



Federal Emergency Management Agency

PARTNERSHIPS IN PREPAREDNESS

A Compendium of
Exemplary Practices in
Emergency Management

Volume II

May 1997

Foreword

This *Compendium of Exemplary Practices in Emergency Management, Volume II*, is a product of the emergency management community working in partnership in service to the public. It is the result of FEMA's outreach initiative to identify the innovative ideas, emergency management talent, and 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, Training, and Exercises Directorate

PARTNERSHIPS IN PREPAREDNESS

**A Compendium of Exemplary Practices in
Emergency Management
Volume II**



Federal Emergency Management Agency

May 1997

Federal Emergency Management Agency
James Lee Witt
Director

Preparedness, Training, and Exercises Directorate
Kay C. Goss
Associate Director

Acknowledgments

Many people contributed to this second 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 Goss, Associate Director, Preparedness, Training, and Exercises Directorate, this FEMA initiative in Partnerships in Preparedness was implemented in the State and Local Preparedness Division under the direction of Robert P. Fletcher, Jr., and William B. Wark. The project officer during development of this second edition was Maria Mlinarcik.

However, these names barely scratch the surface. 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:

This second edition of *Partnerships in Preparedness: A Compendium of Exemplary Practices in Emergency Management* represents the results of the Federal Emergency Management Agency's (FEMA's) ongoing canvassing for exemplary practices in emergency management. A panel of our partners from the public and private emergency management community reviewed all the practices included in this volume; the practices have all been certified as accurate by the submitters. FEMA is not responsible for misinformation.

FEMA plans to publish annual editions of the *Compendium* and is, therefore, constantly searching for innovative practices to be included. Forms are provided in the back pages of this edition for submitting nominations to be included in future volumes. The same form can be used to provide updated information on any practices listed in this volume. Another form is provided for your opinions on the *Compendium*.

The *Compendiums* will also be published online through [gopher://www.fema.gov:70/11/pubs](http://www.fema.gov:70/11/pubs) or <http://www.fema.gov/fema/publicat.html>.

The organization of this document responds to FEMA's goal to inform all interested individuals of innovative and promising approaches to emergency management. While reviewing and rating the submissions for adherence to FEMA standards and practices, effectiveness, ease of replication, cost-effectiveness, and presentation, the panel of partners felt that several were especially noteworthy. Therefore, Volume II contains 9 superior practices and 29 commendable practices, which are provided in separate sections of this volume.

Sections are organized alphabetically by the State from which the exemplary practice was nominated. Under each State listing, the programs are organized alphabetically. Each program listing provides data in the following categories: name of the program; contact person's name, address, and phone and fax numbers; program type; population targeted for 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 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.



Kay C. Goss

Kay C. Goss

Associate Director for

Preparedness, Training, and Exercises Directorate

Exemplary Practices in Emergency Management





Superior

Los Angeles City Fire Explorer Program

Contact:

Ralph D. Urquiza
Firefighter III
Fire Station 89 "A" Platoon
Los Angeles City
Fire Department
7063 Laurel Canyon Boulevard
North Hollywood, CA 91605
Tel: 818-756-8689
Fax: 805-376-0306

Program Type:

Emergency (firefighting)
education and volunteer
partnership.

Target Population:

Residents of a low- to middle-
income Hispanic neighborhood.

Setting:

North Hollywood fire station.

Project Startup Date:

1979.

Program Description:

Fire Explorer Post 89 is one of 14 posts sponsored by the Los Angeles City Fire Department and chartered by the Boy Scouts of America. Boys and girls at least 15 but not yet 21 years old are eligible to join. Members meet regularly at Fire Station 89 in North Hollywood, where a veteran firefighter acts as their post unit adviser.

The goal of all these explorer posts is to expose the young people to firefighting as an occupation and spark an interest in firefighting as a possible career. After they are trained in the safety rules of the station, apparatus inventory, and the department's rules and regulations, explorers become involved in specific approved station activities. Among these activities are changing, washing, and hanging hoses; participating in the department's exercise program; maintaining the fire station and apparatus; classroom training and chalkboard prefire planning; and working with tools, equipment, and ladders to qualify to ride out on the apparatus.

After qualifying to ride out, an explorer can accompany fire companies during routine and emergency activities but is prohibited from involvement in hazardous situations or any direct fire suppression activities. To maintain certification, explorers must schedule a minimum of 12 hours of ride-out time per month.

Evaluation Information:

The Los Angeles City Fire Department Explorer Program has been recognized as a very important part of the city's volunteer program. Boys and girls in the program have received praise for their efforts during the 1994 Northridge earthquake and civil unrest and brush fires in 1992. One boy helped firefighters extricate a man trapped by the earthquake in a concrete parking garage. Five young men have been hired as full-time paid firefighters.

Annual Budget:

No specific funding; supported by the Los Angeles City Fire Department.

Sources of Funding:

Los Angeles City Fire Department.

Standardized Emergency Management System (SEMS)

Contact:

Dave Zocchetti
 Manager, Planning Assistance
 Unit
 Governor's Office of Emergency
 Services
 2800 Meadowview Road
 Sacramento, CA 95832
 Tel: 916-464-3248
 Fax: 916-464-3204

Program Type:

SEMS provides an organizational framework and information system at each level of the State's emergency management system. It provides the regulatory umbrella under which all response agencies must function in an integrated manner. It incorporates the Incident Command System (developed under the FIRESCOPE Program), multiagency or inter-agency coordination, the State's master mutual aid agreement and mutual aid systems, the operational area concept, and the Operational Area Satellite Information System.

Target Population:

All emergency management responders, including State agencies, fire services, police services, utilities, and other special districts.

Setting:

Statewide.

Project Startup Date:

1994.

Program Description:

The California Governor's Office of Emergency Services, along with an advisory committee consisting of State and local emergency services, fire services, law enforcement, emergency medical services, utilities, and other special districts, provided leadership in the development of SEMS. In addition to the regulations, SEMS Guidelines were developed to assist emergency management agencies. The SEMS Guidelines:

- Delineate the activities of the five SEMS functions: management, operations, planning/intelligence, logistics, and finance/administration.
- Explain the principles and operating concepts of SEMS as set forth in regulations.
- Describe how SEMS functions operate at all levels (field response, local government, operational area, regional, and State) and the relationship among levels.
- Provide training that may be used to plan and develop SEMS.
- Describe how existing plans and systems fit with SEMS.
- Describe the role of various levels of government, special districts, and private and volunteer agencies in SEMS.
- Describe the system for maintaining and improving SEMS.

The maintenance system for SEMS includes three levels of multidisciplinary committees. These committees continually recommend changes to the Director of the California Governor's Office of Emergency Services.

Evaluation Information:

Public hearings were held by the Governor's Office of Emergency Services in six mutual aid regions. SEMS regulations became part of California Government Code 8607 and the California Code of Regulations, Title 19, Division 2, Office of Emergency Services, in September 1994. (Elements of SEMS will be incorporated into the Veterans Administration Medical Center emergency management plans in the near future.)

Annual Budget:

No funding was specifically allocated for SEMS.

Sources of Funding:

General fund revenues.

Neighbors for Defensible Space

Contact:

Gerald L. Adams
Fire Marshal
North Lake Tahoe
Fire Protection District
P.O. Box 385
Crystal Bay, NV 89402
Tel: 702-831-0351
Fax: 702-831-2072

Program Type:

Wildfire mitigation for the
Reno/Lake Tahoe/Carson City
region.

Target Population:

10,000 district residents.

Setting:

Within and surrounding the
Reno/Lake Tahoe/Carson City
region.

Project Startup Date:

1986.

Program Description:

A grassroots volunteer program, Neighbors for Defensible Space developed out of a need to reduce the risk of uncontrolled wildfire in and around the fire-dependent district of Lake Tahoe, which has prevented catastrophic wildfires for more than 90 years.

There are three basic components in such a wildfire situation: weather, topography, and fuels. Fuels are the one element Neighbors for Defensible Space can control, and the program relies on its ability to either reduce, remove, or modify fuels. The North Lake Tahoe District program has been a model in public education and cooperative efforts in this area and has been able to demonstrate that both fire protection and environmental concerns can be addressed when dealing with wildfires. Neighbors for Defensible Space is in its second year of a 5-year plan of "prescribed burning," a program that returns low-intensity fire to the forest system. In addition, the community is in the process of adopting a joint long-range master plan with its Incline Village General Improvement District, which provides water, sewage, water treatment, recreational facilities, and sanitation.

The U.S. Forest Service owns more than 650 parcels of land in the community, which has obtained approximately \$900,000 in congressional funds to manage the land. In 1991 the community's taxes paid to selectively harvest 750 acres of dead and dying timber at a cost of approximately \$1 million. Forty-eight percent of property owners have involved their private lands in the effort (approximately 3,500 parcels).

Evaluation Information:

Defensible Space was recognized by the National Commission on Wildfire Disasters (a congressional committee) as a model of public education and cooperative efforts that produce results in reducing wildfire risk to urban interface communities. Their publications are used by other fire and forestry agencies.

Annual Budget:

\$5,584 in 1995 from donations.

Sources of Funding:

Primarily donations and outside agencies' earmarked funds. Local taxes, congressional funds, State forest stewardship funds, community donations, and property owners provide additional monies.

Emergency Responders Appreciation Day (ERAD)

Contact:

Robin Ellis
President
ERAD Executive Committee
P.O. Box 911
Aiken, SC 29802
Tel: 803-649-9778
Fax: 803-649-2114
E-mail: eradre@scescape.net

Program Type:

Nonprofit, community-funded program to raise awareness of and show appreciation to the emergency responder community of Aiken County, South Carolina.

Target Population:

Aiken County, South Carolina.

Setting:

Rural and urban Aiken County.

Project Startup Date:

1989.

Program Description:

ERAD is a nonprofit organization to:

- Recognize the achievements of the Aiken County emergency responder community.
- Raise public awareness of their accomplishments.
- Hold educational seminars with national leaders.
- Organize a yearly community program that includes:
 - An annual awards dinner for the emergency response community (approximately 500 persons attend).
 - An annual educational seminar.
 - An annual parade.
 - Professional skills competitions for firefighting, law enforcement, and emergency medical services.
 - A health and safety fair.

ERAD works in conjunction with all emergency responder departments and agencies in Aiken County, including the South Carolina State Public Service Network, South Carolina Joint Council of Fire Services, South Carolina Educational Television, Aiken Chapter of the South Carolina Law Enforcement Association, University of South Carolina—South Carolina State Firefighters Association, and others.

Evaluation Information:

ERAD has received recognition from many local, county, State, and Federal organizations and governments, including the City of Aiken Proclamation and the County of Aiken Proclamation for the past 5 years in a row, citations from the South Carolina Joint Council of Fire Service for “outstanding efforts on behalf of fire service” (1994) and “outstanding support and educational development of the emergency responders of South Carolina” (1995).

In 1996 FEMA chose ERAD to be one of the Global Emergency Management System (GEMS) nongovernmental resources on its home page.

Annual Budget:

The annual cost of the program exceeds \$45,000. This does not include labor to present the program, which is donated.

Sources of Funding:

Corporate sponsorship by Aiken Regional Medical Centers and more than 30 national, State, and local businesses and organizations.

A Chronology of Historic Disasters in Tennessee

Contact:

Allen Reese Coggins
Emergency Project Manager
Emergency Management
Laboratory
Oak Ridge Institute for Science
and Education
Oak Ridge Associated Universities
Box 117
Oak Ridge, TN 37831-0117
Tel: 423-576-0975
Fax: 423-576-9383

Program Type:

A historical compilation (data base) of State and local disasters in Tennessee that have occurred over the past two centuries.

Target Population:

State personnel (to compile State and local emergency plans); American Red Cross (for State and area plans); colleges (for classes in safety, emergency management, and geography); State and local publications; and emergency management personnel.

Setting:

Agencies, individuals, and educational institutions statewide.

Project Startup Date:

1986.

Program Description:

This compilation of 200 years of Tennessee disasters details several hundred incidents representing more than 50 types of disasters, including transportation accidents (air, rail, water, and highway); severe weather (tornadoes, slowrise floods, flash floods, droughts, severe cold and heat); earthquakes and geological failures; hazardous materials incidents; dam failures; mining and industrial accidents; explosions and fires; epidemics; civil disturbances; and others.

This growing data base is ideal for use in hazard mitigation and emergency preparedness.

The data have been used in developing comprehensive and credible scenarios for disaster drills and exercises, as well as in State and local emergency plans and procedures. Much of the data has been published. The data base is the only such comprehensive record known to exist.

Evaluation Information:

The information in the data base has been used by a variety of agencies and individuals statewide to develop plans, other documents, and strategies to educate the public about potential disasters. Some of these agencies include FEMA, the Tennessee Emergency Management Agency, American Red Cross, and the U.S. Geological Survey. Oral and written presentations have also been made on how the data was compiled; it appeared in the proceedings of the American Society of Professional Emergency Planners in 1994.

Annual Budget:

The data base was compiled by a volunteer (the author).

Sources of Funding:

N/A.

Special Needs Awareness Program (SNAP)

Contact:

Sgt. Robert J. Smith
Project Director
St. Luke's UMC
4265 E. Lucas Drive
Beaumont, TX 77708
Tel: 409-880-3818
Fax: 409-880-3873

Program Type:

Emergency evacuation assistance.

Target Population:

Elderly, physically and mentally challenged, and homebound residents who would require special assistance during an emergency.

Setting:

Any residential area in any State; the SNAP program originated in Beaumont, Texas.

Project Startup Date:

1994.

Program Description:

After flooding occurred in areas of southeast Texas in October 1994, students in the Community Problem Solving class of Austin Middle School, Beaumont, Texas, responded to stories they had heard about people having difficulty during emergency evacuations. The students originated the idea for SNAP and established a pilot program in their community.

The goal of SNAP is to identify those persons, such as the elderly, mentally and physically challenged, or homebound, who would have difficulty in an emergency evacuation. These residents are given special SNAP signs for display only during an emergency. SNAP also notifies police, fire, and emergency management personnel that they should look for the SNAP signs to determine where assistance is needed in an evacuation.

SNAP distributes information on the program to civic organizations, churches, and government agencies in the area through letters, speakers bureaus, and videotapes. The program has spread throughout the United States and internationally via the Internet and magazine articles.

Evaluation Information:

Information on the program has been requested by agencies in 31 States, the Dominican Republic, and Australia. Three magazines—*Natural Hazard Observer*, *Wanted Magazine*, and *D.E.M. Digest*—have featured articles on the program. The 41 SNAP students from Beaumont Middle School who originated the program won first place in the intermediate division in the 1995 International Future Problem Solving (Community Problem Solving) Competition in Providence, Rhode Island.

Annual Budget:

\$1,200.

Sources of Funding:

Beaumont Public Schools Foundation, Inc., FAD (Falcons Against Drugs), funds raised by SNAP team members, and personal donations.

Source for Additional Information:

Mrs. Lynne Buchwald, Austin Middle School, Beaumont, TX (409-866-8143).

National Coordinating Council on Emergency Management (NCCEM) Certified Emergency Manager (CEM) Program

Contact:

Elizabeth B. Armstrong, CAE
Executive Director
National Coordinating Council
on Emergency Management
111 Park Place
Falls Church, VA 22046-4513
Tel: 703-538-1795
Fax: 703-241-5603
E-mail: nccem@aol.com

Program Type:

Recognition for managers of emergency management programs; professional credentialing/certification program.

Target Population:

People responsible for emergency management programs such as those in local government, business and industry, military installations, health care facilities, or educational institutions.

Setting:

Primarily nationwide, but a few international participants have signed up to pursue the CEM, as well.

Project Startup Date:

1993.

Program Description:

Requirements for acceptance to the program to recognize achievements in emergency management include minimum credentials in the areas of experience, references, education, training, and contributions to the profession, as well as a management essay, which requires respondents to submit a response to a scenario they might face while fulfilling their responsibilities. Beginning in 1998, applicants must also successfully complete a multiple-choice test.

A brochure with more information is available through NCCEM headquarters; upon enrollment, candidates receive a complete application booklet with all instructions and forms needed to complete a CEM application package.

Evaluation Information:

Since project startup, 624 emergency management professionals have earned the Certified Emergency Manager designation, including 10 from Canada, 1 from the Virgin Islands, 1 from Wales, and 1 from Costa Rica. As of July 1995, 1,646 had enrolled to pursue the CEM. About 10 percent of candidates serve in the military, and every branch is represented.

The International City & County Management Association has recommended its constituents give preferential treatment to certified applicants applying for emergency management positions.

Annual Budget:

NCCEM is a nonprofit, charitable organization. Annual CEM program expenses are about \$65,000.

Sources of Funding:

Expenses are covered by enrollment and application fees, \$75 and \$250, respectively. Non-NCCEM members pay slightly higher fees.

Applicants' submissions (which may include portfolios and descriptions of their experience in emergency management) are evaluated by a commission made up of volunteers from local emergency management, allied disciplines, academia, private industry, and the military. Although the commission's time is donated, funding for the CEM Program covers expenses such as travel, administration, and overhead.

Police-Fire Incident Management Course

Contacts:

F. Wesley Dolezal
Fire Chief
Chesterfield Fire Department
P.O. Box 40
Chesterfield, VA 23832
Tel: 804-748-1360
Fax: 804-751-9022

Colonel Carl R. Baker
Police Chief
Chesterfield Police Department
P.O. Box 40
Chesterfield, VA 23832
Tel: 804-748-1266
Fax: 804-748-1239

Program Type:

Comprehensive incident management course.

Target Population:

Police and Fire Department personnel.

Setting:

Communitywide.

Project Startup Date:

1995.

Program Description:

The Police-Fire Incident Management Course is intended for command-level officers in the law enforcement and fire service disciplines who are responsible for responding to and working together in incidents involving a real or potential risk to life and property and who have a working familiarity with the Incident Command System (ICS). The course focuses on developing a substantive improvement in the capability of law enforcement and fire service agencies to work together in the response to critical incidents. During the training, participants are expected to demonstrate their ability to apply the concepts learned during the course to three simulated incidents, which progress from small incidents to those of major proportions. Following each simulation, comprehensive discussions occur that are intended to ensure that lessons learned from the simulations are reviewed. Participants learn underlying concepts and become able to define, explain, discuss, and provide examples of the basic tenets of ICS.

Evaluation Information:

Adopted by the International Association of Chiefs of Police and International Association of Fire Chiefs as a joint venture.

Annual Budget:

\$6,500.

Sources of Funding:

Funded out of the annual operating budgets for police and fire.

Chimacum High School Earthquake Preparedness Program

Contact:

Michelle Kelley
Volunteer
Chimacum High School
Chimacum, WA 98325
Tel: 360-732-4481
Fax: 360-732-7359

Program Type:

Teaching earthquake preparedness.

Target Population:

Chimacum elementary school students.

Setting:

Rural Western Washington Olympic Peninsula, in a community located near a newly documented, active earthquake faultline.

Project Startup Date:

1993.

Program Description:

This program involves high school students teaching elementary school students about earthquake preparedness. Each class designs its own project for communicating this information. School staff see the value of such peer education.

For example, the class of 1997 designed a community service project. One element of the project was to participate in the school district's earthquake preparedness committee and provide input from the students. The students also researched the needs of classroom teachers, purchased supplies, and stocked each classroom with a "teacher's kit." They also researched and prepared personal "kid kits," which are sold for \$7. The "kid kits" are a voluntary purchase. In addition, the students prepared an earthquake preparedness course script based on information from FEMA "Earthquake Dudes" and FEMA literature, a videotape, and an earthquake simulation with sound effects, which is available upon request.

Each class restocks the "teacher's kit." High school students have taken American Red Cross courses, so shelters could be opened in high schools if needed.

Evaluation Information:

Formal evaluation forms are completed after every class session by the regular classroom teacher and class students. All forms are on file. There are increased signs of school and community concern and awareness as elementary students discuss what they have learned with their parents and siblings.

Annual Budget:

The school district budgeted \$800 to \$1,000 to purchase supplies for the "teacher's kits."

Sources of Funding:

The Chimacum school district and Chimacum class of 1997 fundraising.

The image features a white, five-pointed star with a blue shadow cast to its right. The background is a gradient of blue, with several wavy, horizontal lines in various shades of blue. The word "Commendable" is written in a white, bold, sans-serif font, tilted upwards to the right, and is positioned in the lower right quadrant of the image.

Commendable

Arcadia Chamber of Commerce Emergency Preparedness Committee for Business Owners

Contact:

Joyce MacCartney
Chamber of Commerce
City of Arcadia
Arcadia, CA 91006
Tel: 818-447-2159
Fax: 818-445-0273

Program Type:

Emergency preparedness information to help businesses identify their extent of need following a disaster.

Target Population:

Arcadia business owners.

Setting:

Arcadia, California.

Project Startup Date:

1992.

Program Description:

The Arcadia Chamber of Commerce Emergency Preparedness Committee for Business Owners provides local business owners with a disaster identification packet. The informational packet contains instructions for self-assessment of damage by the owner, along with color-coded placards that correspond to the level of need, e.g., major, moderate, or minor/no damage. Immediately following a disaster, a business owner, using the guidelines provided in the packet, would determine the extent of help needed and display the appropriate color placard. Emergency service units surveying the city would be able to instantly identify areas that required immediate assistance and thus focus available resources on those areas with the greatest need. Instructions also are provided on what supplies are needed and what activities to perform after an earthquake.

Evaluation Information:

Other cities and counties have requested information about the disaster identification packet and indicated an interest in replicating the program. Following a presentation to the Arcadia Coordinating Committee, the PTA expressed an interest in adapting the program for use in schools.

Annual Budget:

None. Projects are funded individually.

Sources of Funding:

Funds come from the Chamber of Commerce and the fire department; printing companies and manufacturers have donated printing and materials.

Auxiliary Communications Mutual Aid

Contact:

George J. Washburn
OES Telecommunications
Coordinator
Santa Clara County Office of
Emergency Services
55 West Younger Avenue
4th Floor
San Jose, CA 95110
Tel: 408-299-3751
Fax: 408-294-4851
E-mail: gwashbur@cisco.com

Program Type:

Auxiliary communications
mutual aid programs for Loma
Prieta and Santa Clara Counties.

Target Population:

Citizens of the Loma Prieta
mountain communities;
NASA's Ames Research Center;
and citizens of Santa Clara
County.

Setting:

Santa Clara and Santa Cruz
counties.

Project Startup Date:

1993.

Program Description:

Santa Clara County Amateur Radio Emergency Service/Radio Amateur Civil Emergency Service (ARES/RACES) initiated what are believed to be the first two auxiliary communications mutual aid agreements in California. They provide for response by auxiliary communications volunteers to Federal agencies that would normally be limited or delayed by typical mutual aid policies.

The Loma Prieta RACES Mutual Aid Agreement provides for the authorized response of amateur radio operators (who are registered as Disaster Service Workers) to the Loma Prieta unincorporated communities in both Santa Clara and Santa Cruz counties—whenever either county activates its RACES volunteers.

The NASA/Ames RACES Automatic Aid Agreement provides for the authorized response of a RACES radio officer to the Ames emergency operations center to determine the need for auxiliary communications support.

Evaluation Information:

The mutual aid programs received the Exceptional Service Award from the California Emergency Services Association and the Project Award from the Governor's Office of Emergency Services, and the Loma Prieta Mutual Aid Agreement by Santa Cruz and Santa Clara counties has been renewed.

Annual Budget:

None (volunteers).

Sources of Funding:

N/A.

Community Agencies Disaster Relief Effort (CADRE)

Contact:

Adina Novodor
Project Manager
CADRE
2731 N. First Street
San Jose, CA 94134
Tel: 408-577-2015
Fax: 408-577-2030
E-mail: CADREProj@aol.com
AdinaN@aol.com

Program Type:

Coalition of private nonprofit and community-based organizations acting in concert to prepare and deliver a coordinated response to emergency needs in Santa Clara County in the event of a disaster.

Target Population:

Nonprofit agencies and community-based organizations.

Setting:

Santa Clara County.

Project Startup Date:

1990.

Program Description:

After the 1989 Loma Prieta earthquake, the United Way of Santa Clara County convened representatives from the local nonprofit agencies, community-based organizations, and local government to assess the emergency response to special needs populations. As a result of identified gaps in services, the United Way issued a request for a proposal to develop and implement a disaster preparedness training and coordination project comprised of the nonprofit agencies and community-based organizations in Santa Clara County. CADRE assists the local government in managing in-kind donations and convergent volunteers and supports member agencies during disasters, eliminating duplication of services. CADRE sponsors a variety of disaster preparedness workshops on agency preparedness, critical incident stress debriefing, and sheltering special needs populations, which addresses sites, materials, and personnel.

Evaluation Information:

The concept of CADRE has been used in six other bay-area counties.

Annual Budget:

\$79,000 to \$96,000.

Sources of Funding:

United Way of Santa Clara County (10/90-6/93). American Red Cross/Northern California Disaster Preparedness Network (7/93-present).

Earthquake Debris Collection Program

Contact:

Laura Herron
Assistant City Manager
City of Simi Valley
2929 Tapo Canyon Road
Simi Valley, CA 93063-2199
Tel: 805-583-6701
Fax: 805-526-2489

Program Type:

Earthquake debris removal.

Target Population:

Simi Valley residents.

Setting:

Urban.

Project Startup Date:

1994.

Program Description:

Simi's Earthquake Debris Collection Program was a model of local government working in partnership with a variety of private sector entities to provide residents with a much-needed disaster response immediately following the 1994 Northridge earthquake. Although developed during an emergency, the program fulfilled its goals of providing a free, safe, and convenient manner in which to dispose of earthquake-related debris; to be cost-effective; and to recycle as much as possible. Residents were informed of the program through regular press releases, cable television, and fliers. Debris was removed daily, and dust was controlled by having a water truck always on site. More than 87 percent of the 95,100 tons of earthquake debris collected was recycled. The city used experts in debris collection, transportation, recycling, and disposal. The secured site prevented illegal dumping of hazardous materials and non-earthquake debris. There was no blight on the streets or potential for accidents and liability from curbside collection, where debris might not be removed for months.

The program did not handle hazardous waste. Hazardous materials were disposed of through several household hazardous waste collection events held in Simi Valley from January 1994 through June 1995. The county sponsored an event immediately after the earthquake and the city sponsored events in June 1994, October 1994, and June 1995. Recyclable-only household hazardous waste also was collected each Saturday beginning in March 1994 at the city's permanent collection site.

Evaluation Information:

The average cost-per-ton of debris removal for this program was \$26.26. This figure was arrived at by dividing the total cost of the program (including recycling and landfill disposal costs, hauler collection costs per the city rate schedule, city and hauler personnel costs, and site maintenance costs such as dust control, signs, and portable toilet services) by the total number of tons collected by the program. Another curbside debris collection program cost \$77.39 per ton, according to *Northridge Earthquake Response Effort*, a report from the city of Los Angeles.

Annual Budget:

The total cost of the program from January 1994 through June 1995 was approximately \$2,500,000.

Sources of Funding:

FEMA and the California Office of Emergency Services.

Earthquake Fair

Contact:

Gary D. Milliman
City Manager
City of Fort Bragg
416 North Franklin Street
Fort Bragg, CA 95437
Tel: 707-961-2823
Fax: 707-961-2802

Program Type:

Dissemination of earthquake preparedness materials.

Target Population:

Fort Bragg area residents.

Setting:

Downtown commercial district.

Project Startup Date:

1993.

Program Description:

The Earthquake Fair was developed out of a need to better prepare Fort Bragg residents for family survival in an earthquake and to help citizens improve structures' seismic safety. The idea of the fair grew out of a meeting convened by the city with a citizens group to discuss ideas and support for disaster preparedness following a power outage from a severe storm. The concept of a hands-on community event combining demonstrations and commercial exhibits seemed to be most accessible and informative for city residents—events such as the Redwood Empire Fair, Mendocino County Fair, merchant expositions, handicraft fairs, car shows, and garage sales were always popular.

The Earthquake Fair was sponsored and coordinated by the city of Fort Bragg. Volunteers included local educators, merchants, and emergency service workers. Some of the exhibits and demonstrations included information on local response preparedness programs; videos on topics such as preventing nonstructural damage; first aid; how to conduct CPR; radio enthusiasts' roles in disaster response through the REACT program; the hazards of downed power lines; how to use emergency generators safely; how to develop a family disaster supply kit; family and home preparedness; how to retrofit mobile and modular homes for seismic safety; and what students should do during an earthquake if they are at school.

Evaluation Information:

Results of a random survey of attendees indicated they benefited from the fair. Local businesses developed special promotions to market family earthquake preparedness supplies. Residents are developing family preparedness supply kits. The school district has appointed an emergency preparedness coordinator to develop school plans and resources. A new Red Cross chapter is forming. The Building Department reports an increased number of homeowners doing seismic retrofit projects.

Annual Budget:

\$2,000.

Sources of Funding:

City and participants.

The Emergency Preparedness Chair Interest Group Newsletter: *EPCIG Newsletter*

Contact:

Sarah Peterson
Regional Environmental Health
and Safety
Kaiser Permanente
1800 Harrison Street
20th Floor
Oakland, CA 94612
Tel: 510-987-3341
Fax: 510-987-5136
E-mail:
ehssap@ncal.kaiperm.org

Program Type:

Emergency preparedness
educational newsletter.

Target Population:

Medical center managers,
administrators, physicians, and
other interested parties within
the Kaiser organization.

Setting:

Produced and distributed
internally for the Northern
California Kaiser Permanente
organization.

Project Startup Date:

1993.

Program Description:

The Emergency Preparedness Chair Interest Group newsletter, the *EPCIG Newsletter*, is published twice yearly; topics include the Incident Command System, Hospital Emergency Incident Command System, Kaiser Hospital Emergency Incident Command System, Northern California Kaiser Permanente postearthquake inspection program, release of patient information during a disaster, and the organization's Earthquake Hazards Mitigation Program. Additional information is available through an e-mail conference.

The Earthquake Hazards Mitigation Program, for example, has three components:

- The Medical Center Building Systems Study, which involves anchoring pipes, water, and gas lines to keep them operational.
- Seismic Mitigation of Equipment and Furniture, which involves securing furniture and equipment by anchoring them, while still being able to move them for cleaning, servicing, or daily use.
- Seismic Mitigation of Parking Structures, which involves upgrading the structures, based in part on lessons learned from previous earthquakes.

Evaluation Information:

The newsletter was listed as a resource in the *Natural Hazards Observer* (July 1996).

Annual Budget:

\$1,200.

Sources of Funding:

Kaiser Foundation hospitals/health plan.

Home Earthquake Strengthening Program

Contact:

William Schock
Chief Building Official
City of San Leandro
835 East 14th Street
San Leandro, CA 94577
Tel: 510-577-3405
Fax: 510-577-6009

Program Type:

Program and handbook about a low-cost program provided by the city to help improve a homeowner's chances of surviving an earthquake inexpensively, easily, and as soon as possible.

Target Population:

San Leandro, California, homeowners and their contractors.

Setting:

San Leandro, California.

Project Startup Date:

1994.

Program Description:

San Leandro Development Services, Building Regulations and Disaster Preparedness Divisions, produced their handbook *3 Easy Low Cost Ways to Make Your Home Earthquake Survivable* to illustrate basic retrofit techniques for single-family wood frame structures. The program includes practical hands-on workshops with experts, educational videotapes, detailed construction drawings, and a streamlined package of plans and permits. The program, available for a minimal charge, begins with a simple checkup of a home's earthquake fitness. Even residents who do not do the work themselves will learn the differences between good construction and bad and how to make informed choices in hiring a contractor.

Designed to address known earthquake weaknesses in older home construction, the program also is tailored to the design features of the community's homes and is based on contemporary engineering practices and improved construction techniques learned from the 1994 Northridge earthquake. The city supplies the permit and inspection documentation to show that the home has been strengthened to prescriptive standards.

Evaluation Information:

Seventy-five residents have obtained permits to begin work on their homes, and 209 have been trained to strengthen their single-family homes against earthquakes. In June 1996 FEMA presented San Leandro with its prestigious Outstanding Public Service Award for the program. The mayor presented the program to 225 mayors attending the U.S. Conference of Mayors annual meeting.

Annual Budget:

The average annual expenditure for the program is approximately \$15,000. This includes additional staff time to administer the program, literature reproduction, tool maintenance and replacement, marketing, and miscellaneous materials costs. It does not include program startup costs and tool and building material donations from private industry.

Sources of Funding:

The city and FEMA.

Meteorological Consultation Services

Contact:

Pete Curran
Firefighter/Paramedic/
Meteorologist
Orange County Fire Authority
2435 Camino Bucanero
San Clemente, CA 92673
Tel: 714-492-5859
Fax: 714-492-5012

Program Type:

Meteorological consultation services.

Target Population:

Local emergency management agencies.

Setting:

Orange County, California.

Project Startup Date:

1992.

Program Description:

Mr. Curran, a certified weather spotter for the U.S. Weather Service, provides detailed weather analyses and forecasts in a usable format for emergency management officials. Using up-to-the-minute satellite and radar graphics, he provides real-time data interpretation to fire and emergency management officials, which enables them to provide enhanced resource management and logistics during severe weather conditions. Using this data, emergency managers are able to prestage hand crews, swift water rescue teams, bulldozers, and other resources in areas with severe weather conditions. By providing this data in real time, managers are able to react quickly in areas identified by satellite, radar, or telemetry. The techniques used to provide this data can easily be adapted to other jurisdictions by providing training in basic meteorological data interpretation. In addition, many of the satellite and radar products he uses are currently available on the Internet at no cost.

Evaluation Information:

Mr. Curran's provision of real-time weather data during extreme weather conditions has been acknowledged by the Laguna Beach Fire Chief and the Assistant Director of Operations of the Orange County Fire Department. Furthermore, the service has received several letters of recommendation from emergency management officials whose departments have benefited from the weather updates during emergency situations.

Annual Budget:

Forecasting and consultation services normally occur during regular, on-duty fire department hours. Overtime has been granted by the Fire Authority on an as-needed basis during significant weather events. Associated computer online and service subscription costs are absorbed by the fire department.

Sources of Funding:

N/A.

Pacific Grove—A Model for Small City Disaster Preparedness

Contact:

Russell C. Coile, Ph.D., CEM
Disaster Coordinator
Pacific Grove Fire Department
600 Pine Avenue
Pacific Grove, CA 93950-3317
Tel: 408-648-3110
Fax: 408-648-3107
E-mail: russell@coile.com

Program Type:

Disaster preparedness.

Target Population:

Residents of Pacific Grove (17,000).

Setting:

Pacific Grove.

Project Startup Date:

1990.

Program Description:

In 1990 Pacific Grove (60 miles from the epicenter of the 1989 Loma Prieta earthquake) decided to prepare a comprehensive earthquake and disaster plan, following a study that showed the likelihood of a complete loss of utilities, sewer systems, and telephone services, as well as an overload of cellular systems and damage to streets and highway overpasses during an earthquake. City employees were sent to earthquake preparedness training courses given at the Governor's Office of Emergency Services' California Specialized Training Institute in San Luis Obispo. A disaster coordinator was hired to update the city's disaster plan. A Volunteers in Preparedness program was formed to train neighborhood emergency response teams, which include amateur radio operators and Boy Scouts, in earthquake preparedness, disaster medicine, how and when to turn off the gas, how to rescue victims trapped under earthquake debris, and firefighting.

Lacking funding, the disaster coordinator enlisted retirement homes, volunteer organizations, public utilities, and emergency service agencies to join in the State's "Duck, Cover and Hold" earthquake drill.

Evaluation Information:

In 1994 Pacific Grove was cited as the only city (of 12) in Monterey County having an emergency planner and the only city to hold earthquake drills regularly. Pacific Grove received the Institute of Local Self Government's California Cities Helen Putnam Award for Excellence (honorable mention—public safety) in 1995. The city's preparedness programs have received innumerable media mentions.

Annual Budget:

\$28,000 (FEMA: \$11,000 toward the disaster coordinator's salary; \$14,000 from the city's fire department budget; and \$3,000 from the city budget).

Sources of Funding:

FEMA and city budgets.

Residential Seismic Voluntary Program (RSVP)

Contact:

Robert Sedivy
Acting Building Official
City of Santa Barbara
Community Development
Department
Building and Safety Division
630 Garden Street
P.O. Box 1990
Santa Barbara, CA 93102-1990
Tel: 805-564-5485
Fax: 805-564-5476

Program Type:

Improving seismic resistance to earthquakes in older homes.

Target Population:

Residential homeowners or tenants in homes (with four units or fewer) built before 1960 without foundations, anchor bolts, or cripple wall (a short wall that connects the foundation to the floor of the house and encloses the crawl space) bracing.

Setting:

Citywide (population 90,000).

Project Startup Date:

1993.

Program Description:

RSVP provides user-friendly information and assistance on improving resistance to the effects of earthquakes. Residential homeowners or tenants in older homes with four or fewer units and three or fewer stories built on perimeter foundations or without any foundation can use this service. City staff estimate there are more than 10,000 such homes within the city of Santa Barbara. History has shown that such homes, lacking anchor bolts, foundations, or bracing of cripple walls within crawl spaces, are often seriously damaged or destroyed for lack of these simple repairs or improvements. In 1993 Santa Barbara produced a preapproved engineering plan for repair of these homes. The plan provides the user with instructions, general notes, and inspection requirements, and gives the user the flexibility to customize the plan to meet his or her needs. RSVP offers inspections to determine if the work is necessary and, if it is, inspection staff assist the owner in completing the plan for permit approval. The plan eliminates costly engineering and drafting expenses; therefore more homeowners are able to undertake the work. Permit approval is performed over the counter. The permit and approved plan enable the homeowner to obtain competitive bids and to be assured that the work is performed in accordance with recognized standards. Public workshops are held twice yearly, and several hundred persons attend each. The city uses water bill inserts (mailed to all city residents) to advertise the program.

Evaluation Information:

More than 300 homes have been retrofitted or submitted for retrofit in a 3-year period. The program has received recognition from the California Seismic Safety Commission, Insurance Institute for Property Loss Reduction, and local media. Los Angeles and San Leandro have followed the program.

Annual Budget:

Approximately \$500 for promotion.

Sources of Funding:

Funding comes entirely from material suppliers who are charged to display their products at RSVP homeowner and contractor workshops. The contractors are charged \$50, and receive a certificate.

Hazardous Materials Emergency Response Interagency Agreement Between the City of Grand Junction Fire Department and the Bureau of Land Management

Contact:

Drew Reekie
Hazardous Materials
Coordinator
City of Grand Junction Fire
Department
330 South Sixth Street
Grand Junction, CO 81501
Tel: 970-244-1470
Fax: 970-244-1471

Program Type:

Hazardous materials emergency response.

Target Population:

The 725,810 citizens of western Colorado.

Setting:

The western slope of Colorado, all counties west of the Continental Divide.

Project Startup Date:

1994.

Program Description:

The Bureau of Land Management (BLM) and the city of Grand Junction have entered into an agreement whereby the Grand Junction Fire Department (GJFD) HAZMAT team responds to releases of hazardous materials on public land throughout the western slope of Colorado. This additional unit makes it possible to respond to BLM incidents and assist other designated emergency response authorities on the western slope of Colorado. In addition, by utilizing the existing trained personnel of the GJFD, BLM has eliminated the duplication of costly services. This innovative agreement is the first of its kind nationally.

Evaluation Information:

On December 10, 1994, Colorado Governor Roy Romer presented the Colorado Fire Service Leadership award to GJFD. This award recognizes outstanding programs and activities that demonstrate innovation in local fire protection problemsolving.

Annual Budget:

No annual budget has been needed.

Sources of Funding:

All maintenance of the response unit is paid for by BLM.

Delaware City—Community Awareness and Emergency Response Committee (DC-CAER)

Contact:

Richard W. Kendall, CEM
Coordinator of Emergency
Planning/DC-CAER
Chairman
New Castle County Office of
Emergency Preparedness
151 North Dupont Highway
New Castle, DE 19720
Tel: 302-323-2561
Fax: 302-323-2565

Program Type:

Chemical emergency preparedness planning.

Target Population:

6,000 residents, emergency responders, and employees and visitors of 11 chemical plants.

Setting:

Suburban environment with one small town.

Project Startup Date:

1985.

Program Description:

DC-CAER, comprised of representatives of the chemical industry; volunteer organizations; and public, State, and local governments, addresses mutual concerns involving a chemical plant complex near Delaware City. Formed voluntarily in 1985, DC-CAER strives to meet three goals: to enhance emergency response capabilities, to test and evaluate these capabilities, and to foster knowledge about chemical-related hazards and protective measures. DC-CAER maintains a comprehensive emergency response plan to deal with chemical emergencies at the plant; conducts training programs for emergency responders; coordinates annual field emergency response exercises and tabletop drills; conducts community outreach programs to disseminate emergency information; makes presentations about its programs to community, government, and professional organizations throughout Delaware and in other States; and has produced a video that is distributed to Delaware's Extremely Hazardous Substance facilities.

Evaluation Information:

The county has received awards from the Chemical Manufacturers Association, National Coordinating Council on Emergency Management, and U.S. Environmental Protection Agency. There have been actual emergencies without injuries.

Annual Budget:

None, but special projects have received more than \$12,000 since 1985.

Sources of Funding:

Shared among 11 chemical plants.

Guide to Hurricane Preparedness Video

Contact:

Nathan McCollum, CEM
Radiological Emergency
Analyst
Indian River County
Emergency Services
1840 25th Street
Vero Beach, FL 32960
Tel: 407-567-8000, ext. 533
Fax: 407-770-5017

Program Type:

Hurricane preparedness video.

Target Population:

County residents.

Setting:

Countywide.

Project Startup Date:

1996.

Program Description:

The "Guide to Hurricane Preparedness" video was produced by the Indian River County Department of Emergency Services to better educate the public about planning for, responding to, and recovering from tropical disturbances such as depressions, storms, and hurricanes. Available free from libraries and video stores, the video can be viewed by residents and their families at their convenience. Although the information is intended for Indian River County, the county has provided tapes to neighboring counties that want more information on hurricane preparedness. In addition, seminars, slide presentations, media interviews, special cable television screenings of the video, and a televised town meeting with phone-in question periods have created a wider audience.

Evaluation Information:

The Indian River County Board of County Commissioners declared May 18–25, 1996 (the week the video was released) Hurricane Awareness Week. The county has received complimentary letters from civic groups and residents.

Annual Budget:

\$100 for video production, \$200 for blank tapes and reproduction, and \$50 for videotape covers.

Sources of Funding:

Department budget.

Emergency Incident Rehabilitation Unit (REHAB)

Contact:

David Kristofek
Assistant Director of Emergency
Services
Bolingbrook Emergency
Services
375 West Briarcliff
Bolingbrook, IL 60440
Tel: 630-226-8546
Fax: 630-378-0681

Program Type:

Emergency incident rehabilita-
tion unit.

Target Population:

Emergency incident personnel.

Setting:

Villagewide; provides mutual
aid to other communities upon
request.

Project Startup Date:

1993.

Program Description:

The REHAB program was initially conceived to provide firefighters with immediate assistance and rehabilitation during an emergency such as a fire or extended hazardous materials incident. The program evaluated items that would be needed such as clothing; blankets; water; and rehydration, medical, and environmental protection supplies, etc. These materials are carried on the REHAB unit, which also can be used as a mobile incident command unit as it carries a cellular phone, the Emergency Operations Plan, dry erase boards, maps, and two-way radios.

The REHAB program also provides other items, including refrigerated Gatorade, water, dry gloves for firefighters, dry Noxem hoods, instant ice packs, and decaffeinated coffee. The unit contains two portable shelters that are large enough to accommodate approximately 50 emergency workers and that protect them from heat or cold. Furthermore, the unit carries a portable 150,000 Btu torpedo heater, which can warm emergency workers in extreme cold.

Locally, the REHAB unit has served an indeterminable number of firefighters, medical personnel, and HAZMAT personnel. Emergency services and disaster agency personnel operate the REHAB program 24 hours per day, year round; if the area sustained damage from a disaster, the REHAB unit would be a primary mobile distribution source of disaster supplies and equipment.

Evaluation Information:

The REHAB program services, and receives support from, local area fire departments and local officials. The REHAB unit provides assistance to improve training techniques for firefighting. Nearby communities that have used REHAB praise its many applications and flexibility.

Annual Budget:

\$45,000, including salaries.

Sources of Funding:

The village budget and local donations.

Floodplain Management Program

Contact:

Fred Paul Block
Flood Assistance Coordinator
Village of South Holland
16226 Wausau Avenue
South Holland, IL 60473
Tel: 708-210-2915
Fax: 708-210-1019

Program Type:

Floodplain management program.

Target Population:

Approximately 5,000 residents.

Setting:

Riverine floodplain, which is primarily a residential area.

Project Startup Date:

1991.

Program Description:

After a severe flood in 1990, South Holland formed a Flood Liaison Committee that enabled residents and village staff to work together. The committee initiated several programs, including a study of flood control alternatives, a very successful floodproofing open house, and membership in the Community Rating System (CRS). After determining that a short-term structural project was unfeasible, the Flood Liaison Committee developed a comprehensive floodplain management plan. Completed in 1994, the plan recommended 37 action items, such as small flood-control projects, revisions of the flood response plan, improved regulatory standards, channel cleaning projects, and preparations for postflood recovery and mitigation operations. The largest recommended project was the creation of the Flood Assistance Program, which provides various public information activities as well as technical assistance to property owners. One hundred thousand dollars has been apportioned for rebates to landowners who install approved floodproofing measures. There were 112 rebates issued at a cost of \$69,875 to the village of South Holland.

South Holland is involving other partners in its search for a coordinated, comprehensive approach to its flood problems. In order to implement various projects recommended within the plan, village staff are working with the Army Corps of Engineers, the Soil and Water Conservation District, the National Weather Service, and the Illinois Department of Natural Resources.

An AmeriCorps team has conducted a channel clearing project. The team is also coordinating with emergency managers in other communities located on the watershed in order to establish an early warning system.

Evaluation Information:

The program received the Mitigation Award from the Illinois Association for Floodplain and Storm Water Management; it also received the best classification of any community in Illinois in FEMA's CRS. The residents of the village have responded very positively.

Annual Budget:

\$250,000.

Sources of Funding:

Municipal general funds.

Hearing Impaired Alerting System

Contact:

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

Program Type:

Telephone pager to inform hearing impaired persons of severe weather and other conditions affecting their safety.

Target Population:

Hearing impaired persons.

Setting:

Citywide.

Project Startup Date:

1995.

Program Description:

The Naperville Emergency Management Agency was approached by its Americans With Disabilities Committee to provide severe weather notification to residents with hearing impairments. Initially it was thought that manufacturers of alert radios (such as those used in schools and hospitals) could add a strobe light to their units. The manufacturers were not interested in doing so.

The city was already using telephone pagers to alert staff to various types of severe weather situations and decided to add hearing impaired persons to this program. The supplier of the pagers said that the city could add as many telephone numbers as they wished. The city's Social Services Division eventually brought the idea to the City Council, which approved the concept and authorized rental of 30 pagers at the city's expense to start the program.

Social Services and the city's Legal Department worked together to establish the rules of the program. Any resident age 18 or older with a hearing loss of 65 decibels or greater and with an audiogram is eligible for the program. Each applicant has to sign an agreement with the city and take a training class before receiving the pager. Each also receives a package of materials on all types of safety from the Emergency Management Agency.

The pagers provide specific four-digit codes to identify storm watches and warnings and to notify users when the 911 system is down and when it comes back up. The problem with 911 rarely occurs, but when it does, calls go to a special bypass number of the Public Safety Answering Point.

The monthly cost (per person) for each pager is \$4. There have been nothing but favorable comments from users.

A paper by William Reynolds of the Naperville Emergency Management Agency, entitled "I Can Feel What You Can Hear!" was recently published in the *American Society of Professional Emergency Planners Journal*.

Evaluation Information:

Nineteen hearing impaired persons are now in the program, with an expected total enrollment of 30 persons. All comments have been favorable.

Annual Budget:

\$1,440.

Sources of Funding:

The city budget.

Residential Fire Response Program (RFR)

Contact:

David Kristofek
Assistant Director of
Emergency Services
Bolingbrook Emergency
Services
375 West Briarcliff
Bolingbrook, IL 60660
Tel: 708-759-0440 or 0447;
630-226-8541
Fax: 630-226-8549

Program Type:

Residential fire victim care.

Target Population:

Fire victims.

Setting:

Within the village, and in
surrounding municipalities
upon request.

Project Startup Date:

1993.

Program Description:

RFR is operated by volunteer Emergency Services and Disaster Agency (ESDA) members 24 hours a day. ESDA personnel respond to all confirmed residential fires, providing immediate care to fire victims. Fire victims are placed in a remodeled ambulance (to protect them from harsh weather conditions) and supplied with clothes, food, and medical care. Infant and childcare items such as diapers, formula, clothing, and personal items are carried. Adult items carried include sweat outfits and personal care items. All emergency management personnel are required to complete all applicable fire victim-related courses offered by the Red Cross. RFR supplies are donated by local businesses and also are paid for by the ESDA budget.

Victims are usually stabilized prior to Red Cross contact, then removed to a local shelter where they are met by a Red Cross representative. Although there is very good cooperation between them, RFR can function independently until the Red Cross arrives at the shelter.

Evaluation Information:

RFR has received much support from the community, the fire department, and local officials. Local area businesses have provided donations to the program, and the fire victims who have been served by the program have praised it.

Annual Budget:

\$45,000 (including salaries).

Sources of Funding:

The village budget and donations from businesses.

Tri-County River Rescue/Response Plan

Contact:

E. Kay Harmon, CEM
ESDA Director
City of Peoria Emergency
Services Disaster Agency
3615 North Grandview Drive
Peoria, IL 61614
Tel: 309-686-3521
Fax: 309-686-3519

Program Type:

Multijurisdictional mutual aid agreement involving three counties.

Target Population:

The tri-county population (338,300).

Setting:

The tri-county area along the Illinois River (Peoria, Tazewell, and Woodford counties).

Project Startup Date:

1995.

Program Description:

The Tri-County River Rescue/Response Plan was developed to provide an adequate, effective response to incidents such as drownings, boat fires, and hazardous materials releases. The Tri-County River Rescue/Response Plan involves law enforcement, emergency management, fire service, private industry, and State agencies. The plan clarifies how these agencies will be notified to respond and how to identify resources that exist in the area. Three response levels were developed: a level-one response can be handled by one jurisdiction's first response agencies and departments, a level-two response requires limited assistance from nearby jurisdictions, and a level-three response requires full assistance from jurisdictions throughout the tri-county area. Using the incident command system, all decisions involving mutual aid are assigned to that jurisdiction's incident commander. This plan also holds the potential for use in other emergency situations.

Evaluation Information:

More than 1 dozen organizations have signed on to the plan.

Annual Budget:

None.

Sources of Funding:

Inkind contributions of staff time from existing annual budgets.

Hammond Survive Alive House

Contact:

Bruce Garrison
Administrator of Elementary
Curriculum
School City of Hammond
41 Williams Street
Hammond, IN 46320
Tel: 219-933-2400
Fax: 219-933-2505

Program Type:

Fire safety education.

Target Population:

School City of Hammond children in kindergarten and third grade. Tours also are provided for parochial and interested outside groups.

Setting:

The Survive Alive House in Hammond.

Project Startup Date:

1989.

Program Description:

The Survive Alive House is an actual two-story house built inside the Hammond Area Career Center gymnasium, designed to teach and reinforce fire safety skills in a nonthreatening situation using a simulated (nontoxic) electronic fire. Children receive instruction from firefighters on the following topics:

- The importance of smoke detectors.
- Exiting a fire.
- Reporting emergencies (using the 911 emergency system, where applicable).
- Stop, drop, and roll.
- Sights and sounds of firefighting.
- Identifying home hazards.

Evaluation Information:

Use of smoke detectors has increased; fire deaths are down; and children have used what they learned in real emergency situations.

Annual Budget:

\$2,000 in 1995.

Sources of Funding:

Donations; School City provides maintenance and insurance.

Veterinary Services and Animal Care Annex

Contact:

Melvin Carraway
Director
Indiana State Emergency
Management Agency
302 West Washington Street
Room E208 IGCS
Indianapolis, IN 46204
Tel: 317-232-3986
Fax: 317-232-3895

Program Type:

Facilitation of care and integration of resources for animal rescue.

Target Population:

Citizens of Indiana who have livestock and companion animals.

Setting:

Statewide.

Project Startup Date:

1995.

Program Description:

In disasters, animal owners may hinder effective emergency management by remaining with their animals during an evacuation or by attempting reentry in dangerous areas. In addition, the environment may be affected by disrupted livestock production systems. The Veterinary Services and Animal Care Annex to the State Emergency Operations Plan was implemented through a collaborative effort among the Indiana State Emergency Management Agency, State Board of Animal Health, Indiana Veterinary Medical Association, Indiana Association of Animal Control Personnel, Indiana Veterinary Technicians Associations, and several accredited zoos. Unique to this annex are a series of Memoranda of Understanding among the Emergency Management Agency, State Veterinarian, and professional animal care-providing groups, because they integrate existing emergency management services with qualified groups that know how to deal with animals in disasters. The Annex and Memoranda of Understanding facilitate the care of the large segment of society that owns animals for companionship or revenue, maintains the quality of life that the human-animal bond provides, and ensures the optimal level of care for the environment and safety in public health.

Evaluation Information:

There have been more than 70 favorable press notices and national media coverage about the Annex. Several inquiries (government and nongovernment) have been made requesting background information and copies of the annex.

Annual Budget:

None.

Sources of Funding:

Donations and inkind contributions.

North Iowa Hazardous Emergency Action Team

Contact:

Don Friest
Director/Coordinator
North Central Iowa Emergency
Management Agencies
78 South Georgia
Mason City, IA 50401
Tel: 515-421-3665
Fax: 515-421-3639

Program Type:

Regional eight-county
HAZMAT emergency response
unit and team.

Target Population:

Approximately 137,425 urban
and rural residents in the eight-
county region.

Setting:

Regional, centered at the Mason
City Fire Department.

Project Startup Date:

1995.

Program Description:

The North Iowa Hazardous Emergency Action Team (HEAT) was formed by an eight-county Regional Emergency Planning District Committee to provide an appropriate, safe, and timely response to extremely hazardous substance incidents occurring within its operating region—the North Central Iowa counties of Cerro Gordo, Floyd, Franklin, Hancock, Kossuth, Mitchell, Winnebago, and Worth. HEAT seeks to raise the awareness of the public and private sectors within its region with regard to hazardous materials in their communities. Team members are trained in accordance with National Fire Protection Association and OSHA standards, and provide HAZMAT operations-level training to the eight-county emergency response community. Additional goals are to equip its team with state-of-the-art HAZMAT response apparatus, utilize baseline physicals and proper medical monitoring of team members, and train all firefighters within its region to utilize the Incident Command System. A typical response to an Emergency Health Service release in the region consists of a command vehicle, HAZMAT apparatus, up to 15 HAZMAT team members, and the necessary number of multidisciplinary support people for the impacted jurisdiction.

Evaluation Information:

HEAT has been recognized by the media, Iowa HazMat Task Force, and local industry. In 1994, \$15,000 was provided to train about 70 fire departments in four 4-hour sessions. Thus far, all but 23 fire districts have been trained. The eight-county region petitioned the Iowa State Emergency Response Commission to recognize the region and allow it to have a Regional Emergency Planning District.

Annual Budget:

FY 1995, \$156,802; FY 1996, \$69,970.

Sources of Funding:

Regional county special levy, Hazardous Materials Transportation Uniform Safety Act, Superfund Amendments and Reauthorization Act (SARA) III, and Mason City and North Iowa Mercy Health Center grants.

Family Preparedness 72 Hours

Contact:

J. Robert Johnson, CEM
Coordinator
Office of Emergency
Management
City of Sterling Heights
41625 Ryan Road
Sterling Heights, MI 48314
Tel: 810-726-7000 x136
Fax: 810-726-7007

Program Type:

Family preparedness.

Target Population:

Fourth graders in two school districts.

Setting:

Sterling Heights.

Project Startup Date:

1994.

Program Description:

In May of each year the Fire Department Training Division includes the *Family Preparedness 72 Hours Workbook* in their Hunt for Home Hazards program in fourth-grade classrooms. The students take the workbook home and develop a home safety plan with their families. Presentations are also made to any group or individual requesting information on family preparedness, and the Community Relations Department distributes more than 250 workbooks to new residents each month in this manner.

Evaluation Information:

Families are better prepared for emergencies. Emergency departments throughout the United States and Canada have requested copies of the *Family Preparedness 72 Hours Workbook* and related materials. In addition, presentations on the topic have been well received by the Girl Scouts and others. Mr. Johnson received a certificate of achievement for professional development and completion of a family protection conference from FEMA's National Emergency Training Center.

Annual Budget:

\$400.

Sources of Funding:

Office print budget.

Lakeland Fire District Medical Bicycle Response Unit

Contact:

Robert Lee Fink, Ed.D.
Captain/ Acting Chief
Lakeland Fire Department
929 Johnson Avenue
Ronkonkoma, NY 11779
Tel: 516-981-0368
Fax: 516-588-8816

Program Type:

Delivery of emergency medical health care and advanced life support via a medical bicycle response unit.

Target Population:

Members of the suburban community, when emergency vehicle access is hampered by crowd density, rough terrain, or disaster.

Setting:

Suffolk County, New York.

Project Startup Date:

1995.

Program Description:

The Medical Bicycle Response Unit delivers emergency medical care and advanced life support in areas that are not accessible to vehicles due to crowds, rough terrain, or disasters that have resulted in debris or downed trees blocking roadways. This emergency help can be provided via a quick-response, easy-to-deploy light rescue unit that has already proved useful at large, heavily attended events.

The unit's bicycles are fully self-sufficient, carrying medical equipment that can handle traumas and cardiac arrests, and are equipped with cellular phones and portable radios. All team members must be firefighters who are also trained as either emergency medical technicians or paramedics.

Although based in the Lakeland Fire Department, the Medical Bicycle Response Unit is available to other departments in the county on a mutual aid basis.

Evaluation Information:

The Medical Bicycle Response Unit has received letters of commendation from the Suffolk County Health Services director and the Exchange Ambulance Corporation of the Islips for its unique provision of medical care.

Annual Budget:

\$2,000.

Sources of Funding:

Local corporate donations.

Telephone Book

“Community Pages”

Contact:

Sue Patterson
Oregon Trail Chapter
American Red Cross
c/o Emergency Services
P.O. Box 3200
Portland, OR 97208
Tel: 503-284-0011 x238

Program Type:

Providing basic first aid and emergency preparedness information and directions in the telephone book.

Target Population:

Portland area residents.

Setting:

Portland, Oregon.

Project Startup Date:

1995.

Program Description:

Under the leadership of Mayor Vera Katz, and with help from U.S. West Communications and the local Red Cross, Portland phone books now contain valuable information about lifesaving first aid and other health-related material. In addition, an emergency preparedness guide includes topics such as what to do when there is a flood or earthquake, how to purify water, what to put in a survival kit, what to do during a hazardous materials accident, fire safety, and what to do during severe thunderstorms and winter storms. These guidelines are designed to help residents prepare for and live through emergencies; users are referred to city and county emergency services, the American Red Cross, and the Civil Defense office for more information.

Evaluation Information:

The community pages are used extensively, especially when communications are down. A similar program is implemented in San Francisco, California, and is sponsored by Pacific Bell, which also provides the information in a variety of languages.

Annual Budget:

N/A.

Sources of Funding:

U.S. West Communications.

Sources for Additional Information:

Catlin Smith
Oregon Trail Chapter
American Red Cross
c/o Emergency Services
P.O. Box 3200
Portland, OR 97208
Tel: 503-284-0011 x296

Dr. Caleb Burns
Portland Psychology Clinic
2154 Broadway, NE.
Suite 110
Portland, OR 97232
Tel: 503-288-4558

Arlington County Emergency Management System

Contact:

Captain William M. Moultrie,
CEM
Deputy Coordinator of
Emergency Services
Arlington County Fire Department
Arlington County Government
2100 Clarendon Boulevard
Suite 400
Arlington, VA 22201
Tel: 703-358-3357
Fax: 703-358-7097

Program Type:

Disaster preparedness and emergency management.

Target Population:

All workers and residents of the county.

Setting:

Countywide.

Project Startup Date:

1992.

Annual Budget:

No funds specifically allocated for this program. The Staff Assistant to the Fire Chief was responsible for maintaining the program, so that the only outlay was a portion of his annual salary. Currently, there are only ancillary costs: printing of manuals and documents and a portion of personnel expenses.

Sources of Funding:

Arlington County Fire Department budget.

Program Description:

Arlington County's Emergency Management System was designed to provide the ability to respond to natural and/or technological disasters in a rapid and efficient manner. The system has three basic components: the Emergency Management Team (EMT), the Emergency Planning Team (EPT), and six functional task group teams. The EMT is composed of the directors of police, fire, public works, public affairs, and the County Manager's office. It is the core of the system and the decisionmaking body. The EPT is the thinktank that anticipates future issues and makes recommendations to the EMT. The EPT and task groups brief the EMT hourly in the early stages of an incident (less frequently as the incident diminishes). During normal business, the EPT reviews the emergency operations plan to ensure that it is current. The EPT includes personnel from departments throughout the county, such as the police, sheriff, fire department, public works, public affairs, County Manager's office, parks and recreation, schools, technology and information services, and Department of Human Services. The six functional task group teams each have a different area of responsibility: shelters, communications, resources, routing and traffic control, employee support, and recovery. Members also include personnel from outside county government who have special expertise. Any of the EMT members can convene the entire team. Through the chain of command, fire and police chiefs would invoke the system. The emergency communications center would call system members who would assemble in the emergency operations center (EOC). Each team is in a separate area of the EOC. They can communicate in person or by 800 MHz radio. As an incident unfolds, the task groups monitor it on primary radio channels to anticipate resource needs, etc.

Evaluation Information:

The program has undergone independent evaluation and has received feedback from participants in the program. Two Air Force Reserve officers, both Individual Mobilization Augmentees, have reviewed the program and participated in annual disaster exercises in which the program is evaluated. Both commented that Arlington's emergency management system was extraordinarily well developed and considerably ahead of most jurisdictions in emergency management. After each exercise, participants fill out a critique to assess their knowledge of the exercise. Results indicate a high knowledge/comfort range.

National Oceanographic and Atmospheric Administration (NOAA) Weather Radio Promotion Project

Contact:

Christine E. Ohlsen
Project Coordinator
Washington State Grange
P.O. Box 1186
924 Capitol Way South
Olympia, WA 98507-1186
Tel: 360-943-9911
Fax: 360-357-3548

Program Type:

Public service project to supply facilities with NOAA weather radio receivers to increase disaster preparedness.

Target Population:

All citizens in Washington State, especially those in charge of facilities with a large number of people (schools, nursing homes, and hospitals).

Setting:

Statewide.

Project Startup Date:

1993.

Program Description:

The Washington State Grange, a nonprofit, public service organization, initiated the project, providing for the acquisition of NOAA weather radio receivers by all citizens and, especially, by facilities with responsibility for a large number of people.

The Grange placed weather radio receivers in every school district and hospital within signal coverage of existing NOAA weather transmitters, resulting in distribution in each of the State's 39 counties. NOAA, the National Weather Service, Federal Emergency Management Agency, and Washington State Emergency Management supported this effort.

Plans for placement of weather receivers in State long-term care facilities is now underway. Future target areas include State parks, marinas, hotels and motels, shopping malls, and office buildings.

Evaluation Information:

The National Oceanographic and Atmospheric Administration (NOAA) Weather Radio Promotion Project has been awarded the NOAA Public Service Award from the U.S. Department of Commerce, received 105 thank you letters from school districts and hospitals, and been the subject of approximately 140 newspaper and newsletter articles. In honor of the program, the governor proclaimed December 12, 1994, "Washington State Grange—NOAA Weather Radio Day." In May 1994, the program was the topic of the monthly television program "Farm-City Forum." Delegates at the 1996 California State Grange convention unanimously voted to undertake this project in California.

Annual Budget:

Not budgeted.

Sources of Funding:

Washington Public Utility Districts Association, Washington Health Foundation, Washington State Association of Hospital Auxiliaries.

Redmond Community Forum— Dealing With Disaster

Contact:

Robert Schneider
Emergency Preparedness
Coordinator
Redmond Fire Department
City of Redmond
8450 161st Avenue, NE.
Redmond, WA 98052-3584
Tel: 206-556-2130
Fax: 206-556-2227

Program Type:

Forum of volunteers advising city government.

Target Population:

Persons living or working in Redmond, Washington (40,000 to 60,000).

Setting:

Redmond, Washington.

Project Startup Date:

1995.

Program Description:

The forum is a community participation program designed to create ongoing dialog among citizens and to enable citizens to act as advisers to city government. Volunteer participants must live or work in Redmond and meet with other citizens two or three times each year. The citizens, led by a convener, meet in small groups of 8 to 12, view a specially prepared videotape on the forum's topic, and then discuss the topic. The videos also are shown on the city's cable channel. At local high schools, teachers of American Government hold forums for juniors and seniors. A local business, SAFECO, hosted lunch-time Dealing With Disaster forums for its employees.

The forums attract many more participants than traditional public meetings; unlike many such meetings, no podiums or microphones are used, encouraging citizens to enjoy meeting others. Some participants later became commission or board members; two now sit on the City Council.

Next, the groups work together, and each participant is asked to respond to written, objective questions in a survey called an Opinionaire®. A summary report, called a Viewspaper®, is prepared and distributed to the participants. Detailed reports, breaking out responses demographically, are distributed to government officials and the media and are made available to the public.

Previous forums have dealt with growth management, the future of Redmond, youth issues, regional transit, Redmond's economic strategy, water, and recycling. A record 1,201 people (including 208 young people) participated in the Dealing With Disaster forum; their input will be incorporated into a new preparedness strategy for the community. Although only 11 percent of adult participants were deemed "very prepared" for an emergency, most participants were motivated to improve.

Evaluation Information:

The Dealing With Disaster forum's program materials and video were cited by Washington State Military Department's Emergency Management office, and the Emergency Preparedness Coordinator was asked to make a presentation at the 1996 Washington State Emergency Management Conference. A subsequent forum revealed that over half of the participants in the Dealing With Disaster forum became better prepared. The Dealing With Disaster video has been shown to an additional 2,500 citizens since the initial project.

Annual Budget:

\$30,000 (of which \$20,000 is for staff time).

Sources of Funding:

City taxes.

Emergency Preparedness and Safety Merit Badge Seminar

Contact:

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

Program Type:

Boy Scout merit badge program for safety and emergency preparedness.

Target Population:

Racine County area Boy Scouts.

Setting:

Countywide.

Project Startup Date:

1994.

Program Description:

The requirements for the Safety Merit Badge complement Racine County Emergency Management's family preparedness campaign. Topics of the 4-hour program include overviews of home safety, severe weather, fire safety, carbon monoxide poisoning, natural gas, and how to develop a home safety plan. The seminar is geared to helping youth and to informing the public about the family preparedness campaign. To make the program successful, Racine County Emergency Management partnered with Racine police and fire departments, Neighborhood Watch, the Red Cross, Wisconsin Natural Gas and Electric, and a local television station. The mayor and county executive proclaimed a "Safety Merit Badge Day."

Evaluation Information:

In 1994 Racine County Emergency Management sponsored the Safety and Emergency Preparedness Merit Badge Seminar, which complements its family preparedness campaign. Fifty boys participated in 1994 and 65 in 1995. Other agencies joined the effort. Evaluations of the seminar were positive, and the boys who attended would like to attend more seminars. The program is cost effective and media attention is generated. In addition, the program fosters cooperation among agencies and provides a model for successful implementation elsewhere.

Annual Budget:

N/A.

Sources of Funding:

The only cost was staff time. FEMA and the American Red Cross provided all the literature at no charge. All speakers came from speakers bureaus. Wisconsin Electric provided refreshments and handouts, and made the photo identification badges.

Northeast Wisconsin Hazmat Task Force (NWHTF)

Contact:

Nancy H. Crowley, CEM
Director
Northeast Wisconsin Hazmat
Task Force
Manitowoc County Emergency
Management
1025 South Ninth Street
Manitowoc, WI 54220
Tel: 414-683-4207
Fax: 414-683-4568

Program Type:

HAZMAT response task force.

Target Population:

646,443 residents in 9 counties in Northeast Wisconsin who do not have hazardous materials emergency response capabilities.

Setting:

Strategic locations in Sheboygan, Manitowoc, and Oshkosh counties.

Project Startup Date:

1994.

Program Description:

NWHTF is an 85-member task force that by cooperative agreement is strategically located in three Wisconsin counties, forming a triangular blanket of coverage for 9 counties that do not have hazardous materials emergency-response capabilities. The task force has a wealth of resources in personnel and equipment, training, and experience. It can put a fully equipped response vehicle and staff on the scene of most Level A incidents within 30 minutes and cover a significant portion of Northeast Wisconsin within 1 hour. Advantages offered by the counties' consolidation of resources include faster response times to a larger geographical area, more personnel than any single team, elimination or reduction of duplication in services, cost reductions, broader acumen of personnel, greater equipment resources, more specialization in functions and capabilities, and better local response.

Evaluation Information:

The team received an award for excellence from the Environmental Protection Agency at a 1994 exercise. Two units of the team have worked together at an incident. To date, there has not been an incident requiring all three units.

Annual Budget:

\$900,000 over a 5-year period.

Sources of Funding:

State grant.

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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	_____	_____	_____
Hazardous materials	_____	_____	_____
Training/technical assistance	_____	_____	_____

Additional comments:

(Optional)

Name _____

Address _____

City _____ State _____ ZIP _____

Telephone () _____ Fax () _____



An 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 copying* and can be copied elsewhere. It includes initiatives such as inventive coordination among organizations, volunteer projects and resource sharing, and other innovative and highly effective emergency management activities. In addition, the reviewers look for emergency management practices that not only meet recommended standards in the industry but that, through innovations, exceed them. Each nomination should include 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 “New Programs/Update Form.” This format is preferred for your nominations, which may be sent to: Compendium of Exemplary Practices in Emergency Management, PT-SL-PL, Room 614, FEMA, 500 C Street, SW., Washington, DC 20472. All submissions will be reviewed by a screening panel representing the broad spectrum of the emergency management community.

New Programs/Update Form

Please use this form to correct or add information to programs that appeared in either *Compendium* or to nominate new programs for the next edition. To update, simply fill in the title of the program and the lines on which information has changed.

Name of Person Filling Out This Form _____

Telephone Number () _____

Exemplary Practices in Emergency Management

Name of Exemplary Practice and Acronym _____

Full Name of Contact Person _____

Title _____

Name of Agency or Association _____

Street Address _____

City _____ State _____ ZIP _____

Telephone Number () _____ Fax Number _____ E-mail _____

Type of Exemplary Practice _____

Population Served (who will use this practice) _____

Setting (where is this practice located, e.g., in "downtown" commercial area of a small city)

Startup Date (calendar year) _____

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

Annual Budget _____

Sources of Funding (be specific if they are foundations and/or Federal sources)

Program Description (goals and operation); please limit to 200 words on a separate page.

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

Please also enclose a brochure or any other backup information that provides detail about the practice.

