



Federal Emergency Management Agency

PARTNERSHIPS IN PREPAREDNESS

A Compendium of
Exemplary Practices in
Emergency Management

Volume III

October 1998

Foreword

This *Compendium of Exemplary Practices in Emergency Management, Volume III*, is a product of the emergency management community working in partnership in service to the public. It is the result of FEMA's continuing outreach initiative to identify the innovative ideas, emergency management talent, and abundant resources that exist throughout the country.

What is an exemplary practice? In the judgment of the emergency management partners who reviewed all entries for this edition, it is any idea, project, program, technique, or method in emergency management that has worked in one place and may be worthy of adopting elsewhere. This *Compendium* describes public- and private-sector emergency management practices that include unique coordination among organizations, volunteer projects, resource sharing, and other innovative approaches to emergency management.

In addition to describing the practices selected, the *Compendium* refers readers to knowledgeable individuals for further information. This book is not only being published in this printed format but is also available on the Internet at FEMA's World Wide Web site.

In keeping with FEMA's goals of building a strong and effective emergency management system, the search for exemplary practices is continuing. Instructions and a form for submitting additional innovative ideas can be found at the end of this volume, and we urge you to share your exemplary practices.

Sincerely,



James Lee Witt
Director
Federal Emergency Management Agency



Kay C. Goss
Associate Director for Preparedness
Federal Emergency Management Agency

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Emergency Management
Volume III**



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October 1998

James Lee Witt
Director
Federal Emergency Management Agency

Kay C. Goss
Associate Director
Federal Emergency Management Agency
for the Preparedness Directorate

Acknowledgments

Many people contributed to this third edition of the *Compendium*. Their contributions include the critical executive support needed to make this initiative a reality: the memoranda, letters, and communications on the Internet encouraging nominations from throughout the emergency management community and the administrative tasks and correspondence involved in the nominations of exemplary practices in emergency management.

Under the policy guidance of Kay C. Goss, FEMA's Associate Director for Preparedness, Partnerships in Preparedness was implemented in the State and Local Preparedness Division under the direction of Kyle W. Blackman and William B. Wark. The project officer during the development of this third edition was Maria A. Younker.

However, the many ideas, suggestions, and encouraging words of support received from people throughout the public and private sectors of the emergency management community have given the effort vitality. All of the individual State and local emergency managers whose support and nominations are a part of this edition are acknowledged as contact people in the body of the *Compendium*.

The *Compendium* is an example of interagency cooperation between FEMA and the U.S. Department of Justice's National Institute of Justice (NIJ). NIJ's assistance was instrumental in establishing and applying a model of information sharing among local, State, and Federal agencies.

The individuals listed below played direct roles in developing this edition. We wish to thank everyone associated with launching this initiative and helping it grow.

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Introduction

Dear Partners:

When dealing with disasters, we can accomplish more together as a group than as individuals. Natural disasters permeate every corner of our communities. No individual, business, or organization is left untouched. For this reason, communities need to work together to become better prepared. They need to take action before the next earthquake, flood, hurricane, wildfire, or hazardous materials incident occurs.

Since 1995 the Preparedness Directorate has been producing *A Compendium of Exemplary Practices in Emergency Management*. The objective of FEMA's *Compendium* is to share information regarding innovative emergency management programs that have worked well so that these programs can be adopted elsewhere. By disseminating information on exemplary practices that have worked, communities can better prepare themselves to respond to the diversity of natural or man-caused disasters.

This volume contains various exemplary practices detailing how some communities have built partnerships and implemented innovative programs to address specific areas of emergency management. It is FEMA's goal that the methods and principles contained in this *Compendium* be applied in any community across the country to help build a safer and stronger America. By sharing your creative and innovative programs for dissemination through this *Compendium* to the emergency management community, we can create a network of "Partners in Preparedness."

A panel of our partners from the public and private emergency management community reviewed all of the practices included in this volume; the practices have been certified as accurate by the submitters. FEMA is not responsible for misinformation.

FEMA publishes annual editions of the *Compendium* and is, therefore, constantly searching for innovative practices to be included. Exemplary practice nomination forms are provided in the back pages of this edition for submitting applications to be included in future volumes. Another form is provided for your opinions on the *Compendium*.

All three volumes of the *Compendium* are also published on the Internet at www.fema.gov/library/lib07.htm.

The organization of this document responds to FEMA's goal to inform all interested individuals of innovative and promising approaches to emergency management. The sections are organized alphabetically by the State from which the exemplary practice was nominated. Under each State listing, the programs are organized alphabetically by project name. Each program listing provides data in the following categories: name of the program, contact person's name, address, e-mail address where available, phone, and fax numbers; program type; population targeted by the program; program setting; startup date; description of the program; evaluation information; annual budget; sources of funding; and in some cases, additional sources for information. The categories are highlighted to help the reader peruse each listing for specific data. For example, check the Program Type description to get a quick overview of the program's purpose. Read the Program Description to learn more about the program's goals and operations. Check the Evaluation Information for indicators of its success.

Four indexes enable the readers to locate key information:

- **Title.** The program titles are listed in alphabetical order.
- **Subject.** Most programs have been indexed to more than a single subject heading. Subject headings include aspects such as the type of problem being addressed by the program (e.g., earthquakes, hurricanes), the program type (e.g., damage assessment), and solutions to problems (e.g., evacuation routes, emergency response teams).

- **Location.** This index enhances the Table of Contents by indicating the cities and counties within a State covered by the program. If a program is multistate, that information is listed first under the name of each involved State. If the program is operating throughout a single State, that information is provided next.
- **Contact.** The names of the program contacts are listed in alphabetical order to enable the reader to easily identify the individuals to write to or call for further information.

I hope that this *Compendium* is effective in helping you to take a step toward building a safer and stronger emergency management community in your neighborhood. With your dedication and involvement, we can work to prepare ourselves for tomorrow and build a more disaster-resistant America today.

I urge you to share your exemplary practices! We look forward to hearing from you.

Sincerely,

A handwritten signature in black ink that reads "Kay C. Goss". The signature is written in a cursive style with a large, prominent "K" and "G".

Kay C. Goss
Associate Director for Preparedness

Exemplary Practices in Emergency Management



The Academy of Public Service — Fire Science Program

Contact:

Mark A. Hansberry
Fire Service Captain/EMT-
Paramedic
City of Mobile Fire-Rescue
Department
860 Owens Street
Mobile, AL 36604
Tel: 334-208-2863
Fax: 334-208-2861

Program Type:

School-to-work program.

Target Population:

Mobile County Public School
students, grades 10–12.

Setting:

Williamson High School, an
inner-city school.

Project Startup Date:

1995–1996 school year.

Program Description:

The Mobile Fire-Rescue Department has been involved with the Academy of Public Service (APS) for more than 2 years as a partner in education, developing the curriculum and providing the instructor/coordinator for APS' Fire Science Program. APS is a school-to-work program sponsored by the by the National Academy Foundation, a nonprofit organization. High school students in grades 10–12 can participate in the program if they meet the minimum requirements. The academy programs highlight careers in public service, such as fire and police departments and other government agencies.

The fire science curriculum is taught at Williamson High School, an inner-city school where the students take three different classes: Orientation to the Fire Service, Essentials of Firefighting, and Emergency Medical Training. These classes are designed to expose academy students to subjects ranging from the history of the fire service to the knowledge and skills required to carry out the duties of a firefighter, such as providing basic life support treatment and handling hoses, tools, equipment, and ladders.

The goal of the APS Fire Science Program is to introduce students to the fire service as a possible career choice and to give the Mobile Fire-Rescue Department an enriched pool of potential firefighters.

Evaluation Information:

The APS Fire Science Program has been recognized as a vital part of the school-to-work concept. It allows students to obtain firsthand knowledge of an excellent career option.

Annual Budget:

None.

Sources of Funding:

The program is supported by the City of Mobile Fire-Rescue Department as a service to the community.

Building Occupancy Resumption Emergency Inspection Program

Contact:

Zan Turner
Building Inspector
City and County of
San Francisco
Department of Building
Inspection
1660 Mission Street, 3rd Floor
San Francisco, CA 94103
Tel: 415-558-6104
Fax: 415-558-6402

Program Type:

Earthquake preparedness and recovery.

Target Population:

Building owners in San Francisco.

Setting:

City and County of San Francisco with emphasis on the downtown commercial section.

Project Startup Date:

1996.

Program Description:

The Building Occupancy Resumption Emergency Inspection Program (BORP) allows building owners to prequalify their buildings for private postearthquake inspection by qualified engineers upon acceptance of a written inspection program for a particular building. It assures immediate response by trained engineers assigned to specific buildings and authorizes them to post official City of San Francisco placards in accordance with ATC 20 *Procedures for Postearthquake Safety Evaluation of Buildings, Detailed Evaluation Procedure*.

BORP's main goal is to expedite and improve the quality of postearthquake building inspection. This dual objective is accomplished by having building owners hire engineers with experience in the design and/or inspection of similar structures to evaluate buildings for seismic performance and develop building-specific written inspection plans. Upon review and acceptance of the engineers' resumes and emergency inspection plans, the building department will place the building on a list and issue official posting placards.

Emergency inspection is expedited because the procedures for automatic response, rapid access, and detailed inspection have been developed already and are familiar to the inspection team, and because safety/inspection equipment and structural drawings are immediately available.

The quality of inspection will be greatly enhanced by having trained inspection teams with direct knowledge of the buildings' structural systems perform postearthquake inspections based on written plans developed under non-emergency conditions.

Evaluation Information:

The program received the Western States Seismic Policy Council Award of Excellence in Innovation, 1997. The program has been adopted by the city of Anchorage, Alaska and by Stanford University. It is being considered by Long Beach, Los Angeles, San Diego, and Seattle.

Annual Budget:

This program requires an estimated 5 percent of building inspectors' time because much of the review is provided by volunteers. The approximate dollar amount for this time is \$3,500.

Sources of Funding:

Funding comes from the Department of Building Inspection Technical Services Division operating budget.

California Region II Regional Disaster Medical/Health Coordinator (RDMHC) Mutual Aid Project

Contact:

Art Lathrop
 Director
 Contra Costa County Health
 Services Department
 Emergency Medical Services
 Agency
 50 Glacier Drive
 Martinez, CA 94553
 Tel: 925-646-4690
 Fax: 925-646-4379

Program Type:

Medical/health mutual aid planning and coordination for Region II of the State Emergency Medical Services Authority.

Target Population:

Operational Area (county) Medical/Health Coordinators of the 16 coastal counties. These individuals are responsible for coordinating disaster, medical, and health-related responses in their jurisdictions. Project activities are also coordinated with the Governor's Office of Emergency Services (OES), other regional planning agencies, hospitals, and State and Federal agencies.

Setting:

Regional; the 16 counties along the coast from Del Norte to Monterey.

Project Startup Date:

1990.

Program Description:

California is prone to nearly every type of disaster, including earthquakes, fires, floods, and hazardous materials release. As a response, the California State Governor's OES designated six regions responsible for the overall coordination of disaster mutual aid. Region II, comprising the 16 northern coastal counties, is one of the six regions established by the California State OES.

The Contra Costa County health officer has served as the Region II RDMHC since 1990. The RDMHC is responsible for coordinating medical and health-related resources acquisition in Region II. Over the years, the focus of the RDMHC project has evolved from local and bay area disaster planning to the regional planning efforts now sustained. Early efforts concentrated on emergency medical services and hospital coordination, including development of reporting forms and testing of guidelines for hospital assessments following an earthquake. The RDMHC project also offered hazard mitigation training for hospitals and developed bay area medical mutual aid procedures, a resource directory, and hospital evacuation plans.

The project recently provided for a Bay Area Disaster Medical Assistance Team (DMAT), which is organized under the National Disaster Medical System through the U.S. Public Health Service. The teams are made up of volunteer medical professionals. When activated, the DMAT, currently a Level II with 100 members, provides local patient staging and reception services, field-level emergency medical treatment capability, and augmented local medical capabilities during disasters.

Hospital and medical transport resource information is being assembled into a Region II resource directory. Project staff provide assistance to county and State agencies in the development of overall disaster response guidelines and policy update and revision. The Region II RDMHC responds to requests from operational areas within Region II and to requests from the Emergency Medical Services Authority, the Department of Health Services, and the State OES.

Evaluation Information:

Sixteen county disaster medical/health coordinators have been identified and trained. The Region II RDMHC Interim Emergency Plan has been developed and distributed.

Annual Budget:

\$80,000.

Sources of Funding:

State Emergency Medical Services Authority.

Community Awareness in Response to Emergencies (CARE) Program

Contact:

Dave Rodda
 Director of Recreation and
 Community Services
 City of Lakewood
 5050 North Clark Avenue
 Lakewood, CA 90712
 Tel: 562-866-9771
 Fax: 562-866-0505
 E-mail:
drodda@lakewoodcity.org

Program Type:

Community emergency response teams.

Target Population:

Senior adults, adults, and youths ages 13-18.

Setting:

Citywide.

Project Startup Date:

1995.

Program Description:

The CARE program has created an effective, organized, and coordinated neighborhood response to possible disasters, based on a realistic plan for mobilizing Lakewood residents. The program comprises a number of elements such as using the city's Neighborhood Watch block captains, involving residents in the city's disaster planning efforts, sharing information among residents, and receiving practical training from trained professionals.

To accomplish the training and operational goals of the program, a community partnership was developed between the city's emergency management team; the Los Angeles County Fire Department; the Los Angeles Sheriff's Department personnel; and volunteers from the American Red Cross, Greater Long Beach Chapter, to conduct more than 20 hours of extensive program training. Lakewood residents have received training in such areas as home and neighborhood preparedness, fire prevention and safety, utilities management, damage assessment, neighborhood security, communications and command post operations, first aid/CPR, and shelter operations. Continuing education and refresher training, in the form of advanced training sessions, is provided quarterly. Additionally, using city parks as CARE command post sites, emergency supply caches have been assembled for use in neighborhood assessment activities.

As a complement to the adult CARE Program, a CARE Youth Corps Program was initiated in July 1997. The program targets Lakewood youth ages 13 to 18 and provides them with a slightly modified training package. The city views the Youth Corps as an important support mechanism for adult CARE activities following a disaster.

Evaluation Information:

More than 400 residents have received CARE training; 180 adults and 35 teens have earned certification as Lakewood CARE volunteers. Additionally, the CARE program was honored with the California Park and Recreation Society Public Safety Program award for 1997.

Annual Budget:

\$2,500.

Sources of Funding:

City budget.

Community-Based Fire Protection Program

Contact:

Captain Kwame Cooper
LAFD Community
Fire Station 68
5023 West Washington
Boulevard
Los Angeles, CA 90019
Tel: 213-485-6268

Program Type:

Community outreach and education.

Target Population:

Los Angeles residents.

Setting:

Los Angeles City Fire Department stations.

Project Startup Date:

March 1998.

Program Description:

In 1994 the Los Angeles City Council found a need to improve the practices of the Los Angeles Fire Department (LAFD) with regard to racial equity. As a result, LAFD reassessed its handling of racial disparities not only within the organization, but also in the city's communities. As part of this process, LAFD recognized that instead of interacting with the surrounding community only during an emergency, stations could fully integrate themselves into the communities through activities and outreach efforts. A citywide pilot program to improve community relations, based on this new approach, began in March 1998.

The program consists of three stages: research, member training and education, and defining and implementing projects. In the research stage, fire company members collect information about the area, which helps them form ideas about the types of projects that might be most effective. Through member training and education, firefighters learn more about community problems and opportunities from local leaders (business owners, principals, and community center directors). Fire stations then design specific projects tailored to the needs of local residents, such as CPR or home safety classes. Other projects serve the broader goals of breaking racial and socioeconomic barriers and bringing the community together. For example, at Community Fire Station 68, the Marvin Avenue Elementary School Fire Cadets and Educational Athletic Program allows firefighters to teach at-risk youth about fire safety as well as respect, discipline, and self-esteem. The program features three-on-three basketball games and group discussions, and teaching youth ages 10 to 16 to work together as a team in spite of ethnic, age, or socioeconomic differences. Station 68 also works with local gang intervention organization group mentoring projects.

Evaluation Information:

This program has not been formally evaluated; however, participating fire stations report a number of benefits, including more requests from residents for disaster preparedness training, less tension between the community and the fire department, a higher quality of service, and more awareness by firefighters of issues that affect the community.

Annual Budget:

There is no annual budget.

Sources of Funding:

In-kind contributions from community residents, elected officials, and local business owners.

Elementary Fire Cadet Program

Contact:

Captain Kwame Cooper
LAFD Community
Fire Station 68
5023 West Washington
Boulevard
Los Angeles, CA 90019
Tel: 213-485-6268

Program Type:

Fire safety and education.

Target Population:

Youth ages 10–16.

Setting:

Los Angeles elementary
schools.

Project Startup Date:

1996.

Program Description:

The curriculum for this program consists of three components: home fire safety education (third grade), home earthquake safety (fourth grade), and basic first aid (fifth grade). Cadets, selected by school personnel to participate in the program, attend weekly 1-hour sessions from January to June. A total of 40 to 70 cadets participate in the program each year. The accomplishment of each component is marked with a Fire Cadet graduation and badge presentation ceremony, which is held at either the school or the local fire station. Completion of the entire program takes 3 years.

Through interacting with firefighters, the youth cadets become involved in activities designed to build their character and their self-esteem in addition to teaching them about safety. This program targets at-risk youth and teaches them to take an active role in issues that affect their community at an early age.

Evaluation Information:

The program has been enjoyed by firefighters and students alike since its inception in 1996. The first class to complete all three components of the program graduated in spring 1998.

Annual Budget:

There is no budget allocated for this program.

Sources of Funding:

The fire department relies on in-kind donations of badges, certificates, and other materials to execute this program.

First Response Strike Team

Contact:

Dave Rodda
Director of Recreation and
Community Services
City of Lakewood
5050 North Clark Avenue
Lakewood, CA 90712
Tel: 562-866-9771
Fax: 562-866-0505
E-mail:
drodda@lakewoodcity.org

Program Type:

Employee responder program.

Target Population:

Lakewood community.

Setting:

Three city response sites: city hall and two maintenance yards.

Project Startup Date:

1996.

Program Description:

The 70-member First Response Strike Team was formed to respond to emergency situations in a rapid, effective, and organized manner. City employees who reside in Lakewood or within a 5-mile radius make up the team. When disaster strikes, team members report to one of three predesignated response sites and begin the city's response effort.

Using a comprehensive checklist system, the First Response Strike Team members are provided with the basic knowledge, skills, and equipment necessary to mobilize city emergency response facilities. Quarterly team-training sessions stress the concepts of teamwork, organization, and safety while providing team members with basic knowledge and skills in such areas as home and family preparedness; interior/exterior building damage assessment; utilities management; communications systems; site security; generator starting procedures; and emergency operations center (EOC) setup and operations, including mobile EOC tent procedures and emergency response equipment and supplies.

Evaluation Information:

In 1996 this program received a silver award from the Southern California Emergency Services Association for exceptional efforts in the field of emergency preparedness.

Annual Budget:

\$1,000.

Sources of Funding:

City budget.

Long Beach Fire Ambassadors

Contact:

Jack Bender
Battalion Chief
Long Beach Fire Department
925 Harbor Plaza, Suite 100
Long Beach, CA 90802
Tel: 562-570-2544
Fax: 562-570-2543

Program Type:

Fire prevention, burn safety, and earthquake preparedness education program.

Target Population:

Men and women, age 55 or older.

Setting:

Long Beach and Signal Hill, California.

Project Startup Date:

1991.

Program Description:

The Long Beach Fire Ambassadors are volunteers 55 years of age or older, who are trained to teach fire safety and prevention, burn safety, and earthquake preparedness. In addition to speaking engagements, fire ambassadors provide staff support for fire department special events and public education functions. As part of their staff support, the fire ambassadors:

- Provide lectures/presentations on home fire safety, burn prevention, and disaster preparedness.
- Schedule presentations.
- Return phone calls.
- Mail information.
- Set up and man educational displays.
- Perform research.
- Inventory materials.

In 1996 Long Beach Fire Ambassadors volunteered more than 4,000 hours, providing services equivalent to more than \$72,000. They make presentations on fire safety and fire prevention to community and school groups. There are currently 28 Fire Ambassadors, many of whom are community leaders, former school teachers, and Community Emergency Response Team members.

The Fire Ambassadors work with the Long Beach Fire Department's "Fire Safety House" program that teaches fire safety to all third-grade students in Long Beach. The Fire Safety House is a specially built, two-story, one-bedroom house that is transported on a large flatbed truck to schools and other locations. After a fire safety lecture, during which the Fire Ambassadors talk about smoke detectors, how to exit a burning house, keeping low and crawling through a house, and the importance of a family meeting place outside the house in the event of a fire, the children go through the Fire Safety House in small groups. A nontoxic smoke fills the house and the children practice keeping low, crawling through the house, and moving backward down the stairs to escape. More than 12,000 third-grade students have participated in the 4-year-old Fire Safety House program. The Fire Department's goal is to have all third-grade students in Long Beach experience this fire safety program.

Evaluation Information:

Long Beach Fire Ambassadors have received awards from the mayor and awards and letters of appreciation from civic groups.

Annual Budget:

Not available.

Sources of Funding:

Private funding.

Long Beach Fire Department Community Emergency Response Team

Contact:

Jack Bender
Battalion Chief
Long Beach Fire Department
925 Harbor Plaza, Suite 100
Long Beach, CA 90802
Tel: 562-570-2544
Fax: 562-570-2543

Program Type:

Community emergency preparedness training.

Target Population:

Community volunteers from residential, commercial, and municipal sectors.

Setting:

Long Beach and Signal Hill, California.

Project Startup Date:

1994.

Program Description:

The Community Emergency Response Team (CERT) was formed by the Long Beach Fire Department to train citizens of Long Beach and Signal Hill in disaster preparedness. The Newport Inglewood earthquake fault bisects Long Beach and much of the city's 55 square miles are located in the FEMA-designated floodplain. These and other natural and manmade hazards potentially threaten the communities of Long Beach and Signal Hill.

Firefighters train citizens from residential, municipal, and commercial sectors to respond to medical emergencies and property damage in a coordinated team effort. The volunteers receive 8 hours of core classroom training based on the FEMA manual. Courses are taught in four modules:

- Introduction to CERTs.
- Disaster medical operations.
- Disaster fire control.
- Light search and rescue.

Teams are usually trained at a location within their geographical area. Classes are taught by the fire company responsible for that area, so that CERT teams are familiar with their local fire company personnel. First aid classes and CPR lessons are also offered to CERT members.

Continuing education in disaster response and procedure is provided by daily cable TV programming on the Long Beach Fire Department channel. Hands-on skills practice is available at department-sponsored disaster drills in April and October. The Long Beach Fire Department formed an educational partnership with the American Red Cross and amateur radio operators to augment volunteer training. The fire department works with local public schools to ensure efficient operations on each campus in the event of an emergency.

Approximately 1,100 people have been trained as CERT members since the program began, with a long-term goal of 5,000 trained CERT members. The Long Beach Fire Department plans to establish an advisory board to determine CERT training needs and an infrastructure plan. The training received by CERTs helps communities to be self-sufficient until the professionals arrive and can help lessen the impact of disasters on life and property.

Evaluation Information:

Awards from mayor. Awards and letters of appreciation from civic groups.

Annual Budget:

Not available.

Sources of Funding:

Private funding.

Long Beach Search and Rescue

Contact:

Jack Bender
Battalion Chief
Long Beach Fire Department
925 Harbor Plaza, Suite 100
Long Beach, CA 90802
Tel: 562-570-2544
Fax: 562-570-2543

Program Type:

Boy Scout Explorer Post search and rescue.

Target Population:

Explorer scouts.

Setting:

Long Beach, California.

Project Startup Date:

1963.

Program Description:

Long Beach Search and Rescue is an Explorer Post of the Boy Scouts of America that provides urban heavy rescue training to scouts. Its mission is to provide young adults ages 14 to 20 with the knowledge and skills of search and rescue techniques, and encourage them to explore careers in the emergency services fields. Sponsored by the Long Beach Firefighters' Association and the Long Beach Motor Patrol Association, Search and Rescue's teenage members and adult advisors have served the community for 34 years. This one-of-a-kind Explorer Post combines work with the fire department and police department. Approximately 100 Scouts are currently participating in Long Beach Search and Rescue.

As a result of their diverse training, Search and Rescue members are able to respond to many different emergency situations:

- Lost person searches.
- Homicide investigations.
- Evidence searches.
- Evacuations.
- Body recoveries.
- Plane and helicopter crashes.
- Chemical spills.
- S.W.A.T. team support.
- Logistical support during major fires.

Search and Rescue stresses the value of community service to its members. Using their first aid and communications skills, members regularly participate in fire and police public relations displays, the annual Scout-O-Rama, the Heart Association Cyclethon, the Special Olympics, and police department DUI (driving under the influence) checkpoints. Long Beach Search and Rescue built its own headquarters building using donated funds.

Many Search and Rescue members have chosen careers in the fire protection, law enforcement, and emergency medical services fields.

Evaluation Information:

Long Beach Search and Rescue was recognized by the International Association of Fire Chiefs as Fire Explorer Post of the Year in 1988. Search and Rescue has been recognized for community service activities by the Boy Scouts of America, the Long Beach Fire Department, the Long Beach Police Department, the mayor's office, and many other organizations.

Annual Budget:

N/A.

Sources of Funding:

Private funding.

Partnership for Preparedness Against Terrorism

Contact:

Russell C. Coile, Ph.D., CEM
Disaster Coordinator/
Emergency Program Manager
Pacific Grove Fire Department
600 Pine Avenue
Pacific Grove, CA 93950-3317
Tel: 831-648-3110
Fax: 831-648-3107
E-mail: russell@coile.com

Program Type:

Preparedness against terrorist
attack.

Target Population:

City residents.

Setting:

Open areas of the city.

Project Startup Date:

1997.

Program Description:

A partnership between the Pacific Grove Fire Department and the Naval Postgraduate School's Institute for Joint Warfare Analysis in Monterey has been formed to examine methods of response by local authorities for terrorist attacks using chemical and biological weapons of mass destruction. Because one city's fire, police, and public works departments will have to cope for the first few hours of an incident with just the help of neighboring cities, the partnership and other local organizations have begun an exercise program to collect real-world data on response and reaction times during those first few critical hours. These data are being used to develop a response model that can be used in simulation studies for "what if?" scenarios to analyze and improve local response.

The initial project of this program has been a multicasualty incident exercise with associated data collection designed specifically for response model development. This first exercise, with 65 victims, was held in November 1997. It employed 10 fire engines from 7 nearby cities, 5 ambulances, a medical helicopter, the facilities of 4 hospitals, Pacific Grove police, California Highway Patrol, Monterey County coroner, amateur radio operators, 3 Red Cross emergency response vehicles, and a Salvation Army canteen vehicle. The next planned exercise is a multicasualty hazardous materials incident that will require appropriate protection for disaster response personnel, victims, and the general public. The third exercise will incorporate the complications of a terrorist crime scene with FBI and law enforcement participation.

Evaluation Information:

Participating fire departments from neighboring cities, four hospitals, ambulance units, and medical helicopter services have all expressed their appreciation for the exercise program and the Naval Postgraduate School's services.

Annual Budget:

None.

Sources of Funding:

The usual training budgets of participating organizations.

The Santa Barbara City Fire Department Dependent Care Program

Contact:

Chris Albertson
Battalion Chief/Training
Santa Barbara City Fire
Department
121 W. Carillo Street
Santa Barbara, CA 93101
Tel: 805-965-5254
Fax: 805-564-5730

Program Type:

Dependent safety for on-duty fire department personnel in the event of a regional natural disaster.

Target Population:

The families of the Santa Barbara City Fire Department firefighters.

Setting:

Citywide.

Project Startup Date:

1996.

Program Description:

The Santa Barbara City Fire Department Dependent Care Program was developed to address the issue of dependent safety for on-duty personnel in the event of a regional natural disaster. During a natural disaster, if firefighters know that their families' safety has been addressed and they are out of danger, they can focus their full attention to their jobs. It was decided that the program had to involve more than merely notifying on-duty personnel about the status of their families. The plan had to teach these families to be self-sufficient during the firefighter's absence.

The goals of the program ultimately developed into the following:

- Relieve the anxiety of on-duty firefighters by developing a program that encompasses preventive training and procedures for post-event verification of the family's safety.
- Provide study materials and classroom instruction in disaster preparedness for department family members.
- Ensure that on-duty firefighters realize their responsibilities to the citizens of Santa Barbara.

The program consists of three parts:

1) Pre-event preparation. During the first quarter of each year, the department sponsors workshops for family members. These workshops review basic first aid, emergency household supplies, home safety checklists, shutting off utilities, and so forth.

2) "Mutual aid" by department members who are neighbors. In the areas where firefighters live close together, they can join together in a "mutual aid agreement" to check on each other's homes and families in case of an emergency. The knowledge that an off-duty firefighter will check on others' homes helps ease the concerns of on-duty personnel at the advent of a major incident.

3) Telephone verification of the family's safety. This part of the department's dependent care program is based on a phone list that can be used by a designated employee—such as clerical staff—to verify that families affected by an emergency are safe. Employees fill out a dependent care program information sheet that lists the area in which they reside, their address, home phone number, and the phone number of a third party who lives outside the tri-county area, preferably outside the State.

Helping fire department employees and their dependents prepare for possible emergencies benefits the Santa Barbara Fire Department, the employees, and the community.

Evaluation Information:

Firefighters are more comfortable leaving their families during emergencies because the families are better prepared and feel more confident about dealing with emergencies.

Annual Budget:

Family training costs are incorporated into pre-existing public education materials.

Sources of Funding:

Fire department.

Voluntary Communications Support in Times of Crisis or Disaster

Contact:

April Moell
Coordinator
Hospital Disaster Support
Communications System
P.O. Box 2508
Fullerton, CA 92837
Tel: 714-879-6895
Fax: 714-879-6895
E-mail: EmCom4Hosp@aol.com
Web site: <http://members.aol.com/emcom4hosp/>

Program Type:

Hospital disaster support communications systems.

Target Population:

The medical community, primarily acute care hospitals. Skilled nursing facilities and ambulance companies in Orange County, California have also been supported when requested by an acute hospital or EMS.

Setting:

Most frequently within the medical facility; however, services are mobile and portable. This allows for communications support to adjacent medical buildings or to other facilities or agencies in the area.

Project Startup Date:

1980.

Program Description:

The Hospital Disaster Support Communications System (HDSCS) provides communications backup to 35 healthcare organizations in and around Orange County. The program involves volunteer amateur radio (HAM) operators supplying any communications needs to hospitals in the event of an outage or community disaster. Some communications that have been supplied in the past include calling in hospital staff, linking the hospital to Red Cross or other suppliers, linking one hospital to another, and maintaining internal hospital communications.

HDSCS members are organized into two groups—call-up responders and core teams. Call-up responders are members that hospitals can contact in the event of a communications failure or overstress of regular communications facilities, which is the nature of about 80 percent of HDSCS' service. In this case, the first HDSCS operator to be contacted will initiate the activation of the team to respond to the hospital's needs.

Core teams are members who respond to a specific hospital in the event of a communitywide disaster such as an earthquake. Using "planned self-dispatch," the operators report to the hospital when the emergency occurs without waiting for the hospital to call them first. Most HDSCS members serve in both of these roles.

In some cases, HDSCS coordinators do not receive or are not able to return a call, or hospital staff's ability to make calls is limited. For that type of scenario, HDSCS has developed a paging system whereby a single page will simultaneously alert five coordinators. Since each hospital has been assigned its own 3-digit code, coordinators will not only be alerted, but also will know exactly which hospital needs help, so they can report to the hospital right away instead of trying to determine where the problem is. This saves valuable time for medical staff, who can spend time on patient care instead of on the phone.

Evaluation Information:

Amateur radio operators volunteer their time and equipment to support the hospitals. Hospitals and other emergency service programs frequently use this service and recommend it to other programs. The program's HAM operators have supplied vital information regarding the status of a medical facility to the medical community as a whole on numerous occasions. Some of these include the Northridge Earthquake, Laguna Canyon Fire, nursing home HAZMAT evacuation, and winter storms of 1997.

Annual Budget:

None.

Sources of Funding:

None, although users of the service often provide on-site antennas and services such as mailing, speakers for training sessions, copying, pagers, and meeting rooms.

Caring Agencies Respond (CAR)

Contact:

Lucy S. Keely, CEM
Emergency Management
Specialist
Palm Beach County Division of
Emergency Management
3723 Belvedere Road
West Palm Beach, FL 33406
Tel: 561-233-3500
Fax: 561-689-6680

Program Type:

Disaster preparedness
education of healthcare organi-
zations that serve homebound
individuals.

Target Population:

Palm Beach County residents.

Setting:

Palm Beach County home
health care agencies, visiting
nursing associations, and
programs that serve
homebound individuals.

Project Startup Date:

1996.

Program Description:

CAR is an inservice training program that was developed by the Palm Beach County Division of Emergency Management in an effort to reach county residents who may be homebound, on life-support systems, or receiving home healthcare services from a licensed home healthcare agency. As the population of Palm Beach County continues to increase, so do healthcare issues. In an age of managed care and reduced hospital stays, home healthcare agencies have become major players in patient recovery.

In 1996 CAR began educating healthcare provider agencies in the preparation of disaster plans for recovery and restoration of services. The program has expanded to include the education of nurses in preparation of their personal family disaster plans and other clients in home preparedness and temporary self-care until a nurse's arrival at a disaster. This is particularly important in Palm Beach should a hurricane strike.

Inservice includes a video, self-preparedness test, discussions about network-
ing agency and county programs, evacuation issues, special care issues,
SLOSH maps, and shelters and concludes with a question-and-answer session.
The program can be adapted to any organization that serves homebound
persons.

Evaluation Information:

Agency participants who attend the inservice training have given the program high ratings on customer satisfaction surveys.

Annual Budget:

None.

Sources of Funding:

Palm Beach County Division of Emergency Management.

“Disaster Awareness” Television Program

Contact:

Preston D. Cook
Warning/Communications
Coordinator
Orange County Emergency
Management
6590 Amory Court
Winter Park, FL 32792
Tel: 407-836-9140
Fax: 407-836-9147

Program Type:

Monthly television program highlighting emergency management issues.

Target Population:

400,000 people in Orange County.

Setting:

Countywide.

Project Startup Date:

1996.

Program Description:

“Disaster Awareness,” a regularly scheduled cable access television series, provides emergency preparedness information to the citizens of Orange County, Florida. Orange County’s progressive business licensing legislation requires local cable television franchises to provide one free, full-time cable access channel solely for government and public interest use. This broadcast channel, reaching an estimated 400,000 people in Orange County, is known as “Orange TV.”

Identified as a potential new medium for expanding public contact, Orange TV agreed to assist the Office of Emergency Management in the design, production, editing, and broadcast of disaster-related programs. To date, six 30-minute shows have been produced. The shows’ topics range from “Disaster Recovery and Insurance Guidance for Citizens” to “Understanding Hazardous Materials Events.”

Evaluation Information:

As of June 1997, survey results ranked the “Disaster Awareness” series the third most highly viewed program on Orange TV.

Annual Budget:

Personnel salaries only.

Sources of Funding:

Emergency Management budget.

Elder-Links Project

Contact:

Christie Treiber
Community Services Liaison/
Firefighter-Paramedic
Elder-Links Project
Miami-Dade Fire Rescue
Department
8175 N.W. 12th Street, Suite 317
Miami, FL 33126
Tel: 305-716-7654
Fax: 305-716-7553

Program Type:

Elder-Links is a referral program through Miami-Dade Fire Rescue to provide community home-based services for older individuals who may be vulnerable to abuse, neglect, self-neglect, or exploitation, and whose problems often result in repeated inappropriate calls to 911.

Target Population:

Miami-Dade County residents over age 60.

Setting:

Countywide.

Project Startup Date:

1995.

Program Description:

The Elder-Links Project is intended to close the service gap that arises when prehospital emergency response personnel feel that elderly persons who are vulnerable to abuse, neglect, or exploitation need social services that they cannot provide. The program provides a safety net for elders whose problems often result in repeated inappropriate emergency calls. In instances in which an elderly person does not qualify for help from the State's Department of Children and Family Services, prehospital emergency response personnel have no legal obligation to take action; however, they are in a unique position to detect critical intervention needs.

Prehospital emergency response personnel make referrals for needed in-home care and healthcare through the Alliance for Aging, Inc., a nonprofit agency that is the Area Agency on Aging for Dade and Monroe Counties. The elderly services specialist then identifies appropriate providers. The program's efforts increase the likelihood that elders will be able to maintain independence in their homes.

Evaluation Information:

Project founder Christie Treiber was cited by President Clinton's Points of Light Foundation for her work, and Miami-Dade County received the 1996 National Association of Counties' Achievement Award for Human Services.

The program has been replicated by all six county fire-rescue departments and by the fire-rescue departments of Clearwater, Hollywood, and Orlando. Other Florida jurisdictions, as well as communities throughout the country, have made inquiries regarding the program and its replication.

Annual Budget:

\$95,918 (in 1997).

Sources of Funding:

In 1997 the program received 86 percent of its funding (\$82,418) from the Federal Government under the Older Americans Act, Title III-B. These funds paid for the salaries of two full-time social workers and for office space, travel, communications, utilities, printing, and supplies at the Alliance for Aging, Inc. The Miami-Dade County Commissioners contributed 14 percent of the total budget (\$13,500), which funded a portion of the salaries at the Alliance for Aging, Inc. In addition, the Miami-Dade Fire Rescue Department assigned a full-time firefighter/paramedic to serve as liaison to the program.

Orange County's Annual Hurricane Expo

Contact:

F. Edward Dow
Emergency Management
Program Specialist
Orange County Office of
Emergency Management
6590 Armory Court
Winter Park, FL 32792
Tel: 407-836-9140
Fax: 407-836-9147
E-mail: OrgCoOEM@AOL.com

Program Type:

Two-day hurricane preparedness/awareness exposition.

Target Population:

Citizens of and visitors to Orange County, Florida.

Setting:

Major shopping mall.

Project Startup Date:

1996.

Program Description:

The Orange County Office of Emergency Management held a 2-day hurricane preparedness and awareness exposition in the center court area of a major local shopping mall to inform residents about family emergency preparedness in the event of a hurricane.

The shopping mall donated the center court space. Orange County's emergency support function (ESF) primary response agencies volunteered their personnel, time, and materials. ESF personnel came from 18 agencies that make up the disaster operations center during a hurricane. These agencies include the fire department, law enforcement, veterinary services, transportation, urban search and rescue, public works, emergency medical services, and the American Red Cross, among others. The Hurricane Expo was held the last weekend before the beginning of hurricane season (June 1st to November 30th) and was open to the public during regular mall hours on Saturday and Sunday. Displays, a hurricane survival video test, and hurricane preparedness literature were available to exposition visitors.

The "Florida Hurricane Survival Test" is a 23-minute video developed by the State of Florida and several commercial sponsors to help viewers assess their ability to prepare for a hurricane. The video includes questions dealing with issues such as:

- What supplies should be kept in the home.
- How to secure belongings.
- When to evacuate the area.

The Orange County Office of Emergency Management makes hurricane preparedness presentations to schools, clubs, homeowners' associations, and civic groups throughout the year. A brochure on hurricane safety and a hurricane survival test brochure, with questions and answers from the video, are available throughout the county at libraries and other public sites.

Two Hurricane Expos are planned for 1998 in shopping malls on different sides of the county to reach as many people as possible. One Expo will be held two weekends before the start of hurricane season and the other will be held on the weekend before hurricane season begins.

Evaluation Information:

Mall records indicate that more than 16,000 people visited the displays and booths during the Expo. Forty-five hundred people participated in a hurricane survival video test that was run every 30 minutes. More than 48,000 pieces of hurricane preparedness literature were distributed during the Expo.

Annual Budget:

None. The Expo was handled completely by volunteers and with donations.

Sources of Funding:

No funding in excess of normal office operating budgets. All goods and services were provided by donations and volunteers.

Public/Private Disaster Response and Recovery: Emergency Support Function (ESF)-18

Contact:

Robert M. Patterson, Jr.
Chief of Emergency
Preparedness
Jacksonville Emergency
Preparedness Division
107 North Market Street
Jacksonville, FL 32202
Tel: 904-630-2472
Fax: 904-630-7820

Program Type:

Emergency preparedness partnership between county emergency management organization and critical elements of the corporate community.

Target Population:

Residents of the Jacksonville metropolitan region.

Setting:

Jacksonville Emergency Operations Center.

Project Startup Date:

1996.

Program Description:

Working through the northeast Florida chapter of the Association of Contingency Planners, which provides staffing for ESF-18, the Jacksonville Emergency Preparedness Division has established a working relationship with private-sector business continuity and recovery planners. During the critical periods of warning, response, and recovery in an emergency situation, ESF-18 provides Jacksonville's major financial, communication, and transportation enterprises direct contact with local emergency management organizations. With the help of representatives from the Emergency Preparedness Division, ESF-18 staff have identified the private sector's key emergency issues and disaster recovery concerns, as well as private-sector resources that might be available to assist public recovery efforts. Programs have been established to assist corporate damage assessment efforts, provide corporate communications following a disaster, and assist in the routing of corporate relief and recovery resources into the area.

Members of the Jacksonville Emergency Preparedness Division and corporate members of ESF-18 conducted workshops at the 1996 Florida Governor's Hurricane Conference. Workshops have also been arranged in other Florida counties interested in establishing working relationships with private disaster response and recovery planners.

Another benefit of this public/private cooperative effort has been the expansion of public-sector planning in the area of business recovery and resumption. Currently, an element of Jacksonville's Mayoral Business Plan requires all city agencies to assess their ability to provide services following a disaster, develop long-term action plans to address shortcomings, and prepare and maintain agency disaster contingency plans.

Evaluation Information:

ESF-18 proved to be a valuable information collection and dissemination tool during the 1996 hurricane season. During periods of heightened concern, ESF-18 was prepared for service and designated staff were in constant communication with the Emergency Operations Center (EOC). Tests of the operation have led to major equipment donations to the EOC by the Association of Contingency Planners corporate members.

Annual Budget:

The budget is minimal, as operation is part of general staff duties and, if necessary, part of emergency operations.

Sources of Funding:

General city budget plus contributions from corporate partners.

Fayette County Resource Council, Inc.

Contact:

Peter D. Nelms
Emergency Management
Coordinator
Fayette County Department of
Fire and Emergency Services
140 Stonewall Avenue
Fayetteville, GA 30214
Tel: 770-461-1321, ext. 172
Fax: 770-460-6396

Program Type:

Hazardous materials resource network.

Target Population:

Fayette County residents.

Setting:

Countywide, including all cities.

Project Startup Date:

May 1996.

Program Description:

The Fayette County Resource Council, Inc., is a nonprofit corporation that was formed to promote partnership between government and industry. Through this partnership, resources that might be useful before, during, and after a hazardous material incident are made available on request to all member companies and emergency responders. Council membership reduces exposure to liability. Resources are coordinated through a resource manual that is distributed to all members. The manual includes 24-hour contact information as well as available resources. The council is governed by a board of directors that consists of representatives from industry and government.

The council collects membership fees from all members to fund operating expenses and purchase equipment for the hazardous materials response team. Remaining funds are put into a contingency fund to be used for the immediate replacement of equipment used during an incident. The council is the major source of funding for the team and provides resource management during hazardous material incidents.

Evaluation Information:

Participation by industry and businesses continues to grow. The program has promoted cooperation and coordination among industry and government in the areas of mitigation, preparedness, response, and recovery.

Annual Budget:

All income is used to further enhance public safety in the areas of hazardous materials.

Sources of Funding:

Membership fees and revenue bonds.

Idaho Public Information Emergency Response (PIER) Team Program

Contact:

Darren Thomas Blagburn
Public Information Officer
Idaho Bureau of Disaster
Services (BDS)
4040 Guard Street
Boise, ID 83705-5004
Tel: 208-334-3460
Fax: 208-334-2322

Program Type:

Emergency communications.

Target Population:

1.25 million people in Idaho.

Setting:

Rural and urban communities
in Idaho.

Project Startup Date:

1996.

Program Description:

The Idaho Bureau of Disaster Services (BDS) provides trained State public information officers (PIOs) to affected communities during disasters to disseminate accurate, timely emergency information; work with local officials to deal with the media; and provide rumor control. The State is divided into three areas. Each area has two, four-person teams with state-of-the-art equipment. Each team is responsible for community relations, media relations, and video/photo support. The teams rotate every 6 months or after each major deployment. PIER teams are designed to place State PIOs in an organization that supports their strengths (writing, interpersonal skills, and visual documentation, for example).

The PIER team leader reports to the BDS PIO, who in turn reports to the Governor's press secretary. The PIER teams provide BDS and the Governor's office with information to assist in the State's emergency decisionmaking process, and act as a clearinghouse for State agencies to ensure a "one-voice" concept.

In February 1996 Idaho experienced its first federally declared disaster (serious flooding) in 12 years. Officials determined early during the disaster that many of the affected counties and cities were unprepared to deal with their citizens' need for emergency information or with the large amount of media interest. In some cases, counties or cities lacked a trained PIO to work with the media and keep the public informed. The flood response and recovery lasted from February to May with only one PIO deployed to the region. During the response phase, conflicting information disseminated by local and State agencies caused confusion. After the recovery period, the BDS PIO met with the Governor's communications director to outline the need for the PIER team program. Five months later, after a series of meetings and with the Governor's full support, the PIER team program was established.

At the State level, PIER teams serve as a central clearinghouse, providing information to the news media and acting as the official spokesperson for the State. The teams determine information dissemination strategies using the general public, elected officials, and the media, and keep State leadership informed to formulate public affairs strategies during and after the recovery phase.

At the community level, the teams assist PIOs and emergency coordinators during the response phase of a disaster. The PIER team does not take the lead for a county or city. The team coaches the county PIO or emergency coordinator, develops press releases, strategizes with local officials, and organizes media events.

Evaluation Information:

Local officials were impressed with the teams' attitudes, their professionalism, and their ability to walk into a situation and immediately pick up operations.

Annual Budget:

None. Equipment has already been purchased for bureau use, and the time is budgeted to the department.

Sources of Funding:

Training and preparation time as well as other additional duties associated with the program come from the respective State agency's budget. State agencies receive reimbursement for overtime and travel monies from the State Disaster Account after their personnel are activated.

Local Information Radio Station, 1610-AM WFPF 929 for the City of Naperville

Contact:

William E. Reynolds, CEM®
Emergency Management
Coordinator
City of Naperville Emergency
Management Agency
1380 Aurora Avenue
Naperville, IL 60540-6206
Tel: 630-420-6009
Fax: 630-305-5905

Program Type:

Use of local AM information
radio station for emergency/
disaster information.

Target Population:

Residents of Naperville, Illinois,
population 119,089.

Setting:

Citywide broadcast, covering
more than 40 square miles.

Project Startup Date:

December 1993.

Program Description:

The City of Naperville, Illinois, Emergency Management Agency suggested to the city administration that a low-power travelers information radio station would be an asset during any emergency/disaster and a good method for providing residents with local weather and information on a day-to-day basis. The station went on the air in December 1993 with a 6-minute broadcast of local civic events and weather information. The station can store up to 14 minutes of information that is repeated 24 hours a day, with weather updates 3 times daily.

Once the station was on the air, a survey was conducted to identify areas within the city limits with poor reception. The station was upgraded by adding two satellite transmitters tied to the main transmitter, which provided a good signal throughout the city's 40 square miles. Station programming provides information on local civic events, nonprofit events, road closures, and special information from the city about rubbish pickups, holiday hours, and snow plowing. The reading of local newspapers for the visually impaired was added in 1996.

The city of Naperville was struck by a flood on July 18-19, 1996, with approximately 10,000 homes affected. The city normally uses its cable TV access channel to provide emergency information to the public, but due to the flood and power outages, cable TV was off the air and the AM radio station was the only resource available. It provided information on the flood, relief efforts, and assistance information for 5 days until the cable TV channel returned to the air. The information was updated every 3 to 4 hours and proved to be effective in keeping the public informed. Following the July 1996 flood, equipment was added to link the transmitters to the location satellite system. The installation of the satellite alignment system enhanced the audio output of the station and increased overall clarity.

The day-to-day programming is coordinated by the city's Community Relations Department and the weather is provided by the City Dispatch Center. Information is usually recorded via telephone and is accessible from any telephone, which works well in emergencies.

Evaluation Information:

Report on the successful use of the AM station during July 1996 flooding, as reported in the National Travelers Information Radio Exchange, *NTIRE News*, Vol. 6, Issue 1.

Annual Budget:

No funds are specifically earmarked for this program because the cost of the station equipment was a one-time budget item and there have been no maintenance costs for any of the three transmitters since they were installed. If maintenance is required, the funds will come from Naperville's fund for radio equipment maintenance.

Sources of Funding:

N/A.

Emergency Management/Amateur Radio/Civil Air Patrol Partnership

Contact:

Walter E. Wright, CEM
 Director of Emergency
 Management
 Linn County (Iowa) Emergency
 Management Agency
 50 Second Avenue Bridge
 Cedar Rapids, IA 52401-1256
 Tel: 319-363-2671
 Fax: 319-398-5316
 E-mail: linnema@jmbest.net

Program Type:

Mutual aid partnership.

Target Population:

The program serves 190,000 people in Linn County and 300,000 in East Central Iowa.

Setting:

Urban and rural Linn County and East Central Iowa.

Project Startup Date:

Pre-1995.

Program Description:

The Linn County Emergency Management Agency has a well-established training and operational partnership with the Cedar Rapids Senior and Cadet squadrons of the Civil Air Patrol (CAP) and the Cedar Valley Amateur Radio Club. The partnership has provided each agency with much-needed mutual support. The Emergency Management Agency provides space and administrative support for CAP and the Amateur Radio Club in the Emergency Operations Center (EOC) and provides each organization with approximately \$1,000 of in-kind support annually. Both CAP and the Amateur Radio Club send liaison officers to scheduled meetings, training sessions, and quarterly EOC exercises and provide additional security and communications services for local special events.

The Amateur Radio Club operates its base station out of the EOC, providing a backup or parallel communications link to the State EOC. This arrangement has been tested successfully in numerous exercises and in actual emergencies. The club also provides trained Doppler radar operators and trained storm spotters throughout the county during severe weather to supplement CAP and 300 volunteer firefighters. The Emergency Management Agency provides additional support through the use of generators and other equipment on field days or during other events.

The Emergency Management Agency allows CAP to use office and hangar space; in turn, CAP provides two aircraft and trained flight crews as well as several mobile communications and equipment vehicles for use in search and rescue and emergency courier operations. CAP members provide the EOC with uniformed security personnel, serve as an additional communications link to the State EOC, and function as storm spotters throughout the community. CAP coordinates regional search and rescue operations with the EOC and conducts local and regional training sessions in EOC facilities.

Evaluation Information:

CAP and the Amateur Radio Club support to the Emergency Management Agency have received the Governor's award for volunteer services, commendations for training exercises, and considerable support for their role in training and in actual emergencies.

Annual Budget:

\$1,000 for each agency per year in direct support.

Sources of Funding:

Funding is included in the Emergency Management Agency operational budget.

Northwest Iowa Emergency Manager's Weather Information Network and Cellular Phone Net

Contact:

Terry Reekers
Coordinator
Northwest Iowa Emergency
Management
508 S. 1st Street
Estherville, IA 51334-2500
Tel: 712-362-5702
Fax: 712-362-2135

Program Type:

Emergency notification system.

Target Population:

The 100,000 residents of 10
northwest Iowa counties.

Setting:

The EMWIN signal is broadcast
from KICD Radio in Spencer.

Project Startup Date:

1993 for Cellular Phone Net-
work; 1998 for EMWIN.

Program Description:

Since 1993 CommNet Cellular has provided 10 northwest Iowa counties with a reduced monthly rate for cellular phone use, along with several free telephone numbers for use during emergencies. Calls made to those numbers do not count toward monthly air time. In 1998 this system was expanded when KICD radio in Spencer agreed to be a rebroadcast site for the Emergency Manager's Weather Information Network (EMWIN). KICD radio downlinks information via satellite and rebroadcasts the signal on a FM subcarrier frequency. Each county then uses the appropriate software to receive the information.

The CommNet Cellular program was a direct response to the great flood of 1993 that struck this area. Seeing the need for the 10 northwest Iowa county emergency management agencies to be able to communicate, CommNet came through with their program of reduced rates and free phone numbers.

Evaluation Information:

Since the program began in 1993, CommNet has met with all 10 counties each spring before tornado season begins to review any improvements needed in the system.

Annual Budget:

N/A.

Sources of Funding:

Each county pays a reduced rate for cellular phone use. KICD paid for EMWIN downlink equipment and for needed software for each county. Each county provides its own computer.

Fire Services Hazardous Materials Emergency Response Team

Contact:

Donald G. Elrod
Hazmat Sector Officer
McCracken County Fire
Services Hazardous Materials
Emergency Response Team
McCracken County Fire Chiefs
Association
9180 Ogden Landing Road
West Paducah, KY 42086
Tel: 502-488-3825

Program Type:

Team of volunteers that
responds to hazardous
materials emergencies.

Target Population:

The approximately 65,000
residents of McCracken County,
Kentucky.

Setting:

Countywide.

Project Startup Date:

1990.

Program Description:

The McCracken County Fire Services Hazardous Materials Emergency Response Team provides around-the-clock coverage for the city of Paducah and all outlying areas of the county. The team consists of more than 30 volunteers from the county's 5 volunteer fire departments and 4 paid staff members from the Paducah Fire Department. All team members are trained as hazardous materials technicians in accordance with the U.S. OSHA 1910.120(q) standard.

This unique venture has united all county firefighters in an effort to develop the most efficient response to hazardous materials incidents that may occur on Interstate 24, along the Ohio River, on major railways, from the major pipelines that cross the area, at the more than 60 fixed storage facilities in the county, and at Barkley Regional Airport. The team is represented on the McCracken County Local Emergency Planning Committee and its response plan is integrated into the county's emergency operations plan.

The team is activated when any one of the six local incident commanders requests assistance. The team works under the direction of the local incident commander and coordinates its services with on-scene State and Federal responding agencies. The team also provides assistance to the U.S. Enrichment Corporation's nuclear materials processing site, located on the U.S. Department of Energy reservation in the western part of the county. Team resources include a fully equipped hazardous materials vehicle that can serve as a mobile command post and special equipment for the six member departments.

Evaluation Information:

The team consistently has received positive comments from local, State, and Federal officials.

Annual Budget:

Variable.

Sources of Funding:

Funds allocated from the six departments' budgets, Federal excess property, and donations.

Alpha Pagers for News Media

Contact:

Richard J. McGuire
Emergency Planner
Alpha Pagers for News Media
Calcasieu Parish Department of
Emergency Management
1015 Pithon Street
Lake Charles, LA 70602
Tel: 318-437-3512
Fax: 318-437-3583

Program Type:

Emergency communications
by pager.

Target Population:

The residents of Calcasieu
Parish.

Setting:

All radio and television stations
that operate within the Parish.

Project Startup Date:

1997.

Program Description:

The goal of the media pager system is to ensure the rapid and reliable notification of the public in the event of a disaster. Each of the local news agencies purchased an alphanumeric pager and pays a monthly service charge. To activate the system, a message is sent from the Department of Emergency Management or a message is delivered through an answering service. Because security was such a great a concern, the Department of Emergency Management is the only agency that can activate the pagers.

It takes less than 3 minutes to notify all media outlets via the pagers. The initial notification is sent twice. Subsequently, updates are sent at 15-minute intervals for the first hour and at 30-minute intervals thereafter. Media reports can begin as soon as the page is received or during the next break, depending on the severity of the incident. By updating the media consistently, calls for further information and inaccurate reports have been substantially reduced.

The pagers have been used in events such as HAZMAT incidents, severe weather, fires, traffic tie-ups, and other emergencies.

Evaluation Information:

The time it takes for media notification in an emergency has been cut dramatically. Media sources have indicated that they now feel they are "in the loop." Although it is difficult to determine actual numbers of lives saved or property left undamaged, the fact that the media and the community are notified faster will save lives.

Annual Budget:

\$430,000.

Sources of Funding:

The media agencies purchased their own pagers and pay a monthly service charge and the cost of an answering service for the pagers.

Maryland Department of the Environment Agricultural Emergency Database

Contact:

Michael J. Sharon
 Chief, Nuclear Power Plant
 Emergency Division
 Maryland Department of the
 Environment
 2500 Broening Highway
 Baltimore, MD 21224
 Tel: 410-631-3868
 Fax: 410-631-7056
 E-mail:
 msharon@mde.state.md.us

Program Type:

Computer use/database.

Target Population:

Emergency managers, agricultural staff, and public health staff.

Setting:

Statewide.

Project Startup Date:

1996.

Program Description:

As part of its planning for the unlikely event of a nuclear power plant emergency, the Maryland Department of the Environment (MDE) has developed an agricultural emergency database and geographic information system (GIS). The database provides instant access to locations and types of food producers and processors throughout the State. This information would be used to develop protective strategies for water, milk, and other foods following a severe nuclear power plant accident. By taking samples of soil and water from the affected area and comparing them to threshold levels, officials could determine whether food items were usable or need to be condemned. The same information can be used for protective actions and damage assessment following other natural or technological disasters.

Until this system was developed, MDE staff had found that no single source of data addressed the wide variety of agricultural and food processing operations located in Maryland. To compile the database, staff members collected information from numerous sources, including State agricultural, health, and natural resources departments as well as the U.S. Department of Agriculture. The database now includes crop farms, dairy producers, food processors, seafood processors, aquaculture, drinking water intakes, and many other food production facilities. Contact information, geographic location (latitude and longitude), and types of food product are compiled in Quattro Pro spreadsheets. The information is then imported into the department's ArcView GIS to provide a clear picture of the data. GIS also allows MDE to produce custom maps and make geographic database inquiries.

Evaluation Information:

Participants in the 1997 Calvert Cliffs nuclear power plant exercise used the database to help develop protective strategies. Participants praised the quality of the data and the visual display.

Annual Budget:

Varies; database updates and maintenance are conducted by existing staff.

Sources of Funding:

Funding support for the project is provided by the Maryland Department of Natural Resources, MDE, and Baltimore Gas and Electric Company. Data support is provided by the Maryland Department of Agriculture, the U.S. Department of Agriculture, and the Maryland Department of Health and Mental Hygiene.

New England Severe Weather Safety Guide

Contact:

Edward S. Fratto
Executive Director
Northeast States Emergency Consortium
607 North Avenue, Suite 16
Wakefield, MA 01880
Tel: 781-224-9876
Fax: 781-224-4350

Program Type:

Public/private partnership project.

Target Population:

New England residents who have Internet access.

Setting:

Maine, Massachusetts, New Hampshire, and Rhode Island.

Project Startup Date:

May 1, 1997

Program Description:

The New England States Emergency Consortium (NESEC) is the only multihazard, multistate consortium in the Nation. In keeping with its goals, NESEC continues to search for creative, innovative, and cost-effective ways to enhance emergency management practices in New England. Partnerships are an underlying theme of all NESEC activities, which seek out opportunities for leveraging private resources and expertise for the public good.

In partnership with WCVB-TV Channel 5 in Boston, NESEC provides online emergency information to the public via the *New England Severe Weather Safety Guide*. The *Guide* is available online at WCVB's Web site (<http://www.wcvb.com>). The NESEC/WCVB-TV partnership enables NESEC and member States to provide potentially lifesaving information to a large, multistate audience at no cost. Moreover, citizens, businesses, schools, and institutions can access the information instantly from their personal computers. At times of an impending emergency—for example, when a hurricane or blizzard warning is issued—citizens have immediate access via the Internet to emergency information. Experience has shown that emergency brochures and information are not usually retained, and in an emergency, little time is available to obtain such information. Customers want to obtain the information instantly when they feel they need it.

Participants believe their project is unique because they are using the experience, skills, resources, and visibility of a major Boston television station to reach their goal. WCVB-TV reaches millions of viewers in four New England States—Maine, Massachusetts, New Hampshire, and Rhode Island—a large viewing audience that emergency management may not be able to reach through traditional means. NESEC and its member States find that this partnership can serve as a model for successful replication across the Nation.

Evaluation Information:

None available at this time.

Annual Budget:

None.

Sources of Funding:

WCVB-TV bears all costs associated with placing and maintaining the documents on its Web site.

Quincy Emergency Management/ Youth Services/Explorer Post 1

Contact:

Anthony Siciliano
Deputy Director Public Safety
55 Sea Street
Quincy, MA 02169
Tel: 617-376-1211
Fax: 617-376-1217

Program Type:

Youth providing assistance to the community in emergency situations.

Target Population:

The 90,000 residents of Quincy, Massachusetts, and the surrounding area.

Setting:

Based at Emergency Operations Center, Quincy, Massachusetts.

Project Startup Date:

1992.

Program Description:

The Quincy Emergency Management Youth Services and Boy Scouts Explorer Post 1, Quincy, provide a team of young people trained and certified in first aid, CPR, traffic control, crowd management, communications, and lighting and power safety. The 25 scouts range in age from 13 to 20. Its members have also participated in emergency management courses, some through home study and others at the Emergency Management Institute in Emmitsburg, Maryland. The team provides on-call emergency services at public events, such as the Boston Marathon and the Quincy Memorial Day Parade, and trained response in emergency situations, such as the 1997 blizzard.

The broad goals of the program are:

- To develop good citizenship.
- To build self-esteem and confidence.
- To participate in the dynamics of emergency management.
- To provide a context for young people.
- To provide community service.

Evaluation:

The group has received many accolades from the mayor and community members. They have also received recognition from the National Emergency Management Association.

Annual Budget:

This program has no formal budget and operates entirely on donations.

Sources of Funding:

None. The organization relies completely on donations.

Rudimentary Emergency Communications Plan

Contact:

Paul C. Artman, Jr.
Mayor
City of Greenville
340 Main Street
P.O. Box 897
Greenville, MS 38703-0897
Tel: 601-378-1501
Fax: 601-378-1564
E-mail: ctyofgvl@tecinfo.com

Program Type:

Alternative emergency communications plan.

Target Population:

All citizens living in the corporate limits of Greenville.

Setting:

City of Greenville.

Project Startup Date:

1998.

Program Description:

A rudimentary communication plan was developed for placement in the local telephone book to provide basic information regarding community and family disaster readiness. The basic plan designates neighborhood fire stations as disaster staging locations and as community information-gathering and dissemination points twice a day for the duration of the disaster. The page can also serve as a placard to post in a window to alert disaster crews that assistance is needed.

Evaluation Information:

The American Red Cross and local emergency operations personnel have expressed their enthusiasm about this project.

Annual Budget:

Not applicable.

Sources of Funding:

Publication costs are donated by the Greater Delta telephone directory. Disaster assessment services are provided by the American Red Cross and public agencies.

Survival Kids

Contact:

Kenneth Hines
Assistant Fire Chief
Boone County Fire District
1520 Business Loop 70 West
Columbia, MO 65202
Tel: 573-446-6644
Fax: 573-445-3176

Program Type:

Survival Kids is an interactive life skills educational program directed at young people.

Target Population:

Fourth-grade students.

Setting:

All elementary schools in the Boone County Fire Protection District, including a number of home schools.

Project Startup Date:

1993.

Program Description:

When examining local emergency call statistics, Boone County firefighters saw that elementary school children were victims not so much of fire-related injuries, but of other events such as shootings, drowning, assaults, and car accidents. The fire district responded to these emergencies but had no program to address the educational needs of children outside of fire safety and prevention. Deriving inspiration from a program begun in the Phoenix (Arizona) Fire Department and the DARE program, the Boone County Fire District created Survival Kids—a program that allows a firefighter to visit a fourth-grade classroom once a month during the school year and deliver an interesting, entertaining, and educational survival lesson.

Eight lessons were developed, one for each month of the school year. Each lesson uses an aspect of the students' core educational curricula (i.e., science, math, English, etc.) to deliver emergency skills information. Lessons include role playing and handouts such as crossword puzzles, math puzzles, and fill-in-the-blank stories to reinforce the message. When the program concludes in May, students take a test and each receives a certificate of completion and a Survival Kids t-shirt.

Evaluation Information:

In 1996 Survival Kids received the International Association of Fire Chiefs Award of Excellence, having been selected from a group of more than 50 applicants.

Annual Budget:

The annual expense, about \$2,000 per year, includes the cost of printing the lesson handouts and a graduation t-shirt for each student. The initial startup cost was higher because the department purchased bicycle helmets, roller-blade pads, life jackets, and plastic handguns as teaching tools.

Sources of Funding:

The Boone County Fire District covers all the program costs.

Tri-County Fire Working Group

Contact:

Paul Spengler
Chairman
Tri-County Fire Working Group
Coordinator
Lewis and Clark County
Disaster and Emergency
Services
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Helena, MT 59601
Tel: 406-447-8285
Fax: 406-442-4873
E-mail: spengler@co.lewis-
clark.mt.us

Program Type:

Wildland/urban interface
mitigation and public
education.

Target Population:

A three-county wildland/urban
interface population of approxi-
mately 50,000 residents.

Setting:

Broadwater, Jefferson, and
Lewis and Clark Counties.

Project Startup Date:

1988.

Program Description:

The Tri-County Fire Working Group was initiated following the 27,000-acre North Hills fire near Helena to educate the public about wildland fire prevention and mitigation and to train emergency response personnel in wildfire risk identification. The group meets monthly and is composed of local emergency managers, volunteer firefighters, and State and Federal fire officials. To date, the group has conducted five tabletop wildfire exercises to train Federal, State, and local emergency response personnel on how to respond to a major three-county wildfire. In addition, the group developed a fire risk map for the wildland/urban interface, and made it available to county commissioners, land use planners, fire departments, sheriffs, and the public.

The group wrote and published a pamphlet to provide information to the public. It is displayed and distributed regularly at county fairs, home shows, and other public gatherings. Over a 3-year period, the group also has conducted six fire prevention and mitigation meetings, to which the public was invited, in different subdivisions. The most recent presentation was made to the Baxendale Fire Department west of Helena in June.

Evaluation Information:

The program won the 1995 "Keep Montana Green" award and was invited to participate in the 1997 U.S. Forest Service Lecture Series in Helena.

Annual Budget:

\$1,500 to \$2,500.

Sources of Funding:

In 1996 the State Farm Insurance Company donated \$500 for the development of the maps. The Department of Natural Resources and Conservation awarded \$1,500 in total grant money for 1996-1997. Member agencies contribute annual dues of \$100 for projects. The current budget is \$1,500.

Federal/State Special Needs Program/Ice '98

Contact:

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 Director
 New York State Emergency
 Management Office
 1220 Washington Avenue,
 Building 22, Suite 101
 Albany, NY 12226-2251
 Tel: 518-457-2222
 Fax: 518-457-9995

Program Type:

Rapid response strike teams.

Target Population:

Elderly persons, persons with developmental and physical disabilities, and other special needs populations.

Setting:

Communities in 10 New York counties declared a major disaster area due to the January 5-17, 1998 ice storm.

Project Startup Date:

1998.

Program Description:

During the January 1998 ice storm, assisting individuals and restoring their power was the top priority. Many individuals, however, required additional attention and New York State and Federal agencies worked closely with local authorities and volunteer agencies to identify and assist them.

Each disaster compounds the day-to-day difficulties of seniors, people with disabilities, and people with special needs. During the course of this disaster, some individuals were not aware that Federal assistance was available and others required extra help in applying for assistance. FEMA's Special Needs Team, activated in Albany for the ice storm, identified 1,600 cases that required one-on-one attention.

When contact with an elderly woman applying for Federal assistance was disrupted, the State Emergency Management Office's (SEMO's) Special Needs Team and FEMA's Special Needs Office were alerted. Working with SEMO's Team, a State Police trooper was dispatched to ensure the elderly woman's well being. Several days later when her telephone service was restored, she called FEMA to finish her application for assistance and asked if they were responsible for the trooper paying her a visit. Not every person had a trooper stop in to check on them, but every individual identified as requiring special needs was treated on a case-by-case basis.

State and Federal emergency management personnel rely heavily on local authorities and volunteer agencies to identify individuals with special needs. During the ice storm, the New York State and Federal Special Needs Teams assisted with the identification of seniors in need of generators, worked with individuals to speed up home inspections, expedited temporary lodging arrangements through American Red Cross, confirmed the well being of applicants with critical medical conditions, and coordinated medical attention for the physically disabled.

As more localities become aware of the existence of the Special Needs Teams, the Teams will be better able to carry out their work, reach out to more individuals with special needs, and coordinate with other agencies and groups.

Evaluation Information:

Use of these strike teams reduced the need for additional intervention at later dates.

Annual Budget:

N/A.

Sources of Funding:

Activities were covered by existing budgeted resources.

New York City Terrorism Preparedness Initiative

Contact:

Jerome M. Hauer
Executive Director
Mayor's Office of Emergency
Management
100 Church Street
New York, NY 10007
Tel: 212-442-9266
Fax: 212-442-8885

Program Type:

Terrorism preparedness assessment and plan.

Target Population:

Residents of New York City metropolitan area.

Setting:

New York City metropolitan area.

Project Startup Date:

1996.

Program Description:

As part of New York City's proactive plan to address issues raised by modern terrorism, the Mayor's Office of Emergency Management has undertaken an initiative to coordinate the city's efforts to prepare for acts of terrorism. The project began with an assessment of New York City's vulnerability to terrorism that identified the biologic and chemical agents most likely to be used in a weapons of mass destruction (WMD) incident, the city's capabilities in handling hazardous materials (HAZMAT), and the city's ability to provide emergency medical services and hospital care.

Upon completion of the assessment, the initiative examined the needs and operational issues of various agencies that would be involved in handling an incident of mass terrorism. These plans were tested with various training exercises, including a simulated chemical agent release. Approximately 4,000 persons representing 40 government and private agencies participated in the training exercises. Various sessions targeted firefighters, HAZMAT personnel, and incident commanders; law enforcement officials; medical services personnel; and telephone operators and radio dispatchers.

More specifically, the Mayor's Office of Emergency Management has developed comprehensive plans to address the city's response to both chemical and biological hazards. To test the city's response to chemical attack, the office conducted a series of three interrelated training events designed to test the response of various aspects of the public safety system to an act of chemical terrorism. One of these events was a field exercise simulating a chemical attack at a large public gathering that involved approximately 600 emergency response professionals from the police department; the fire department; the Office of the Chief Medical Examiner; and the departments of environmental protection, health, and transportation. A biological agent drill consisted of a daylong tabletop exercise in which participants described how they would respond to incidents involving biologic agents.

Evaluation Information:

A wide range of agencies consider New York City to be the city best prepared for terrorism in the Nation.

Annual Budget:

N/A.

Sources of Funding:

Of the \$3 million spent on the program to date, more than 80 percent has come from New York City. The remainder has come from the U.S. Public Health Service and the U.S. Department of Defense.

Southeast Quadrant Crew Sharing Program

Contact:

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President
Perinton Volunteer Ambulance
Corps
1400 Turk Hill Road
Fairport, NY 14450
Tel: 716-223-4150
Fax: 716-223-7300

Program Type:

Sharing of resources and staffing services.

Target Population:

Residents of East Rochester, Penfield, Perinton, and Pittsford.

Setting:

The southeast quadrant of Monroe County, a suburb of Rochester.

Project Startup Date:

1995.

Program Description:

The southeast quadrant (SEQ) is an area of Monroe County near Rochester, New York, that includes the towns of Penfield, Perinton, and Pittsford and the village of East Rochester. The ambulance corps that cover these areas combined resources and created the SEQ Crew Sharing program. To implement the program, joint meetings and cross-training sessions were held to bring together collective personnel and equipment for review and orientation. Each ambulance corps was requested to create an internal procedure for operationalizing the program. Each corps' procedure was presented at a subsequent joint meeting, and potential barriers to successful implementation to the program were discussed. Differences between individual corps procedures were allowed to continue provided they did not impede the program. Adequate insurance was made available, and the ambulance corps that provides the response ambulance retains the original prehospital care report (PCR) and covers the medic for worker's compensation and liability insurance. The medic retains a copy of the PCR.

The program is initiated when a corps receives a call that it cannot cover. If a neighboring corps cannot cover the call and a crew member is available from the primary agency, the mutual aid corps is surveyed to determine if a driver is available to bring an ambulance. If so, the driver and ambulance are dispatched to meet the primary corps medic at the scene.

In place since 1995, the program has had numerous calls covered by volunteers rather than by commercial units, with no increase in response time. Continued cross-training ensures proficiency on equipment between the corps and allows new members to participate.

Evaluation Information:

The program's success in sharing resources and its use of volunteers have ensured that all calls are covered.

Annual Budget:

None.

Sources of Funding:

Nominal costs added to each agency.

Up From the Ashes

Contact:

Ralph J. Eannace, Jr.
County Executive
County of Oneida
800 Park Avenue
Utica, NY 13501
Tel: 315-798-5800
Fax: 315-798-2390

Program Type:

Arson prevention and control.

Target Population:

The 240,000 residents of Oneida County.

Setting:

Oneida County.

Project Startup Date:

February 1997.

Program Description:

Less than 10 years ago, Utica was known as one of the safest cities in the United States, but economic downturns and increased drug activity led to a 1996 arson rate exceeding 10 per month (3 times the New York State average). In an attempt to improve the situation, Oneida County, with the city of Utica and several State and Federal agencies, created a rapid response Arson Strike Force and a comprehensive community awareness and education campaign, and developed a long-term strategic plan. Program goals include improving the area's economy, attracting new employers and employees, and making Oneida County once again one of the safest in the United States. Up From the Ashes uses such tactics as outreach programs in churches and synagogues, schools, businesses, and nursing homes; the boarding up and demolition of abandoned residences; a celebration parade involving fire companies, police units, bands, and community organizations; and a citywide rally.

The program began in February 1997, and by May the arson rate had dropped to six per month. It dropped further to four in June, with 16 suspected arsonists arrested.

Evaluation Information:

Up From the Ashes received the 1997 Governor's Award for Excellence in Emergency Management, presented to the New York State community that has distinguished itself in emergency management.

Annual Budget:

None.

Sources of Funding:

FEMA, Oneida County, the city of Utica, and various private corporations and foundations.

Buncombe County Hazardous Waste Ordinance

Contact:

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Emergency Services Director
Buncombe County Emergency
Services
60 Court Plaza
Asheville, NC 28801-3561
Tel: 828-255-5638
Fax: 828-255-5452
E-mail: jvehaun@pipeline.com

Program Type:

Hazardous waste regulation.

Target Population:

County businesses generating hazardous waste.

Setting:

Countywide.

Project Startup Date:

1988.

Program Description:

The Buncombe County Hazardous Waste Ordinance, developed in cooperation with business, industry, and other interested parties, was the first such ordinance in North Carolina. The purpose of the ordinance is to develop procedures for regulation and monitoring of all phases of hazardous waste management to protect the health, safety, and welfare of the citizens of Buncombe County and the county's natural resources. The ordinance further regulates hazardous waste not governed by State or Federal rules and regulations. Current Federal regulations cover businesses generating 220 pounds or more of hazardous waste each month. The county ordinance applies to any Buncombe County business that generates 22 pounds or more of hazardous waste monthly. Many businesses that formerly were exempt from Federal or State regulation are now monitored by Buncombe County.

One hazardous waste inspector oversees the program, issues permits and licenses to regulated facilities, and monitors and inspects regulated facilities for compliance with the ordinance. Each business is inspected annually to be sure that hazardous materials are being handled properly. The program has been extremely helpful to the Superfund Amendments and Reauthorization Act (SARA) Title III program, which requires facilities that generate a certain amount of chemicals or hazardous materials to report regularly to local fire departments. Many facilities have changed their procedures to reduce the amount of hazardous waste generated each month.

The Buncombe County Hazardous Waste Ordinance has been in effect for almost 10 years and remains the only county hazardous waste regulation program in North Carolina. Several other counties have investigated the idea, but have not developed programs.

Evaluation Information:

The program has received statewide recognition as the first hazardous waste regulation program in North Carolina. As a result of this program, many hazardous waste generators have decreased the amount of material produced each month.

Annual Budget:

\$40,000.

Sources of Funding:

County funds.

Firefighters As Role Models (FARM)

Contacts:

Troy A. Slabaugh
 Certified Fire Safety Inspector
 John A. Sabo
 Fire Chief
 Plain Township Fire and Rescue
 2600 Easton Street N.E.
 North Canton, OH 44721
 Tel: 330-492-4089
 Fax: 330-493-1368

Program Type:

Fire safety education and general role modeling.

Target Population:

Second- and third-grade students in Plain Township.

Setting:

Primarily economically deprived school districts.

Project Startup Date:

1993.

Program Description:

Patterned after the successful D.A.R.E.[®] (Drug Abuse Resistance Education) program that puts police in the classroom regularly, FARM builds on the respect and admiration that elementary students have for firefighters by putting firefighters in the classroom 1 day a week to act as tutors, safety instructors, mentors, and friends to students. FARM is a fire safety program developed not only to educate children on safety issues, but also to help children develop in academic and socially related issues using firefighters as role models.

The program targets mostly second-grade students from economically deprived areas in Plain Township, Ohio. The program puts firefighters in “adopted” classrooms where they present safety lessons throughout the year and assist teachers with academic lessons in large and small groups or individually. Each week eight students share lunch with a firefighter at the “firefighter’s table.” Firefighters also participate, in uniform, in basketball and other games with students during recess. Firefighters attend afterschool and other activities. The children develop a sense of “ownership” of the firefighters.

The program not only helps students academically, socially, and with safety, but develops relationships between the fire department and the community. These relationships are useful during fire investigations and other activities and promote positive public relations.

Evaluation Information:

The original program has expanded, with requests for services extending beyond staffing capabilities. Participants have demonstrated positive results academically. Positive editorial comments have appeared in local newspapers.

Annual Budget:

None. Activities are built into duties of fire prevention bureau personnel.

Sources of Funding:

None.

Independence Fire Department Home Safety Evaluation Program

Contact:

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Lieutenant/Fire Inspector
Independence Fire Department
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Independence, OH 44131
Tel: 216-524-5886
Fax: 216-524-2573
E-mail: ifd210@juno.com

Program Type:

Safety evaluation of all homes in the city of Independence.

Target Population:

All residents of Independence.

Setting:

City of Independence, population 7,000.

Project Startup Date:

1996.

Program Description:

The Independence Fire Department Home Safety Evaluation Program works to ensure that residents are safe from fire and carbon monoxide and to educate them on fire safety practices in and around the home.

This free program allows residents to request a team of trained firefighters to visit their homes to perform a safety check, test smoke detectors, and conduct carbon monoxide checks. Firefighters also educate residents about fire prevention, how to avoid carbon monoxide poisoning, and basic home safety techniques. The service was established to address community concerns related to carbon monoxide poisoning and fire prevention. All residents are urged to participate in this potentially lifesaving program.

To reach residents, the fire department sends out a flyer describing the program in detail and includes a preaddressed, prepaid postcard that residents are instructed to return either requesting or declining a safety evaluation. Upon request, the fire department sends the evaluation team to determine any potential hazards that may exist in homes. The team offers tips on the proper placement and operation of smoke detectors, carbon monoxide detectors, and fire extinguishers; what to do in case of fire or if they smell smoke; how to design a fire escape plan; how to avoid hazards in the kitchen; when to call the fire department; and how to report an emergency and answer any questions from the homeowner. Faulty smoke detectors are replaced and provided where none exist. The firefighters also verify heating equipment maintenance. Homeowners who can verify service within the past year via a receipt are provided with a carbon monoxide detector that has the ability to store information in the event of an alarm and that allows firefighters to download information to assist in correcting any problems. Residents who have not had recent maintenance are encouraged to do so and, upon verification of service by a qualified technician, will be provided with the carbon monoxide detector.

Evaluation Information:

Written testimonials by satisfied customers and articles in local newspapers attest to the positive reaction to the program.

Annual Budget:

Initial budget of \$25,000; \$3,000 per year thereafter.

Sources of Funding:

Independence City Council Safety Committee appropriations.

Industrial Community Awareness Emergency Response (CAER) “800” Radio Communication Program

Contact:

Richard Jody Sandstrom
ORCEMS
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Specialist
Gresham Emergency Manage-
ment and Industrial HELP
CAER Group
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Fax: 503-666-8330
E-mail:
sandstrom@ci.gresham.or.us

Program Type:

Communication link between
public and private sectors
during emergencies.

Target Population:

Regional emergency manage-
ment and industrial users in the
Portland metropolitan area.

Setting:

Regions in and around metro-
politan areas.

Project Startup Date:

1997.

Program Description:

Faced with the need to replace their antiquated 400 MHZ communication equipment and concerns about their inability to communicate effectively with emergency responders and city decisionmakers during emergencies, HELP CAER members approached Gresham Fire and Emergency Services about access to a communication system dedicated to public safety. With the encouragement of Gresham Fire and Emergency Services, HELP CAER researched the possibility of using and obtained access to the 800 MHZ radio system used by the area’s law enforcement and fire agencies. This communication system, the first communication agreement integrating both public- and private-sector emergency response into an 800 MHZ radio system, is now in place in Oregon’s east Multnomah County area. The system bridges the communication gap between the Emergency Response Team, a private company, and police and fire resources. It also provides private-sector participants direct access to Gresham’s Emergency Operation Center during major emergencies.

Evaluation Information:

The Industrial CAER “800” Radio Communication Program has received considerable support from the community, the fire department, and local officials. Local businesses and City of Portland communication technicians have provided technical support, and emergency managers, who will be served by the program, have praised its success.

Annual Budget:

\$2,000 per agency.

Sources of Funding:

The costs associated with the administration of the program (mailings, printing, and publications) are assumed by Gresham Fire and Emergency Services as a community service. The costs of radios, programming, and maintenance are the responsibility of the individual private-sector participants. The costs to the private sector have been greatly reduced by tying the project in with the Gresham Fire and Emergency Services’ contract for communication services.

Northwest Crawford County Emergency Management Agency

Contact:

Allen Wayne Clark
Coordinator
Northwest Crawford County
Emergency Management
Agency
902 Main Street
P.O. Box 288
Conneautville, PA 16406
Tel: 814-587-2471
Fax: 814-587-2471

Program Type:

Creation of a regional emergency management agency.

Target Population:

The residents of Beaver, Conneaut, Conneautville, Spring, and Summerhill, Pennsylvania.

Setting:

Four rural townships and one borough in northwest Pennsylvania.

Project Startup Date:

1996.

Program Description:

The Northwest Crawford County Emergency Management Agency (NWCCEMA) is a regional emergency management agency serving the townships of Beaver, Conneaut, Spring, and Summerhill and the borough of Conneautville. Approximately 7,000 people reside in this 195-square-mile area.

This organized group of volunteer emergency personnel, elected officials, and citizens helps residents prepare for, respond to, and recover from a disaster. NWCCEMA has four major services: fire, emergency medical services (EMS), police, and communications. The agency supports and coordinates three fire departments, two ambulance services, and one borough chief of police during emergencies. The command structure for NWCCEMA consists of one coordinator and a deputy and assistant deputy from each of the five municipalities.

In most small communities, the fire department or police department is responsible for responding to and recovering from a disaster. A local emergency management agency provides for coordination of all needed services without removing the fire chief or police chief from his or her primary job. The local emergency management agency (EMA) helps coordinate trained personnel from the fire, police, and ambulance departments as well as coordinating trained volunteers to provide communications, records management, damage assessment, public works, and evacuation services.

In June and July 1996, while still in its organizing stages, NWCCEMA dealt with two flash floods in its service area. The floods damaged local roads and businesses, flooded basements, and exposed sewer pipes. As a result of the June 19 and July 19 flash floods, Crawford County was declared a disaster area by both President Clinton and Pennsylvania Governor Tom Ridge, and Lieutenant Governor Mark Schweiker toured damaged areas in the Borough of Conneautville on July 20, 1996. The contacts, coordination, and communication demonstrated by the agency showed the very real need for a local emergency management agency. NWCCEMA was formally created by ordinance in August 1996.

Evaluation Information:

The Pennsylvania EMA western area director, Tim Baughman, has described the group approach used by NWCCEMA as unique, and indicated that it could serve as a model for other areas on how to combine talent and resources to deal with disasters.

Annual Budget:

\$1,000.

Sources of Funding:

Each of the five participating jurisdictions contributes \$200 each year.

Emergency Information Infrastructure Partnership (EIIP) Virtual Forum

Contact:

Avagene Moore, CEM
EIIP Coordinator
International Association of
Emergency Managers (IAEM)
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Fax: 931-762-7539
E-mail: amoore@emforum.org

Elizabeth B. Armstrong, CAE
Executive Director
International Association of
Emergency Managers (IAEM)
111 Park Place
Falls Church, VA 22046-4513
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Fax: 703-241-5603
E-mail: ebarm@aol.com

Program Type:

Web site.

Target Population:

All persons involved in or interested in emergency management and related disciplines.

Setting:

World Wide Web
(<http://www.emforum.org>).

Project Startup Date:

1997.

Program Description:

The International Association of Emergency Managers (IAEM) produces the Emergency Information Infrastructure Partnership (EIIP), a collaboration of organizations and individuals involved in emergency management, that has developed a World Wide Web site to provide a forum for information exchange among members of the emergency management community. The EIIP Virtual Forum fosters partnerships and interactive dialog through online sessions with experts in the emergency management field, live chat rooms, discussion groups, and e-mail lists. Online sessions take place 3 days each week, and access to discussion groups, mail lists, and chat capability is available 24 hours a day. Virtual Forum resources include a monthly online newsletter, meeting transcripts, and online versions of slide presentations, survey results, and information on EIIP activities. The Virtual Forum also provides a partner room that can be reserved for partner meetings and discussions. The EIIP Virtual Forum is truly global in scope, with members and participants from around the world. The Virtual Forum recently hosted two live partner chats from Puerto Rico; plans for a virtual conference with the Organization of American States are ongoing, as well as a special online discussion with global participants in Vienna this fall.

The Virtual Forum's founding partners are the Congressional Fire Service Institute (CFSI), FEMA, International Association of Emergency Managers (IAEM, formerly NCCEM), the National Emergency Management Association (NEMA), the National Volunteer Fire Council (NVFC), and the State and Local Emergency Management Data Users Groups (SALEMDUG). More than 80 formal partners now provide input into the partnership and the Web site.

Evaluation Information:

The success of the Virtual Forum is demonstrated by continuing growth in the number of formal partners in the EIIP and participants in the various interactive features of the Virtual Forum. The site is noted for its easy access and intuitive features using leading edge technology. Thus far, no presenter who has been asked to participate has turned down the opportunity. In its first year, more than 100 emergency professionals presented valuable sessions in the Virtual Forum.

Annual Budget:

\$100,000, with at least an equal amount of in-kind support.

Sources of Funding:

FEMA, with in-kind support from partners and subject matter experts in academia, the private business sector, government, nongovernment organizations, and volunteers.

Austin/Travis County Interagency Disaster Council (AIDC)

Contact:

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Emergency Management
Director
Office of Emergency
Management
City of Austin
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Austin, TX 78701
Tel: 512-370-8800
Fax: 512-370-2620

Program Type:

Coordination group for all agencies involved in medical responses to major emergencies.

Target Population:

Residents of Austin.

Setting:

Greater Austin area.

Project Startup Date:

1987.

Program Description:

The Austin/Travis County Interagency Disaster Council (AIDC) was founded to coordinate area preparedness for Austin/Travis County. The council's mission is to:

- Serve as a forum for area hospitals, emergency medical services (EMS), and other health and public safety providers.
- Coordinate operations and logistical plans for casualty responses.
- Manage patient flow with local and regional medical systems.
- Serve as an information clearinghouse.

AIDC is a nonstatutory group with voluntary membership that includes representatives from area hospitals, clinics, health consortiums, fire departments, emergency medical services, the Travis County Medical Society, public transportation, amateur radio operators, law enforcement, and the University of Texas at Austin. In the past, AIDC has proved effective in handling hospital diversion of EMS transports, disaster planning, organizing and conducting disaster drills, implementing mass-casualty protocols, and standardizing equipment and procedures for hazardous materials incidents that require area hospitals to receive contaminated patients.

As a result of gathering these groups together, AIDC has dealt with issues ranging from hospital diversion of EMS transports to disaster planning. It has served as the primary forum for planning and conducting disaster drills, for discussing mass-casualty protocols (including the implementation of a common triage tag for all prehospital and hospital providers in the Austin/Travis County system), and for standardizing equipment and procedures for hazardous materials incidents. Although several members of AIDC also sit on the local emergency planning committee, there is little duplication of effort. Instead, the two groups complement each other in terms of their missions, scopes, and tasks.

Evaluation Information:

Monthly meetings are routinely attended by about 35 individuals. Outside evaluators indicate that this is a unique level of cooperation.

Annual Budget:

None. Administrative costs are absorbed by the Office of Emergency Management.

Sources of Funding:

Not applicable.

Capstone Training Program

Contact:

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State Training Officer
Utah Division of Comprehensive Emergency Management
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Room 1110
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Program Type:

Continuing education in emergency management.

Target Population:

Local and State government employees and private-sector employees.

Setting:

Statewide.

Project Startup Date:

1993.

Program Description:

Capstone is the final or “graduation” course in the Professional Development Series (PDS) of Education, a series of emergency management continuing education classes that also provide a forum for professionals to network and share information and resources. Utah’s Capstone Training Program began in 1993, with subsequent sessions held in 1995, 1996, and 1997. The program was strengthened in 1995 when the president of the Association of Contingency Planners (ACP), a PDS graduate, initiated a partnership aimed at increasing the number of ACP members who attend PDS. Toward this end, ACP has donated equipment and conference rooms and provided funding. Due to this effort, the number of PDS graduates increased from a total of 38 between 1982 and 1992 to 146 in 1997— an increase of 280 percent. Graduates who take Capstone include first responders, dispatchers, public works professionals, volunteers, State correctional and health employees, private business employees, and university employees. Everyone who completes Capstone receives a certificate from the Emergency Management Institute and automatically becomes a member of the Utah Emergency Management Association. All graduates of previous sessions are invited to attend the annual Capstone training session, which is presented as a seminar and focuses on current emergency practices, advanced professional development, and case studies.

Evaluation Information:

More than 145 persons have completed the Capstone Training Program and become part of the Utah Emergency Management Association. Graduates have responded positively to two surveys on the program’s value in increasing the level of emergency preparedness in Utah.

Annual Budget:

\$135,000.

Sources of Funding:

A FEMA Cooperative Agreement with the State of Utah, with assistance from the Association of Contingency Planners.

Emergency Response Citizen Assistance Team (ERCAT)

Contact:

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Stafford County Department of
Emergency Management
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Stafford, VA 22555-0339
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Program Type:

Dissemination of information to the public during a disaster.

Target Population:

Residents of Stafford County.

Setting:

Countywide.

Project Startup Date:

1996.

Program Description:

The Stafford County ERCAT, a collaborative effort of the Stafford County Department of Emergency Management and the Stafford County Citizen Assistance Office, is a group of volunteers specially recruited and trained to relieve 911 phone lines burdened with nonemergency calls. A previous water contamination emergency suggested a need for a planned and coordinated system of response to citizens with concerns and inquiries during disasters. Team members direct and inform citizens during disasters.

A memorandum of understanding was issued to validate the cooperative efforts of the two departments, clarify objectives, and generally outline the organization of the citizen teams. Six citizens trained for 3 days with salaried staff. Volunteers staffed an ERCAT telethon room where they took dozens of mock calls from citizens in an imaginary hurricane. They learned quickly to channel life-threatening emergency calls to 911 and, when appropriate, to the Emergency Operations Center.

Detailed feedback from volunteers was used to design the ERCAT program. The Citizen Assistance Coordinator drafted necessary documents such as a job description, a job application, and a volunteer agreement. The coordinator also advertised for, interviewed, and screened volunteers. It was important to recruit citizens who could do the job well and would not be constrained by family obligations if suddenly called to work. Twenty-five volunteers were accepted for training. The Emergency Management Supervisor published a resource manual specifically designed to help answer questions during a disaster. The manual includes such vital information as shelter locations, disaster supply needs, and important telephone numbers. A conference room was equipped with phones, telecommunication devices for the deaf, maps, and resource materials, and arrangements were made for the use of existing equipment in nearby offices.

The volunteers were divided into three eight-member teams, each with two appointed captains. One phone call to the first available captain starts phone tree callup. The first available team captain and four members respond for the first 8-hour shift. Others report in shifts as needed. A practice activation demonstrated the availability of a team leader and four members within 1 hour. A second team that could report for a later shift proved available within 2 hours.

To date, ERCAT volunteers have contributed a total of 471 hours (valued at \$5,865). The program published a resource manual used by all staff members responding to citizens during a disaster, produced professional documents for a continuing program to keep citizens trained to respond, and caused the creation of a telephone training room, which can be used at any time to train salaried and volunteer staff members for phone and customer service response. ERCAT demonstrates Stafford County's proactive, collaborative, and innovative response to public safety and emergency preparedness.

Evaluation Information:

The program has received a National Association of Counties award and has been recognized by the State Department of Emergency Services.

Annual Budget:

\$1,200.

Sources of Funding:

Department of Emergency Management.

Reservist Program

Contact:

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Chief
Training and Rescue Branch
Operations Division
Virginia Department of
Emergency Services
10501 Trade Court
Richmond, VA 23236
Tel: 804-897-6559
Fax: 804-897-6556

Program Type:

Disaster Response and Recovery Operations.

Target Population:

All Virginia residents.

Setting:

Statewide.

Project Startup Date:

1997.

Program Description:

The Virginia Department of Emergency Services (VDES) has recruited and trained a group of persons to supplement permanent State staff in the Virginia Emergency Operations Center or a Disaster Field Office in the event of an emergency. The Virginia program is modeled after FEMA's disaster assistance employees system.

VDES used advertisements, retired persons' groups, and professional associations to generate interest in the program and accepted 80 persons with a wide range of backgrounds out of more than 140 applicants. All reservists must complete an orientation and 40 hours of basic disaster training within 6 months of their employment and an additional 40 hours of emergency management training each year they remain with the program.

The program received its first test when nor'easters struck Virginia twice in a 2-week period in January/February 1998. The State activated 32 reservists to assist with response to the two winter storms, to handle such tasks as analyzing status reports, coordinating response to local government requests for assistance, preparing media releases, and assessing property damage.

Evaluation Information:

Of the candidates who enrolled in basic training, 98 percent successfully completed the first-year course, and more than 70 percent have completed or are enrolled in their second year of training. Reservists have been activated twice for disaster duty, and received high praise from permanent staff, other State agencies, and local emergency managers. Reservists have indicated that they found their training very valuable in performing their emergency duties.

Annual Budget:

Approximately \$90,000.

Sources of Funding:

Funds provided by the Virginia General Assembly pay for the training program only. Additional State funds are made available during a disaster upon the Virginia governor's declaration of a state of emergency.

Emergency Alert System (EAS) Local Relay Network

Contact:

Jimmie Hocutt
Communications Manager
Washington Division of
Emergency Management
Tacoma, WA 98430-5122
Tel: 253-512-7034

Program Type:

Emergency notification system.

Target Population:

Emergency management professionals, amateur radio operators, public safety dispatchers, and radio stations and their employees.

Setting:

Washington State.

Project Startup Date:

1997.

Program Description:

In Washington State, most Emergency Alert System (EAS) operational areas use a Local Relay Network (LRN) radio repeater system with encode-decode devices, which allows simultaneous distribution of warning messages to all local radio stations. This eliminates delays in distributing potentially life-saving information. As an added benefit, the LRN does not rely on local telephone systems and is able to take advantage of new digital technology installed by EAS in 1998. All commercial broadcast radio stations have installed the hardware needed to implement the EAS upgrades.

Each State is mandated by the Federal Government to have an EAS, but States individually develop and maintain these programs.

Evaluation Information:

The capability of the LRN has been verified during testing and actual activation of the EAS. The system, still in its developmental phase, has been used in severe weather emergencies, and has proved successful.

Annual Budget:

None.

Sources of Funding:

Local radio stations donated tower space and equipment. Amateur radio operators and radio station personnel also donated equipment. The estimated amount that has been spent statewide is \$100,000.

Government/Business Partnership

Contact:

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 Seattle, WA 98108-3848
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 eric.holdeman@metrokc.gov

Program Type:

Government working in partnership with business.

Target Population:

King County citizens and businesses (1.6 million people).

Setting:

Large metropolitan area.

Project Startup Date:

September 1997.

Program Description:

In 1996-97 the Puget Sound region of Washington State experienced a very severe and prolonged series of winter storms that included snow, ice, high winds, landslides, and flooding. Retail and other businesses suffered both physical damages to structures and business income losses due to the transportation emergency that these storms caused. This event was characterized as the Holiday Blast since it occurred during the Christmas and New Year's holidays.

The governments of King County, city of Seattle, and the State of Washington were determined to improve the capabilities of business to deal with the impact of these types of transportation emergencies. A partnership of governments and local businesses active in disaster preparedness was formed to present ideas and share lessons with the broader business community in the King County region.

The partnership conducted a half-day workshop that shared the experiences of large and small businesses that had conducted preparedness and mitigation activities before the Holiday Blast. The workshop was entitled "Taking Winter by Storm—How To Stay in Business When Bad Weather Strikes" and invitations were sent to a variety of businesses in King County. A local television weather forecaster moderated the workshop that was designed to provide information and strategies to help businesses protect employees and reduce business losses. Topics included getting employees to and from work safely, minimizing business losses, reaching customers, and taking advantage of communications technology. For example, one Seattle bank rents hotel rooms for its essential employees during weather emergencies. Those employees need to have a plan for what their families will do while they are downtown. Retail businesses with Internet and mail order capabilities can continue to do business even if customers cannot physically reach them. Between 200 and 250 people attended the workshop, which received extensive, positive media coverage.

The positive outcomes of this partnership were numerous. Governments worked together to publish a consolidated priority snow route map. Transportation agencies are working now to standardize the way in which they categorize snow and ice emergencies so that the public receives a common message. Businesses were given information relevant to their size and function to better prepare their employees and business functions for transportation disruptions and emergencies. A common source for road and traffic information is being sought. New emergency management relationships were forged among governments and businesses.

Evaluation Information:

Overwhelming positive feedback from workshop participants.

Annual Budget:

\$5,000 to cover the costs of room rental, printing, and postage.

Sources of Funding:

Local funds.

“Partners in Emergency Preparedness” A Joint Business and Government Disaster Preparedness Conference

Contact:

Shadric T. Burcham
Program Coordinator
“Partners in Emergency
Preparedness” A Joint
Business and Government
Disaster Preparedness
Conference

King County Office of
Emergency Management,
Western Washington
Emergency Network
(WWEN), and Washington
State Emergency Manage-
ment Division (EMD)

7300 Perimeter Road South
Room 128

Seattle, WA 98108-3848

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E-mail:

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Program Type:

Disaster preparedness educa-
tion for business and industry
representatives, volunteers, and
statewide emergency manage-
ment staff members.

Target Population:

Representatives from 300
businesses in western Washing-
ton State and emergency
management staff members
from every county in the State.

Setting:

All WWEN conferences are held
in hotel conference facilities,
usually located in the Seattle
suburbs.

Project Startup Date:

1990.

Program Description:

WWEN is an all-volunteer subcommittee of the Seattle-King County Chapter of the American Red Cross. Formed in 1990, its mission is to educate local business and industry leaders about disaster planning, response, and recovery. WWEN is chaired jointly by a business representative and a representative of the King County Office of Emergency Management. Its 20-person steering committee is a coalition of business, nonprofit, and emergency management representatives.

WWEN was asked in 1997 to team up with the Washington State EMD to develop a 2-day conference that would focus on building partnerships among private, public, and volunteer sectors to enhance disaster preparedness. As a result, a conference was conducted that brought together business representatives and emergency management professionals from throughout Washington State. AT&T Wireless Services, Inc., contributed funding and recruited speakers.

The conference included 60 workshops that covered a wide range of topic areas, including disaster planning; employee training; disaster stress management; hazardous materials threat; communications; mutual aid contracts; media relations; terrorism; volcanoes; sheltering; emergency operations center development and management; and assistance to the disabled. Hands-on training covered such topics as light search and rescue, fire suppression, and disaster medical techniques. The working relationships developed during this conference continue and plans are already under way for a 1998 Partnership Conference.

Evaluation Information:

The conference has grown over the years from 80 participants to more than 500 at the most recent conference; 141 participants completed evaluation forms. The programming—particularly the hands-on training—was well received. Extremely positive comments were received regarding the theme of developing partnerships among the business, volunteer, and public sectors.

Annual Budget:

\$85,000.

Sources of Funding:

Some funding is provided by AT&T Wireless, Inc. (\$15,000); the Group Health Cooperative (\$3,500); the Washington State Emergency Management Division (\$5,000); and Icon Office Solutions, Inc. (\$3,500). Other costs are covered by registration and vendor fees.

Western Washington School Emergency Management Conference

Contact:

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Seattle, WA 98108-3848
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E-mail:
Ken.Hudson@metrokc.gov

Program Type:

Multijurisdictional school
emergency management
conference.

Target Population:

School district and school
employees (including adminis-
trators, principals, facility and
transportation managers, and
teachers) and PTA members.

Setting:

Western Washington State.

Project Startup Date:

1997.

Program Description:

The conference provides tools and skills for districts and schools to use in creating and maintaining safe learning environments for students. The conference addresses all phases of emergency management as it relates to preschool and child care, before- and after-school programming, and public and private primary, secondary, and college-level institutions. The second annual conference, in March 1998, focused on developing an appropriate response to increasing violence in schools. The 1998 2-day format included a facilitated plan-writing session, during which a team from a district or school collaborated to create or modify its emergency plan. The conference program presented comprehensive approaches to developing zero tolerance for violence, implementing proactive gang intervention, determining appropriate responses to intruders, and training staff on how to respond to and break up fights that occur on campus.

Representatives of the King County Office of Emergency Management, the Puget Sound Educational Service District and Risk Management Pool, Head Start, the University of Washington, Seattle Central Community College, the Kent School Districts, and the cities of Kirkland and Bellevue all participated in planning the conferences.

Evaluation Information:

The first annual conference (held beginning March 3, 1997) was filled beyond capacity and received excellent local media coverage. Participants provided enthusiastic feedback.

Annual Budget:

\$15,000.

Sources of Funding:

Grants, participant fees, and corporate sponsorship.

“Beat the Heat” Public Awareness Campaign

Contact:

David L. Maack
Emergency Management
Coordinator
Racine County Emergency
Management
730 Wisconsin Avenue
Racine, WI 53403
Tel: 414-636-3515
Fax: 414-636-3505

Program Type:

Public outreach.

Target Population:

Residents of Racine County.

Setting:

Countywide.

Project Startup Date:

1997.

Program Description:

From July 12 to July 15, 1995, Racine County experienced a heat wave of unprecedented severity. As a result, 15 people died and many were forced to seek treatment for heat-related conditions. Following the heat wave, the County Executive appointed a task force to develop a plan to address future incidents. The Racine County Office of Emergency Management worked with a local television station, WHKE-TV Channel 55, and a local animation firm to produce a video that provided an overview of the dangers of a high heat index, tips on preventing death and illness during a period of extreme heat, and energy conservation tips. The video, which is 4 minutes, 30 seconds long is intended for use as an introduction to public awareness presentations and as a public service message to be aired on local cable stations. A 30-second public service announcement also has been developed and distributed to the local media. The videotape and public service announcement were featured on FEMA's EENET "National Alert" broadcast on July 16, 1997.

These products are elements of a larger public awareness campaign that has included the initiation of Heat Awareness Month; the preparation of press releases, newsletter articles, and radio interviews; the distribution of brochures; and presentations to affected groups.

Evaluation Information:

The program won a National Association of Counties Achievement Award and first place for a public awareness campaign and third place for a videotape in the National Coordinating Council on Emergency Management Media Awards.

Annual Budget:

\$2,500 for videotape production.

Sources of Funding:

Grants from Wisconsin Electric and in-kind support from the Racine County Health Providers, the Racine County Medical Society, Modine Manufacturing, the Salvation Army, the Racine County Medical Examiner's Office, the Racine County Human Services Department, WHKE-TV 55, and Karen Johnson Productions.

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Forms



Reader Survey Form

To improve future editions of the *Compendium*, we would appreciate receiving your comments on this edition. Please use the back of this form if you need more space.

Please reply to the questions below and return this form to:

Mail to: Compendium of Exemplary Practices in Emergency Management
PT-SL-PL, Room 614
FEMA
500 C Street, SW.
Washington, DC 20472
Attention: Compendium Survey

Please check boxes, as appropriate.

I have seen the *Compendium*.

My general goals in using the *Compendium* were to:

- Become aware of new disaster mitigation strategies.
- Identify programs around the country that are similar to ones I use.
- Locate specific sources of information.
- Locate specific sources of training and technical assistance.
- Locate specific sources of funding.
- Others; please specify: _____

Overall, I thought the *Compendium* was:

Very useful Somewhat useful Not useful

Please indicate the usefulness of the following:

	Very useful	Somewhat useful	Not useful
Programs that address:			
Damage assessment/reconstruction	_____	_____	_____
Disaster preparedness	_____	_____	_____
Emergency personnel	_____	_____	_____
Evacuation	_____	_____	_____
Fire/EMS issues	_____	_____	_____
Hazardous materials	_____	_____	_____
Training/technical assistance	_____	_____	_____

Additional comments:

(Optional)

Name _____

Address _____

City _____ State _____ ZIP _____

Telephone () _____ Fax () _____

FEMA's Invitation for Nominations of Exemplary Practices

In keeping with its goals for building a strong and effective emergency management system, FEMA continues to search for creative ways and means to better utilize the resources that are available at the Federal, State, and local levels of government, as well as in the private and volunteer sectors.

With "Partnerships in Preparedness" as its theme, FEMA's *Compendium of Exemplary Practices in Emergency Management* provides an avenue for forging cooperation and leveraging emergency management talent and resources throughout the public and private sectors, and pays tribute to those who have developed such practices.

Criteria. An exemplary practice in emergency management is any practice, project, program, technique, or method that works in one place and is worthy of replication elsewhere. Exemplary practice programs are intended to enhance all hazards emergency management. Program nominations may not support all phases of emergency management but should enhance one or more of these phases:

- Mitigation—Reduce community/regional risk or vulnerability from future disasters.
- Preparedness—Enhance community/regional preparedness, i.e., individuals and families, business, institutions, or special needs populations.
- Response—Enhance community or regional response capability.
- Recovery—Enhance postdisaster resiliency of a community and/or region.

A panel of FEMA's partners, comprised of representatives from the State and local emergency management communities screens all Exemplary Practice Nominations for inclusion in the *Compendium* against the following five criteria:

1. The program has implemented/demonstrated results.
2. The program is replicable/easy to transfer.
3. The program is cost effective.
4. The program is innovative.
5. The program has a broad scope of impact.

Each nomination should include the names of knowledgeable individuals who can provide further information on any practice described in the *Compendium*.

Your nominations and suggestions are welcome at any time. Reproduced on the next page is the Nomination Form for submitting your candidate exemplary practices. This form is required to be filled out in full for all nominations and may be sent to: *Compendium of Exemplary Practices in Emergency Management*, PT-SL Room 614, FEMA, 500 C Street, SW., Washington, DC 20472. Or the nomination form may be filled out electronically at:

www.fema.gov/pte/exempract.htm

FORMAT FOR IDENTIFYING EXEMPLARY PRACTICES IN EMERGENCY MANAGEMENT

(policies, ideas, methods, procedures, projects, or programs)

FEMA's *Compendium of Exemplary Practices* is published annually to disseminate to all interested individuals and organizations information on innovative and promising approaches to emergency management. If you or your organization is performing work in emergency management that others may benefit from knowing about, please fill out the following nomination form.

Please note that a panel of FEMA's partners comprised of representatives from the State and local emergency management community will screen all Exemplary Practice Nominations against the following five criteria:

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Exemplary Practice Nomination Form

Name of person filling out this form: _____

Telephone number: () _____

Name of Exemplary Practice and Acronym: _____

Full name of contact person: _____

Position Title: _____

Name of Organization: _____

Street Address: _____

City: _____ State: _____ Zip: _____

E-mail Address: _____

Telephone number: () _____ Fax number: _____

Type of Exemplary Practice: _____

Population Served (Who are the people this practice is for?): _____

Setting (Where is this practice located, e.g., in downtown commercial area or a small city?): _____

Scope of Impact (Does this practice have widespread impact? Explain.): _____

Demonstrated Results (Has the implementation of the program resulted in measurable improvements?): _____

Evaluation Information (signs of success such as independent evaluations of the program and results, awards, special recognition, feedback from participants or community): _____

Replicable/Ease of Transfer (Can this program be adopted or adapted for use elsewhere?): _____

Annual Budget: _____

Cost Effective (Is this program cost effective to implement? Why or Why Not?): _____

Sources of Funding (be specific if they are foundations or Federal sources): _____

Program Description (goals and operation); please limit to 200 words on a separate page: **It is important to mention what is innovative about your program.** Please feel free to include photographs, brochures, articles or any other supporting documentation. _____

PLEASE NOTE THAT TO BE CONSIDERED FOR INCLUSION IN FEMA'S COMPENDIUM OF EXEMPLARY PRACTICES IN EMERGENCY MANAGEMENT. ALL INFORMATION REQUESTED ON THE NOMINATION PAGE MUST BE ANSWERED COMPLETELY.

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