOC will coordinate these efforts with the County EOC to appropriate these resources. Only those persons with official emergency credentials will be allowed to move about the disaster area after curfew.

VI -D Coordination of Search and Rescue Activities

Search and rescue activities involve locating and rescuing persons who are trapped, endangered, disabled, or isolated as a result of an emergency will be coordinated by the Mount Dora Fire Department. The provision of additional personnel, equipment, and other resources as necessary to support City search and rescue operations will be coordinated through the City EOC.

VI -E Coordination of Mass Care Activities

The American Red Cross (ARC) is primarily responsible for providing general public mass care (including shelter and feeding) as part of a broad disaster relief program enacted by the U.S. Congress and through the provisions of an agreement between the ARC and the State of Florida. In the event that local American Red Cross Chapters cannot open a sufficient number of emergency shelters to house and accommodate the number of persons forced from their homes during and after an emergency, the City EOC will coordinate the provision of additional emergency shelter for disaster victims with the County EOC. This includes, but is not limited to, the creation of temporary facilities such as tent cities, the construction of temporary shelters, and the use of similar facilities outside of the disaster area(s).

VI -F. Coordination of Health and Medical Services

Immediately after emergency conditions subside impact assessment teams deployed in the disaster area will assess impacts on health and medical facilities and report the results of these assessments to the EOC. Based on the results of these assessments the City EOC will

report to the County EOC in order to have Health & Medical Services determine specific health and medical needs and priorities. The deployment of teams of clinical health and medical care

personnel (including volunteers) will assist in providing care for disaster victims. The County may establish Joint Public Safety Field Operations Centers (FOC) as needed for this purpose.

VI -G Coordination and Distribution of Materials and Supplies Procured Through Governmental Agencies

Once emergency conditions subside, city, county, state and federal officials will begin to coordinate the acquisition and bulk distribution of massive quantities of materials and supplies necessary to meet the immediate emergency needs of disaster victims. A system for the acquisition and distribution of materials and supplies requested (solicited) through governmental agencies will be established. All food supplies and materials processed through governmental agencies will be transported to one or more designated storage or staging area, where they will be catalogued, stored and then distributed to one or more designed storage depots within the City or neighboring unincorporated area.

VI -H Coordination of Unsolicited and Donated Materials and Supplies

Once emergency conditions subside, individuals and relief organizations from outside the County (and outside of Florida) will begin to collect materials and supplies (food, water, clothing, etc.) to be sent to the disaster area. It is absolutely essential that unwanted and unnecessary supplies be controlled. The City EOC will assure that procedures are put into place for the efficient distribution and use of donated supplies and materials and coordinate with the Lake County EOC to receive additional materials.

VI -I In-County Resource Staging Centers

When it becomes evident from the magnitude of the emergency's impact that the delivery of services, resources or materials require coordination from a more centralized location, Resource Staging Centers (RSC) may be established by the Lake County EOC. It will be located in an area convenient to all impacted jurisdictions, with the area served dependent upon the severity of the disaster and the number of municipalities impacted. The City EOC will coordinate with Lake County to ensure adequate resources for the City.

VI -J Coordination of Volunteer Organizations Once emergency conditions subside, persons with very diverse training and skills will come from all over the country to volunteer their time and services to assist in the recovery effort. The City EOC will coordinate volunteers where needed in the disaster area(s). If additional volunteer support is needed, this need will be communicated to the Lake County EOC on a daily basis.

VI -K Preliminary Damage and Impact Assessment Preparations

1. Teams

Damage Assessment teams (from the City Building Department) will organize preliminary damage and impact assessment evaluations. Preparations will be made to get the teams into the affected area(s) as quickly as possible. The mission of these teams is assess damage to

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homes, businesses, and public facilities for the purpose of validating and supporting a request for a Presidential disaster declaration. The number and composition of the teams will depend

on the nature and extent of damage anticipated. Each team will be comprised of representatives from Mount Dora and may include County, and public sector agencies with a variety of expertise. The city damage assessment team shall coordinate with the:

A. Lake County Property Appraiser -overall coordination of damage assessment teams; eligibility of public and private assistance for damage reconstruction.

B. County and Municipal Public Works and Utilities Departments -damage to water and flood control facilities, water and wastewater systems and damage to utilities and public facilities; damage to water systems and water control facilities; damage to public facilities; damage to roads and bridges.

C. American Red Cross -damage to homes and businesses and identification of immediate needs of disaster victims.

D. Lake County Public School and Library Systems -damage to school and library system properties. Depending on the circumstances, it may be necessary to request assistance from the State in the form of the National Guard Rapid Impact Assessment Teams or mutual aid from governments and organizations outside the affected area(s) to participate on damage and impact assessment teams.

In addition to the City's assessment teams, teams from the state and federal government, as well as, other requested agencies may be working within the damaged areas. These include but are not limited to, the Air National Guard, Civil Air Patrol, or DOD to perform aerial reconnaissance of the affected areas.

2. Coordination

Once emergency conditions subside, rapid and thorough assessments must be conducted to identify the immediate emergency needs of disaster victims; to assess the overall damage to homeowners and businesses within those areas hit by the emergency; to assess those areas hit by the emergency; to assess the overall damage to critical public facilities and services; and to determine whether those damages are sufficient to warrant supplemental federal disaster assistance. These assessments will take two forms. One will be an evaluation of the immediate human needs of the affected population and the other will be an assessment of the physical damage caused by the event to support requests for disaster assistance at the State and Federal level. The priority will be placed on the provisioning of immediate needs assessments.

The deployment of damage and needs assessment teams will be made in coordination with the City EOC and other assigned agencies. Immediately after hazard conditions have subsided, the EOC will designate the areas for immediate assessment and begin implementation of the deployment strategy for the designated damage and needs assessment teams. Under this scenario, the extent and magnitude of anticipated damages will be catastrophic. The focus of the damage and impact assessment efforts will be to rapidly assess the impacts of the emergency on disaster victims and communities. An immediate assessment will be made of the following:

A. Victim mass care requirements-food, water, clothing, shelter/housing, medical supplies, etc.

B. Available utilities and energy systems-available electricity, fuel, water, sewer, and other systems; and

C. Available critical facilities and services-available communications capabilities, shelters, medical facilities, transportation facilities, etc.

Damage and needs assessment teams will be deployed into the disaster area(s) immediately after emergency conditions subside. Police and Fire Services will escort and support the teams into and within the affected areas. Damage and impact assessment teams will be self-contained and capable of operating in the field for a period of 12 hours. The teams will be equipped with communications and other capabilities necessary to perform their mission. To assist in determining the overall priorities for emergency response, the teams will report the following types of information to the EOC:

- a. Boundaries of the disaster area(s)
- b. Status of transportation systems
- c. Access points to the disaster area(s)
- d. Status of communications systems
- e. Status of medical systems
- f. Disaster casualty information
- g. Shelter/mass care information
- h. Damage to utility systems
- i. Status of critical facilities
- j. Major resource needs/shortfalls

EOC staff will compile and distribute this information to the Emergency Manager.

4. Conducting the Preliminary Damage Assessment

Preliminary damage assessment activities are generally conducted in one of three ways, depending on circumstances.

A. Aerial reconnaissance -Conducted when there may be no other way to get into the area; when the damaged area is so large that this method provides the best opportunity to identify specific areas to be surveyed by damage assessment teams; or when the damage is so extensive and catastrophic that the need for detailed damage assessment may not be considered necessary.

B. Windshield survey -Used to assess a large area in a relatively short period of time. It may also be utilized when areas are inaccessible on foot and a general overview of the area is all that is required. A windshield survey provides the opportunity for team members to exchange views as they assess the area together. This process allows for the team to quickly record the number of homes and businesses destroyed or damaged and make estimates of uninsured loss. The raw figures acquired by this method can be extrapolated to give a good overview of the extent of the disaster.

C. Walk-through -The most thorough and time-consuming method for damage assessment, this method is most often used when the assessment needs to be very detailed and specific. In a marginal situation, detailed information needs to be gathered in order to assess the extent to which the jurisdiction is eligible for federal assistance.

5. Individual and Business Preliminary Damage Assessment

When conducting a preliminary damage assessment for individual homes and businesses, information on the extent of damages is essential in supporting requests for federal disaster assistance. In conducting this, assessment teams should make the following determinations:

- A. Primary versus secondary residences-secondary homes are not eligible for disaster assistance.
- B. Homeowner or rental property-homeowners are eligible for assistance for losses to both property and contents, whereas renters may only be eligible for losses to contents.
- C. Extent of damage-damage less than 10% of the fair market value is considered minimal; major damage (structural damage to foundations, walls, roofs, etc.) falls within the range of 11%- 74% of the fair market value; and structures damaged in excess of 74% of the fair market value are considered to be destroyed.
- D. Insured versus uninsured damage-insured damages and losses are not eligible for disaster assistance.
- E. Tenant versus owner-homeowners may be eligible for assistance in repairing or replacing losses to property and contents, whereas renters may be eligible for assistance to cover losses to contents.
- F. Estimated days out of operation-this information is needed to estimate the total dollar loss to a business.
- G. Number of employees-used to estimate the amount of disaster unemployment for a business.
- H. Replacement costs-replacement costs of land, structures and content are eligible for disaster assistance.

6. Public Damage Assessment Data

When conducting a preliminary damage assessment of public facilities, information on the extent of damages will be essential in applying and obtaining federal disaster assistance. Some of the information needed may not be readily available during the actual preliminary assessment, and may need to be collected in follow-up damage assessment and damage survey report (DSR) processes. Preliminary damage and impact assessment teams will assess and record damages to the following public facilities and services:

- A. Resources needed for emergency debris clearance.
- B. Damage to roads, streets, bridges.
- C. Damage to water control facilities, such as drainage systems dikes, levees.
- D. Damage to public buildings and equipment.
- E. Damage to public and private utilities such as water and wastewater systems.
- F. Damage to parks and recreational sites.

VII. RESTORATION OF ESSENTIAL SERVICES

VII-A Debris Removal

Public works & Engineering will be responsible for the overall coordination of local debris removal efforts. It is anticipated that significant numbers of personnel with engineering and construction skills, along with construction equipment and materials, will be required from state and federal agencies and from sources outside the disaster area. The acquisition and deployment of these additional resources will be coordinated through the EOC. Emergency debris removal efforts will focus on clearing major transportation routes to allow for the movement of emergency vehicles, traffic, and emergency resources and supplies. After major transportation routes have been cleared, debris will then be removed from collector roadways, residential/local roadways, and public parks. To minimize the impact on remaining landfill capacity, alternative means of disposal will be used whenever possible. Vegetative debris will either be burned or chipped. Burning provides the most expeditious means of disposal; however, the public health hazards resulting from large-scale burning of debris may require chipping either in addition to or in lieu of burning. Burn sites will be identified (preferably away from population concentrations) by the Fire Department. Debris from the demolition or construction of structures should be separated and disposed of accordingly. Appliances, for example, should be stockpiled (rather than taken to a landfill) until necessary arrangements can be made for disposal. Wood and other burnable materials should be burned or chipped along with vegetative debris. Household garbage should be taken to landfills or burned along with vegetative debris. The EOC will coordinate with state officials to secure necessary emergency environmental waivers and legal clearances for debris clearance and disposal. The storage and/or disposal of hazardous materials will be done in such a manner so as to protect water supplies.

VII-B Transportation Systems Damage to transportation systems will influence the means and level of accessibility for disaster relief services and supplies. Restoration of existing transportation systems is designed to make sure that those systems have the capacity (service, equipment, facilities, etc.) to facilitate the movement of emergency personnel, vehicles, equipment and supplies.

VII-C Electrical

Restoration of electrical service will begin as soon as major transportation routes are cleared of debris to allow emergency vehicles and crews to enter the disaster area(s).

VII-D Communications

Immediately after emergency conditions subside, the City EOC will assess the communications system by contacting the Lake County Sheriffs Office Communications Center. The City EOC will ensure the system is functioning properly and if not, will determine what efforts are under way to bring it back to full service. Alternative means of communication will be available should the county system be out of service. Requests for additional communications equipment and resources will be processed through the Lake County EOC until normal City communications can be restored.

VII-E Water and Wastewater Systems

Public Services will report to the EOC the suitability of potable water and identify potential hazards to drinking water supplies. If potable water systems are found to be contaminated, they will determine the appropriate protective action (i.e., advising the public to drink bottled water, boiling water before drinking, etc.) And report this information to the EOC. The EOC will notify the PIO to disseminate this information. City crews will be assigned to assist as needed to repair or restore damaged water, wastewater, and flood control systems. Additional equipment (such as generators, pumps, etc.) may be necessary for wells supplying water, operating lift stations, and repairing broken water mains and will be requested through the EOC.

VIII. RESPONSIBILITIES

VIII-A General

All departments and divisions are responsible for the following general items :

1. Developing the necessary functional annexes, Standard Operating Procedures, and checklists for organization and performance of the functions required to respond to and recover from disasters.
 2. Designating and training essential personnel for specific assignments in the conduct of emergency operations. Providing instructions to other personnel regarding the staffing policy during a disaster.
 3. Securing facilities, property, and equipment.
 4. Maintaining accurate records of emergency-related expenditures such as personnel, supplies, and equipment costs.
 5. Preserving Records -In order to provide normal government operations following an emergency/disaster, essential records must be protected. Essential records include: vital statistics, deeds, corporation papers, operational plans, resource data, authorities, personnel and payroll rosters, succession lists, supplies and equipment lists, laws, charters and financial records. The principal causes of damage to records are fire and water. Each department/agency, by federal law, is responsible for essential records. Consideration should be given to duplicating records and securing separate storage sites prior to the emergency/disaster.
 6. Providing staff, supplies, and equipment (as required and available) in support of emergency response and recovery operations.
 7. Expediting required activities for return-to-normal conditions as soon as possible.
- More specific and detailed responsibilities are included in the Emergency Support Function Annexes to this plan.

VIII -B City Administration

1. To provide general direction and control over the emergency management programs and functions of the city.
2. To establish policy governing emergency actions and approving of all associated rules and regulations.
3. To take such actions necessary for the protection of public health, safety or welfare as authorized in Chapter 252, Florida Statutes, and to request such additional authority from the Governor of Florida as may be necessary .
4. To provide, with or without compensation, rescue teams, auxiliary fire and law enforcement personnel, and other emergency workers, in accordance with the Statewide Mutual Aid Agreement.
5. To establish the Emergency Operation Centers for the purpose of serving as command posts for direction and control of operating forces.
6. To assign and make available for duty the employees, property or equipment of the City of Mount Dora relating to firefighting, engineering, rescue, health, medical and related services, law enforcement, transportation, construction, and similar items of services for disaster operation purposes within or outside of the physical limits of the City.
7. The coordination of the public damage assessment.

8. The coordination of planning and response activities of all agencies involved with the disaster (within the political limits of the City).
9. Coordinate procurement and maintenance of communications equipment for the EOCs.
10. Prepare and disseminate public information and instructions.
11. Ensure necessary reports are submitted to state and federal agencies.
12. Provide for emergency repair and restoration of public facilities and services.
13. Establishing a liaison with the county to support emergency management capabilities.
14. Maintain communications with the County EOC for dissemination of warning information, reporting and overall coordination.
15. Assess municipal needs and coordinate addressing those needs through the municipality liaison representative at the County EOC.
16. Submit Public Damage Assessment Reports to Damage Assessment at the County EOC as required.
17. The notification and evacuation of Registered People with Special Needs who reside within the city limits.

IX. EMERGENCY SUPPORT FUNCTIONS

IX-A ESF Roles

The Emergency Support Function is designed to limit the operational span of control of an incident by dividing work into specific functions. Each function is controlled by a supervisor which coordinates the overall function and solicits assistance from other supervisors over other functions. The following is a list of ESFs and a description of their duties:

1. ESF-1 Transportation

Responsible for coordinating transportation support to the city personnel if needed. This may include the movement of volunteers in an out of disaster areas. Support includes, but is not limited to:

- a. Overall coordination of transportation assistance to other emergency support functions and voluntary agencies requiring transportation capacity to perform emergency response missions.
- b. Prioritization and/or allocation of all government transportation resources.

2. ESF -2 Communications

Responsible for the provision and coordination of all communications support to all departments and divisions within the City. Support includes but is not limited to:

- a. Coordination of local participation in the federal Telecommunications Service Priority (TSP) System procedures.
- b. Provision of communications equipment and capability including telephone, radio, and data.
- c. Identification of communications facilities and resources available for use.
- d. Coordination of operations, installation, and restoration of systems.
- e. Coordination, acquisition, and deployment of additional resources, equipment, and personnel to establish point-to- point communications as required.
- f. Prioritization and coordination of restoration activities with public utility communications providers.

3. ESF-3 Public Works & Engineering

Responsible for providing technical advice and evaluations engineering services, construction management and inspection, emergency contracting, facilities management, emergency road and debris clearance, emergency traffic signalization, flood control and solid waste facilities. Support includes but is not limited to:

- a. Emergency clearance of debris for reconnaissance of the damaged areas and passage of emergency personnel and equipment for health and safety purposes.
- b. Temporary construction of emergency access routes which include damaged streets, roads, and any other facilities necessary for passage of rescue personnel.
- c. Emergency demolition or stabilization of damaged structures and facilities designated as immediate hazards to the public health and safety, or as necessary to facilitate the execution of rescue operations.
- d. Coordination of damage assessment operation, and provision of technical assistance.

4. ESF-4 Fire / Rescue Services

Responsible for managing and coordinating local fire / rescue service operations, and the coordination of use of personnel, equipment, and resources to support other emergency support functions in hazard mitigation and search and rescue operations. Support includes, but is not limited to:

- a. Detection and suppression of fires.
- b. Mobilization of personnel, equipment, and supplies to support fire services and prevention operations.
- c. Supports urban search and rescue activities.

5. ESF-5- Information & Planning

Responsible for collecting, processing, and disseminating information to facilitate emergency response efforts and the preparation of special operations plans. Support includes, but is not limited to:

- a. Collection, processing, and disseminating essential elements of information for use by response operations and provision of input for reports, briefings, displays, and plans.
- b. Consolidation of information into reports and other materials which describe and document overall response activities and keep the EOC and other emergency support functions apprized of overall operations.
- c. Maintenance of displays of pertinent information for use in briefings.
- d. Research of technical information.
- e. Collection and management of information from all sources.

6. ESF-6 Mass Care

Responsible for coordinating efforts to provide sheltering, feeding, and emergency relief, and for coordinating bulk distribution of supplies to victims. Support includes, but is not limited to:

- a. Establishing and operating mass care and special need shelters.
- b. Coordinating the provision of relief efforts by any and all volunteer organizations actively engaged in providing assistance.
- c. Establishing and administering a system to provide casualty information and shelter registration lists to human service agencies.
- d. Establishing mass feeding facilities.

7. ESF- 7 Resource Support

Responsible for providing logistical management and resource support to all emergency support functions in response and recovery efforts to include emergency relief supplies, facilities, equipment, fuel, office supplies, contracting services, and all other resources which may be required. Support includes, but is not limited to:

- a. Maintenance of inventories of resources available locally.
- b. Location and identification of necessary logistical support and resources.
- c. Establishment and administration of depot and distribution facilities.
- d. Coordination of state and federal resources.
- e. Negotiation of contracts for support of emergency actions.
- f. Provision of requested resources to all other emergency support functions and other agencies and governments active in emergency response.

8. ESF-8 Health & Medical

Responsible for providing supplemental assistance in identifying and meeting the general health and welfare of victims of a major emergency or disaster and for provision of emergency first aid and pre-hospital emergency medical services to the affected population. Support includes, but is not limited to:

- a. Assessment of general health and medical needs of the affected population.
- b. Surveillance and monitoring of conditions that could impact general health.
- c. Evaluation of food, drug, or medical safety .
- d. Assessment of worker health and safety .
- e. Identification of biological, chemical, or radiological physiological hazards.
- f. Evaluation of the mental health of victims
- g. Advise on potability of water sources and the disposition of solid waste and wastewater .
- h. Implementation of vector controls.
- i. Victim identification and mortuary services.
- j. Provision of emergency public health information.
- k. Provision of pre-hospital and hospital emergency medical care.
- l. Identification, coordination, and mobilization of medical equipment, supplies, and personnel.
- m. Coordination and support of the registration of people with special needs.
- n. Overall management of special needs program.
- o. Coordination of transportation of people with special needs.
- p. Identification of facilities and resources available for sheltering and care of people with special needs.
- q. Coordination of staffing of special needs shelters.

9. ESF-9 Search & Rescue

Responsible for the conduct of urban search-and-rescue operations including locating, extricating, and providing disaster medical treatment for victims. Support includes, but is not limited to:

- a. Mobilization and management of search-and-rescue teams.
- b. Initiation of a search for victims throughout the impacted area.
- c. Provision of strategic command and control of emergency rescue teams.

10. ESF-10 Hazardous Materials

Responsible for providing a coordinated response to major releases or spills of hazardous materials. Support includes, but is not limited to:

- a. Detection and identification of hazardous materials discharges.
- b. Coordination of initial incident command at the scene of a release.
- c. Support of protective action decisions by field command.
- d. Coordination of the overall containment and cleanup.
- e. Provision of equipment, personnel, and technical assistance.

11. ESF-11 Food

Responsible for identifying, securing, and arranging the transportation of food assistance to the affected areas. Support includes, but is not limited to:

- a. Maintenance of an inventory of warehouse food products/quantities and identification of sources to obtain additional supplies.
- b. Coordination of warehouse space for storage of food supplies.
- c. Coordination of transportation of food supplies to designated distribution or mass feeding sites.
- d. Preparation and segregation of food stuffs for mass bulk distribution.
- e. Coordination of the issuance of emergency food stamps and vouchers.

12. ESF-12 Energy

Responsible for coordination, prioritization, and restoration of public energy and services to include emergency electrical power and gas. Support includes, but is not limited to:

- a. Assessing system damages and requirements to restore such systems.
- b. Prioritizing restoration of services.
- c. Coordinating public energy equipment and personnel as required.
- d. Providing guidance for public energy information and conservation.

13. ESF-13 Military Support

Responsible for coordination of State and Federal military support to local governments.

Support includes, but is not limited to:

- a. Coordination of military Rapid Impact Assessment Teams.
- b. Overall management and prioritization of military support.
- c. Processing mission requests for military assistance from other emergency support functions.
- d. Direct coordination with the Defense Coordinating Officer concerning disaster relief.

14. ESF-14 Public Information

Responsible for coordination and dissemination of emergency public information. Support includes, but is not limited to:

- a. Coordination of information gathering, production, and editing.
- b. Dissemination of response and recovery information to the general public.
- c. Management of press personnel.
- d. Scheduling of press briefings and interviews.
- e. Providing designated spokespersons as required.

15. ESF-15 Volunteer & Donations

Responsible for overall management and coordination of volunteers and donated goods.

Support includes, but is not limited to:

- a. Receipt and management of donations to the disaster relief effort.
- b. Screening, evaluation, and assignment or referral of volunteers.
- c. Operations of reception facilities for donations and volunteers.
- d. Coordination of distribution of donated goods.
- e. Provision of support for unassigned or affiliated volunteers.

16. ESF-16 Law Enforcement

Responsible for coordinating all law enforcement response and recovery actions. Support includes, but is not limited to:

- a. Coordination of resource request from law enforcement agencies.
- b. Coordination and consolidation of information from law enforcement agencies.

17. ESF-17 -Veterinary/Animal Care

Responsible for the coordination of local resources in response to pet, farm, and wild animal care needs before, during, and after a significant emergency. Support includes, but is not limited to:

- a. Assessment of animal needs.
- b. Overall management of animal care services.
- c. Coordination of support of pet, farm, and wild animal needs
- d. Identification of local facilities and resources available for animal concerns.
- e. Coordination of animal care volunteers.

18. ESF-18 Business/Industry

- a. Coordinates the shutdown/evacuation of business/industry.
- b. Access to affected areas by business/industry damage assessment teams.
- c. Coordination with all ESFs as to these procedures before, during, and after the event.
- d. Assist in coordination of business/industry response, recovery and restoration efforts.
- e. Coordinate transportation of business/industry materials, personnel, and supplies for the purpose of recovery/restoration activities.
- f. Maintenance of a database for the purpose of identification and tracking of personnel who would be responsible for damage assessment/access.
- g. The focal point for all business related communications before during and after the emergency event.
- h. Development, implementation and management of business/industry emergency relief programs.
- i. Identification of business/industry resources available for community wide relief/recovery efforts.
- j. Coordinate corporate emergency access program for pre- registered businesses. (NOTE: No registration will be handled during events).
- k. Assimilation of damage assessment to business/industry for inclusion in ESF-5, ESF-19 county preliminary and final damage assessment reports.
- l. Partner with EOC in education and training of disaster exercise programs.

19. ESF- 19 Damage Assessment

- a. Conduct and coordinate damage assessment for emergency declarations and federal and state funding reimbursement.
- b. Collect and compile damage assessment reports.
- c. Conduct damage assessment team training if necessary.

20. ESF- 20 Public Utilities

- a. Provide public utilities and engineering support for restoration of water and wastewater and disposal of debris.

IX-B ESF Utilization

When requesting resources from the county EOC in an emergency or pre- emergency environment, the resource must be requested from the appropriate ESF.

X. RECOVERY

X-A Introduction

The recovery section establishes a detailed framework of federal and state government support for local government efforts to restore essential public and social services following a disaster. Much of this support involves the coordination and administration of federal disaster assistance. This section will outline the state's procedures for assessing the need for, applying and administering federal and state disaster assistance programs. When a presidential disaster declaration is issued in response to an incident, key federal and state recovery officials will establish and co-locate at a Disaster Field Office (DFO). The DFO serves as the hub for the coordination of federal and state disaster assistance as well as a focal point for associated recovery and reconstruction issues. Many critical post-disaster concerns, particularly in a catastrophic event, cannot be directly resolved by the application of traditional federal disaster relief. Resolution of these issues requires a coordinated local, state and federal effort and often involves application of non-disaster community assistance programs. Disaster recovery operations highlight the importance of the recovery period and the need to anticipate the demands that recovery will probably create. Public Officials must be prepared to lead the community to recovery (victims and their families, emergency workers and volunteers), restore utilities, repair roads, and program for future development, without losing sight of the less visible damage caused by emergencies and disasters.

X-B Concept of Operations

1. General

Recovery is an ongoing process and may continue for many years after an emergency/disaster. Long-term recovery is the repair **or** reconstruction of buildings and structures, the evaluation of building codes and land use regulations, and consideration and implementation of mitigation procedures. Recovery activities are divided into four areas of community life:

A. Residential

The repair or replacement of houses, home furnishings and vehicles; the temporary and permanent housing of displaced residents; and the settling of insurance claims for damaged personal property.

B. Business

The repair or reconstruction of economically viable commercial, industrial and retail establishments; the restoration of retail sales, business-related tax revenue and employment to at least pre-disaster levels.

C. Public services and facilities

The resumption of water, sewer, electric, telephone and other basic services; the restoration of public transportation, parks and recreational areas; repair or reconstruction of schools, libraries, hospitals, clinics, police and fire stations, and other public buildings or structures, and the continuation of progress relative to community projects that were planned or under construction before the emergency/disaster.

D. General population

The return of certain social indicators to pre-disaster levels and implementation of programs to restore or improve the quality of life for local residents.

2. Phases of Recovery

A. Pre-Event Phase

Events such as a tropical disturbance allow for advance warning before disaster. In the pre-event phase, the following items will be completed:

- i. Storage of food, water, medical supplies, etc.
- ii. Inventory of communications equipment.
- iii. Pre-deployment of search and rescue teams.
- iv. Pre-deployment of debris clearing teams.
- v. Damage assessment utilizing vulnerability analysis.
- vi. Relocation of recovery equipment.
- vii. Declarations for state and federal assistance.
- viii. Shelter opening, evacuation and traffic control.

B. Immediate Recovery Phase

This phase covers the priority areas for the first seven (7) days after the disaster event. The areas for immediate completion are as follows:

- i. Search and rescue
- ii. Pre-hospital care of the sick and injured
- iii. Security and crowd control
- iv. Traffic control
- v. Initial damage assessment
- vi. Debris clearance (main roads and essential services)
- vii. Essential restoration of services
- viii. Transportation
- ix. Sheltering and mass feeding
- x. Communications
- xi. Public education
- xii. Disaster declarations (if not completed in pre-event phase)
- xiii. Prepare recovery staging areas
- xiv. VIP visits and tours
- xv. Economic injury assessment

C. Intermediate Recovery Phase

This phase is a continuation of the Immediate Recovery Phase. The intermediate recovery phase may last weeks or months depending on the size of the disaster event and area of destruction. The areas for intermediate completion are as follows:

- i. Re-entry
- ii. Concise damage assessment of entire county
- iii. Debris clearance and removal to designated areas
- iv. Open Disaster Recovery Centers (DRC)
- v. Open Disaster Field Offices (DFO)
- vi. Resource distribution
- vii. Restoration of services to entire county
- viii. Sheltering and mass feeding of displaced persons
- ix. Ordinance development for recovery construction

D. Long- Term Recovery Phase

This phase will cover long-term cleanup and recovery from a disaster event. The long-range recovery phase may last for months or years depending on the size of the disaster event and area(s) effected. The areas for long-range completion are as follows:

- i. Review of recovery construction throughout the city
- ii. Review building codes and zoning laws
- iii. Condemnation of buildings and properties
- iv. Debris clearing
- v. Economic recovery
- vi. Complete restoration of all utility services
- vii. Risk Management review
- viii. Health analysis review
- ix. Hazard mitigation review and implementation
- x. Infrastructure repair

X-C Damage Assessment

1. Coordination of Damage Assessment

A. Once emergency conditions subside, rapid and thorough assessments must be conducted to assess the overall damage to homeowners and businesses within the affected areas; to assess the overall damage to critical public facilities and services; and to determine whether those damages are sufficient to warrant supplemental federal disaster assistance. In a catastrophic disaster when damage assessment has been waived, information and data on damages must still be compiled for PIO briefings, planning for additional recovery resources, and prioritizing recovery efforts.

B. Lake County teams may be contacted for assistance through the Lake County EOC.

C. Damage Assessment Teams shall report the following:

- i. Boundaries of the disaster area(s)
- ii. Status of transportation systems
- iii. Access points to the disaster area(s)
- iv. Status of communications systems
- v. Status of medical systems
- vi. Disaster casualty information
- vii. Shelter/mass care information/needs
- viii. Damage to utility systems
- ix. Status of critical facilities
- x. Major resource needs/shortfalls

D. Staff will compile and distribute this information to the Emergency Manager. The focus of the assessment team will be to document the impacts of the emergency on disaster victims and communities in order that declarations of emergencies can be initiated and request for assistance activated up to the state level.

2. Initial Damage Assessment

The assessment can be utilized to satisfy the requirement for the initial damage assessment. An initial damage assessment must be performed at the local level to assess the impacts of the disaster and to determine if the needs can be met with local resources or if state and federal assistance will be required. If outside assistance will be required, the initial damage assessment will be used as the basis for a local declaration of emergency.

3. Preliminary Federal/State/local Damage Assessment

A. Once the declaration of local state of emergency has been made, and the initial damage assessment transmitted to the state must be conducted. The state and FEMA will initiate a joint damage assessment with the county .The action is taken to verify the severity of the impact and justify the need to pursue a request for federal assistance. If a joint damage assessment step is initiated, the initial assessment teams should prepare to accompany the state team and provide transportation and maps. The more expeditiously the data can be collected, the quicker a potential disaster declaration can be obtained.

B. The role of the state and FEMA damage assessment teams will be to verify the results of our preliminary assessment. Upon arrival, state and FEMA damage assessment teams will meet with local officials and be briefed on the results of the preliminary damage assessment. The teams will begin by touring those areas hardest hit to verify the information collected by the initial teams.

C. In the event of a catastrophic disaster where the magnitude of the disaster is so great that justification is not needed to obtain a Presidential Disaster Declaration, damage assessment is conducted after the declaration as a tool to guide the overall massive recovery effort.

D. In all cases, the mission of the local, state and FEMA assessment teams is to :

- i. Assess the extent of damage to individual homeowners and businesses
- ii. Assess the extent of damage to public facilities
- iii. Assess the extent to which the immediate emergency needs of the public are being met and the need for additional state assistance.

4. Individual Damage Assessment Data

When assessing damage to individual homes, information on the extent of damages will be recorded on the "Housing Losses Form." The use of this form is essential in helping the teams make the following determinations:

A. Primary versus secondary residences --secondary homes are not eligible for federal disaster assistance.

B. Homeowner or rental property --homeowners are eligible for assistance for uninsured losses to both property and contents, whereas renters may only be eligible for losses to contents.

C. Extent of damage --damage less than ten percent of the fair market value is considered minimal; major damage (structural damage to foundations, walls, roofs, etc.) falls within the range of 11% to 74% of the fair market value; and structures damaged in excess of 74% of the fair market value are considered to be destroyed.

D. Insured versus uninsured damage --insured damages and losses are not eligible for disaster assistance. A minimum of 25 homes with 40% uninsured losses is needed for individual assistance or Small Business Administration loans.

When assessing damage to businesses, information on the extent of damage will be recorded on the "**Losses to Business Form.**" The use of this form is essential in helping the teams make the following determinations: .Tenant versus owner --property owners may be eligible for assistance in repairing or replacing losses to property, whereas tenants may be eligible for assistance to cover physical losses and/or economic injury.

A. Estimated days out of operation --this information is needed to estimate the total dollar losses to a business.

B. Number of employees --used to estimate the amount of disaster unemployment that will be necessary.

C. Replacement costs --replacement costs of land, structures and contents are eligible for disaster assistance.

D. Extent of damage --damage less than ten percent of the physical damage is considered to be minimal; major damage (structural damage to foundations, walls, roofs, etc.) falls within the range of 11% to 74% of the physical damage; and structures damaged in excess of 74% of the physical damage are considered to be destroyed. To meet the requirement for assistance, the structure must be uninhabitable.

E. Insured versus uninsured damage --insured damage and losses are not eligible for disaster assistance. A minimum of thirty-five businesses is needed with 40% or more uninsured physical losses resulting in 25% of the community being unemployed in order to qualify for SBA loans. Economic Injury Disaster Loans for small businesses requires a minimum of five affected businesses.

5. Public Damage Assessment Data

When assessing damage to public facilities, information on the extent of damages will be recorded on the "**Initial Damage Assessment - Public Assistance.**" Some of the information needed to complete this form may not be readily available during the actual assessment, and may need to be collected in follow-up meetings with local officials. Damage assessment teams will assess and record damages to the following public facilities and services:

A. Clear debris

B. Costs of personnel, materials, equipment, etc., used in responding to the emergency

C. Damage to roads, streets, bridges

D. Damage to water control facilities, such as drainage systems, dikes, levees, etc.

E. Damage to public buildings and equipment

F. Damage to public utilities

G. Damage to parks and recreational sites