
Orange County Comprehensive Emergency Management Plan Recovery Annex

I. Introduction

The recovery annex establishes a detailed framework of Federal and State government support for local government efforts to restore essential public and social services following a disaster. Much of this support involves the coordination and administration of Federal and State disaster assistance. This annex will outline the county's procedures for assessing the need for, applying and administering Federal and State disaster assistance programs.

II. General

A. Lead Agency

The Orange County Office of Emergency Management (OCOEM) is responsible for coordinating Federal and State disaster recovery activities.

B. Support Agencies

Disaster recovery is a coordinated effort in Orange County, it involves representatives from all 20 Emergency Support Functions (ESFs), the 13 jurisdictions of Orange County, and various public and private entities.

C. Disaster Recovery Management (See Figure 1)

1. Disaster recovery management rests with the Executive Policy Group (EPG). From there they delegate the execution of recovery operations to the Director of Emergency Management.
2. The Director of Emergency Management oversees the entire recovery effort and serves as the management liaison between the decisions of the EPG and all county agencies and organizations involved in recovery operations.
3. The EOC Supervisor is responsible for the day-to-day operations of the Orange County Emergency Operations Center (OCEOC) during recovery operations.
4. In the EOC, recovery operations is broken into three branches, these being:

- a. Human Needs Branch- This branch is responsible for identifying and addressing the needs of citizens and recovery workers. To accomplish this they utilize community relation teams to gather information on the needs of individual citizens within the disaster affected area. This branch includes the following Emergency Support Functions: ESF #6, ESF #8, ESF #11, and ESF #17. The lead ESFs will depend on the incident and what are the predominate human needs (i.e. medical care, sheltering, mass feeding). Typically the lead ESF would be ESF #6.
- b. Logistics Branch- The Logistics Branch is responsible for assisting in procuring and utilizing equipment or personnel that are needed to complete recovery missions. (i.e. Bulldozers, Transportation to the site, etc). This branch includes the following Emergency Support Functions: ESF #1, ESF #2, ESF #3, ESF #7, ESF #12, ESF #15, and ESF #20. The branch will be led by ESF #7-Resource Support.
- c. Recovery Branch- The Recovery Branch is responsible for administering on-going recovery operations. This branch is composed of the following Emergency Support Functions and agencies: ESF #13, ESF #19, FEMA Recovery Staff, and the Florida DEM Recovery Staff. The lead agency for this branch would typically be the Orange County Office of Emergency Management (OEM).

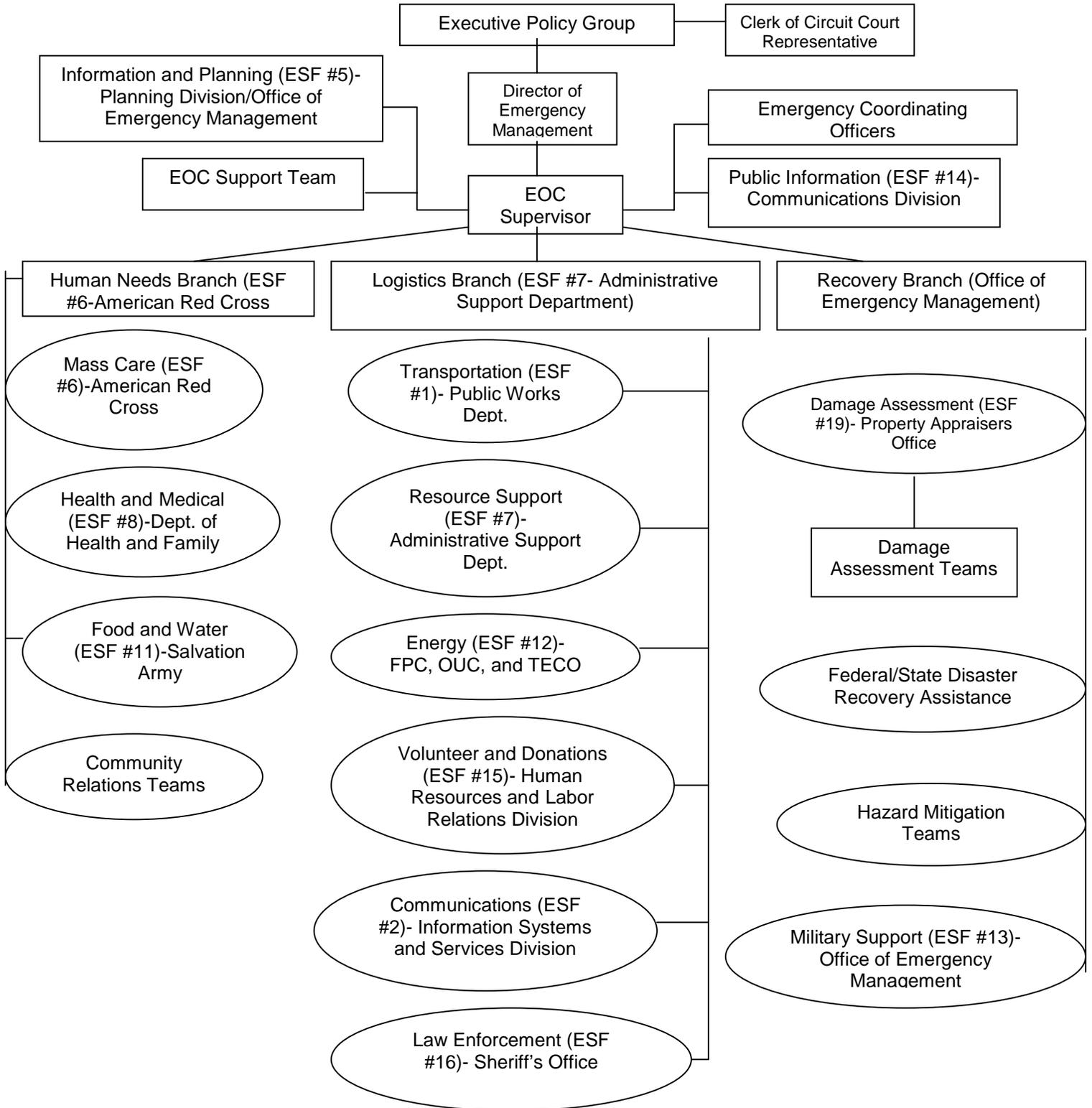
D. Coordination with local jurisdictions

ESF #19 will contact the local jurisdictions from the OCEOC. They will be contacted regarding deployment and coordination of the Damage Assessment Teams. These jurisdictions will forward all damage reports to ESF #19 in the OCEOC.

E. Coordination with the Disaster Field Office (DFO)

Coordination between the DFO and the OCEOC will be accomplished through a permanent OCEOC representatives being assigned to the DFO throughout the recovery operation.

Figure 1: EPG and EOC Recovery Operations Organization



E. Lead and Support Agency Responsibilities

1. Lead Agencies Responsibilities

- a. OCOEM as the lead agency is responsible for the following actions:
 - i. Collect and process information concerning recovery activities while the response phase of the disaster is still ongoing.
 - ii. Coordinate county-wide damage assessment and recovery efforts.
 - iii. Coordinate the dissemination of information on State and Federal emergency assistance available to public and private agencies, organizations, individuals, and families.
 - iv. Supply technical information, advice, and assistance in procuring available Federal and State emergency assistance.
 - v. Establish contact with State Coordinating Officer (SCO) and Federal Coordinating Officer (FCO).
 - vi. Review and verify damage assessment and assistance information.
 - vii. Task county level organizations to provide personnel to serve on damage assessment teams based upon the nature of the disaster.
 - viii. Identify resource requirements.
 - ix. Coordinate with DRC managers, and key staff as needed.
 - x. Coordinate the development of action plans as required.

2. Support Agencies Responsibilities

- a. ESF #1-Transportation (Central Florida Regional Transportation Authority)
 - i. Facilitates the transportation needs of the damage assessment teams and recovery operations.
 - ii. Assists in inspecting damage to transportation routes and systems.
- b. ESF #2-Communications (Orange County Communications)
 - i. Assists in the communications needs of the damage assessment teams and recovery operations.
- c. ESF #3-Public Works and Engineering (Orange County Public Works Department)
 - i. Inspects roads and other facilities to determine damage.

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- d. ESF #4-Firefighting (Orange County Fire Rescue Department)
 - i. Assists in containing and extinguishers fires so recovery efforts can begin and be completed.
 - e. ESF #5-Information and Planning (Office of Emergency Management)
 - i. Coordinates the activities of the ESFs during disaster recovery operations.
 - f. ESF #6-Mass Care (American Red Cross)
 - i. Provides for the housing and feeding of the damage assessment teams.
 - g. ESF #7-Resource Support (Orange County Administrative Support Department)
 - i. Procures supplies and equipment requested by damage assessment teams or by recovery workers.
 - h. ESF #8-Health and Medical (Orange County Administrative Support Department)
 - i. Responsible for the physical and mental health of recovery workers.
 - i. ESF #9-Urban Search and Rescue (Orange County Fire Rescue Department)
 - i. Assists recovery teams in gaining access to damaged buildings and structures by ensuring their safety.
 - j. ESF #10- Hazardous Materials (Orange County Fire Rescue Department)
 - i. Assists in containing and clearing hazardous materials so that recovery efforts can be completed.
 - k. ESF #11-Food and Water (The Salvation Army)
 - i. Coordinates the acquisition and distribution of food stuff and bottled water to the disaster recovery effort.
 - l. ESF #12-Energy (Florida Power Corporation, Orlando Utilities Commission, and TECO Peoples Gas System, Inc.)
 - i. Provides for the energy needs of the recovery efforts, this can include facilities as well as ongoing recovery projects.
 - m. ESF #13-Military Support (Orange County Office of Emergency Management)
 - i. Assists ESF #16 in providing security for recovery operations.

- ii. Assists where appropriate in conducting damage assessments and emergency repair work to aid the recovery effort.
- n. ESF #14- Public Information (Orange County Communications Division)
 - i. Serves as a point of contact for the media in regards to releasing recovery information.
 - ii. Distributes information to the public on available disaster assistance programs.
 - iii. Staff and coordinate the activities of a Joint Information Center.
- o. ESF #15- Volunteers and Donations (Orange County Human Resources and Labor Relations Division)
 - i. Assists in coordinating the delivering and distribution of received donations.
 - ii. Organizes volunteers to assist in the disaster recovery effort.
- p. ESF #16- Law Enforcement and Security (Orange County Sheriff's Office)
 - i. Provides security for damaged facilities and regions.
 - ii. Provides security for recovery workers.
- q. ESF #17- Veterinary/Animal Care (Orange County Animal Services and Cooperative Extension)
 - i. Provide support in regards to personnel and resources to aid damage assessment teams and recovery projects.
- r. ESF #18- Business and Industry
 - i. Serves as the point of contact for businesses and industry in Orange County in the event of a disaster and throughout the recovery effort.
- s. ESF #19-Damage Assessment (Orange County Property Appraiser's Office)
 - i. Conducts damage assessments in the impacted area.
 - ii. Collects and forwards damage assessment reports to ESF #5.
- t. ESF #20-Public Utilities (Orange County Utilities)
 - i. Inspects and repairs county facilities for damages.

F. Municipal and State Coordination

1. Coordination with State and municipal authorities is accomplished through the OCEOC. (See Figure 1)

G. Response and Recovery Coordination

1. Integration of Response, Recovery and Mitigation Actions

Following an emergency and/or disaster, immediate response operations to save lives, protect property, and meet basic human needs have precedence over longer-term objectives of recovery and mitigation. However, initial recovery planning should commence at once in tandem with response operations. Actual recovery operations will be initiated to commensurate with county priorities and based on the availability of resources. In recognition that certain response and recovery activities may be conducted concurrently, coordination at all levels is essential to ensure consistent State and Federal actions.

Mitigation opportunities should be actively considered throughout emergency operations. Decisions made during response and recovery operations can either enhance or hinder subsequent mitigation activities. The urgency to rebuild as soon as possible must be weighed against the longer-term goal of reducing future risk and lessening possible impacts should another emergency occur.

2. Disaster Field Office

When a Presidential disaster declaration is issued in response to an incident, key Federal and State recovery officials will establish and co-locate at a Disaster Field Office (DFO). The DFO serves as the hub for the coordination of Federal and State disaster assistance as well as a focal point for associated recovery and reconstruction issues.

- a. Orange County will also maintain a permanent representative in the DFO to facilitate efficient coordination between county, State and Federal agencies.

3. Obtaining and Administering State and Federal Disaster Assistance

a. State Disaster Assistance

Chapter 93-128, Laws of Florida, establishes the Emergency Management Preparedness and Assistance Trust Fund (Trust Fund) to support State and local emergency management activities. The Trust Fund is funded through an annual surcharge imposed on homeowners and business insurance policies. Twenty percent of this Trust Fund is reserved, by Statute, to provide for State relief assistance for non-Federal declared disasters, including, but not limited to, grants and below-interest rate loans to businesses for uninsured losses resulting from a disaster.

The Florida Division of Emergency Management (FDEM) is charged with the responsibility for developing administrative rules to establish and implement this State disaster relief program. Once adopted, these rules will establish thresholds, allowable reimbursable costs, cost share ratios, and the like. Accompanying these rules will be an administrative plan which will detail the specifics of this State relief program. When promulgated, these rules should incorporate certain general considerations, including:

- i. The magnitude of affected population;
- ii. The impact on a jurisdiction's existing financial resources;
- iii. The availability of other sources of relief;
- iv. The assistance to individuals;
- v. The assistance to public entities; and
- vi. The assistance to private businesses.

b. Federal Disaster Assistance

"The Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act)," Public Law 93-288, as amended by the Disaster Mitigation Act of 2000 (DMA2K) was enacted by the Congress of United States to supplement the efforts of State and local governments during and after a Presidential Declaration for emergency or major disaster. The Stafford Act as amended by the DMA2K was not intended to provide 100% reimbursement for all damages incurred during an emergency or disaster, but permits Federal assistance, when the State and local governments have exhausted their resources and capabilities.

There are several forms of Federal disaster assistance that does not include a Presidential disaster declaration, they include:

- Search and Rescue (U.S. Coast Guard)
- Flood Protection (U.S. Army Corps of Engineers)
- Emergency Food Programs (U.S. Dept. of Agriculture)
- Small Business Administration Loans

Following a Presidential disaster declaration the following Federal disaster assistance can include:

- Public Assistance
- Individual Assistance
- Hazard Mitigation Programs

4. Orange County Recovery Activities

Orange County is the first source of disaster response and recovery assistance. When local resources are insufficient to cope with the damage, losses or suffering from a disaster, State and Federal programs may provide direct assistance to affected local governments and/or individuals.

This assistance must be specifically requested by Orange County. It is essential that local authorities be aware of and understand their roles and responsibilities in relation to State and Federal assistance programs and are cognizant of the conditions and limitations associated with these programs.

Orange County like most counties in Florida does not have a fund set aside to provide public or individual assistance in a disaster. Orange County depends on the assistance that non-governmental agencies can provide, such as from the Salvation Army and American Red Cross. However, Orange County will provide the maximum amount of assistance to citizens whether the disaster is declared or undeclared.

III. Recovery Functions

A. Damage Assessment Functions

1. Damage Assessment Organization

a. Orange County ESF #19-Damage Assessment

The lead agency for ESF #19 is the Orange County Property Appraiser's Office (OCPAO). They have the responsibility of maintaining and training all county damage assessment teams. These teams are composed primarily of OCPAO personnel but also include personnel from other county and municipal agencies.

b. State of Florida Rapid Impact Assessment Team (RIAT)

RIAT will be deployed to assist Orange County in conducting an immediate damage assessment during an initial damage assessment or more often in the preliminary damage assessment phase. RIAT is composed of military and civilian State employees. This team can be requested via the State Emergency Operations Center (SEOC).

2. Coordination of Damage Assessment

- a. Once emergency conditions subside, rapid and thorough assessments must be conducted to assess the overall damage to homeowners and businesses within the affected areas; to assess the overall damage to critical public facilities and services; and to determine whether those damages are sufficient to warrant supplemental Federal disaster assistance. In a catastrophic disaster when damage assessment has been waived, information and data on damages must still be compiled for briefings, planning for additional recovery resources, and prioritizing recovery efforts.
- b. The decision to deploy State damage assessment teams will be made in coordination with affected local governments. Number of teams, time of arrival, duration of stay and need for additional resources will be discussed with the State Coordinating Officer (SCO) at the time of request.
- c. ESF #19 will also make contact with the affected jurisdiction's management in order to coordinate damage assessment operations. When possible county and State teams should be

augmented with personnel from the affected jurisdiction. Prior to the arrival of county damage assessment teams the jurisdiction's EOC and/or management should forward damage assessment reports to the OCEOC for coordination purposes. *(Coordination with the jurisdiction is also covered on Page R-2 D.)*

- d. ESF #19 will be prepared to conduct a Rapid Impact Assessment (RIA) of the county as immediate as it is safe to do so. A RIAT team can be requested from the SCO to accomplish this assessment if resources are not available locally. All ESFs will report the following essential elements of information to ESF #5 staff at the EOC as applicable:
 - Boundaries of the disaster area(s);
 - Status of transportation systems;
 - Access points to the disaster area(s);
 - Status of communications systems;
 - Status of medical systems;
 - Disaster casualty information;
 - Shelter/mass care information/needs;
 - Damage to utility systems;
 - Status of critical facilities (see Appendix 1, Basic Plan); and
 - Major resource needs/shortfalls.
- e. ESF #5 staff will compile and distribute this information to the Executive Policy Group. The focus of the RIA will be to document the impacts of the emergency on disaster victims and communities in order that declarations of emergencies can be initiated and request for assistance activated up to the State level.

2. Initial Damage Assessment

An initial damage assessment must be performed by the Orange County ESF #19 to assess the impacts of the disaster and to determine if the needs can be met with local resources or if State and Federal assistance will be required. If outside assistance will be required, the initial damage assessment will be used as the basis for a local declaration of emergency. Supporting ESF #19 include the following agencies/organizations:

- American Red Cross of Central Florida
- Orange County Public Works
- Orange County Cooperative Extension Service
- Orange County Building Department
- Orange County Utilities

- Orlando Utilities Commission
- TECO Peoples Gas
- Florida Power Corporation
- Orange County School Board
- Orange County Environmental Protection Dept.
- City of Orlando ESF #19

The data collected from the Initial Damage Assessment will be collected by ESF #5 and that information will be transmitted to the EOC Operations Desk who in turn transmits this information to the State Emergency Operations Center for review and action.

3. Preliminary Damage Assessment

- a. Once the declaration of local state of emergency has been made, and the initial damage assessment transmitted to the SEOC by ESF #5, a Preliminary Damage Assessment (PDA) must be conducted. A PDA is conducted by the State and FEMA to verify the severity of the impact and justify the need to pursue a request for Federal assistance. If a PDA is initiated, ESF #19 should be prepared to accompany the team and provide transportation and maps of the affected areas. The more expeditiously the data can be collected, the quicker a potential disaster declaration can be obtained. Damage assessment procedures, forms and requirements for requesting State and FEMA assistance are contained in "The Handbook for Disaster Assistance" from the FDEM and ESF #19 annex to the CEMP.
- b. The role of the State and FEMA damage assessment teams will be to verify the results of the initial damage assessment. Upon arrival, State and FEMA damage assessment teams will meet with local officials and be briefed on the results of the initial damage assessment.
- c. In the event of a catastrophic disaster where the magnitude of the disaster is so great that justification is not needed to obtain a Presidential Disaster Declaration, damage assessment is conducted after the declaration as a tool to guide the overall massive recovery effort.

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- d. In all cases, the mission of the local, State and FEMA damage assessment teams is to:
 - i. Assess the extent of damage to individual homeowners and businesses;
 - ii. Assess the extent of damage to public facilities; and
 - iii. Assess the extent to which the immediate emergency needs of the public are being met and the need for additional State assistance.
 - e. Once the damage assessment is completed, an exit interview will be conducted with local officials to discuss the results of the damage assessment, as well as the need for supplemental State and Federal disaster assistance. The State damage assessment teams will analyze the information gathered to determine whether the needs can be met with State assistance or if the extent of the damage warrants a request by the Governor for Federal disaster assistance.
 - f. The Preliminary Damage Assessment can be conducted through a number of different methods that can be utilized depending on the situation, these include:
 - i. Aerial Reconnaissance- This survey will be implemented using fixed-wing and rotary aircraft to access a large area or because access to the disaster affected area is blocked.
 - ii. Windshield Survey- This process is used to access quickly the extent of the damage in a relatively short amount of time. This type of assessment involves damage assessments team driving around the disaster-affected area to record the number of homes and business damaged or destroyed.
 - iii. Walk-through- This method is the most thorough method of assessing damages. It will involve the use of damage assessment teams walking through disaster-affected areas and categorizing damages to homes and businesses. This type of assessment is critical before a Federal disaster declaration can be implemented.
4. Accessing Economic Injury

In Orange County accessing the extend and magnitude of a disaster on the business and industrial sector is accomplished through ESF #18- Business and Industry and ESF #19- Damage Assessment. ESF #18 will serve as the lead agency in access the business and industry in the affected area. ESF #18 will also conduct in

coordination with ESF #19 and the Federal and State authorities in conducting an initial and preliminary damage assessment.

B. Disaster Recovery Center

A Disaster Recovery Center (DRC) will be established in the immediate area to provide immediate “one-stop shopping” for information and tele-registration. The DRC is the Federal government’s primary mechanism for delivering disaster assistance information to disaster victims. OCOEM will provide State and Federal agencies with a list of location that can serve as a DRC. FEMA’s guidelines for determining whether a facility may serve as a DRC include:

- Minimum of 5,000 square feet of floor space.
- Waiting area capable of accommodating 100 persons.
- Access for the disabled.
- Separate areas for child-care, crisis counseling and first aid.
- Adequate parking.
- Located near public transportation systems.
- Adequate utilities and communications.
- Adequate restrooms and janitorial services.

The following are considerations that should be taken into account in opening and operating a DRC:

- In the after-math of a disaster, disruptions to the transportation system may make it difficult for many disaster victims to get to locations and sites where assistance information is available. To make it easier for individuals, one or more DRCs should be established.
- Once DRC locations have been confirmed, local State and Federal Public Information Officers (PIOs) will prepare a coordinated news release to advise disaster victims of the DRC locations, assistance programs available and any documentation and other materials necessary to support applications for disaster assistance.

1. DRC Management and Operations:

- a. Once a Presidential Disaster Declaration has been approved, the Executive Director of Emergency Management in cooperation with the EPG will request from the SEOC the establishment of DRCs in Orange County.
- b. The FDEM will appoint a State Liaison for each DRC. The Liaison will work closely with the FEMA DRC manager in the

establishment and daily operations of the DRC to ensure proper staffing.

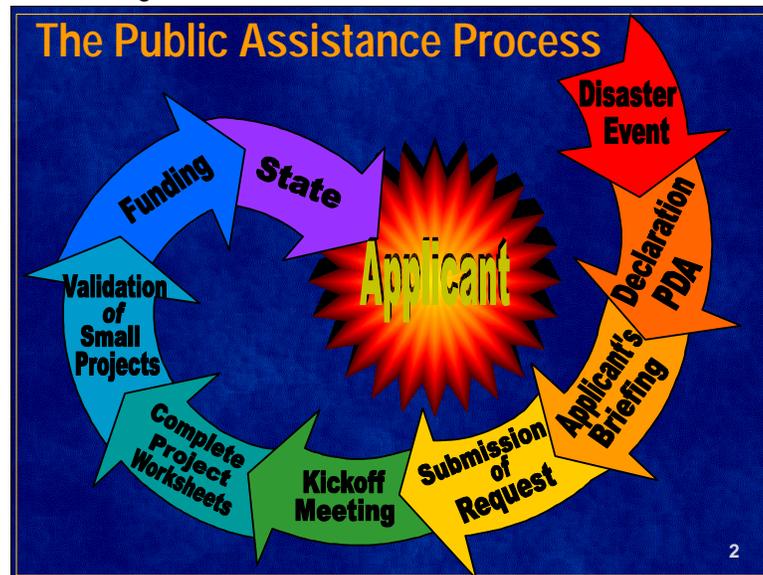
- c. DRC hours of operation will be determined jointly by the State and Federal Coordinating Officers.
- d. Orange County will maintain a constant representation in the DRC. OEM will act as the overall coordinator in cooperation with the State and Federal government on the overall operation and coordination of the DRC. Once the DRC is activated OEM will notify the appropriate agencies/individuals via e-mail, phone, fax, pagers, etc. The agencies that will be represented in the DRC include:
 - Orange County Office of Emergency Management
 - Orange County Department of Health and Family Services
 - American Red Cross of Central Florida
 - Area Agency of Aging

C. Public Assistance Program

This program is based on a partnership of FEMA, State and local officials. Their roles and responsibilities are included below:

- FEMA's role revolves around customer service and assistance. In this role, FEMA will provide more information about the program in various media before the disaster strikes and more technical assistance in the development of damage descriptions and cost estimates after the disaster.
- As grantee, the State is responsible for administering the Federal grant. FEMA and State officials will meet soon after the declaration to develop a public assistance recovery strategy, which will address FEMA and State staffing plans. FEMA will continue to assist the State, in ways mutually agreed upon, in meeting its responsibilities. (See Figure 2)
- The role of local governments and eligible private nonprofit organizations will prepare scopes of work and cost estimates for small projects will be allowed to do so, subject to 20% validation by FEMA or the State.

Figure 2: Public Assistance Process

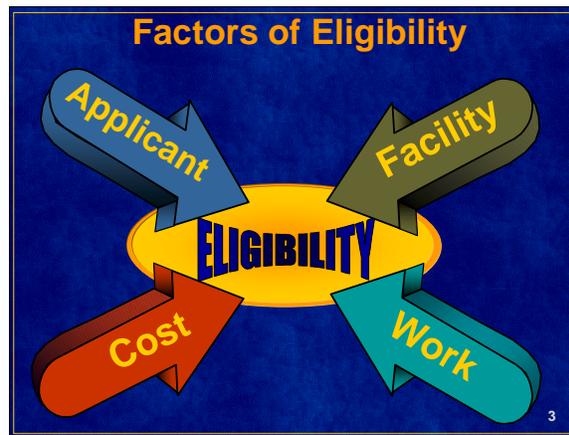


1. Planning Assumptions and Program Administration

a. Planning Assumptions

- i. The cost share for the public assistance program will be 75% supplied by the Federal government while 25% will be the responsibility of the State and county government. In Florida this 25% is divided into 12% paid for by the State and the remaining 12% are the responsibility of the county government.
- ii. Eligible candidate to the program may include State and local agencies/organizations including: medical facilities, custodial care facilities, educational facilities, emergency facilities, etc. (See Figure 3)
- iii. The public assistance program is a cooperate effort between local, State and Federal officials so inter-agency planning and coordination is critical.

Figure 3: Factors for Eligibility



b. Program Administration

Following the President's declaration of a disaster, the Governor's Authorized Representative (GAR) will conduct meetings for all potential applicants for public disaster assistance. FEMA will assign a Public Assistance Coordinator who will be the overall coordinator of the program. FDEM will assign an Applicant Liaison Officer to assist the individual applicants. The Public Assistance Coordinator will act as the flood-gate for Federal funds in regards to Federal disaster funds.

2. Agency Responsibilities

a. Primary Agency

Orange County will designate the Office of Emergency Management the point of contact and office for public and non-profit organizations to submit requests for public assistance.

b. Support Agencies

Depending on the scenario there will be a variety of local and county agencies/organizations in the public assistance program. Some of the lead support agencies may include:

- i. ESF #3-Public Works and Engineering (Orange County Public Works Department)
Identify and submit necessary paperwork to obtain public assistance funds to repair roads and other facilities that were damaged.

- ii. ESF #6-Mass Care (American Red Cross)
Works with the community assistance teams to identify and fund the short term and long term needs of the county.
- iii. ESF #8-Health and Medical (Orange County Department of Health and Family Services)
Works with the community assistance teams to identify and fund the short-term and long-term health needs of the county.
- iv. ESF #12-Energy (Florida Power Corporation, Orlando Utilities Commission, and TECO Peoples Gas System, Inc.)
Submits requests for public assistance for damages to the energy distribution infrastructure.
- v. ESF #14- Public Information (Orange County Communications Division)
Serves as a point of contact for the media in regards to releasing public assistance information.
- vi. ESF #18- Business and Industry
Serves as the coordination body to obtain and assist in distributing public assistance funds to affected business and industry in Orange County.
- vii. ESF #20-Public Utilities (Orange County Utilities)
Reports and obtains funding through the available public assistance program to repair county utility systems.

3. Concept of Operations

In order for a jurisdiction and/or organization to receive Federal assistance they must first fill out a Request for Public Assistance (RPA) form. An RPA is a contact information sheet used in identifying the applicants and determining their eligibility in the Public Assistance Program. The first principal step in requesting Federal aid is reporting damages. Next the jurisdiction and/or organization attend the Applicant briefing. At the briefing they will submit their RPA to the Federal/State assistance teams. Following the Applicant briefing there is a Kick-off meeting with the Public Assistance Coordinator to discuss the projects that require Federal funding. At this meeting the project's eligibility is determined. Finally, the projects are submitted and funded.

4. Applicant Briefing (Kick-Off meeting)

An applicant briefing will be scheduled to advise potential eligible applicants of the availability and requirements of Federal assistance. Each potential applicant will be asked to complete and return a Request for Public Assistance (RPA) form. The RPA reports damages suffered by each potential applicant and is used by the Federal Coordinating Officer to determine the number of damage survey and inspection teams.

a. Kick-Off Meeting Attendees

The public assistance coordinator, applicant liaison officer, and the eligible applicants should attend this meeting.

b. Acceptance and Denial Procedures

A completed RPA will be transmitted to the FCO for each potential applicant. If the RPA is denied by the FCO, the Applicant Liaison Officer will notify the potential applicant in writing, explaining the specific reasons for denial and providing information on appeal procedures.

c. Designation of Sub-grantee's

Potential applicants will also be requested to complete and return a "Designation of Sub-grantee's Agent" form and designates the official authorized to sign the funding agreements and execute relevant public assistance documents. Before any public assistance funds are released the State and the applicant must enter into a disaster relief funding agreement.

D. Debris Management

1. Lead Emergency Support Function

ESF #3 (Public Works Department) will be responsible for the overall coordination of debris management. It is anticipated that a significant number of personnel with engineering and construction skills, along with construction equipment and materials, will be required from sources outside the disaster area. The acquisition and deployment of these additional resources will be coordinated by the ESF #3 Team Leader.

2. Debris Management Primary Goals

Debris removal efforts will focus on clearing major transportation routes to allow for the movement of emergency vehicles, traffic, and emergency resources and supplies. After major transportation routes

have been cleared, debris will then be removed from secondary roadways, residential streets and public parks.

3. Debris Disposal

To minimize the impact on remaining landfill capacity, alternative means of disposal will be used whenever possible. Vegetative debris will either be burned or chipped. Burning provides the most expeditious means of disposal; however, the public health hazards resulting from large-scale burning of debris may require chipping either in addition to or in lieu of burning. Burn sites will be identified (preferably in rural areas away from population concentrations) by State and local officials.

Construction debris should be separated and disposed of accordingly. Appliances, for example, should be stockpiled (rather than taken to a landfill) until necessary arrangements can be made for disposal. Wood and other combustible materials should be burned or chipped along with vegetative debris.

4. Local and State Coordination

ESF #3 will be responsible for coordinating with local and state officials to secure necessary emergency environmental permits and legal clearances for debris removal and disposal.

E. Community Relations

Although applications for individual assistance programs will be made directly to the National Tele-registration Center "800" telephone number, the disruption in normal communications systems will expectedly result in isolated pockets of disaster victims who are unaware of the availability of disaster assistance programs.

1. Community Relations Management

ESF #6-Mass Care (American Red Cross) will serve as the lead for community relations for Orange County. The FDEM and OCOEM will coordinate with ESF #1 to transport the CRTs into the disaster areas(s). The following agencies may support ESF #6, they include:

- Orange County Office of Emergency Management
- Area Agency on Aging
- Orange County Health Department
- Salvation Army

2. Community Relations Teams

The Community Relations Teams (CRTs) are composed of Federal, State and county personnel that will identify and serve the needs of citizens impacted by a disaster. The CRTs responsibilities and duties include:

- Informing affected individuals of the disaster aid programs that are available to them.
- Identifying the status of community resources and needs (housing, food, running water, etc).
- Confirming that civilians in recovering from a disaster are being provided required and appropriate services (sheltering, food, mental health, etc).
- Conducting habitability inspections.

3. Identifying areas in need of the CRT

The CRTs are dispatched to locations within Orange County that are without power that may be unaware of the Disaster Recovery Centers or on-going public assistance programs. The areas covered by these teams will also be determined by statistics regarding individuals, which had not visited DRCs or called the National Tele-registration 1-800 number. Areas that will have a CRT deployed to it involve those areas with special populations (migrant workers, disabled individuals, etc). Another method to identify areas that need the services of a CRT is by coordinating operation with local community leaders and organizations, such as:

- Local churches
- Community Leaders
- Political leaders
- Local police and fire departments
- Non-profit organizations

4. Prior to closing DRCs, outreach efforts will verify that all affected residents are informed of the services available.

F. Unmet Needs Coordination

1. Identification of Unmet Needs

Unmet needs refers to any needs that an individual, family and/or community needs that is normally part of the regular disaster assistance provided by county, State, and Federal agencies/organizations. ESF #15 will also work on a continuing basis with local municipalities to identify and meet any unmet needs. Orange County will heavily utilize CRTs in identifying any unmet needs.

2. Lead and Support Agencies

a. Lead Agency

The Orange County Department of Human Resources and Labor Relations will serve as the lead agency under ESF #15 and in addressing unmet needs.

b. Support Agencies

The support agencies will include several agencies/organizations, these may include:

- Voluntary Agencies Active in Disaster (VOAD)
- Florida Interfaith Networking in Disaster (FIND)
- Ministerial Associations
- Local community groups

3. Types of Assistance

The types of unmet needs will be scenario driven but some examples of these needs may be:

- Rental assistance
- Emergency protection, repair, and rebuilding of homes
- Building supplies
- Volunteer labor

G. Emergency Housing

Temporary living areas shall be established when possible on county-owned property. ESF #6 (American Red Cross) will function as the lead agency and will work in cooperation with State and Federal officials to meet the emergency housing needs of displaced citizens. ESF #7- Resource Support, shall assist in the location and acquisition of non-county owned property. ESF #7 shall be called upon to provide housing assistance and to provide available public housing to the temporarily displaced.

IV. Training Needs

A. General Recovery and Mitigation Training

OCOEM will coordinate all recovery and mitigation training provided to county personnel by Florida Division of Emergency Management (FDEM) and FEMA. OCOEM will provide schedules of the State emergency management training courses to appropriate county agencies. Applications for State and FEMA training courses will be submitted to the Executive Director of Emergency Management for approval and submission to FDEM.

B. Emergency Management Specialist (Education and Training)

This individual who serves as a staff member of OCOEM will be the point of contact for providing and coordinating training on the latest county, State and Federal disaster recovery.

C. Lead and Support Agency

The lead and support agencies will also conduct on-going training with their personnel training them if needed in specific recovery operations (i.e. emergency home repair, debris removal, donations management, etc).