
Emergency Support Function #1 (ESF #1) Transportation

Primary Agency: Central Florida Regional Transportation Authority (LYNX)

Support Agency: Florida Department of Transportation, District 5
Orange County Public Schools Transportation
Orange County Health and Family Services Department
Greater Orlando Aviation Authority
CSX Transportation
COMSIS Mobility Services, Inc.
ACE Special & Personal Services
900 Transit, Inc.
Seminole Transportation, Inc.
Magic Transportation
Metro Ride, Inc.
Quality Transportation Services
Seniors First
Center for Independent Living

I. Introductions

A. Purpose

The purpose of this Emergency Support Function (ESF) is to provide for the coordination of transportation support to Federal, State, and Local governmental entities, and voluntary organizations requiring transportation capacity to perform disaster assistance missions following a disaster and/or emergency within Orange County.

B. Scope

1. Overall coordination of government and civil transportation assistance to Federal, State, and local entities, and voluntary organizations requiring transportation capacity to perform disaster assistance missions.
2. The provision of transportation capacity to transport special needs persons.
3. The implementation, as required of prioritization and/or allocation of

civil transportation capacity, processing of all transportation request from Federal/State/local agencies, damage and assistance assessment, and appropriate emergency coordination with State, Federal, and local counterparts.

II. Policies

Local transportation planning will be directed toward satisfying three primary demands:

- A. Satisfy the requirements of PSN transportation.
- B. Provide transportation assistance to Federal, State, and local government entities, and voluntary organizations upon request.
- C. To facilitate both obtaining and utilizing civil transportation capacity for Federal, State, and local entities and voluntary organizations if such support is required.

III. Situation

A. Disaster Condition

A significant disaster will require transport of PSN individuals to hospitals and shelters, and unprecedented request for transport of evacuees, authorities, and resource distribution. The following demands must be addressed during the initial period.

- 1. Transportation to and from feeding centers.
- 2. Realignment of shelter populations.
- 3. Transit of special needs residents in cooperation with ESF #8.
- 4. Transportation support and assistance to all other ESF Agencies.
- 5. Transportation of supplies, equipment, and tools to designated areas.

B. Planning Assumptions

- 1. The area / regional transportation infrastructure will sustain damage. This damage will influence the means and accessibility for relief services and supplies.
- 2. Disaster responses, which require transportation capacity, will be difficult to coordinate effectively during the immediate post-disaster period.
- 3. Gradual clearing of access routes will permit a sustained flow of emergency relief, although localized distribution patterns will be disrupted for a significant period.

4. The requirement for transportation capacity during the immediate lifesaving response phase will exceed the availability of State and/or locally controlled or readily obtained assets.

IV. Concept of Operations

A. Organization

LYNX is the public transportation provider for the tri-county area of Orange, Osceola, and Seminole counties. LYNX is also the Community Transportation Coordinator (CTC). In this role, LYNX coordinates transportation for Medicaid, Transportation Disadvantaged (TD) Program, and the Americans With Disabilities Act (ADA) Program.

LYNX does not fall under any city or county jurisdiction; it is an independent government organization.

B. Emergency Transportation Requirement / Assignments

All buses will be dispatched based on priority of need. Hospitals and nursing homes will be provided support prior to municipalities. However, every effort should be made to provide support prior to all municipalities/fire districts, as soon as possible. Dispatchers will ensure that, during the initial period of evacuation, everyone receives at least one bus of their allocation so that evacuation can begin without waiting for additional equipment to become available.

Emergency evacuations and transportation will be coordinated. Most public high schools are designated as shelters. These shelters will be opened on an as-needed basis. Main arteries near these locations will be under traffic control. ESF-1 will coordinate with law enforcement to assist with efficient travel assignments throughout the area.

If requested by the Emergency Operations Manager, two large buses will be staged at the tollgate on the Bee Line Expressway and the Greenway. These vehicles will be at the disposal of Law Enforcement to assist distressed motorists inbound from the coast. Other staging throughout the county will be on as-needed basis. Operations will be guided by the Standard Operating Procedures kept on file by Primary Agency.

C. Mobilization

1. Primary Agencies
 - a. Assure that necessary operating facilities and reporting systems are established.
 - b. Establish communication with the CEOC and obtain status reports.
 - c. Notify CEOC as to the readiness of ESF.
 - d. Provide appropriate representation to the CEOC.
 - e. Review Standard Operating Procedures (SOP).
 - f. Provide dispatch of vehicles and other resources.
 - g. Implement 24-hour staffing plans.
2. Support Agencies
 - a. Notify primary agency as to support agencies readiness and needs.
 - b. Notify primary agency as to estimate support agencies damage to transportation resources.
 - c. Maintain communication with primary agency.

V. Responsibilities

A. As the primary agency Lynx has the following responsibilities:

1. Implement emergency-related functions to include prioritization and allocation and/or tasking of all public sector transportation capacity.
2. Coordinate the provision of transportation capacity in support of disaster relief and recovery efforts.
3. Act as team leader and point of contact for ESF #1 in the CEOC.
4. Direct ESF resources and personnel in support of assigned missions.
5. Set up fuel supply priority for securing operating supplies during events.

B. Support Agencies

The following agencies/organizations serve as support agencies to Lynx during emergencies and/or disasters. Their individual responsibilities include:

1. Orange County Public Schools Transportation
 - a. Provide large capacity vehicles and drivers for use in evacuations and group movements.

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- b. Assist with coordination of transportation and shelters.
 - c. Provide oversight and dispatch to vehicles.
 - d. Provide representation at the CEOC.
 2. Orange County Health and Family Services Department
 - a. Assist with attainment of volunteers.
 - b. Provide transportation resources for bedridden patients.
 - c. Certify volunteer CDL Drivers.
 3. Greater Orlando Aviation Authority
 - a. Assist with coordination of air transportation.
 - b. Update the primary agency as to the activation status of the two Orlando Airports.
 4. CSX Transportation
 - a. Provide transportation for the movement of supplies and equipment.
 - b. Provide oversight and management to supervise the movement of supplies and equipment.
 5. COMSIS Mobility Services. Inc.
 - a. Assist the primary agency with contacting the various A+Link Carriers in order to provide Paratransit accessible vehicles and operators.
 - b. Provide oversight and dispatch to Paratransit vehicles.
 - c. Coordinate these transportation activities with the primary agency.
 6. 900 Transit. Inc.
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
 7. Seminole Transportation. Inc.
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
 8. Magic Transportation
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
 9. Metro Ride. Inc.
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
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10. Quality Transportation Services
 - a. Provide wheelchair accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
11. Seniors First
 - a. Provide wheelchair accessible vehicles and operators for evacuation of elderly and disabled
 - b. Provide oversight and dispatch to vehicles.
12. Center for Independent Living
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
13. ACE Special & Personal Services
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.
14. Center for Independent Living
 - a. Provide wheelchair-accessible vehicles and operators for evacuation of elderly and disabled.
 - b. Provide oversight and dispatch to vehicles.

VI. Resources

A. Primary Agency

All personnel will be on-call during the entire emergency operations condition. A list of all employees' addresses and phone numbers must be kept on file in the SOP. Management will attempt to fairly and equally distribute all work assignments.

B. Support Agencies

Maintain communication with primary agency, and relay information concerning available human resources. Twenty-four hour staffing plans will be maintained by both Primary and Support agencies. These plans are outlined and maintained in the ESF #1 Standard Operating Procedures (SOP).

C. Other Resources

1. Vehicles and Equipment

Vehicle and Equipment lists will be maintained by both Primary and Support agencies. These plans are outlined and maintained in the Standard Operating Procedures (SOP).

List of items for ESF #1 operations at EOC.

- Computer/printer
- Radio/Cellular Phone
- Service Area map
- Shelter location map
- Office supplies
- Dispatch records
- Standard Operating Procedures (SOP)

EMERGENCY SUPPORT FUNCTION (ESF) #2 COMMUNICATIONS

PRIMARY AGENCY: Information Systems and Services Division
(ISS)/Public Safety Communications

SUPPORT AGENCIES: All Telecommunications vendors currently doing
business with the County

I. INTRODUCTION

A. Purpose

The purpose of this Emergency Support Function (ESF) is to provide coordination of communications support to Orange County and municipal government entities, other ESFs, voluntary relief organizations, and State or Federal agencies requiring communications capacity to perform their emergency response, recovery, and disaster assistance missions.

B. Scope

ESF-2 plans, coordinates, and assists in communications support to County and local emergency response elements. This ESF will coordinate the communications assets (both equipment and services) available from State agencies, voluntary groups, County agencies, the telecommunications industry, federal government agencies, and the U.S. Military. ESF-2 will be the focal point of all communications support activity at the County level before, during, and after activation of the Emergency Operations Center (EOC).

II. POLICIES

A. Priorities

The assets available to ESF-2 will be used to support County emergency operations agencies and other ESFs with their emergency efforts as necessary. The priorities for allocation of these assets will be as determined by this ESF and the EOC Supervisor.

B. Assignment of Responsibilities

1. ESF-2

Available resources include personnel, equipment, and facilities. Personnel followed by the duty stations are listed as follows in Section 2, Key EOC Staff and Responsibilities.

2. Key EOC Staff and Responsibilities

- a. The ESF-2 representative is responsible for the overall planning, administration, and operational control of emergency communications facilities and personnel.
- b. ESF-2 will have the cooperation and assistance from the various County agencies possessing communications expertise and/or facilities. The ESF representative will appoint staff members listed below, as required, through whom he will exercise directions, coordination, and control of emergency County communications.

(1) ESF-2 Coordinators

ISS Computing Services Unit Supervisor
Public Safety Communications Manager

- (a) Organize all communications within the County for emergency use.
- (b) Assign specific functions to staff.
- (c) Maintain liaison with appropriate communications groups.
- (d) Compile and submit necessary communications plans and reports to the EOC Supervisor.
- (e) Establish capabilities for informing the general public (local media, facsimile).
- (f) Ensure EOC communications capabilities.

(2) Emergency Radio Communications Officer

Radio Engineer
Radio Applications Specialist
(Backup)

- (a) Ensures the organization, maintenance, readiness, and utilization of all radio communications facilities for emergency preparedness use.

- (b) Reports to the EOC when activated.
 - (c) Manages overall radio operations and works at the direction of ESF-2.
 - (d) Ensures Radio Shop is ready to respond to accomplish repairs according to priorities established by the EOC.
 - (e) Provides management and administrative support to the dispatchers and couriers.
 - (f) Reports to the radio system prime site with resources needed to establish communications for activation of the site.
 - (g) Maintains functional spare radios.
 - (h) Establishes UHF, VHF, and 800 MHz Radio Communications.

(3) Administrative Support - Fiscal

Assistant to Administrative Support Director
Financial Coordinator
(Backup)

Ensures all logs, timesheets, and expenditures are recorded as per Administrative Orders.

(4) Telephone Services

Telecommunications Supervisor
Network Performance Analyst
(Backup)

- (a) Reports to ISS Computing Services Unit Supervisor and ensures all telephone staff personnel are in place.
- (b) Ensures most efficient use of all landline communications facilities required for EOC use.
- (c) Acts as liaison between the EOC, Customer Premise Equipment vendors, and local and long distance companies.
- (d) Checks emergency supplies and manages overall telephone operations.
- (e) Assigns all shift schedules for telephone technical staff, including stand-by staff.

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- (f) Maintains readiness and coordinates activities of staff (repair, dispatch, and administrative personnel).
 - (g) Manages emergency telephone report activities for the EOC.
 - (h) Manages the control, distribution, and support of cellular telephones according to County procedures.
- (5) Data Communications
- Network Services Supervisor
- (a) Provides installation and repair of data communications networks according to priorities established by the EOC.
 - (b) Has representative's report to EOC to install communications equipment, as requested.
- (6) Cable Television
- Regulatory Enforcement Coordinator
Computing Services Unit Supervisor
(Backup)
- (a) Reports to the Computing Services Unit Supervisor and establishes communications with the Cable Operators.
 - (b) Acts as liaison between the EOC and the Cable Operators.
 - (c) Confirms service area outages with Cable Operators.
 - (d) Coordinates with the MDS leaseholder the signal carriage of OTV (Orange TV) should the current transportation methods of the signal go down and OTV's use is required for the distribution of information to the citizens.
 - (e) Coordinates with the Cable Operators, "after the emergency is cleared", any permits that may need to be filed with the County, in particular, right-of-way permits.
- (7) Staff Locations
- EOC (2nd Floor):

ISS Customer Svcs. Unit Sup. (ESF-2)*

ISS Network Services Supervisor#
ISS Telecommunications Supervisor#
(Network Performance Analyst)

Radio Shop:

Radio Applications Spec.*
Radio Engineer*

Regional Computing Center:

ISS Computing Svcs. Projects Leader*

Backup Sites

* = Key Personnel

= Back-up for Key Personnel

C. Equipment to be made available for the recovery includes the following:

1. EOC
 - a. Sheriff Hot Line
 - b. HAM, UHF, VHF, and HF radios
 - c. State, Local Government radio
 - d. Multi-channel VHF Radio
 - e. Multi-channel UHF Radio
 - f. Radio channels
 - g. Fire Central Dispatch Hotline
 - h. NAWAS Hotline
 - i. National Weather Teletype
 - j. Radio scanner
 - k. National Weather monitor
2. Fire Central Dispatch Center
3. Sheriff's Dispatch Center
4. Radio Systems
 - a. 800 MHz
 - b. UHF, VHF, & HF

5. Telephone systems
 - a. EOC
 - b. Corrections Complex
 - c. County Admin. Bldg., 201 S. Rosalind Ave.
 - d. Regional Computing Center (RCC)

6. Radio equipment for major recovery site
 - a. Two 800 MHz portables
 - b. Two 800 MHz base station
 - c. One Multi-channel UHF mobile station
 - d. One Multi-channel UHF portable
 - e. One Multi-channel VHF mobile station
 - f. Three 20 Amp power supplies
 - g. Three 75 ft. lengths RG8 coaxial cable,
Connectors both ends 1 - 800 MHz
Omni-directional antenna 1 - VHF
Omni-directional antenna

7. Telephone equipment
Three single-line telephone sets

D. Execution

1. The above radio and telephone equipment will be assembled and stored at the Radio Shop and ISS warehouses.

2. The coordination, acquisition, and deployment of communications equipment, personnel, and resources to establish temporary communications capabilities within the affected area(s) are addressed in the ISS Standard Operating Procedures (SOP).

E. Lead Department/Primary Agency

The ISS Division and Public Safety Communications are designated as the Lead Division and Primary Agency for this ESF and will coordinate all activities of ESF-2. As the lead department and primary agency, they are responsible for the following:

Notification, activation, and mobilization of all agencies assigned to the ESF. Activation and mobilization of ESF-2 will include the following items:

1. ISS:
 - a. Emergency Fan-Out initiated/completed. (Automatic Telephone Alerting System or Manual Fan-Out).
 - b. Dispatch Center Operational.

- c. All essential personnel on duty.
 - d. All EOC telephone hotlines connected and working.
 - e. ACD/voice mail services activated at EOC.
 - f. Telephone technicians on stand-by at the RCC and EOC.
 - g. All telephone systems checked and working properly.
 - h. Ensure all communications equipment and personnel are available to deploy to backup recovery sites if needed.
2. Public Safety Communications:
- a. Emergency Fan-Out initiated/completed. (Automatic Telephone Alerting System or Manual Fan-Out).
 - b. Dispatch Center Operational.
 - c. All essential personnel on duty.
 - d. Weather, teletype, scanner, TV's, and weather monitor connected and working.
 - e. Radios working properly.
 - f. Radio Shop and equipment secured; technicians on stand-by to relocate to appropriate sites.
 - g. All radio telephone systems checked and working properly.
 - h. Amateur radio personnel on stand-by, all equipment checked and working properly.
 - i. Ensure all communications equipment and personnel are available to deploy to backup recovery sites if needed.

F. EOC Personnel Duty Schedule

- 1. Duties
 - a. Monitor situation and alert agencies.
 - b. Sign in and report to designated area.
 - c. Complete SOP/checklist and forward to appropriate designee, i.e., Administrative Support Dept. Director and Director of the Office of Public Safety.
 - d. Monitor effect of situation on communications facilities located at the major facilities and key radio sites.
 - e. Inform appropriate designee, i.e., Administrative Support Dept. Director and Director of the Office of Public Safety, of status of office's emergency operations.
 - f. All employees will be notified to return to work via the news media.
 - g. Receive flash/preliminary report from section supervisors.
 - h. Prepare report on role and progress of division during disaster proceedings and deliver report to appropriate designee, i.e., Administrative Support Dept. Director and Director of the Office of Public Safety.

- (1) Prepare damage/loss report and forward to appropriate designee, i.e., Administrative Support Dept. Director, Risk Management, and the Damage Assessment Team Leader.
- (2) Organization, assignment, and staffing of all facilities at which this ESF is required to support.
- (3) Coordination of all support agency actions in performance of missions assigned to this ESF.
- (4) Coordinating requests for assistance and additional resources in performance of the mission of this ESF from all assigned agencies and forwarding them to the appropriate ESF or agency.

G. Support Agencies

All support agencies of this ESF are responsible for the following:

- a. Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the basic plan of this document or the response actions of this annex.
- b. The designation and assignment of personnel for staffing of all facilities at which this ESF is required, and representation is determined by the primary agency of this ESF to be necessary.
- c. Coordination of all personnel and support agencies with the primary agency in performing assigned missions of the ESF.
- d. Identifying all personnel and resource requirements to perform assigned missions that are in excess of the support agency's capabilities.

H. Response Requirements

Federal and State assistance to this ESF will be provided under Public Law 93-288, and Florida Statute Chapter 252, and the Florida Comprehensive Emergency Operations Plan. However, during the emergency response and/or the first hours after the occurrence of catastrophic emergency, there may be little if no assistance available. The primary and support agencies of the ESF must plan to be as self-sufficient as feasibly possible during this period.

I. Resource Coordination

This ESF will provide resources using its primary and support agency authorities and capabilities, in coordination with other ESFs, to support its missions. This ESF will allocate available resources to each mission based on priorities identified by the EOC. If resources are unavailable within this ESF, this ESF will directly request assistance from either the State Emergency Response Team (SERT) Liaison in the EOC, if one is available, or the corresponding ESF at the State EOC or Federal Disaster Field Office.

All municipalities and all other ESFs will coordinate with this ESF's representation at the EOC when requesting emergency support or disaster assistance from this ESF. In cases where a conflict of priorities develops, this ESF will work directly with the EOC management team to resolve the situation.

J. Response and Recovery Coordination

Although this annex addresses response and recovery activities of the agencies associated with this ESF, the EOC is responsible for coordinating all emergency activities.

Therefore, emergency operations of this ESF will be initiated commensurate with needs and emergency priorities as determined by the EOC Supervisor.

K. Operating Facilities

In addition to the operating facilities identified in the basic plan of this document, the following are locations and descriptions of facilities utilized by this ESF: See II.B.1. for locations and descriptions of additional facilities.

L. Coordination of Actions

All agencies assigned with this ESF shall coordinate all actions in performance of emergency response and assistance missions with the lead department and representation assigned by the primary agency of this ESF in the EOC.

III. SITUATION - Worst Case Scenario Planning

A. Conditions

1. The County's communications infrastructure will sustain damage. This damage will influence the amount and types of communications assets available for the coordination of recovery efforts by government agencies and the ability to communicate with disaster victims.
2. Disaster responses that require communications will be difficult to coordinate effectively due to a breakdown in public and private systems.
3. Gradual clearing of access routes will permit transportation of personnel and resources along major thoroughfares and allow some expedient restoration of facilities.
4. The requirement for communications during the response phase may exceed the capability of existing resources.
5. The initial assistance effort will rely heavily on the capability of individual agencies of the ESF.
6. Communications capability will become available and require coordination with the State and Federal agencies.

B. Planning Assumptions

1. All available local communications resources will be committed and additional help may be needed from the state and federal governments.
2. Coordination and support for municipalities, critical facilities, other ESF's efforts, and government agencies will be required.
3. Communications capability will have a direct impact on the ability to command and control for response and relieve activities.
3. Initial reports of damage may be fragmented and provide an incomplete picture of the damage to communications facilities.
5. Weather and other environmental factors may restrict mobile or transportable communications equipment into the affected area.

6. The County EOC will be operational or an alternate site will be designated.

IV. CONCEPT OF OPERATIONS

General

During declared states of local emergency, the Lead Department and Primary Agency of this ESF are responsible for implementing its functions. A representative of the Lead Department or Primary Agency will be available in the EOC during activation to respond to requests for support submitted to this ESF. This person will staff the work station assigned to this ESF in the EOC, and will identify which support agencies for the ESF are required, and take steps to assure that support agencies are activated or on alert as appropriate.

ESF-2 will respond to requests for local communications assistance. It is anticipated that after evacuation efforts are completed, the majority of the requests for transportation resources will be initiated by other ESFs to assist in providing aid to those in need.

A. ESF Organization

1. Federal Level

At this level, this ESF will be organized in accordance with the Federal Response Plan. This ESF will be directly represented at the Federal Disaster Field Office in or within proximity to the County.

2. State/Regional Level

At this level, this ESF will be organized in accordance with the State Comprehensive Emergency Management Plan. This ESF will be present in the State EOC. In addition, when a regional reception and staging area has been established, representation of this ESF at that location will be initiated.

3. County Level

The designated team leader for this ESF at the EOC is responsible for all activity of the ESF subject only to the guidance and direction of the EOC Supervisor, Executive Policy Group and the policies of this plan. Elsewhere, throughout the County and other designated recovery facilities, as described in the Basic Plan of this document, this ESF will be organized as depicted in Section II.B.1.

4. Municipal Level

Municipal agencies which have been designated to perform like functions of this ESF for the municipality may coordinate directly with this ESF at the EOC for resources and support. Municipal agencies which have not designated specific agencies to perform like functions may coordinate with this ESF through their respective representative in the EOC.

5. Notification

Initial

Initial notification will be sent by the Emergency Management Division to the primary agency of this ESF advising that a threat situation or an emergency has occurred that warrants or may warrant the implementation of this plan.

Primary Agency

The primary agency will in turn notify all support agencies to begin mobilization of resources and personnel and prepare to commence operations assigned to this ESF.

Support Agencies

The notification process will use a call-out list.

B. Mobilization

1. Primary Agency

Immediately following notification to activate this ESF, the Lead Department and Primary Agency will complete the following tasks:

- a. Assure that necessary emergency operating facilities and reporting systems are established.
- b. Establish communications in the EOC and between designated facilities.
- c. Notify the EOC when the ESF is prepared to staff the EOC.
- d. Provide appropriate support for the EOC.
- e. Other tasks as listed in Section II.B.1.

2. Support Agencies

Immediately following notification by the primary agency to

commence response actions of the ESF, each support agency will complete the items as outlined in the Division's SOP.

C. Response Actions

1. Initial Actions

- a. Inventories and locations of communications resources will be verified and provided to ESF-5, Planning and Information.
- b. ESF-2 will establish communications between designated field personnel and facilities.
- c. Coordination will be established with support agencies to prioritize and develop strategies for the initial response.
- d. Emergency communications assets will be propositioned when it becomes apparent that these resources will be required.
- e. Any communications resources that may be needed in recovery can be should be removed from the potentially vulnerable areas to a staging area.
- f. Equipment accessible to ESF-2 agencies will be committed when evacuation or reentry of a designated area is authorized and other communications resources are not sufficient.

D. Continuing Actions

- a. ESF-2 will coordinate communication resources with requests for communications capability.
- b. Priorities will continually be reassessed to address the most critical communication needs and develop strategies.
- c. Communications resources, which are committed to specific missions, will be tracked for redeployment if necessary. Updated information will be provided to ESF-5 (Information and Planning).
- d. Communications resources will be restaged as appropriate.

E. Recovery Actions

1. Initial Actions

- a. Contact all ESFs for any communications requirements.
- b. Prepare scheduling and staffing for support of operational facilities.
- c. Assess damage to public and private communications infrastructure.
- d. Determine actions for each reconstruction of towers and

repeaters, restoration of public telecommunications services, etc.

V. RESPONSIBILITIES

Primary Agency

The Lead Department and Primary Agency will coordinate with the support agencies in directing communications resources and prioritizing the needs for communications services.

VI. ADDITIONAL RESOURCES

ESF-2 will utilize personnel and resources from its primary and support agencies to respond to mission assignments related to emergencies. Additional resources available at other ESFs may be coordinated and mobilized to support ESF-2 missions. When requests begin to exceed the ESF's capability to respond requests will be forwarded to ESF-2 at the State EOC to mobilize additional resources. All personnel and resources mobilized by ESF-2 will remain under the direction and control of the ESF, unless otherwise notified.

Emergency Support Function #3 (ESF #3) Public Works and Engineering

Primary Agency: Orange County Public Works Department

Support Agencies:

Utilities Department	District
Facilities Management Department	Florida Department of Transportation
Purchasing and Contracts Department	Florida Department of Environmental Protection
Sheriffs Office	American Red Cross
Building Department	Orlando Utilities Commission
Environmental Protection Department	Florida Power Corporation
Parks and Recreation Department	TECO People's Gas
Fire Rescue Department	Lake Apopka Natural Gas
Fleet Management	Florida Gas Transmission
Information Systems and Services Division	City of Apopka
Office of Emergency Management	City of Bay Lake
Property Appraiser Office	City of Belle Isle
Cooperative Extension Service	City of Eatonville
Human Resource Department	City of Edgewood
Reedy Creek Water Control District	City of Lake Buena Vista
Zellwood Water Control District	City of Maitland
Ranger Water Control District	City of Oakland
Valencia Water Control District	City of Ocoee
South Florida Water Management District	City of Orlando
St. Johns Water Management	City of Windermere
	City of Winter Garden
	City of Winter Park

I. Introduction

A. Purpose

The purpose of this Emergency Support Function (ESF) is to provide Public Works and Engineering Support for assistance in life-saving support or disaster relief through engineering services, technical evaluation, inspection, damage assessment evaluation, debris clearance and disposal, restoration of transportation facilities and flood control associated with a catastrophic disaster.

B. Scope

1. ESF #3- Public Works and Engineering support includes technical advice and Service by Engineering, Construction Management, and Storm water evaluation through inspection, response and emergency contracting to minimize loss to transportation and drainage services.
2. Support emergency clearance of debris for reconnaissance of damaged areas and passage of emergency personnel, supplies and equipment for live saving, life protection, health, and safety purposes during the immediate response phase.
3. Temporary clearing, repair or construction of emergency access routes which include damaged streets, roads, bridges, waterways, drainage systems, airfields and any other facilities necessary for passage of rescue personnel.
4. Emergency demolition or stabilization of damaged structures and facilities designated by State or local government as immediate hazards to public health and safety, or as necessary to facilitate the accomplishment of lifesaving operations.
5. Technical assistance and damage assessment.

II. Policies

- A.** Public Works Department will perform tasks under their own authorities, as applicable, in addition to missions received under the Orange County Comprehensive Emergency Management Plan.
- B.** The Florida Department of Transportation, as the State's primary agency, will perform under the authority of Florida Statutes, Florida Administrative Code, FDOT procedures and policy, as applicable, in addition to missions received under the authority of the Florida Comprehensive Emergency Management Plan.
- C.** The Orange County Public Works Director may request assistance through the Public Works Mutual Aid Agreements.

III. Situation

A. Disaster Condition

1. A major or catastrophic disaster will cause extensive property damage.
 - a. Structures, homes, public buildings, bridges and other facilities will be destroyed or damaged and must be reinforced, demolished or isolated to insure safety.
 - b. Streets, highways and other forms of transportation will be damaged or unusable.
 - c. Public utilities will be damaged or partially or fully inoperable.
 - d. Many state and local response personnel will be unable to perform their prescribed emergency duties.
 - e. Equipment in the immediate disaster area may be damaged or inaccessible.
 - f. Resources will be limited in the immediate disaster area.
 - g. State agencies will have to deploy resources from outside the affected area to ensure a timely, efficient and effective response.
 - h. Disaster assistance must begin immediately.

B. Planning Assumptions

1. All available Public Works resources may be committed and additional help may be needed to complete ESF #3 missions.
2. Damaged areas may be restricted and not accessible.
3. Ground routes and transportation must be provided to allow access to disaster areas so emergency road repairs and debris clearance will have top priority to support immediate lifesaving emergency response activities.
4. There will be numerous incidents occurring simultaneously in separate locations.
5. Standard communication equipment and practices will be disrupted or

destroyed.

6. Response personnel and equipment will have difficulty reaching specific sites because of damage sustained from a catastrophic disaster.
7. Rapid damage assessment of the disaster area will be necessary to identify target areas and potential workloads.
8. Emergency environmental waivers and legal clearance will be needed for disposal of materials from debris clearance and demolition activities.
9. Purchasing will ensure contracts and resupply of materials through abbreviated procurement procedures.
10. Large numbers of skilled personnel, engineers, construction workers, equipment operators, etc., with construction equipment and materials will be needed from outside the disaster area.
11. Support services for all personnel and equipment will have to be provided from outside the disaster area.
12. Second events or disasters will threaten lives, property and infrastructures.

IV. Concept of Operations

A. General

1. ESF #3 will coordinate between Federal, State and local agencies to restore access into the disaster area, provide damage assessment information and direct the rehabilitation of transportation and drainage infrastructures.

B. Organization

1. The Orange County Public Works Department is the primary agency responsible for ESF #3. The Orange County Public Works Department will provide representatives on a 24 –hour basis to the County Emergency Operation Center (CEOC) to ensure the full deployment and utilization of department resources as needed.
2. The Orange County Public Works Department consists of Engineering, Development Engineering, Highway Construction, Roads and Drainage, Storm water Management and Traffic Divisions.

3. Resources from the various departments will be assigned to various sectors based on information and planned assignments.

C. Notification

1. Upon notification of potential or actual events, the Office of Emergency Management will notify staff and any support agency representatives.
2. All departments will alert their personnel to ensure equipment and materials are available and secured with resources on standby.
3. Contacts will be made with other County Disaster Response Plan Coordinators to confirm resource availability for possible use.
4. Support agencies and other contractors will be contacted to confirm available resources for possible use and activation, as necessary.

D. Response Actions

1. 48 hours prior to potential event (or upon actual event):
 - a. Each Orange County Public Works Division will contact appropriate emergency response personnel and place them on standby for timely response.
 - b. Coordinate with support agencies to identify available resources and match resources to emergency needs.
 - c. Prepare to assist with damage assessment.
 - d. Review priorities established for roadway corridors, debris removal and repair.
 - e. Ready personnel, family and equipment support services.
 - f. Check drainage facilities for blockages, which may cause flooding.
 - g. Begin drawdowns of control drainage systems.
 - h. Ensure all pump stations are operational.

2. 12 hours prior to potential event:
 - a. Send response personnel home to secure their families and property. This includes personnel who report to different workstations other than their normal workstations as a pre-positioning to meet the needs of the situation.
 - b. Ensure all vehicles and equipment, including pumps, are fueled.
 - c. Move resources and material (including hurricane boxes) to selected, secure locations for pre-positioning to be prepared for response after the event.
3. 6 hours prior to potential event:
 - a. Response personnel report back to their stations.
 - b. Response personnel secure their duty stations.
 - c. Other personnel are sent home.
4. Initial actions after event has occurred:
 - a. Commit identified and available resources to pre-planned established priorities related to the responsibilities of this ESF.
 - b. Commit necessary resources to specific, identified emergency or life-threatening areas coordinated through the EOC and other support agencies. Roads and Drainage Division crews begin clearing roadways of debris which are identified on their primary route clearance plans to allow for the passage of equipment, personnel, and supplies into affected areas.
 - c. Assess and prioritize response actions with available resources.
 - d. Damage Assessment will be conducted in areas related to responsibilities in this ESF. Damage assessment will be transmitted through the Public Works representative at the EOC to the Property Appraiser's office representative.
 - e. Debris removal and repair to allow access into the disaster area will be a cooperative effort between the FDOT, support agencies, local governments and utilities providers.

-
- f. Check for flood and storm water damages; prioritize and commit resources to free drainage restrictions.
 - g. Establish roadway clearing control plan from initial damage assessment reports.
 - h. The clearing, repair, or reconstruction of damaged transportation facilities will be coordinated through the review of the damage assessments, and priorities will be established by the EOC. Transportation facilities include transportation routes, including streets, roads, bridges, ports, waterways, airfields, and any other vital transportation facility.
 - i. Public Works Department personnel from Engineering, Development Engineering and Highway Construction Divisions will be members of damage assessments teams. Besides assessing damage, these personnel will review damaged structures and facilities to determine whether they pose a threat as an immediate hazard to the health and safety of the public. If these damaged items are deemed threats, they will be prioritized for demolition, stabilization, or repair.
 - j. Emergency debris removal efforts will focus on clearing major transportation routes to allow for the movement of emergency vehicles, traffic, and emergency resources and supplies. After major transportation routes have been cleared, debris will then be removed from collector roadways, residential/local roadways, and public parks.
5. Continuing Actions:
- a. Resources are assigned as needed.
 - b. Support services will continue to be needed for personnel and equipment in the disaster area.
 - c. The Orange County Public Works Director will coordinate between local and state agencies in the accomplishment of off-system evaluation and work.
 - d. The Orange County Public Works forces will continue to coordinate with support agencies in establishing priorities and support of various missions with personnel, equipment and material.
 - e. Maintain communication with various units to ensure support and resources are available and recognized.

- f. Reassign forces and equipment as necessary to ensure area coverage and response are being met.
- g. Roads and Drainage Division personnel clear roadways identified as a secondary priority and update the roadway-clearing plan from assessment reports.
- h. Administer support contracts to ensure debris removal, repairs, and other services are completed in a cooperative effort.
- i. To minimize the impacts on remaining landfill capacity, alternative means of disposal will be used whenever possible. Vegetable 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 of debris may require chipping either in addition to or in lieu of burning. Burn sites will be identified (preferably away from population by county and municipal officials).
- j. Debris from the demolition or construction of structures should be separated and disposed of accordingly. Appliances, for example, should be stockpiled (rather than taken to a landfill) until necessary arrangements can be made for disposal. Wood and other burnable materials should be burned or chipped along with vegetative debris. Household garbage should be taken to landfills.
- k. The storage and/or disposal of hazardous materials will be done in such a manner so as to protect water supplies.

V. Responsibilities

A. Lead Agency

The Orange County Public Works Department has the responsibilities of the lead agency.

1. As lead agency for ESF #3, the Public Works Department will coordinate and direct support agencies' resources by prioritizing needs in the area of debris removal, restoring access, damage assessment and other areas related to Public Works and Engineering.
2. The department's resources will be deployed and utilized in conjunction with Orange County's mission, support agencies and local governments as needed.

3. Support the ESF tasks as needed and in accordance with established priorities.
4. Be responsive to and support direction of the Emergency Operations Center.

B. Support Agencies

1. The Public Utilities Department is responsible for operating landfills and overseeing the use of disposal sites. It plans, locates, and coordinates the opening and closing of landfills and disposal sites. It provides equipment as needed to these sites. It informs the Public Works Department as to the status of each debris collection site and what types of waste can be placed in each and where they will be placed. It will be prepared to provide fuel to the Public Works Department emergency responders if necessary.
2. The Facilities Management Department provides materials and assistance to get our offices up and running after an emergency.
3. The Purchasing and Contracts Department prepares contracts ahead of an emergency to clear the way for emergency purchase orders to be issued for supplies and materials, debris removal and hauling, and rental equipment.
4. The Sheriff's Office is responsible for law enforcement activities. It establishes control within damaged areas, directs traffic around closed areas and along evacuation routes, and provides enforcement and control in problem areas.
5. The Building Department provides information concerning construction of replacement structures.
6. The Environmental Protection Department provides guidance and assistance in hazardous materials storage and control.
7. The Parks and Recreation Department will coordinate with the Public Utilities Department to identify land for holding, staging and debris storage areas. It will provide personnel and equipment for debris removal and other restoration activities, as they are available.

8. The Fire Rescue Department will identify routes that need to be cleared to allow emergency response vehicles to operate. It will also be prepared to provide emergency response personnel and equipment as needed to assist the Public Works effort.
9. Fleet Management will repair downed vehicles and provide fuel when needed.
10. The Information Systems and Services Division insures that communications systems including radios, cellular phones, fax lines, and the OA system are operating as soon as possible after an emergency event (ESF-2). It will reallocate communications equipment as needed for disaster response.
11. The Office of Emergency Management is the primary agency for processing and disseminating (ESF-5 - information and Planning and ESF-13 – Military Support for Coordination).
12. The Property Appraiser is responsible for damage assessment. The Property Appraiser will request assistance (engineers) from Public Works Department to conduct damage assessment.
13. The Cooperative Extension Service Office is responsible for animal control issues. We will notify this office of animals (dead or alive), which may hinder or endanger recovery efforts.
14. The Human Resources Department will provide personnel support for recovery efforts.
15. The Water Control Districts will be responsible for:
 - a. Flood control and operation of the primary drainage systems.
 - b. Reducing the impact of flooding before and after the disaster.
 - c. Using their resources to restore drainage systems and assist in the restoration of the secondary drainage relief systems.
 - d. Coordinating with the Public Works Department to allow the Department to quickly respond to relieve any flooding problems.
 - e. Opening flood control systems to divert water before and after a storm event.

- f. Providing guidance and expertise in flood control to Public Works Department personnel.
16. The Water Management Districts will coordinate with county emergency management personnel to identify and correct flooding problems. They will consider waiving elements of their permit requirements on a case-by-case basis to allow more immediate response and correction of flooding problems.
 17. The Florida Department of Transportation will coordinate road clearance priorities with the Public Works Department and any equipment needs they or the County have.
 18. The Florida Department of Environmental Protection will coordinate any environmental issues with the Public Works personnel. This includes securing necessary emergency environmental waivers and legal clearances for debris clearance and disposal.
 19. The American Red Cross is responsible primarily for shelters and feeding (ESF #6). They will coordinate any needs for clearance of routes to or from their shelters with the Public Works Department.
 20. The Florida Power Corporation and Orlando Utilities Commission will coordinate with the Public Works Department to notify us of areas in which is energized and when power is going to be re-energized. They will also coordinate with our efforts to clear roadways blocked by downed power lines.
 21. TECO People's Gas, Lake Apopka Natural Gas and Florida Gas Transmission will coordinate with the Public Works Department concerning any concerns with gas lines in the vicinity of routes being cleared.
 22. City Governments within Orange County will coordinate their road clearance priorities and needs in accordance with their Mutual Aid Agreements.

Emergency Support Function #4 (ESF #4) Fire Fighting

Primary Agency: Orange County Fire Rescue Department

Support Agencies:

LYNX Transportation
American Red Cross
Public Utilities
Public Works Department
Sheriff's Office
Eatonville Fire Dept.
Maitland Fire Dept.
Occee Fire Dept.

Orlando Fire Dept.
Reedy Creek Fire Dept.
Winter Garden Fire Dept.
Winter Park Fire Dept.
Apopka Fire Dept.
GOAA Fire Dept.

I. Introduction

A. Purpose

To provide resources for the detection and suppression of urban, rural, and wild land fires resulting from or occurring coincidentally with a significant disaster condition.

B. Scope

Firefighting involves mobilizing, providing, managing, and coordinating personnel, equipment, and supplies in the detection and suppression of fires.

II. Policies

- A. The Deputy Chief of Fire Operations will coordinate Firefighting operations.
- B. Mutual Aid and first response plans will be activated as determined to be necessary.
- C. The County Chairman may request State assistance.
- D. Forces may be augmented by the initiation of the Florida Fire Chief's Association Fire Rescue Disaster Response Plan.
- E. All operations will be conducted under the Incident Command System (ICS).

- F. To provide for the safety and health of all emergency personnel by providing logistical support, food, shelter and medical care. ESF #4 will interface with ESF #6 Mass Care for shelter and ESF #11 for food and water.
- G. This ESF will provide resources using its primary and support agency authorities and capabilities, in coordination with other ESF's, to support its mission. This ESF will allocate available resources to each mission, based upon priorities identified by the County Emergency Operations Center.

III. Situation

A. Disaster Condition

Under the best of circumstances, the management and coordination of a large firefighting operation is complex and may involve multiple agencies. Fires, which are potentially of disastrous proportion or which are coincident with any other disaster situation will place excessive requirements upon local resources.

A major disaster or catastrophic event may result in many urban, rural, and wild land fires. Ignition sources, which would normally be of a lesser concern, grow in their potential under a disaster condition.

In disaster conditions these fires could spread rapidly, cause great damage, and seriously threaten lives and property. Firefighting resources will be difficult to manage, coordinate, and utilize, due to the disruption of communications, transportation, utilities, and water systems within the area.

In the wake of the disaster, many of the local resources will be unavailable due to damage or inaccessibility, or the local resources will not be sufficient to handle the demand for assistance. This may require that significant amounts of resources will have to be transported to the area.

B. Planning Assumptions

1. All available local firefighting resources may be committed and additional help may be needed from the State.
2. Coordination with municipalities, critical facilities, other ESF efforts, and other government agencies will be required.
3. Damaged areas will be restricted and not readily accessible, except in some cases, by air.
4. Secondary events or disasters will threaten lives and properties, as well as firefighting personnel.

IV. Concept of Operations

A. General

Orange County Fire Rescue Department will be the primary agency and will coordinate resources in controlling the incident, based on pre-arranged planning with other area fire departments.

B. Organization

The Fire Rescue Department will provide personnel on a twenty-four (24) hour basis to the County E.O.C. and will ensure full deployment and utilization of resources identified under this ESF.

C. Notification

1. Orange County Fire Communications will notify the Executive Director of OEM and the Fire Chief of any impending or actual emergency. The Fire Chief will provide for direct notification for all Fire Rescue Department staff and other ESF agency directors.
2. All support agency contact persons for ESF #4, will alert personnel and insure available resources are on standby.
3. Contact will be made with the Florida Fire Chiefs Association Disaster Response Plan Coordinator to confirm resource availability for possible use.

D. Response Actions

1. Resources are identified and dispatched as necessary. This may include the pre-positioning of resources out of the danger area.
2. Initial Actions- Local resources are committed through coordination with other support agencies.
3. Equipment accessible to ESF #4 agencies will be committed when evacuation or the reentry of a designated area is authorized and respective jurisdictional fire service resources are not sufficient to respond.

E. Continuous Actions

1. Firefighting forces are assigned as necessary for incident control and area coverage.
 2. Maintain communications with support agencies to ensure resource procurement.
 3. Priorities will be continually reassessed to address the most critical fire
-

service needs and the development of strategies to meet them.

F. Recovery Actions

1. Provisions of fire service resources to assist human relief and efforts.
2. Development of recovery, strategies, and actions.

V. Responsibilities

A. Primary Agency

Orange County Fire Rescue Department will have the responsibility of the primary agency in ESF #4.

B. Support Agencies

1. LYNX Transportation for special and mass transit vehicles.
2. Orange County Public Works for heavy equipment.
3. American Red Cross for shelter supplies for Mass Care.
4. Orange County Sheriff's Office for law enforcement and military liaison.
5. Orange County Public Utilities for water system repair operations as needed for firefighting operations.
6. FFCA- As a support agency of ESF 4, the FFCA will work with the Department of Insurance, State Fire Marshals Office by forwarding requests for firefighting assistance to the seven regional response zones designated in the State of Florida Fire- Rescue Disaster Response Plan (prepared by the FFCA).

VI. Resource Requirements

A. Primary Agency

Orange County, in coordination with other area fire departments, will provide as necessary, personnel for management and coordination of all fire personnel in the area including firefighters, paramedics, dispatchers, company and command officers, and other related support staff.

B. Support Agencies

1. LYNX Transportation will provide driver operators for special and mass transit transportation vehicles, as needed.
2. Orange County Public Works will provide equipment operators and support personnel as necessary.
3. The American Red Cross will provide medical and support personnel as necessary.
4. The Orange County Sheriff's Office will provide law enforcement officers and a military liaison officer.
5. Orange County Public Utilities will provide service representatives.

VII. Authorities

- A. Orange County Command and Disaster Manual
- B. Orange County Fire Rescue Departmental SOP, Tab III
- C. Florida Fire Chiefs Association Fire Rescue Disaster Response Plan

Emergency Support Function #5 (ESF #5) Information and Planning

Primary Agency: Orange County Planning Division and Office of Emergency Management

Support Agencies: County Administration
Orange County Fire Rescue Department
Orange County Information Systems and Services Division
Orange County Property Appraiser's Office

I. Introduction

A. Purpose

The purpose of this ESF is to serve as the information and planning section in the Orange County Emergency Operations Center (OCEOC) in a major disaster and/or emergency.

B. Mission

The mission of ESF #5 is to collect, process, and disseminate information about an actual disaster/emergency or potential disaster/emergency situation to facilitate the overall activities of all responding and support agencies in providing assistance to an affected area.

C. Scope

The scope of ESF #5 is to coordinate the overall information and planning activities in the OCEOC, the municipalities, and all affiliated response organizations in support of local response operations. ESF #5 activities are grouped among the following functions:

1. Information processing function: collects and processes Essential Elements of Information (EEI) from the ESFs, disseminates it for use by response agencies, and provides it as input for reports, briefings, displays, and plans.
2. Reports function: consolidates key information into reports and other materials, describes and documents overall response activities, and keeps appropriate authorities informed of the status of the overall response operations.

3. Displays function: displays key information and facilitates briefings using maps, charts, and status boards in the OCEOC and through other means, such as computer bulletin boards.
4. Planning support function: consolidates key information to support the action planning process initiated by the Executive Policy Group.

II. Policies

- A. ESF #5 will automatically be activated in support of a partial or full activation of the OCEOC. Their role will be to support information processing activities.
- B. ESF #5 is a staff-level function, which provides information and planning support to local response leadership and other ESFs. It obtains information from a variety of sources and proactively seeks information to develop an accurate perspective of the emergency and/or disaster.
- C. ESF #5 does not directly collect raw data in the field; rather it collects information from State and local organizations and other sources, which has already been processed and analyzed. ESF #5 has a role in identifying information gaps that require additional collection efforts and will request that information directly from the appropriate agency as needed.
- D. The OCEOC will be the focal point of all coordination and exchange of vital information between the operating agencies during all response activities.
- E. ESF #5 will process only information that is common to more than one agency and contributes to the overall perspective of the emergency and/or disaster operations. The other ESFs may be responsible for information processing and displays, which are unique to their respective operations. Each ESF is required and expected to keep ESF #5 fully informed regarding their response actions and initiatives.
- F. ESF #5 staff will facilitate short- and long-term planning activities conducted by the Executive Policy Group, and ESFs. Plans will be short and concise. They will be developed based on priorities established by the Executive Policy Group. ESF #5 will record the activities planned and, with assistance from the ESFs, track their progress.
- G. ESF #5 will not release public information directly. It will provide information to ESF #14- Public Information for release through the appropriate channels.
- H. ESF #5 will forward any resource requests to the EOC Operations Desk, who in turn with approval and coordination with the EOC Supervisor will forward these requests to the State EOC.

III. Situation

A. Disaster Condition

A significant natural disaster or other significant emergency event could be of such severity and magnitude as to require State assistance to supplement local governments efforts to save lives and protect property.

B. Planning Assumptions

1. Local response agencies will be the best available source of vital information regarding damage and initial unmet needs assessments.
2. There will be an immediate and continuous demand for information on which decisions will be made to conduct response and recovery actions.
3. There will be delays in establishing full information processing capabilities.

IV. Concept of Operations

A. General

1. In response to an incident, emergency responders at all levels of government will initially assess the situation and report information by radio, telephone, or by other means to the OCEOC. At the OCEOC, reports will be directed from local sources to the appropriate ESF needing information.
2. ESFs will provide validated information to ESF #5 to be processed and to be used for overall operational and planning activities. Information released by ESF #5 for public use will first be cleared with the EOC Supervisor and coordinated with ESF #14- Public Information.
3. ESF #5 will gather and display certain Essential Elements of Information (EEIs), which may not be immediately or readily available to an ESF but are of common need to one or more ESFs to facilitate response activities. As response operations get under way, most of the information required by ESF #5 will be provided by the ESFs. Not all of the information collected by the ESFs needs to be reported; however, critical information will be reported as it develops, and information for situation reports will be provided as required.
4. Information of common interest and use to the overall emergency, and which provides the most complete picture of the situation, will be

disseminated or displayed. ESFs will be responsible for displaying their own unique information within the OCEOC when appropriate.

5. ESF #5 will develop Situation Reports (SITREPs) using statistical, narrative, and graphical informational from the ESF operations that describes the situation and response activities undertaken to assist the affected area. SITREPs will include at least the following information:
 - Statistical, narrative and graphical data
 - Major response actions taken
 - Unmet needs and recommended actions
 - Priority issues and requirements
 - Anticipated actions and needs

B. EOC Staffing

In the event of a full activation of the OCEOC, the following is the basic staffing requirements for ESF #5. This will vary based on the operational requirements of the incident. The basic staffing includes:

- Two EOC Supervisors
- Two Administration Chiefs
- Two Administrative Support Specialists and Augmentees
- Two Information Processing Specialists and Augmentees
- Two Planning Support Specialists and Augmentees
- Two GIS Support Specialists
- Two Mutual Aid Coordinators

Minimum staffing required: 14 to sustain 24-hour operations on 12 hours shifts.

C. Notification

1. In the event of an emergency and/or disaster the Orange County Fire Rescue Communications Center will notify OEM staff initially who will in turn notify the appropriate ESFs including ESF #5.
2. The County Chairman, the Emergency Management Director and/or the Executive Director of Emergency Management will determine the activation of the OCEOC and which ESFs will be contacted.

D. Essential Elements of Information

When ESFs are requesting assistance or reporting the conditions in a disaster affected area several key points of Essential Elements of Information (EIs) are needed. One of ESF #5 main responsibilities is collecting and distributing these EIs. This information facilitates accurate assessment of what response activities and material are required to save lives, relieve human suffering,

protect property and the environment, and expedite response and recovery operations. During the early hours of a disaster and in the absence of “ground truth” information such as actual on-site surveys or imagery, GIS, computerized predictive modeling, and damage estimation software may be used to develop initial estimates of damage. These EEs include:

- Location of the impacted area.
- Social, economic, and political impacts.
- Jurisdictional boundaries involved.
- Status of transportation systems and critical transportation facilities.
- Status of communications systems.
- Access points to the disaster area.
- Status of operating facilities.
- Hazard-specific information.
- Weather data affecting operations.
- Status of critical facilities and distribution systems.
- Status of remote sensing and reconnaissance activities.
- Status of key personnel.
- Status of ESF activation.
- Status of disaster or emergency declaration.
- Major issues and activities of ESFs.
- Resource shortfalls and status of critical resources.
- Overall priorities for response.
- Status of upcoming activities.
- Donations.
- Historical and demographic information.
- Status of energy systems.
- Estimates of potential impacts based on predictive modeling (as applicable);
- Status and analysis of initial assessments (needs assessments and damage assessments, including preliminary damage assessments).

E. Response Actions

ESF #5 will:

1. Initial Actions
 - a. Notify State Warning Point of situation.
 - b. Establish initial contact with municipalities.
 - c. Establish a duty roster and phone lists; set up status boards, establish message flow and tracking.
 - d. Activate other ESFs as needed.
 - e. Call ESF Coordinators and Emergency Coordinating Officers as needed.
 - f. Anticipate types of response information that ESFs will require.

2. Continuing Actions
 - a. Coordinate with key personnel in the field.
 - b. Continue to staff the OCEOC on a 24-hour-a-day basis.
 - c. Manage message flow in the OCEOC, including logging all actions taken.
 - d. Provide information in support of ESFs.
 - e. Coordinate the development of action plans as required.

V. Organization and Responsibilities

A. Primary Agency

The Orange County Office of Emergency Management and Planning Division serves as the lead agencies under ESF #5 and has the following responsibilities:

1. Coordinate message flow within the OCEOC.
2. Coordinate the overall efforts to collect, process, report, and display essential elements of information; and to facilitate support for planning efforts in response operations.
3. Integrate findings into short- and long-term plans for consideration by the Executive Policy Group.
4. Distribute plans and reports to other ESFs.
5. Collects and summarizes information obtained by the other ESFs in the form of SITREPs.
6. Presents information in the OCEOC in the form of presentations to inform ESFs as to the current situation and expected actions (GIS presentations, etc).

B. Support Agencies

1. Orange County Administrative Services Department, Information Systems and Services Division

This agency assists in the OCEOC by maintaining and operating the numerous computer systems that are utilized in the OCEOC during activations.

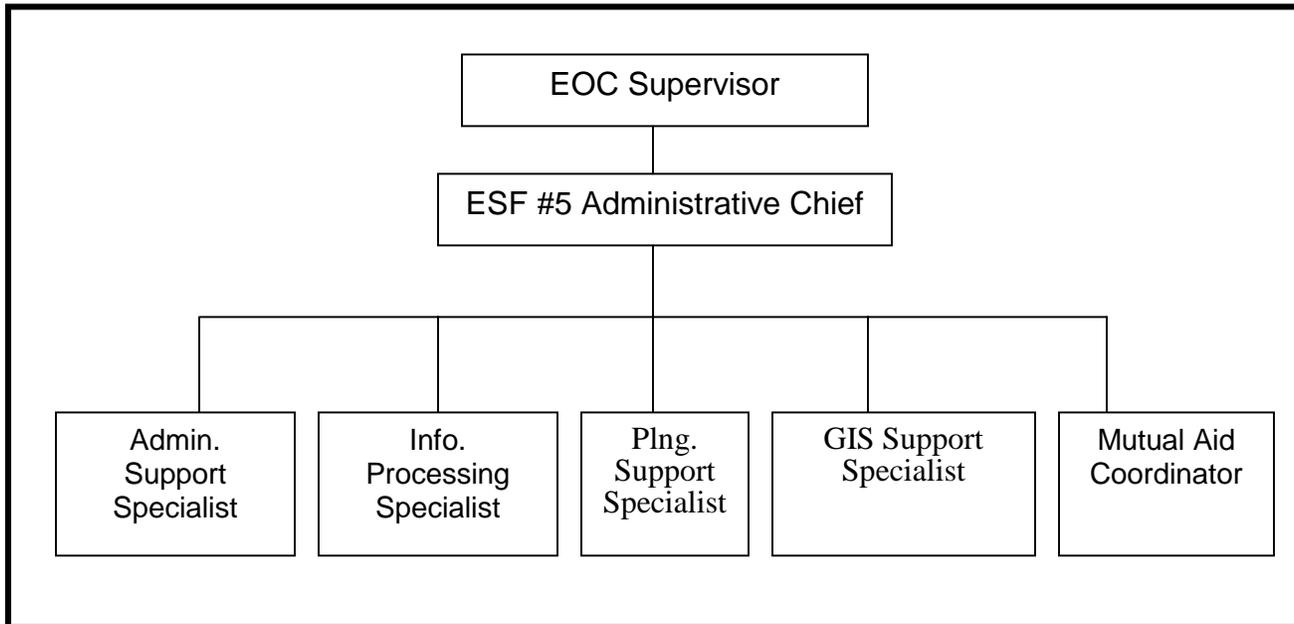
2. Orange County Fire Rescue Department

This agency will assist ESF #5 in the collection of information but also in assisting in utilizing the facilities maintained and operated by the department for a variety of uses (Alternate facilities, staging areas, etc).

3. Orange County Property Appraiser's Office (OCPAO)

This agency serves as the lead for ESF #19. They assist ESF #5 in the collection of data on the homes and business in Orange County.

Figure 1: ESF #5 Organizational Chart



C. ESF #5 Team (See Figure 1)

1. Administrative Support Specialist

Provides administrative support to ESF #5 staff during all phases of response operations. Must provide word processing, clerical, and general administrative support, as required.

2. Information Processing Specialist

Established and maintains operations to collect and analyze information and reports. Ensures that emergency information is collected from all sources, properly analyzed, and reported to the EOC Supervisor.

3. Planning Support Specialist

Provides an overview of critical information and synthesizes the results into action plans which state priorities, objectives, and tasking for response and recovery operations, and for consideration by the Executive Policy Group.

Also, prepares advance plans that identify future requirements and issues that may impact response and recovery actions beyond the current operational period. Ensures the plotting and posting of key display information.

4. GIS Support Specialist

Provides Geographic Information System support to OCEOC operations by coordinating GIS information requests from all ESFs and Executive Policy Group.

5. Mutual Aid Coordinator

Coordinates and/or assists in all requests for mutual aid from ESFs. ESFs who have mutual aid agreements outside of the Statewide Mutual Aid Agreement may request mutual aid themselves, but should inform the OCEOC operations desk of their requests.

VI. Training and Exercise Program

A. ESF Training

ESF Training is dependent on the judgment of the ESF primary and support agencies. However, OEM hosts' four training courses a year dedicated to the overall operation of the OCEOC.

B. Exercise Program

Exercises involving ESF #5 will be scheduled several times a year to test the operational readiness and capabilities of ESF #5. These exercises will include tabletop, functional, and full-scale exercises.

VII. Plan Development and Maintenance

A. Plan Development

The ESF #5 annex will be updated and revised in cooperation with all primary and support agencies. This annex is a living document and is constantly reviewed and updated to reflect the changing situation and responsibilities of ESF #5.

B. Plan Maintenance

As was mentioned above the ESF #5 Annex is a living document so maintenance of this plan is on-going. Typically this ESF goes through a complete revision every two years.

VIII. References, Authorities and Mutual Aid Agreements**A. Federal**

1. Public Law 103 - 337, which reenacted the Federal Civil Defense Act of 1950 into the Stafford Act.
2. The Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 100-707 which amended PL 93-288).
3. Federal Response Plan, Emergency Support Function #5 Annex.

B. State

1. Chapter 252 of the Florida Statutes (State Emergency Management Act, as amended).
2. Governor's Executive Order 80-29.
3. The State of Florida Comprehensive Emergency Management Plan.
4. State CEMP Emergency Support Function #5
5. State of Florida 2000 Statewide Mutual Aid Agreement.

C. County

1. Orange County Ordinance 94-11, Emergency Management Ordinance
2. Orange County Code Chapter 1, Administration
3. Orange County Local Mitigation Strategy, 2002
4. Orange County Comprehensive Emergency Management Plan

Emergency Support Function #6 (ESF #6) Mass Care

Primary Agency: American Red Cross

Support Agencies: Orange County Convention and Visitor's Bureau
Orange County Public School District
Orange County Office of Emergency Management
Florida Department of Children and Families
Orange County Administrative Support Department
Orange County Health and Family Services
Orange County Information Systems & Services Division
Orange County Sheriff's Office
Orange County Fire Rescue Department
Area Agency of Aging
LYNX

I. Introduction

A. Purpose

The purpose of this ESF is to coordinate activities involved with the emergency provision of temporary shelters, emergency mass feeding, bulk distribution of coordinated relief supplies for victims of disaster, and disaster welfare information. In some instances, services also may be provided to disaster workers as described below.

B. ESF-6 has a broad scope of responsibilities that:

1. Coordinate the tasking of all sheltering activities during a disaster to include the sheltering of people with special needs.
2. Coordinate the establishment and operation of mass feeding facilities in areas affected by disasters.
3. Coordinate with relief efforts provided by volunteer organizations performing mass care functions. Coordinate with ESF-15 (Volunteers and Donations) for support of mass care operations.
4. Coordinate the establishment of a system to provide shelter registration data to appropriate authorities.
5. Coordinate the provision of emergency first aid in shelters, fixed feeding

- sites, and emergency first aid stations.
6. Coordinate with ESF-8 (Health and Medical) for the provisions of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities as related to sheltering and feeding disaster victims.
 7. Provide quantitative mass care services data to ESF 5 (Information and Planning), ESF 11 (Food and Water) and others who require accurate data for response planning.
 8. Coordinate with ESF-16 (Law Enforcement) for additional ESF-6 facility security resources.
 9. Coordinate with ESF-2 (Communications) to ensure each shelter has a working system of communications.
 10. Coordinate with ESF-12 (Energy) to ensure each shelter has power generation capabilities.

II. Policies

- A. ESF-6 will be implemented upon the appropriate Orange County or Emergency Management's request for assistance prior to or following a disaster.
 - B. The American Red Cross (ARC) is the primary agency for ESF-6. The ARC, as chartered by Congress in 1905, has responsibilities related to meeting human needs created by a disaster. The ARC's policies include a program of both emergency mass care and assistance to individuals with urgent and verified disaster caused needs.
 - C. ESF-6 activities will be coordinated through the County Emergency Operations Center (EOC). The primary agency and support agencies will provide staff at the EOC on a 24-hour basis for the duration of ESF-6 activation.
 - D. ESF-6 activities will support county government. Additional mass care resources required beyond county capability will be coordinated through ESF-6.
 - E. It is understood that the next level (Level IV) of response assistance available to the county is a state response and clear lines of communications and integration of expectations will be established on a routine basis with State Division of Emergency Management.
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- F. To ensure appropriate confidentiality regulations are enforced, ESF-6 will not release confidential information to the general public. Shelter occupants' information will be handled in accordance with Red Cross Disaster Welfare Inquiry procedures.

III. Situation

A. Disaster Condition

1. Sudden Catastrophes: Transportation accidents, airplane crashes, flash floods, tornadoes, fires, or technological events may necessitate immediate identifiable mass care to evacuees, victims and emergency workers involved in the disaster and its aftermath. Shelters and feeding sites may need to be set up quickly, with no advance notice.
2. Slowly Developing Disasters: Catastrophic disasters such as hurricanes and slow-rising floods provide warning and evacuation time, but may cause extended displacement and damage to the infrastructure. Shelters may be needed county wide to accommodate evacuees. Damage from catastrophic disasters may cause extended displacement, the needs of which may extend into the recovery phase.

B. Planning Assumptions

1. The most destructive natural hazard to which Florida is vulnerable is a hurricane. Consequently, advance warning is likely, with an opportunity to order evacuation in vulnerable areas.
2. In a catastrophic disaster, it is likely that long-term mass care will be required until rental assistance and temporary housing resources become available. Rapid Impact Assessment Teams (RIAT) and other technologies may provide a guide for the magnitude of housing needs and resource deficits.
3. A significant influx of disaster workers will strain the resources of the impacted area(s)
4. Mobile feeding operations may not be possible in major operations.
5. Smooth transition from ESF 6 response to Individual Assistance Recovery Operations will help ensure disaster victims' needs are met.

IV. Concept of Operations

B. General

ESF-6 will be organized in a manner that ensures rapid response to the mass care needs of people affected by a disaster. Emphasis will be on each agency assigned to the ESF having thorough and up-to-date disaster plans that have been coordinated through the ESF's primary agency. These plans will be operational in nature, and standardized whenever possible. When activated, agencies in ESF 6 will operate under these plans and their support documents.

ESF-6 will focus primarily on sheltering activities, mass feeding and the coordination of volunteer agency activities involved in mass care as directed by the American Red Cross. Support agencies will plan with the Red Cross and provide support services in times of disaster through a coordinated ESF response.

C. Organization and Notification

1. ESF-6 will organize under the leadership of the primary agency, which is the American Red Cross. Red Cross personnel assigned to the ESF will provide daily direction. This direction is limited to operation of the ESF, assignment of ESF personnel to requests for assistance, and ensuring that requests for assistance are met, documented and prioritized. ESF-6 will establish liaison with other appropriate ESFs and maintain open communications with these ESFs in both the planning and operational phases.
2. Support agencies will operate under the daily leadership of the American Red Cross representative located in the ESF at the EOC. However, each agency represented will be expected to operationalize and direct its response resources in accordance with its agency's operating procedures. Should a conflict arise between the primary agency and a support agency, the issue will be turned over to the Orange County EOC supervisor for resolution.
3. Primary and support agencies will provide sufficient personnel to staff the ESF 24 hours per day, seven days per week. The staff will be qualified persons able to facilitate decisions for the department they represent. Any agency providing unqualified personnel will be asked to make immediate changes. Volunteers with subject knowledge, and operations personnel are preferred.

4. In conjunction with the Red Cross, support agencies will develop agency plans that support their ESF assignments.
5. The primary agency will prepare for disaster exercises called by Emergency Management. The support agencies should have a system in place for responding personnel to be available for disaster exercises.
6. Notification will occur through established communication channels set up by Orange County Emergency Management. This will include landline, radio, pager, or cell phone and in turn ESF-6 will notify its support agencies by the same methods.

D. Response Actions

Primary and support agencies will have and maintain appropriate listings of agency staff to call for performing response activities. The response people will be available 24 hours per day, seven days per week. Differentiation will be made between field and headquarters personnel.

Primary and support agencies will have and maintain listings of all available resource providers used by the agency in disaster situations. These would include private sector vendors.

Each support agency will provide its ESF personnel with sufficient supplies (paper, pens, etc.) to perform their ESF duties in the EOC.

Each support agency in the EOC will have current copies of appropriate policies and procedures available to the ESF, which will be appropriately and boldly titled.

All support agencies will ensure that all actions taken are recorded and communicated to the primary agency representative.

At all times, support agencies should be able to make brief and accurate status reports to the primary agency.

1. Sheltering

a. General

- i. ESF-6 will coordinate the activities of all public shelters, which agree to fall under the American Red Cross Shelter guidelines. This includes shelters formed before, during, and after the event.
- ii. Shelters will be opened and closed in accordance with public

needs as assessed by the American Red Cross and Orange County Emergency Management. ESF-6 will continuously monitor occupancy levels and ongoing victims' needs, and will provide ESF 5 (Information and Planning), ESF 8 (Health and Medical), and ESF 11 (Food and Water) with a daily listing of "open" and "closed" shelters.

- iii. All shelters should be managed in accordance with applicable American Red Cross regulations and procedures.
- iv. ESF-6 will work with county government, local Red Cross service delivery unit, support agencies and applicable federal agencies in activities related to surveying the suitability of facilities as shelters following a disaster occurrence.
- v. ESF-6 will have, procure, and regularly update list of available shelters for the county.
- vi. Shelter listings will include staffing and resource information.
- vii. ESF-6 will coordinate the provision of relief staff and the replenishment of shelter supplies.
- viii. ESF-6 will coordinate the consolidation of shelters, staff, resources (e.g., communications and law enforcement), and supplies as sheltering needs diminish.
- ix. ESF-8 will be called upon to support any shelter requiring medical services and/or personnel beyond ARC resource capabilities.

b. Special Needs Shelters

- i. ESF-6, in cooperation with ESF 8 (Health and Medical), will have, procure and regularly update lists of special needs shelters or other special needs units in existence in Orange
- ii. County, as required. All criteria listed above (AMERICAN RED CROSS/OTHER SHELTERS) will apply to special needs shelters in addition to the following.
- iii. ESF-6 will cooperate with ESF-8 (Health and Medical) in compiling special needs shelter lists which will include information about the staffing and resource provisions for each special needs shelter, as follows:

1. Numbers of physicians, registered nurses, licensed practical nurses, advanced registered nurse practitioners, emergency medical technicians, paramedics, and other licensed or certified personnel assigned to each special needs shelter.
 2. Medications and medical supplies available to each special needs shelter, and who is responsible for procuring, maintaining at ready, and bringing to the shelter these medications and supplies.
 3. Lists of local agencies providing material and personnel support for special needs shelter in the county.
 4. The name(s) of the agency and person in the agency responsible for the management of each special needs shelter. Telephone numbers and addresses will be included.
- iv. ESF-6 will coordinate with ESF-8 (Health and Medical) to ensure that people with the need for a higher level of care have their needs attended to in appropriate settings. Protocol will be determined by the state ESF-8 (Health and Medical).
 - v. ESF-6 will work with ESF-8 (Health and Medical) regarding the provision of health protocols for special needs shelters. Special needs shelters will operate under these protocols for health issues.
2. Feeding
 - a. General

ESF-6 will liaison with ESF 5 (Information and Planning) and ESF 11 (Food and Water) to coordinate the mass feeding sites established by the American Red Cross and volunteer agencies. Mass feeding activities will include feeding of disaster victims and workers (when possible).

 - i. ESF 6 will have, procure, and regularly update a list of all agencies (public and private) that have a mission to provide mass feeding in times of disaster.
 - b. ESF 6 will coordinate mass feeding locations to ensure optimal logistics for public service. A liaison will be established with ESF 15 (Volunteers and Donations) to ensure continued coordination during an event.
 - c. ESF 6 will coordinate sanitation provisions and inspections, and

garbage removal from mass feeding sites in coordination with ESFs 3 (Public Works) and ESF 8 (Health and Medical).

- d. ESF 6 will coordinate the provision of food and water to mass feeding sites. This will include procuring food from the USDA, donations, and private vendors. Liaisons will be established with ESFs 11 (Food and Water) and ESF 15 (Volunteers and Donations) to ensure continued coordination of mass feeding.

3. Individual Feeding

ESF-6, will assist the Florida Department of Elder Affairs in providing food for individuals not in shelters and unable to attend mass feeding sites. This coordination will be based on local disaster responders identifying people with individual feeding needs and providing ESF6 with specific need requirements.

ESF-6 will assist County Emergency Management in identifying pocket populations, in order to ensure that all people needing individual feeding are served.

4. Food Storage and Distribution

ESF-6 will coordinate with ESF 11 (Food and Water) and ESF 15 (Volunteers and Donations) regarding the storage of food in identified warehouse sites.

ESF-6 (Food and Water) will coordinate the distribution of food stored in identified warehouses to mass feeding sites identified and coordinated by ESF-6.

ESF-6 will coordinate the transportation of food from identified warehouses to mass care feeding sites in liaison with ESF-I (Transportation).

5. Bulk Distribution of Relief Supplies

- a. In coordination with ESF-7 (Resource Support), ESF-11 (Food and Water), and ESF-15 (Volunteers and Donations), ESF-6 will coordinate with local authorities in the identification of bulk supply staging areas and distribution sites in the affected area.
 - b. ESF-6 will coordinate with ESF-5 (Information and Planning) and ESF-14 (Public Information) to publish information as to where bulk supplies should be delivered, information as to how these supplies should be delivered, and information as to how these supplies can be accessed.
 - c. ESF-6 will receive ongoing information from staging areas as to what and how much is available for distribution.
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6. Other Ad Hoc Volunteer Agencies

- a. In addition to those activities previously stated, ESF 6 will coordinate with ESF-15 (Volunteers and Donations) regarding the activities of volunteers actively engaged in providing mass care assistance.
- b. Coordination will include:
 - (1) Prevention duplication of goods and services as they relate to mass care.
 - (2) Assisting volunteers with logistics.
 - (3) Coordinating the delivery of goods and services as they relate to mass care.
- c. ESF-6 will maintain a listing of all volunteer organizations active in mass care in the disaster area. The list will contain the following information:
 - (1) Type of service(s) being provided by each volunteer agency.
 - (2) Number of volunteers in the area.
 - (3) Resources each agency has available.
 - (4) Names and contact means of key persons in each organization.
 - (5) Logistical abilities of each organization, i.e. self-contained, need transportation, self-equipped, etc.

7. Emergency First Aid and Mental Health

- a. ESF-6 will coordinate with ESF 8 (Health and Medical) for the provision of medical services up to advanced first aid and mental health services in shelters; and will ensure that trained and qualified personnel are present in shelters in sufficient numbers to care for people needing assistance.
- b. ESF-6 will coordinate with local officials to help ensure that a sufficient number of first aid trained and qualified personnel are stationed at each mass care site.

8. Communications

ESF-6 will coordinate with ESF-2 (Communications) to ensure that each shelter has a working system of communications with the County Emergency Operations Center and Red Cross per the Red Cross protocol.

This may include radio, telephone, or cellular telephone communication devices. The American Red Cross representative in the operations center will keep ESF-6 informed about conditions at the shelters and unmet needs.

9. Power Generation Capability

ESF-6 will coordinate with ESF-12 (Energy) for generators and fuel.

10. Family Support

ESF-6 will initiate actions to reunite families through the Disaster Welfare Inquiry function. This is the function within disaster relief responsible for receiving and responding to inquiries about the health and welfare of individuals and families in an impacted area. National Headquarters will share welfare Inquiry Bulletins with Red Cross units.

D. Recovery Actions

1. Initial Actions

- a. ESF-6 will work with county government and assist in determining extended sheltering needs.
- b. ESF-6 will work with appropriate agencies such as Florida Department of Children and Families and American Red Cross Family Services, for long term placement of disaster victims who cannot move back to their normal living arrangements due to disaster damage. Elder Affairs will focus their efforts on the 60+ plus population. Vocational Rehabilitation will focus on head-injured/spinal cord injured persons.

2. Continuing Actions

- a. The ESF-6 primary agency, American Red Cross, will provide its support agencies, ESF- 5 (Information and Planning) and ESF-14 (Public Information) with regular updates on which shelters are opened or closed, and census data for open shelters.
- b. ESF-6 will coordinate with ESF-14 (Public Information) to provide information to shelter residents about how to access disaster assistance program information and services through Red Cross Service Centers; and Individual Assistance Programs through Disaster Recovery Centers/Teleregistration.

V. Responsible Agencies

A. Primary Agency - American Red Cross will:

1. Develop and maintain a roster of personnel that staff the ESF. Sufficient staffing will be available for 24 hours per day, seven days per week.
2. Ensure the presence of resource materials in sufficient numbers in the ESF location. These materials would include:
 - a. Shelter listings for each county with names and numbers of each shelter manager, as available.
 - b. Listing of all bulk food providers and contact personnel and phone numbers as required from ESF-11 (Food and Water).
 - c. Listing of all hospital and ambulance services with contact numbers as required from ESF 8 (Health and Medical).
 - d. Locations of all mass feeding sites and the names of site managers.
 - e. Listing of all state and federal human services agencies active in the response.
3. Provide a system for recording incoming requests for assistance, which was assigned to respond, and the action taken.
4. Establish a protocol for prioritizing response activities.
5. Coordinate activities with other ESFs.
6. Prepare, at all times, to make status reports.
7. Develop and maintain a plan that details the activities addressed in this document. This plan will be coordinated with the support agencies and Orange County.
8. Develop a plan for responding support agencies for disaster and disaster exercises. This plan will be reviewed by support agencies for input prior to being finalized.

B. Support Agencies

1. The Orange County Health and Family Services Division and Florida Department of Children and Families will:
 - a. Assist, through ESF-8 (Health and Medical), in locating health and welfare workers to augment personnel assigned to shelters. ESF- 8 (Health and Medical) will have primary responsibility for providing medical staff to special needs units.
 - b. Support, through ESF-8 (Health and Medical) disaster mental health services;
 - c. Provide technical assistance for shelter, feeding and warehouse operations related to food, vector control, water supply and waste disposal; and
 - d. Assist in provision of medical and first aid supplies for shelters and first aid stations.
 2. Red Cross will:

Support mass feeding activities, through ESF-6 (Food and Water).
 3. The Area Agency on Aging will:
 - a. Support Individual Feeding activities through home delivered meals; and
 - b. Assist in the placement of disaster victims who cannot return to normal living arrangements.
 4. The School District of Orange County will support ESF-6 sheltering activities with personnel and facilities, specifically through contractual agreement between Central Florida Chapter of the Red Cross and the school board. This will include staff for kitchens at each school opened as shelters to cook for the shelter residents.
 5. The Orange County Health and Family Services Division will support ESF- 8 (Health and Medical) in the provision of medical care staff to staff special needs units in shelters.
 6. The Florida Department of Health will supply food inspectors to assist in inspection of mass feeding sites and food distribution centers.
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VI. Resource Requirements

A. Assets Critical for Initial Twelve Hours include:

1. Shelters (Public and Special Needs)
 - a. Food, water, ice, food service equipment, and fuel (e.g., generator)
 - b. Cleaning supplies
 - c. Toiletry items
 - d. Administrative supplies
 - e. Blankets, cots
 - f. Portable toilets
 - g. First aid supplies
2. Personnel
 - a. Shelter managers
 - b. Qualified first aid staff/volunteers
 - c. Medical staff/volunteers (special needs shelters)
 - d. Food service personnel

B. Assets Required for Continuing Operations

The assets, as noted above, will be required for the immediate and long-term response phases (several days to several weeks) Increases and decreases in the number of shelters, feeding sites, and distribution sites will be adjusted based on Damage Assessment Teams reports and other Damage Assessment reports as they are received.

VII. Authorities

A. American Red Cross Legal Authorities

1. Title 36, Section 2 of the United States Code, January 5, 1905.
2. Title 36, Section 1 of the United States Code Annotated; May 8, 1947.
3. U.S. Attorney General ruling; November 26, 1951.
4. Public Law 93-288, Robert T. Stafford Disaster Relief and Emergency Assistance Act as amended.

B. Independent Authorities

1. This ESF does not supplant existing plans or existing authorities that have been developed for response incidents under American Red Cross statutory authorities other than the Robert T. Stafford Act.
2. Support agencies, which have their own authorities and funding to respond to disaster situations, will respond initially under those authorities.

C. State of Florida Authorities

1. Chapter 252, Florida Statutes; Emergency Management.
2. CS/CS/HB 911, May 1993.

Emergency Support Function #7 (ESF #7) Resource Support

Primary Agency: Administrative Support Department

Support Agencies: Capital Projects
Facilities Management Division
Fleet Management Division
General Services Division
Real Estate Management Division
Orange County Human Resources and Labor Relations Division
Orange County Purchasing and Contracts Division
Orange County Office of Management and Budget
Orange County Sheriff's Office
Orange County Utilities Department
Orange County Public Works Department
Orange County Comptroller's Office
Orange County Property Accounting Office
Orange County Parks & Recreation Division
Orange County Fairgrounds
Lynx

I. Introduction

The purpose of ESF #7 is the location, provision, and distribution of resources: supplies, office equipment and space, fuel, contracting services, personnel, heavy equipment, and other equipment as necessary.

Provide personnel and supplies required for support of the CEOC. This involves the immediate acquisition of emergency supplies, fiscal, clerical, and transportation support for on-scene forces, as it is required.

II. Policies

- A.** The responsibility of the Administrative Support Department is to plan, coordinate, and manage the resource support as outlined in this Emergency Support Function.
- B.** Equipment and supplies will be drawn from current inventory and local vendors. Advance coordination with local vendors will be made as needed. Building supplies are maintained in the Facilities warehouse at 2010 East Michigan Street, 6600 Amory Court, 650 N. Pine Hills Road and 3663 South

John Young Parkway. A twenty-four hour contact can be reached at pager number 643-6066. The ESF-3 (Public Works) (836-7870) and ESF-20 (Utilities) (836- 7234) coordinators will be contacted for Public Works and Utilities type inventories. Resources maintained and/or controlled by the Red Cross can be determined by coordinating with ESF-6 (Mass Care) or by calling 894-4141. Commercial Services will be used if a non-stocked or a zero inventory is determined. It is anticipated that 90% of the requirements will be for non-stocked items.

- C.** Resources and support will be provided by the agencies specified. Supplies and equipment not in stock or services not available will be requested through the ESF #7 Alternate EOC (AEOC). Items not in stock or services not available will be procured using established emergency purchasing procedures.
- D.** Disaster Emergency Purchasing Manual. The Chief of Purchasing and Contracts has primary responsibility for the Purchasing operation. If needed, a Remote Emergency Purchasing Operations Center (REPOC) will be established in Palm Beach County as outlined in the Inter-local Agreement for Purchasing Manual Support. Emergency purchasing channels are delineated in the Emergency supply staging areas will be established for the post disaster recovery effort.

III. Situation

- A.** A natural disaster or other catastrophic disaster will result in losses of local and State resources resulting in shortages of needed supplies.
- B.** Activities unaffected by the disaster will be requested to assist in meeting needs that cannot be fulfilled through other channels
- C.** Some resources may not be accessible due to damage to facilities.

IV. Concept of Operations

A. General

The Administrative Support Department will allocate resources and coordinate actions in support of this Emergency Support Function. Support Agencies will provide supplies, equipment, and personnel with commercial sources being utilized on a need basis. Sources from outside the impacted area will also be used. The ESF #7 AEOC will coordinate with those ESFs that may supplement local resources.

B. Organization

1. The Resource Support Function will operate under the direction of the Executive Policy Group and EOC Supervisor.
2. Support will be for the duration of the emergency conditions.
3. On notification of a pending or occurring disaster the EOC representative will alert key personnel of resource needs and will then report to the EOC.

C. Notification

1. The Office of Emergency Management will notify all Emergency Support Functions.
2. The EOC activation plan will designate the representative to be notified. The Director of the Administrative Support Department or a designated department representative will notify the division representatives.
3. A Secondary Emergency Operations Center (SEOC) will be established in the Facilities Management Complex on Michigan Avenue. If the Facilities Management Complex becomes unusable, the Fleet Management Complex at 4400 Vineland Road will be used as the Secondary EOC. Department representatives at the Secondary EOC will remain in contact with the EOC representative. Communications will be via landline, portable telephone, radio, messenger, or other available means.

D. Response Actions

1. Initial
 - a. Level 1: Key personnel will be notified and will closely monitor the situation. Those who would need to take action as a part of their everyday responsibilities will be fully prepared.
 - b. Level 2: Division managers notify key personnel to report to duty stations. Division internal emergency plans will be implemented.
 - c. Level 3: All primary and support agencies are notified. Full staffing of emergency functions is accomplished
2. Continuous Support Functions
 - a. Equipment and buildings will be leased as needed for replacement for lost resources. The Orange County Building List will be used to identify available

office space. The Executive Policy Group or EOC Supervisor will determine the allocation of office space based on priority of need. The Real Estate Management Division will coordinate leasing of necessary facilities.

- b. Maximum effort will be made to support other ESFs.
- c. Office furniture, equipment, and supplies will be procured from existing inventories, surpluses or purchased as necessary.
- d. Designated fueling facilities will provide fuel for vehicles and generators.
- e. ESF #11- Food and Water will provide food.
- f. ESF #16- Law Enforcement and Security will provide security as needed.
- g. The Property Accounting Office will maintain records of all properties loaned to this county by other counties, states, and federal agencies. The Property Accounting Office will establish an inventory control system to track all loaned property.
- h. The Office of Management and Budget will be responsible for records review, accountability review, and form management.

V. Responsibilities

A. Primary Agency

The Administrative Support Department is charged with overall responsibility for ESF #7- Resource Support. Procurement of commodities and services will be initiated as needed by the department through the Purchasing and Contacts Division. The division will also provide support staff for the lease of buildings, facilities, and their management.

B. Support Agency

1. LYNX, Fleet Management, Public Works, and Utilities will provide for personnel transportation, equipment operators, trucks, busses, and heavy equipment.
 2. Orange County Sheriff's Office provide for security of facilities and staging areas. Storage areas will be cordoned off and when gates are there they will remain locked. The Sheriff's Office will be requested to provide armed security if it is deemed necessary.
 3. Purchasing and Contracts Division will procure commodities and services to
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include mutual support agreements as needed.

4. Human Resources Division will provide financial, clerical, and personnel support to the manpower pool and volunteer center.
5. Parks Division and the County Fairgrounds will provide staging areas for emergency supplies and equipment. The County Fairgrounds is designated as the primary staging areas and the County Parks will be used as alternative sites. Heavy vehicular equipment i.e., bulldozers, graders etc. will be staged at the Highway Maintenance District Office whenever feasible. A determination must first be made as to which roads remain open and which areas will best meet county requirements.
6. Office of Management and Budget will perform records review, and forms management.
7. Property Accounting will maintain records of all property loaned the County.
8. Orange County Payroll will conduct payroll management, consult and advise on expenditures for response actions in man-hours.
9. Florida Department of Transportation will coordinate state support requirements and assist to the maximum extent of their capabilities.

VI. Authorities

- A. Chapter 252, Florida Statutes
- B. Orange County Comprehensive Emergency Management Plan

Emergency Support Function #8 (ESF #8) Health and Medical

Primary Agency:	Health and Family Services Department
Support Agencies:	Florida Department of Health (FDOH) Agency for Health Care Administration (AHCA) American Red Cross (ARC) (ESF-6) Senior Resource Alliance Seniors First Community Care for the Elderly (CCE) Orange County Medical Society Department of Military Affairs Local Aeromedical Services Local Ambulance Services Local Fire Departments Local Hospitals Area Social and Mental Health Agencies Lynx Transportation (ESF-1) Area Home Health Care Agencies (HHCAs) Area Durable Medical Equipment Companies (DMEs) Center for Independent Living (CIL) Area Hospice Agencies Area Non-emergency Transport Providers Salvation Army (ESF-11) Orange County Public Schools Orange County Health Department (OCHD) Orange County Environmental Protection Division (EPD) Orange County Utilities

I. Introduction

A. Purpose

To establish a coordinated effort in providing and securing needed medical and health services in response to an actual or potential disaster. Provide a coordinated effort with ESF #8 of the State Disaster Plan and its delineation of supplemental assistance available to local jurisdictions.

B. Scope

The scope of ESF #8 is far ranging and addresses a variety of activities. The functional areas as identified in the Orange County CEMP, Basic Plan will be

addressed within this Annex, the ESF #8 Standard Operating Procedures (SOPs) and Checklists, as well as each support agency's SOPs, as assigned.

II. Policies

- A. The operations of ESF #8 will be directed toward the performance of health and medical functions in conjunction with county emergency operations and protective actions.
- B. A major focus will be to provide emergency health and medical services needed to address people with special needs above and The primary focus will be to provide emergency health and beyond services available in general shelters.
- C. The Health and Family Services Department (OCHFS) will coordinate health and medical services within Orange County.
- D. The Orange County Chairman may request state assistance.
- E. The Department Director, Health and Family Services may request assistance through the State Department of Health or the Agency for Health Care Administration.
- F. Patients' medical information will not be released to the general public to ensure patient confidentiality.
- G. For the purposes of ESF #8 and any local request for State assistance, the Deputy District Administrator of health for Department of Health (DOH) District VII will be considered the County Health Officer.
- H. The Medical Director for Orange County EMS will be the Medical Director (Officer) for the purposes of ESF #8.
- I. Federal and State assistance to the ESF will be provided under Public Law 93-288, Florida Statute Chapter 252 and the Florida Comprehensive Emergency Management Plan (FCEMP).
- J. During emergency response operations and for the first hours after the occurrence of a catastrophic event there may be little if any assistance available.
- K. The primary and support agencies must be as self-sufficient as possible during this period.

- L. All State and Federal emergency health and medical responses to an event must be requested by and are under the direction and control of ESF #8 operations.

III. Situation

A. Disaster Conditions

1. A major or catastrophic disaster may result in a substantial number of disruptions to the Medical and Health infrastructure of the county.
2. Hospitals, nursing homes, adult living facilities, pharmacies and other medical/health facilities may be severely damaged or destroyed.
3. Chronically ill but uninjured individuals may have difficulty obtaining daily medications, medical supplies and/or equipment due to destruction of normal supply locations and/or inability to travel.
4. Disasters such as hurricanes, floods, etc., may not generate high injury volumes such as an earthquake but will require relocation into temporary shelter(s), vector control, and availability of potable water, wastewater control and resolving problems with solid waste facilities.
5. People with special needs will require relocation to shelters equipped to provide the required level of service.
6. People with special needs who refuse to leave their residence will require follow-up immediately after the danger has subsided.
7. The damage and destruction from a catastrophic natural disaster or acts of terrorism will produce urgent needs for mental health crisis counseling for disaster victims and response personnel.
8. People refusing to evacuate will require contact and possible relocation to a medical facility, if injuries have been sustained.

B. Planning Assumptions

1. Initially, local resources will be utilized to relocate individuals to a place of safety.
2. Receiving shelters will require necessary medical equipment, personnel and supplies for the care of people with special needs.

3. EMS personnel will be unable to be the primary source of staffing for shelters.
4. Resources within the affected disaster area will be inadequate to clear casualties and/or adequately treat them in local hospitals.
5. In a major disaster, coordination will be required for the transportation of patients by air and ground to areas outside of the impacted area having sufficient hospital beds and treatment capabilities.
6. Damage to chemical and industrial plants, sewer lines, water distribution systems and secondary hazards such as fires, will result in toxic environmental and public health hazards for the surviving population and response personnel. This can include contaminated water supplies, crops, livestock, and food products.
7. Assistance in maintaining continuity of health and medical services will be required with specific emphasis on implementation of communicable disease services (prevention, surveillance, etc.).
8. Disruption of sanitation services and facilities, solid waste services and facilities, loss of power, and massing of people in shelters may increase the potential for disease and injury and/or require the identification of additional shelter space(s).
9. Normal medical and health services available to the affected population may be disrupted.
10. Fatalities and injuries will occur among medical, health and allied health professions in about the same ratio as in the general population.
11. Normal medical and health supply sources may be destroyed or damaged requiring control of the remaining resources by a resource management organization.
12. Medical supplies of any kind from outside the affected area may be delayed from several hours to several days, making mandatory the rationing of available supplies.
13. There will be an immediate overload from requests for emergency medical aid.
14. Individual EMS units will be working as independent entities due to a loss of communications and medical control.

15. The EMS personnel will sustain injury and fatigue, further lessening available personnel resources.
16. Acts of terrorism involving chemical agents will result in large numbers of disaster victims as well as emergency response personnel requiring decontamination.
17. Widespread epidemiological consequences will occur as a result of biological acts of terrorism.
18. Required vaccines, appropriate antidotes as well as other medications used to counteract the affects of biological and chemical agents, may be in short supply or not available through local resources.

IV. Responsibilities

The Lead and each support agency respectively, will be responsible for developing Standard Operating Procedures (SOPs), Protocols and Checklists, which address in detail each of the functional areas of responsibility, as assigned.

A. Primary Agency

The Orange County Health and Family Services Department is the primary agency for this Emergency Support Function (ESF) and will coordinate all health and medical activities as assigned. As lead agency, OCHFS is responsible for the following:

1. Maintenance of the Special Needs Registry.
2. Notification, activation and mobilization of all agencies assigned to the ESF/EOC/FOC.
3. Organization, assignment, and staffing of all facilities at which this ESF is required to be located.
4. Coordination of all support agency actions in performance of missions assigned to this ESF.
5. Coordination of requests for assistance and additional resources in performance of the mission of this ESF from all assigned agencies and forwarding them to the appropriate ESF or agency.
6. Coordination of ESF-8 activities through the Emergency Operations Center (EOC).
7. Provide staff at the EOC on a 24-hour basis, during activations involving ESF-8.
8. Providing or tasking resources to support health, medical, and public safety needs in an emergency environment.
9. Coordinating with State and Federal governments to obtain additional outside resources, as required to sustain response operations.

10. Assuring ESF-8 has an emergency response and field deployment capability.
11. Act as the primary source of public health and medical response information for all ESFs, Orange County residents and visitors.
12. Point of contact for any national assets or federal ESF-8 responses to an emergency.
13. Resources are coordinated through the Department Director OCHFS or designee.
14. Ensuring ESF-8 has an effective Community Outreach Program
15. Provide leadership in directing, coordinating and integrating the overall efforts to provide medical and public health assistance.
16. Coordinate and direct the activation and deployment of resources of health/medical personnel, supplies and equipment.
17. Coordinate the evacuation of patients from the disaster area when evacuation is deemed feasible and appropriate.
18. Ensuring that active and passive surveillance systems for the protection of public health are established.
19. Coordinate with the support agencies in directing and prioritizing health and medical activities.
20. Ensure that a sufficient number of trained medical personnel are stationed at each mass care site.
21. Coordinate with ESF-2 (Communications) to ensure that a working communications system with the County Emergency Operations Center has been established.

B. Support Agencies

1. Medical Examiner's Office

The Medical Examiner's Office will coordinate with ESFs 4 and 9 (Fire Rescue) during detection and suppression of fires and urban search and rescue operations, to identify victims and arrange for mortuary services. They will also coordinate with ESF-6 (Mass Care) in identifying victims and arranging for mortuary services to residents of emergency shelters.

2. Orange County Emergency Medical Services (EMS)

- a. Coordinate with area hospitals to determine beds availability and treatment capabilities.
- b. Coordinate with ESF-1 (Transportation) and ESF-8 regarding emergency and inter-facility transportation requirements and capabilities.
- c. Coordinate with ESF-1 (Transportation) and area non-emergency transport providers in the evacuation of the special need population.
- d. Provide medical direction and control for all EMS activities in the County.
- e. Acts as liaison between area hospitals and EMS providers.

- f. Provide staff in the FOC.
- 3. Orange County Medical Clinic
 - a. Assist and coordinate medical staffing and logistical support for special needs shelters.
 - b. Provide and coordinate the medical equipment, supplies and services, for special needs shelter operations as well as for disaster victims and emergency workers.
 - c. Provide pharmaceutical support in shelters as needed.
 - d. Provide administrative/fiscal support staff in support of special needs and FOC operations.
 - 4. Head Start
 - a. Assist and coordinate equipment and staff to support the evacuation of Orange County's special needs population to designated shelters, as available.
 - b. Coordinate with ESF-1 (Transportation), in providing transportation assistance to disaster victims and/or emergency response workers, such as inter-facility transports.
 - 5. Human Services Division, Social and Mental Health Agencies
 - a. Assist and coordinate with all ESFs to ensure worker health and safety.
 - b. Assist and coordinate with the Florida Department of Health in providing mental health services to disaster victims.
 - c. Assist and coordinate with the Florida Department of Health and ESF-6 (Mass Care) in providing mental health services to shelter residents and staff.
 - d. Assist and coordinate staff in support of call down operations for the Special Needs Registry.
 - e. Assist in the providing Community Outreach Services to disaster victims, as requested.
 - f. Identify and assign staff to support special needs shelter operations.
 - g. Sufficient staffing will be available for 24 hours per day, seven days a week.
 - h. Staff not needed for special needs shelter operations, will be assigned to ESF-15 (Volunteers and Donations) for re-assignment to Family shelters, as needed.
 - 6. Mosquito Control
 - a. Assist and coordinate in establishing vector control in the impact area(s).

- b. All support agencies as assigned are responsible for the following functional areas and have developed Standard Operating Procedures (SOPs), accordingly.
- c. Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the Orange County CEMP, Basic Plan or this Annex.
- d. Identification and assignment of personnel to staff all facilities at which this ESF as required.
- e. Coordination of the respective agency's actions in performing assigned missions of the ESF.
- f. Identifying all additional personnel and resources required in performing assigned missions.

7. Fire Departments and Transport Agencies

- a. Assist and coordinate with ESF-9 (Fire Rescue) in providing emergency pre-hospital medical care in accordance with internal policies and medical protocols during search and rescue operations.
- b. Assist and coordinate with the Emergency Medical Services designee and the hospitals in maintaining the integrity of the Orange County EMS system.
- c. Continue to provide emergency assistance to the general public in accordance with those internal policies and procedures designated to maintain the integrity of the EMS system during an emergency.
- d. Coordinate with ESF-1 (Transportation) in providing transportation as needed for People with Special Needs (PSN).
- e. Coordinate medical care for People with Special Needs with serious medical problems.
- f. Ensure that SOPs pertaining to worker health and safety are followed.

8. Florida Department of Health/OC Health Department

- a. Assist and coordinate with Orange County Human Services in providing mental health services to staff and clients of ESF-6 (Mass Care) & 8 (Health/Medical).
- b. Coordinate with Public Works for staging and disposal of debris and other solid waste according to internal SOPs.
- c. Perform remedial actions at discharge sites to minimize the spread of contaminants in coordination with ESF-10 (Fire Rescue).
- d. Provide backup laboratory support in response to biological or hazardous materials discharges.
- e. Assist and coordinate with municipal and County Public Works and Utilities agencies in assessing the portability of public and private water supply systems.

- f. Assist and coordinate with the ESF-10 (Fire Rescue) in the identification of biological, chemical or radiological hazards that present a threat to the survivor victims.
- g. Coordinate with ESF-14 (Public Information) in providing emergency public health information to the general public.
- h. Assist and coordinate with the American Red Cross in evaluating the safety of food and drugs being provided for use by survivor victims.
- i. Assist and coordinate with Hospitals and Fire Departments in assessing the general health and medical needs of survivor victims as well as conducting ongoing surveillance of conditions, which could impact their general health.
- j. Conduct surveillance and monitoring activities, relating to health/medical conditions, which could impact the health of the general public, according to, established policies and procedures.
- k. Recruit volunteers to staff shelters.
- l. Provide staff support and medical equipment and supplies in special needs shelters.

9. Orange County Environmental Protection Division

- a. Coordinate through ESF-12 (Energy) and ESF-20 (Utilities) with the Florida Department of Health, the Department of Natural Resource Protection, Orange County Utilities and ESF-6 (Mass Care) on the portability of water sources and the disposition of solid waste and wastewater.
- b. Coordinate through ESF-12 (Energy) and ESF-20 (Utilities) with other county municipal water supply systems in assessing the portability of water sources.
- c. Assist and coordinate with ESF-14 (Public Information) in providing this information to the general public.

10. Orange County Utilities

Assist the OCHD and EPD in assessing the portability of public and private water supply sources, as needed.

11. Hospitals

- a. Assist and coordinate with ESFs 4 and 9 (Fire Rescue) in providing emergency hospital care.
- b. Assist and coordinate with the ESF in maintaining the integrity of the EMS system.
- c. Assist and coordinate with the fire departments and ambulance services in providing medical care for people with special needs.
- d. Activate internal SOPs pertaining to worker health and safety.

- e. Assist with recruiting volunteers to staff shelters.
- f. Provide for triage and/or disposition of evacuees in accordance with responsibilities.
- g. Assist and coordinate shelter space for People with Special Needs, whose needs are above and beyond the capabilities of the Special Needs Shelters.

12. Agency for Health Care Administration

- a. Coordinate the need to initiate waiver of rules and regulations regarding licensed professional personnel and capacities of residential health care facilities.
- b. Maintain and provide a listing of hospitals, nursing homes, ALFs, etc., which should include CEO names and 24 - hour phone numbers.
- c. Provide bed availability status of hospitals outside watch area.
- d. Determine status of hospitals, nursing homes and ALFs in impact area after storm clears.

13. Department of Professional and Business Regulation

- a. Food inspectors for restaurants, mass feeding sites and food distribution centers.
- b. Licensure verification of medical/health care personnel within the state and from other states.

14. Department of Military Affairs

- a. Medical units deployment
- b. Transportation - logistics (ground and air)
- c. Food service/response personnel
- d. Patient evacuation support (ground and air)
- e. Security
- f. Communications

15. Florida Funeral Directors' Association

- a. Establish a Mortuary Response Team.
- b. At the direction of the Medical Examiner, the Mortuary Response Team will coordinate with ESFs 4 and 9 (Fire Rescue) during detection and suppression of fires and urban search and rescue operations to identify victims and provide mortuary services.
- c. At the direction of the Medical Examiner, the Mortuary Response Team will assist and coordinate with ESF-6 (Mass Care) in identifying victims and providing mortuary services to residents of emergency shelters.

16. Home Health and Hospice Agencies, Durable Medical Equipment Companies and other community service-based organizations

- a. Provide for the registration of clients who have special needs during emergencies or disasters.
- b. Provide staff and medical supplies in support of special needs shelter operations, as requested.
- c. Provide staff and medical supplies in support of ongoing health and medical response operations, as requested.
- d. Assist in the call down operations of the Special Needs Registry.
- e. Ensure ongoing medical management of clients who have refused to evacuate.
- f. Provide transportation assistance for inter-facility transfers of shelter residents, as needed and as resources are available.

17. Orange County Public Schools

- a. Coordinate with ESF-1 (Transportation) in providing transportation assistance during evacuations of people with special needs to shelters.
- b. Coordinate with ESF-1 (Transportation), in providing transportation assistance to disaster victims and/or emergency response workers, such as inter-facility transports.
- c. Identify and assign school staff members to support special needs shelter operations.
- d. Coordinate with ESF-11 (Food and Water) and ESF-6 (Mass Care) in providing food and water for special needs shelter residents.
- e. Coordinate with ESF-6 (Mass Care) and ESF-8 (Health and Medical) in identifying additional shelter space for people with special needs as needed.

18. Lynx, LaidLaw, A+ Lynx, Mears and other Non-emergency Transport Agencies

Identify, assign and coordinate transport equipment and personnel to provide transportation assistance to special needs shelters for evacuating special needs residents.

19. Orange County Medical Society

- a. Identify and assign casualty care personnel.
- b. Provide assistance in health and medical assessments of disaster victims and emergency workers.

20. American Red Cross

- a. Assist in the identification of viable shelter spaces for people with special needs.
- b. Assist in the recruitment and licensure verification of volunteer nurses and physicians to staff the Special Needs Shelter.
- c. Coordinate with ESF-11 (Food and Water) for the feeding of emergency workers and special needs shelter residents.

21. Florida Department of Agriculture and Consumer Services

Provide inspection staff as needed, to ensure food and water safety.

22. Salvation Army

Provide feeding capability for FOC staff, emergency workers and disaster victims in special needs shelters as requested.

V. Concept of Operations

A. General

During declared states of local emergency, the Orange County Health and Family Services Department (OCHFS), as the lead agency for this ESF, will coordinate health, medical and social services.

1. All support agencies/organizations will be notified and tasked to provide 24-hour representation as necessary.
2. The Department Director for OCHFS or his/her designee will designate individuals to work in the EOC. A listing of specific positions and contact numbers is included as an Attachment to the ESF-8 FOC Standard Operating Procedures (SOP).
3. As needed, special advisory groups of health/medical/social subject matter experts will be assembled and consulted by ESF-8, including the local Special Needs Task Force.

B. Organization

1. Federal Level

Response operations will be organized under the auspices of ESF-8 (Health & Medical Services) in accordance with the Federal Response Plan. The Federal ESF-8 will be directly represented at the Federal Disaster Field Office in or within proximity to the County.

2. State/Regional Level

- a. The duties of this ESF will be organized under the auspices of ESF-8 (Health & Medical Services) in accordance with the State Comprehensive Emergency Management Plan.
- b. ESF-8 (Health and Medical) will have representation in the State EOC.
- c. When a regional reception and staging area has been established, representation of this ESF at that location will be initiated.
- d. ESF-8 response operations will be directed by the State Health Office (SHO)/ESF-8 Coordinator at the State EOC.
- e. The Coordinator will coordinate with the impacted County to determine if additional resources of the SHO will be needed.
- f. ESF-8 will have a field deployment capability.
- g. SHO staff member(s) will be identified and assigned for deployment with the SEOC Advanced Team prior to or directly after a disaster or manmade event for the purpose of consultation at the County EOC regarding public health issues.
- h. An impact assessment will require two or more ESF-8 representatives to be placed on the State Rapid Impact Assessment Team (RIAT).
- i. They will provide expertise in health and medical assessment and immediate response planning for the affected areas.
- j. ESF-8 will have a field deployable command and control unit, the Management Support Unit (MSU), and will be responsible for the management of all field operations implemented as a result of impact assessments and planning activities.
- k. The State Health Office's Emergency Support Operations Center (SHOESOC) will consist of a core group of SHO agency representatives, who will become the operational staff of the ESF-8 Coordinator.
- L. As needed, special advisory groups of health/medical subject matter experts will be assembled and consulted by ESF-8.

3. County Level

- a. Orange County's ESF-8, will be organized under the Incident Management System. A chart depicting the organizational structure is located in Figure 1 of this Annex.
- b. Branches and Units would be activated based upon the response operations being conducted.
- c. The Department Director of Orange County HFS and assigned personnel will report to the County EOC and will coordinate activities of ESF-8 and provide assistance as required to support other ESFs.

Note: There are four (4) individuals scheduled for two shifts of two each.

- d. The Department's "Field Operations Staff", will become the operational arm of the Department Director and will activate the FOC. A listing of specific positions and contact numbers is included as an Attachment to the ESF-8 FOC Standard Operating Procedures (SOP).
- e. Once assembled, assigned staff will be responsible for staff and support agency notification activities.
- f. ESF-8 will be organized under the leadership of the Health and Family Services Department.
- g. ESF-8 will establish liaison with other appropriate ESFs and maintain open communications with the ESFs in both the planning and operational phases.
- h. The lead agency will organize ESF-8 in a manner that ensures a rapid response to public health and medical requirements and will coordinate all support agencies' activities.
- i. Each agency will have thorough and up-to-date plans that have been coordinated through the OCHFS. These plans will be operational in nature, and standardized whenever possible.
- j. Each agency will be expected to maintain its operational capability and direct its response resources in accordance with the agency's operating plans and procedures.
- k. Should a conflict arise between the primary agency and a support agency, the issue will be turned over to the EOC Supervisor for resolution.

- I. Primary and support agencies will provide sufficient personnel to staff the ESF 24 hours per day, seven days per week.
- M. The staff will be qualified persons able to facilitate decisions making for their respective agency.
- N. The ESF-8 Team Leader at the EOC is responsible for all ESF-8 activities, subject only to the guidance and direction of the EOC Executive Policy Group, EOC Supervisor, the policies of this plan and the EOC SOP.

4. Municipal Level

Municipal agencies designated to perform or coordinate like functions for the municipality may work directly with this ESF at the Emergency Operations Center (EOC) for resources and support.

C. Alert and Notification

The Office of Emergency Management will send initial notification to the Health and Family Services Department advising that a threat situation or an emergency has occurred, which warrants or may warrant the implementation of this plan. Upon notification of a significant event, the Department Director or his/her designee will alert essential emergency personnel and support agencies, as outlined in the Notification Procedures located as an Attachment to the ESF-8 FOC Standard Operating Procedures.

D. Communications

- 1. Initial
 - a. Initial notification and pre-impact communications will take place using landline and cellular telephones, 800 MHz radios, pagers, FAX machines and computer modems.
 - b. TDD/TTY devices or the Florida Relay System will be utilized to communicate with the hearing and speech impaired residents.
 - c. Interpreters, as well as bilingual staff, will be utilized to communicate with non-English speaking population.
- 2. Emergency Medical Communications
 - a. 800 MHz radios will be utilized to provide communications capabilities between local emergency medical providers and area hospitals.

- b. UHF 450-470 MHz radios will be utilized in coordinating State emergency medical operations and will be the primary method of communication for all mutual aid responders and out-of-county emergency medical resources.

3. Post Incident

- a. Communications between FOC and EOC will take place, using landline and cellular telephones, pagers, 800 MHz radios, FAX machines and computer modems, if operable.
- b. 800 MHz radios, cellular phones and pagers will be used to communicate with field units, the EOC or the FOC in case of landline telephone failure.
- c. ESF-2 (Communications) will provide RACES support to provide radio communications in the event Orange County Communications system failure.
- d. RACES will supplement shelter and FOC communications.

E. Logistical Support and Coordination

1. Operational Facilities

- a. In addition to the operating facilities identified in the Basic Plan of this document, the following are locations and descriptions of facilities programmed to be used by this ESF:
 - Orange County Medical Examiner's Office, 1401 Lucerne Terrace (Primary FOC)
 - Orange County Medical Clinic, 101 S. Westmoreland Drive (Secondary FOC)
 - Designated Special Needs Shelters
- b. The location will be determined based on suitability of the facilities following an event.
- c. The primary and each support agency have numerous resources available for deployment in an emergency or disaster situation. A detailed listing of each agency's resources can be found as an attachment to the ESF-8 Field Operations Center (FOC) Standard Operating Procedures (SOP).
- d. Requests for assistance will be coordinated and accepted by appropriate ESFs when necessary.

2. Resource Coordination

- a. Resources will be provided using Lead and Support agency authorities and capabilities and coordination with other ESFs as needed.
- b. Available resources will be allocated based upon established priorities and requests for additional resources will be through appropriate channels established by the Emergency Operations Center (EOC).
- c. Municipal and other ESF requests for emergency support or disaster assistance will be coordinated through the ESF-8 representative at the EOC.
- d. Priority conflicts will be directed to the EOC Supervisor for resolution.

3. Requests for Additional Resources

- a. Additional resources available through other ESFs may be coordinated and mobilized to support ESF-8 missions.
- b. When requests begin to exceed the ESF's capability to respond, requests will be forwarded to ESF-8 at the State EOC to mobilize additional resources.
- c. All personnel and resources mobilized by ESF-8 will remain under the direction and control of the ESF, unless otherwise notified.
- d. Non-federalized DMATs may be mobilized and deployed by ESF-8 to assist in local and regional response operations.

4. Resource Requirements

- a. Assets critical for the first twelve (12) hours. The most critical requirements during the first 12 hours will be medical response personnel, necessary medical supplies and equipment, transportation, logistical and administrative support and communications systems support. The principal requirements will be:
- b. Alert and deployment of the HFS Department's Disaster Core Staff and other necessary ESF-8 personnel.
- c. Medical supplies (including pharmaceutical and biological products) and equipment necessary to replace those damaged or destroyed. Additionally re-supply will be required for supporting military medical units and local medical units providing patient care.
- d. Transportation support for patient relocation, deployment of personnel, delivery of resources and support of other ESFs.
- e. Logistical and administrative support for staffing the EOC and field response as needed.

5. Assets needed for continued operations

The resources required for the initial 12 hours will also be require for continuing operations. These may increase or decrease depending on conditions. The discovery of previously undetected hazards, damage and conditions may necessitate additional resources.

Emergency Support Function #9 (ESF #9) Urban Search and Rescue

Primary Agency: Orange County Fire Rescue Department

Support Agencies: LYNX Transportation
American Red Cross
Public Utilities
Eatonville Fire Dept.
Maitland Fire Dept.
Orlando Fire Dept.
Reedy Creek Fire Dept.
Winter Garden Fire Dept.
Winter Park Fire Dept.
Public Works
Sheriff's Office
Apopka Fire Dept.
GOAA Fire Dept.
Ocoee Fire Dept.

I. Introduction

A. Purpose

The purpose of this ESF is to provide for Search and Rescue activities in response to an actual or possible disaster. To support the needs of local governments, voluntary organizations and other emergency support functions requiring fire-fighting capacity to perform their emergency response, recovery, and assistance missions.

B. Scope

1. Search and Rescue will involve locating, rescuing, extricating, and treating victims who may be trapped or injured as a result of a disaster condition.
2. Coordinating, allocating, and prioritizing additional public and private fire service resources to include personnel, equipment, materials, and, services within the impacted area.
3. Performing necessary actions to assist with rapid impact assessment during recovery operations.

II. Policies

- A. Search and Rescue will be coordinated by the Orange County Fire Rescue Department based on prearranged planning with other area Fire Departments.
- B. The Orange County Chairman may request state assistance.
- C. The Deputy Division Director of Orange County Fire Rescue Department may request assistance through the Florida Fire Chiefs Association Fire Rescue Disaster Response Plan.
- D. All operations will be conducted under the Incident Command System.
- E. To provide for the safety and health of all emergency personnel by providing logistical support, food, shelter, and medical care. ESF #9 will interface with ESF #6, Mass Care for shelter; and ESF #11, Food and Water.
- F. Responding to and implementing public safety and protective actions.
- G. Coordinating requests for assistance and additional resources in performance of the mission of this ESF from all assigned agencies and forwarding them to the appropriate ESF or agency.
- H. ESF #9 will interface with the Medical Examiner for all fatalities.

III. Situation

1. Disaster Conditions

A major or catastrophic disaster may result in a substantial number of persons being in life-threatening situations requiring prompt rescue and medical care. Search and Rescue will begin as soon as resources can be deployed. Secondary to the precipitous event, effects such as fires, explosions, flooding, and hazardous material releases may compound problems and may threaten both survivors and rescue personnel.

Under the best of circumstances, the management and coordination of a large search and rescue operation is complex and may involve many agencies.

Victims from emergency or hazardous conditions of potentially disastrous proportions or which are coincident with other emergency situations will place excessive requirements upon local search and rescue operations.

2. Planning Assumptions

- a. Initial forces will be overtaxed by calls for service and additional help will be necessary.
 - b. Damaged areas will be restricted and not readily accessible except in some
-

cases by air.

- c. Secondary events or disaster will threaten survivors as well as Search and Rescue personnel.
- d. Coordination with municipalities, critical facilities, other ESF efforts, and other government agencies will be required.
- e. Damaged areas will be restricted and not readily accessible except, in some cases, by air.

IV. Concept of Operations

A. General

Orange County Fire Rescue Department as the primary agency will coordinate search and rescue operations through the appointment of a Search and Rescue Officer and in coordination with other area Fire Departments.

Resources from support agencies and activation of the Florida Fire Chiefs Association Fire Rescue Disaster Response Plan will be assigned to Search Sectors based on reconnaissance information.

ESF #9 will respond to requests for local search and rescue operations assistance. It is anticipated that the municipalities will initiate the majority of requests for search and rescue operations resources.

B. Notification

1. Upon notification of potential or actual events, Communications will notify the Division Director of Orange County Fire Rescue Department and the Executive Director of Office of Emergency Management. The Department Director OCFRD will notify OCFRD staff and ESF support agencies.
2. Support agency contact persons will be responsible to alert personnel and activate operations as necessary.

C. Response Actions

1. Responses initiated as necessary.
2. Resources are coordinated through OCFRD Search and Rescue Officer.
3. All agencies of the ESF will establish communications with its appropriate field personnel and ensure that they are ready for a timely response.
4. Coordination will be established with support agencies to prioritize and develop strategies for the initial response.

5. Any search and rescue operations resources that may be needed in recovery should be removed from the potentially vulnerable areas to a staging area.
6. Equipment accessible to ESF #9 agencies will be committed when evacuation or reentry of a designated area is authorized and respective jurisdictional search and rescue operations resources are not sufficient to respond.

V. Responsibilities

A. Primary Agency

Orange County Fire Rescue Department will have responsibility of the primary agency in ESF #9.

B. Support Agencies

1. LYNX Transportation for special and mass transit vehicles.
2. Orange County Public Works for heavy equipment.
3. Office of Emergency Management for planning and information.
4. American Red Cross for shelter and supplies for mass care.
5. Orange County Health and Human Services for health and medical service and special needs. Orange County Sheriff's Office for law enforcement, military liaison and reconnaissance.
6. Medical examiner for morgue services.

VI. Resource Requirements

A. Human Resources

1. Primary Agency

- a. Orange County Fire Rescue Department, coordinating with other area Fire Departments, will provide personnel for Search and Rescue functions including command and staff personnel. A current inventory of OCFRD personnel is located in the personnel services bureau at OCFRD Headquarters.

2. Support Agencies

- a. LYNX Transportation personnel to drive and operate special and mass transit vehicles.
 - b. Orange County Public Works heavy equipment and truck operators, as necessary.
 - c. Office of Emergency Management personnel for planning and information distribution.
 - d. American Red Cross personnel for field hospital and food and supply distribution.
- B.** ESF #9 will utilize personnel and resources from its primary and support agencies to respond to mission assignments related to emergencies. Additional resources available at other ESF's may be coordinated and mobilized to support ESF #9 missions. All personnel and resources mobilized by ESF #9 will remain under the direction and control of this ESF or to the respective agency to which they are assigned, unless otherwise notified.

VII. Authorities

- A.** Orange County Fire Rescue Command and Disaster Manual
- B.** Orange County Fire Rescue Emergency SOP Tab III-A
- C.** OCFR Departmental SOP's
- D.** Florida Fire Chief's Association Fire Rescue Disaster Response Plan

Emergency Support Function #10 (ESF #10) Hazardous Materials

Primary Agency: Orange County Fire Rescue Department

Support Agencies: LYNX Transportation
American Red Cross
Public Utilities
Eatonville Fire Dept.
Maitland Fire Dept.
Orlando Fire Dept.
Reedy Creek Fire Dept.
Winter Garden Fire Dept.
Winter Park Fire Dept.
Public Works Department
Sheriff's Office
Apopka Fire Dept.
GOAA Fire Dept.
Ocoee Fire Dept.

I. Introduction

A. Purpose

1. The purpose of this ESF is to provide for response to and mitigation of actual or potential discharge or release of hazardous materials resulting from a natural, manmade, or technological disaster.
2. In response to a minor, major, or catastrophic emergency for which coordinated emergency operations and resources are required to supplement the response efforts of the affected local jurisdictions.
3. In response to a threat situation where it is anticipated that an emergency impact would result in a declaration of local emergency.

B. Scope

1. ESF 10 provides for a coordinated, effective, and efficient response to discharges and releases of hazardous materials by placing human, financial, and material resources into action in the impact area.
2. This ESF establishes the lead coordination roles, the division and specification of responsibilities among its primary and support agencies that may be brought to bear in response actions. During activation, this ESF will coordinate all state departments and agencies with responsibilities and assets to support the response to actual and potential discharges and releases of hazardous materials.
3. The provisions of hazardous materials response support include:

- a. Performing necessary actions to assist with emergency evacuation and reentry of threatened areas.
- b. Coordinating hazardous materials technical assistant requests.
- c. Coordinating, allocating, and prioritizing additional public and private resources to include personnel, materials, and services within the areas affected by this hazardous materials release.
- d. Supporting ESF-16 and ESF-3 in hazard identification, safety, and mitigation.
- e. Performing necessary actions to assist with response and recovery operations.
- f. Managing and coordinating hazardous material team support in the detection, identification, and containment of hazardous materials, and mobilizing and providing personnel, equipment, and supplies to respond.

II. Policies

- A. Initial operations will be directed toward product isolation and identification.
- B. Mutual Aid and First Response Agreement will be activated as necessary.
- C. The Orange County Chairman may request State assistance as deemed necessary.
- D. The Deputy Department Director of Orange County Fire Rescue Division may request the activation of the Florida Fire Chiefs' Fire Rescue Disaster Response Plan.
- E. All operations will be conducted under the Incident Command System (ICS).
- F. To provide for the safety and health of all emergency personnel by providing logistical support, food, shelter, and medical care. ESF 10 will interface with ESF-6 Mass Care for shelter, and ESF-11, Food, Water and Ice.

III. Situation

A. Disaster Condition

A natural or other catastrophe disaster could result in numerous situations in which hazardous materials are released into the environment. Fixed facilities, e.g., chemical plants, tank farms, laboratories, operating hazardous waste sites which produce, generate, use, store, or dispose of hazardous materials, could be damaged so severely that existing spill control apparatus and containment measures are not effective. Hazardous materials that are transported may be involved in rail accidents, highway collisions, or waterway mishaps.

Abandoned hazardous waste sites could be damaged causing further

degradation of holding ponds, tanks, and drums. The damage to or rupture of pipelines, transporting materials that are hazardous if improperly released will present serious problems.

Under the best circumstances, the management and coordination of a large hazardous materials response operation is complex and may involve multiple agencies. Emergency or hazardous conditions of potentially disastrous proportions, or that are coincident with other emergency situations will place excessive requirements upon local response organizations.

In the wake of a disaster, many of the local resources will not be available due to damage or inaccessibility, or the local resources will not be sufficient to handle major hazardous materials incidents.

B. Planning Assumption

1. Local resources may be overwhelmed by the extent of the response effort required to assess, mitigate, monitor, cleanup, and dispose of hazardous release into the environment.
2. There may be numerous incidents occurring simultaneously in separate locations.
3. Standard communications equipment and practices may be disrupted or destroyed.
4. Response personnel, cleanup crews, and response equipment will have difficulty reaching the site of hazardous materials release because of the damage sustained by the transportation infrastructure.
5. Additional response cleanup personnel and equipment may be needed to supplement existing capabilities and to provide backup or relief resources.
6. Even if the natural or other catastrophic disaster does not cause situations where there are actual releases, there will be considerable concern about facilities that are located in or near the affected area.
7. Laboratories responsible for analyzing hazardous materials samples may be damaged or destroyed. Consult Orange County Environmental Protection Department.
8. Emergency exemptions will be needed for disposal of contaminated material. Consult Orange County Environmental Protection Department.
9. Large-scale evacuation may be necessary.
10. Impacted areas will be restricted and not readily accessible except, in some cases, by air.
11. In-place sheltering may be necessary for both divisional and assisting personnel.

IV. Concept of Operations

A. General

ESF-10 will direct the emergency response activities within the disaster area. ESF-10 operations will secure, remove, and dispose of hazardous materials from the disaster area.

B. Organization

Orange County Fire Rescue Department is the primary agency for ESF 10 and will provide personnel to the County EOC on a twenty-four (24-hour) basis, and will coordinate with other area Fire Departments.

C. Notification

In the event of a spill or release involving hazardous materials, the Communication Center will notify the Department Director of the Orange County Fire Rescue Department and the Executive Director, Office of Emergency Management. The Department Director of Orange County Fire Rescue will alert staff and support agency representatives as necessary.

D. Response Actions

1. Immediately following notification to activate this ESF, the lead agency will complete the following:
2. Assure necessary emergency operating facilities and reporting systems are established.
3. Establish communications with the County Emergency Operations Center and obtain a status report.
4. Notify the County EOC when the ESF is prepared to staff the Field Operations Center.
5. Commit necessary resources to the disaster area.
6. Assess and prioritize response actions necessary to mitigate hazardous materials releases.
7. All agencies of the ESF will establish communications with its appropriate field personnel and ensure that they are ready for timely response.
8. Coordination will be established with support agencies to prioritize and develop strategies for the initial response.

9. Any hazardous materials response resource that may be needed in recovery should be removed from the potentially vulnerable areas to a staging area.

V. Responsibilities

A. Primary Agency

Orange County Fire Rescue Department will coordinate activities under ESF-10, based on prearranged planning with other area Fire Departments.

B. Support Agencies

1. LYNX Transportation will provide specialized and mass transportation vehicles to assist with evacuees in the incident area.
2. Orange County Public Works will provide heavy equipment and operators for diking and/or accessing incident areas.
3. Office of Emergency Management will provide information on hazardous materials occupancies possibly affected.
4. American Red Cross will provide shelters, first aid stations, field hospitals, food and water, and medical supplies.
5. Orange County Health and Human Services will provide general health and special needs.
6. Orange County Sheriff's office will provide for law enforcement, security, and assist in evacuation activities.
7. FFCA- the FFCA will work by forwarding requests for firefighting assistance to the seven (7) regional response zones designated in the State of Florida Fire Rescue Disaster Response Plan.
8. ORMC Orange is the designated medical facility for contaminated patients. Florida Hospital Orlando is available as a secondary receiving facility. Orlando FD Haz-Mat team can be dispatched to either facility to set-up outside De-con, if necessary.

VI. Resource Requirements

A. Human Resources

1. The Lead agency, in coordination with other area Fire Departments, will provide responders to include command and staff personnel for incident mitigation.
2. Support agencies will provide personnel necessary to carry out responsibilities under SECTION V-B.

B. Other Resources

All agencies will provide necessary resources for carrying out assignments as identified under SECTION V-B.

ESF-10 will utilize personnel and resources from its primary and support agencies to respond to mission assignments related to emergencies. Additional resources available at other ESF's may be coordinated and mobilized to support ESF-10 mission VII.

VII. Authorities

- A.** Orange County Fire Rescue Command and Disaster Manual.
- B.** Orange County Fire Rescue Emergency SOP Tab III.
- C.** FFCA Fire Rescue Disaster Response Plan.

Emergency Support Function #11 (ESF #11) Food and Water

Primary Agency: The Salvation Army

Support Agency: LYNX
The American Red Cross
Resource Support
Volunteers, Goods and Donations
Orange County Sheriff's Department
Cooperative Extension Services
Public Utilities
Orange County Public Schools
Volunteer Organizations Active in Disaster (VOAD)

I. Introduction

A. Purpose

The purpose of this ESF is to identify food, water and ice needs in the aftermath of a disaster work or emergency, obtain these needs and transport such needs to the disaster work area. Food supplies obtained and distributed by ESF-11 (Food and Water) will be dispensed to the disaster work victims by ESF-6 (Mass Care).

B. Scope

The scope of the ESF is to obtain needed food supplies (food, water and ice) to provide ESF-6 for congregate feeding of disaster work victims and/or for distribution to disaster victims for home consumption. To accomplish this function the following activities will be undertaken to:

1. Identify the number of people without food and safe drinking water.
2. Inventory and warehouse food products and identify sources to obtain additional supplies.
3. Ensure sufficient warehouse space to store food supplies.
4. Coordinate the transportation of food shipments to warehouse feeding sites and pantry locations.
5. Purchase or solicit food supplies to sustain the disaster work victims until local official agencies can manage the operation.

II. Policies

- A. This ESF will be implemented upon notification of occurrence of a potential or actual major disaster work or emergency.
- B. Actions undertaken by this ESF will be guided by and coordinated with the OCEOC and local disaster work officials.
- C. This ESF will provide for the securing and delivering food and water supplies suitable for household distribution or congregate meal service, as appropriate.
- D. This ESF will arrange for the transportation and distribution of food and water supplies within the affected area.
- E. This ESF will encourage the use of congregate feeding arrangements as the primary outlet for disaster work food, water and ice.
- F. Priority will be given to moving critical supplies of food into areas of acute need and tend to areas of moderate need.

III. Situation

A. Disaster Work Conditions

1. A catastrophic hurricane or other major emergency will deprive substantial numbers of people of water and/or the means to prepare food. In addition to substantial disruption to the commercial food supply and distribution network, a catastrophic hurricane or other emergency, may partially or totally destroy food products stored in the affected area.
2. An area of the county may be destroyed or heavily damaged by localized tornadoes, winds, fire or other disasters.

B. Planning Assumptions

1. Following a major catastrophic disaster, there may be widespread damage and destruction to the infrastructure, homes and buildings resulting in transportation routes being impassable; widespread power and prolonged power outages; and contaminated drinking water.
2. Thousands of evacuees may be lodged in shelters, both within throughout the county
3. Normal food processing and distribution capabilities will be disrupted in the

affected area.

4. As a result of the power outages, many commercial cold storage and freezer facilities within the affected area will be inoperable.
5. Shelters should have food and water supplies to manage for 72 hours after a disaster.
6. An immediate human needs assessment and the Damage Assessment Teams will report condition of the infrastructure.
7. Large bulk shipments of food supplies purchased, solicited or donated will be coordinated with this ESF. Donations of non-perishable food items will be sorted and palletized for coordination and distribution with this ESF.

IV. Concept of Operations

A. General

1. This ESF will operate under existing County, State and Federal law as specified in Public Law 93-288, as amended, and the Comprehensive Emergency Management Plan (CEMP), to provide disaster work supplies to the designated staging areas and mass feeding sites.
2. Following a notification of a major disaster or emergency, this ESF will be staffed at the County Emergency Operations Center (CEOC) on a 24-hour basis or as directed by Orange County Emergency Management officials. At that time request for food and water will be processed through this ESF.
3. Information on the number of people in need of food and water will be obtained from ESF-6 and county officials.
4. Staff from this ESF will be sent into the affected areas to access the effectiveness of the food distribution network and to address problems. Staff will coordinate with county officials and ESF-6 field staff to ensure ample and timely deliveries of food and water supplies.
5. This ESF will coordinate with Public Utilities (ESF-20) responsible for potable water. If needed a county representative from ESF-20 will be requested to join ESF-11 to help expedite and coordinate retrieving ample water.

B. Organization

Upon activation of this ESF, the ESF representative or designee will be responsible for ensuring all food and water concerns are addressed. Additional support agencies and organizations may be utilized and will either be tasked to provide a representative to the CEOC or to provide a representative who will be immediately available via telecommunications means.

C. Response Actions

1. Initial Actions

- a. Inventory food and water supplies.
- b. Identify the number of people in shelters and others in need of food and water.
- c. Monitor power outages for estimated ice needs and quantities.
- d. Monitor water contamination in disaster affected areas and estimate needs and quantities.
- e. Identify the locations of all mass feeding and food distribution sites.
- f. Identify menus for meals to be used for calculating food supply needs.
- g. Assess warehouse space and needs for staging areas.
- h. Coordinate food donations and incorporate into food supply.
- i. Monitor and coordinate the flow of food supplies into the affected disaster area.

2. Continuing Actions

- a. Continue to monitor food and water needs.
- b. Assess special food concerns of the impacted areas.
- c. Monitor nutritional concerns.
- d. Establish logistical links with the local organizations involved in long term congregate feeding.

V. Responsibilities

A. Primary Agency

1. Determine the availability of USDA foods for consumption in the affected areas.
2. Coordinate with the county emergency management, ESF-6 and local officials to determine food, water and ice needs for the population in the affected areas.
3. Make emergency food supplies available to households for take home consumption or bulk distribution.

4. Provide appropriate information to ESF-5 (Information and Planning) on a regular basis.
5. Develop a plan of operations that will ensure timely distribution of food supplies to mass care locations.
6. Provide daily information to ESF-14 (Public Information) on the amount of food used and types of food needed.
7. Maintain records of the cost of supplies, resources and man-hours needed to respond to the disaster event.

B. Support Agencies

1. Assist with food soliciting and purchasing of food supplies.
2. Assist with the distribution of bulk household food supplies.
3. Supplement food supplies.
4. Solicit food supplies and coordinate transportation to the disaster-affected areas.
5. Assist with the food supply operational system.
6. Provide support in obtaining inventories of available food supplies.
7. Assist in developing strategies in addressing special food, water and ice needs.

VI. Resource Requirements

- A.** The Bureau of Food Distribution has contracted with five commercial distributors around the state to deliver food to numerous state agencies, district school boards and non-profit organizations.
- B.** If the county is threatened or impacted by a disaster, ESF-11 will coordinate with all available state, local and private groups to ensure that ample food, water and ice are available to meet the needs of disaster victims.
- C.** ESF-11 will also coordinate with local agencies to ensure that there is enough warehouse space for purchased, solicited and/or donated food supplies.
- D.** The Salvation Army through it's established local, county and state contacts, both public, private and internal, will help to ensure that there are ample and

complete food, water and ice supplies in the event of a major disaster. Details on the procedures concerning purchase, donations and/or solicitation of supplies to be used during disaster operations can be found in the Standard Operating Procedure Manual for ESF-11 (Food and Water), Emergency Operations plan for the Salvation Army / Orange County Area Command, Florida and Emergency Operations Plan for the Salvation Army Disaster Services / Florida Division.

- E.** As the Primary Agency for ESF-11 (Food and Water), The Salvation Army through it's established local, county and state contacts, public, private and internal, will help to ensure that there is sufficient and timely transportation for food, water and ice supplies needed in the event of a major disaster. Details on the procedures concerning transportation of purchased, donated and/or solicited supplies to be used during disaster operations can be found in the Standard Operating Procedure Manual for ESF-11 (Food and Water), Emergency Operations plan for the Salvation Army / Orange County Area Command, Florida and Emergency Operations Plan for the Salvation Army Disaster Services / Florida Division.

Emergency Support Function #12 (ESF #12) Energy

Primary Agency: Florida Power Corporation
Orlando Utilities Commission
TECO Peoples Gas System, Inc.

Support Agencies: Public Service Commission
Department of Community Affairs

I. Introduction

A. Purpose

Coordinate the restoration of energy systems and the provision of emergency power as necessary and available.

B. Scope

The scope of this ESF will help in responding to an actual or potential disaster, which includes:

1. Assessing energy system damage, energy supply, demand, and requirements to restore such systems.
2. Assisting emergency agencies in obtaining emergency/temporary energy for emergency operations.
3. Coordinating with other Emergency Support Function agencies for assistance in helping energy supplies obtain information, food and shelter, equipment, specialized labor, fuel, transportation, and security to repair or restore energy systems.
4. Recommending local actions to conserve energy.
5. Coordinating with local, State and Federal agencies in providing energy emergency information, education, and conservation guidance to the public.
6. Coordinating information with local, State, and Federal officials and energy suppliers about available energy supply recovery assistance.
7. Providing technical assistance involving energy systems.

8. Recommending to the State Coordinating Office (SCO) and the Federal Coordinating Office (FCO) priorities to aid restoration of damaged energy systems.
9. Processing all energy assistance requests from the Orange County EOC.
10. Identifying for emergency system restoration priorities established pre-disaster to the best of capabilities and availability's post-disaster coordinated through the local Emergency Operations Center (EOC).

II. Policies

- A.** In the wake of a disaster, many of the local resources will be unavailable due to damage, inaccessibility or insufficient supply. The primary local agencies in this ESF with support from the State ESF and other ESFs associated in Orange County will work to restore services. When activation of the County EOC is implemented this team will establish and maintain communication as deemed appropriate upon request of Orange County Office of Emergency Management.
- B.** The assets available to ESF 12 will be used to coordinate with the county EOC agencies and other ESFs with their emergency efforts to provide energy and other resources as available. The priorities for allocation of these assets will be to:
- C.** Notify department/agency personnel of emergency/disaster conditions.
- D.** Assist in coordinating/deploying department/agency resources in the field from the EOC.
- E.** Maintain communications with forces operating in the field and keep supervision informed.
- F.** Coordinate with ESF 12 support agencies in providing sufficient energy to State agencies, emergency response organizations, and areas along evacuation routes.
- G.** Coordinate the provision of materials, supplies, and personnel for the support of emergency activities related to energy being conducted by the Orange County EOC.
- H.** Maintain communications with utility representatives to determine emergency response and recovery needs.
- I.** Coordinate with the Orange County EOC to identify emergency shelter power restoration status/needs; and coordinate with ESF 12 support agencies and

other ESFs with assistance as available.

- J. The Public Service Commission (PSC) will cooperate with local, State and Federal agencies and public or private agencies or entities in achieving purpose or activity of ESF 12.
- K. This ESF will be implemented upon notification of a potential for/or occurrence of major disaster or emergency.

III. Situation

A. Disaster Condition

Energy shortage conditions are those in which the supply of electric power and/or natural gas to customers could be in jeopardy due to either generation capacity shortages and/or transmission limitations. It is expected that generation capacity shortfalls would be due to extreme weather conditions. However, they could also be the result of a higher than projected demand for energy during periods when generating units are normally unavailable due to scheduled maintenance or unplanned generating unit outages.

If natural gas service is disrupted, TECO Peoples Gas, Inc., will shut off the segment of pipe that is affected, then shut off individual meters, repair the segment of affected main, and re-light the gas appliances.

B. Planning Assumptions

1. OUC, FPC and TECO People Gas, Inc., will be the primary lead agencies in responding to energy emergencies in Orange County.
2. During periods of abnormal weather or in the event of multiple unanticipated generating unit outages, there may be occasional times when generating capacity is limited or falls below customer demand.
3. There may be widespread and prolonged electrical power failure. With no electric power, communications will be affected and traffic signals will not operate, causing surface movement gridlock. Such outages will impact on other public health and safety services, including the movement of petroleum products for transportation and emergency power generation.
4. The lead agencies of this ESF, upon notification of a potential or actual electrical generating capacity shortage, or actual or potential fuel shortages, shall communicate and coordinate with State and local support agencies when prioritizing emergency support and energy restoration.

5. Water pressure systems may be low or zero, affecting facilities essential to the health and safety of the public, hampering fire fighting capabilities and sewer systems may not function.
6. Coordination and direction of local efforts including volunteers will be required.
7. Damaged areas will have restricted access and not readily accessible, except in some cases by air.

IV. Concept of Operations

A. General

When electric utility operating reserves are nearly exhausted and there is an imminent possibility of curtailment or loss of firm load, or when other energy supplies (such as natural gas or automotive transportation fuels) are disrupted, an appraisal of the situation is made by designated authorities and personnel, and action is taken in accordance with this ESF. Emergency organization personnel are notified and mobilized to coordinate relief efforts, to communicate with the public and appropriate governmental agencies, and to restore normal service when the emergency is over. These response actions are carried out to maintain energy system integrates and to minimize the impact on Orange County citizens and visitors to the degree possible.

Statewide, the Public Service Commission (PSC) and the Department of Community Affairs (DCA) assume primary responsibility for ESF 12 activity. In Orange County, Orlando Utilities Commission (OUC), Florida Power Corp. (FPC) and TECO PEOPLES GAS, INC., (TPG) serve the ESF 12. Each agency has a predetermined emergency plan to follow depending on the type of storm/disaster and the amount of damage done to their respective facilities.

1. Upon activation of the EOC the Executive Director of the Orange County Office of Emergency Management will notify the Emergency Coordinators of ESF 12 who will respond to their predetermined locations activating their individual Emergency Plans.
2. The ESF 12 Coordinators will make notification to their respective agencies and other ESFs for coordination for operational activation as necessary.

B. Initial Actions

1. Conduct initial assessment of system and generation capabilities.
2. Coordinate with ESF 12 support agencies to establish priorities and develop

strategies for the initial response.

3. Maintain communications to update the EOC and the public on restoration efforts as well as safety messages regarding downed lines and use of portable generators.

C. Continuous Actions

1. Maintain coordination with Orange County EOC regarding ESF 12 data and information.
2. Update assessment information for restoration efforts.
3. Coordinate supporting ESFs for supplies, equipment, mass care and sheltering for local crews as well as incoming support crews.
4. Keep accurate logs and other records.

V. Responsibilities

A. Primary Local Agencies - ESF 12

1. Coordinate with each other and ESF 3, Public Works and Engineering, to restore largest sections of energy systems as possible with least effort serving the most areas.
2. Coordinate resources through pre-identified ESFs.
3. Monitor and update status of system restoration for communication to EOC and ESF 14.

Emergency Support Function #13 (ESF #13)

Military Support

Primary Agency: Office of Emergency Management

Support Agencies: County Administration
Orange County Sheriff's Office
Florida National Guard
Other Military Reserves
Greater Orlando Aviation Authority
Civil Air Patrol

I. Introduction

A. Purpose

The purpose of this ESF is to coordinate the use of military resources (DOD and Florida National Guard) to support the needs of local governments, voluntary organizations and other emergency support functions in performance of their emergency support role during their emergency response, recovery and assistance missions in a major or catastrophic emergency.

B. Scope

The scope of Military Support operations is extremely diverse. Therefore, the primary goals are to prioritize all requests for assistance and allocate available resources based upon mission priorities as established by the Executive Policy Group. Military Support operations include, but are not limited to, supporting the following Essays:

1. ESF #1- Transportation - Support with surface and air movement of personnel and equipment.
2. ESF #2- Communications - Support with temporary telecommunications equipment and personnel.
3. ESF #4- Firefighting - Support primarily in a non-urban emergency environment with personnel and aviation support operations.
4. ESF #5- Information & Planning - Provide essential elements of information as Rapid Impact Assessment Team (RIAT) assessments are conducted.

5. ESF #6- Mass Care - Support the American Red Cross (ARC) with personnel and equipment for food preparation.
6. ESF #7- Resource Support - Support with equipment loans and supplies. Provide operational and logistical management of all major recovery sites within the County.
7. ESF #8- Health and Medical Services - Support with medical personnel and equipment.
8. ESF #9- Urban Search and Rescue - Support with personnel and engineering, aviation, and medical equipment.
9. ESF #11- Food - Support with personnel and equipment in food distribution and water purification and distribution.
10. ESF #12- Utility Services - Support with emergency power, fuel, engineering, and operator support.
11. ESF #16- Law Enforcement - Support with personnel and equipment to assist in curfew enforcement, site security, and crowd control operations.

II. Policies

Chapter 250 (Military Code) of the Florida Statutes designates the Governor, as the Commander in Chief of all militia (FNG) of the state, to preserve the public peace, execute the laws of the state, or respond to an emergency, order all or part of the militia into active service of the state. This is done through the issuance of a Governor's Executive Order.

III. Situation

A. Disaster Conditions

Major and catastrophic disasters will result in widespread damage to or total loss of existing civil infrastructure capabilities. Combined with a significant loss of dwellings, structures and widespread displacement of people, local and state authorities will require additional assistance to include a federal response of significant magnitude. In order to fully determine the magnitude of the disaster on the population and provide an immediate and effective response, an impact/needs assessment will be conducted at the earliest possible time following a major or catastrophic disaster.

B. Planning Assumptions

All military assets are available for emergency response missions. It is understood that the Federal Wartime Mission of all Department of Defense (DOD) assets takes priority over state missions. Post-disaster impact/needs assessments are an ongoing process as needs cannot be fully determined in the initial response phase of a major or catastrophic disaster.

The Governor issues an Executive Order prior to the occurrence of a major or catastrophic disaster, when possible, authorizing the Adjutant General to call to State Active Duty those personnel and equipment as necessary to support the State of Florida's response and recovery effort. A number of these forces will be staged in and around the anticipated disaster area prior to occurrence when possible.

Rapid Impact Assessment Teams will be deployed to the disaster area by land or air, as appropriate, and will deploy fully self-contained units.

Restoration and/or preservation of law and order will be a priority mission of the military immediately following a major or catastrophic disaster.

IV. Concept of Operations

During declared states of local emergency, the OEM is responsible for implementing this ESF. A representative of the Primary Agency will be available in the EOC during activation to respond to requests for support submitted to this ESF. This person will staff the work station assigned to this ESF in the EOC, and will identify which support agencies for the ESF are required and take steps to assure that support agencies are activated or on alert as appropriate. In most instances this ESF will operate from the EOC operations desk.

ESF-13 will respond to requests for local military support assistance. It is anticipated that after evacuation efforts are completed, the majority of the requests for these resources will be initiated by other ESF's to assist in providing aid to those in need.

A. Emergency Support Function Organization

The designated team leader for this ESF at the Emergency Operations Center is responsible for all activity of the ESF subject only to the guidance and direction of the Executive Policy Group and the policies of this plan.

B. Notification

Office of Emergency Management as the primary agency of this ESF will be advised by the County Warning Point that a threat situation or an emergency has occurred that warrants or may warrant the implementation of this plan.

C. Mobilization

1. Primary Agency

Immediately following notification to activate, this ESF the Primary Agency will complete the following:

- a. Assure necessary emergency operating facilities and reporting systems are established.
- b. Establish communications with the Emergency Operation Center and obtain status reports.

2. Support Agencies

Immediately following notification by the primary agency to commence response actions of the ESF, each support agency contact will begin alert and mobilization operations in accordance with their operations procedures.

D. Response Actions

1. Inventories and locations of available resources will be verified and provided to ESF-5, Planning and Information.
2. All agencies of the ESF will establish communications with its appropriate field personnel and ensure that they are ready for timely response.
3. Coordination will be established with ESF-13 at the State to prioritize and develop strategies for the initial response.
4. Resources will be pre-positioned when it becomes apparent that military resources will be required.
5. Any military resources that may be needed in recovery should be removed from the potentially vulnerable areas to a staging area.
6. Equipment accessible to ESF-13 will be committed when evacuation or re-entry of a designated area is authorized and other resources are not

sufficient.

E. Continuing Actions

1. ESF-13 will coordinate military resources with requests for personnel, goods, and services.
2. Priorities will continually be reassessed to address the most critical needs and develop strategies.
3. Resources that are committed to specific missions will be tracked for redeployment if necessary. Updated information will be provided to ESF-5 (Information and Planning).
4. Resources will be re-staged as appropriate.

F. Recovery Actions

1. Upon request, military resources will be provided to assist recovery activities for personnel and equipment.
2. Develop recovery actions and strategies.

G. Essential Elements of Information

When ESFs are requesting assistance or reporting the conditions in a disaster affected area several key points of Essential Elements of Information (EEl)s are needed. This information facilitates accurate assessment of what response activities and material are required to save lives, relieve human suffering, protect property and the environment, and expedite response and recovery operations. During the early hours of a disaster and in the absence of "ground truth" information such as actual on-site surveys or imagery, GIS, computerized predictive modeling, and damage estimation software may be used to develop initial estimates of damage. These EEl)s include:

- Location of the impacted area.
- Social, economic, and political impacts.
- Jurisdictional boundaries involved.
- Status of transportation systems and critical transportation facilities.
- Status of communications systems.
- Access points to the disaster area.
- Status of operating facilities.
- Hazard-specific information.
- Weather data affecting operations.
- Status of critical facilities and distribution systems.

- Status of remote sensing and reconnaissance activities.
- Status of key personnel.
- Status of ESF activation.
- Status of disaster or emergency declaration.
- Major issues and activities of ESFs.
- Resource shortfalls and status of critical resources.
- Overall priorities for response.
- Status of upcoming activities.
- Donations.
- Historical and demographic information.
- Status of energy systems.
- Estimates of potential impacts based on predictive modeling (as applicable);
- Status and analysis of initial assessments (needs assessments and damage assessments, including preliminary damage assessments).

V. Organization and Responsibilities

A. Primary Agency

The Office of Emergency Management is designated as the primary agency for ESF #13. In the event that the Florida National Guard is deployed to Orange County, they will assume the primary agency designation for ESF #13. Military support will be rendered under the following stipulations:

- When the situation is so severe and widespread that effective response and support is beyond the capacity of local and county government, and all civil resources have been exhausted.
- When required resources are not available from commercial sources, military support will be furnished if it is not in competition with private enterprise or the civilian labor force.
- Assistance will be limited to the task that, because of experience and the availability of organic resources, the military can do more effectively or efficiently than another agency.
- When an emergency or disaster occurs and waiting for instructions from higher authority would preclude an effective response, a military commander may do what is required and justified to save human life, prevent immediate human suffering, or lessen major property damage or destruction. The commander will report the action taken to higher military authority and to civil authority as soon as possible.

- Military resources will be employed with adequate resources to accomplish the mission when conducting civil disaster/emergency relief operations. The on-scene commander or the senior officer present will make that determination.

B. Support Agencies

All support agencies of ESF #13 are responsible for assisting the primary agency in coordinating military assets and completion of the following:

- Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the Basic Plan of this document or the response actions of this annex.
- The designation and assignment of personnel for staffing of all facilities at which this ESF is required, and representation is determined by the primary agency of this ESF to be necessary.
- Coordination of all actions of the support agency with the primary agency in performing assigned missions of the ESF.
- Identifying all personnel and resource requirements to perform assigned missions that are in excess of the support agencies capabilities.

VI. Training and Exercise Program

A. ESF Training

ESF Training is dependent on the judgment of the ESF primary and support agencies. However, OEM host's four training courses a year dedicated to the overall operation of the OCEOC.

B. Exercise Program

Exercises involving ESF #13 will be scheduled several times a year to test the operational readiness and capabilities of ESF #13. These exercises will include tabletop, functional, and full-scale exercises.

VII. Plan Development and Maintenance

A. Plan Development

The ESF #13 annex will be updated and revised in cooperation with all primary and support agencies. This annex is a living document and is constantly reviewed and updated to reflect the changing situation and responsibilities of ESF #13.

B. Plan Maintenance

As was mentioned above the ESF #13 Annex is a living document so maintenance of this plan is on going. Typically this ESF goes through a complete revision every two years.

VIII. References, Authorities, and Mutual Aid Agreements

A. Federal

1. Public Law 103 - 337, which reenacted the Federal Civil Defense Act of 1950 into the Stafford Act.
2. The Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 100-707 which amended PL 93-288).
3. Federal Response Plan, Emergency Support Function #5 Annex.

B. State

1. Chapter 252 of the Florida Statutes (State Emergency Management Act, as amended).
2. Governor's Executive Order 80-29.
3. The State of Florida Comprehensive Emergency Management Plan.
4. State CEMP Emergency Support Function #5
5. State of Florida 2000 Statewide Mutual Aid Agreement.

C. County

1. Orange County Ordinance 94-11, Emergency Management Ordinance

2. Orange County Code Chapter 1, Administration
3. Orange County Local Mitigation Strategy, 2002
4. Orange County Comprehensive Emergency Management Plan

Emergency Support Function #14 (ESF #14) Public Information

Primary Agency: Orange County Communications Division

Support Agencies: Orange County Office of Emergency Management
Orange County Fire Rescue Department
Orange County Department of Corrections
Orange County Sheriff's Office
Orange County Convention Center
Orange County Convention and Visitor's Bureau

I. Introduction

A. Purpose

The purpose of this ESF is to provide and disseminate information to the public in the event of an actual or potential disaster.

B. Scope

This ESF applies to natural and manmade disasters that have any effect on Orange County and the need for the coordination of public information arises.

II. Policies

- A. To establish a central point to gather information concerning a specific disaster.
- B. To establish a central point to disseminate information to the public concerning a specific disaster.
- C. To establish a central point for the media to gather information and disseminate it to the public concerning a specific disaster.
- D. To establish a format for staffing the Emergency Operations Center (EOC) with public information officers during an actual or potential disaster.
- E. To establish a format for the release of information to the public and the media during an actual or potential disaster.
- F. Upon level II activation, government access channel Orange TV will begin operation as EOC TV – offering constant updates and timely information via cable broadcast.

- G. All media releases and station reports will be posted on the county web site for quick access worldwide.
- H. The Orange County Convention and Visitor's Bureau and Orange County Convention Center staff will be used to forward information concerning actual or potential disasters to the visiting population of Orange County. Normal media sources will be the primary mechanism for relaying information.
- I. Every effort will be made to have a Spanish speaker available in the EOC, however all local Spanish language radio and television stations conduct interviews in both Spanish and English.
- J. A 24-hour taped information system – Orange County's Phone Access Line (PAL), has information on disaster preparation and is updated, as needed based on events.
- K. Hurricane and other public emergency preparedness information are provided in the front "white" pages of the local telephone book.
- L. Additional details are noted in ESF 14 Standard Book of Operations.

III. Situation

- A. A major disaster or emergency condition will be of a magnitude that will severely affect or terminate the normal means of disseminating information in the disaster area.

B. Planning Assumptions

1. Loss of electrical power and media communication may severely disrupt the normal dispersal of information in the disaster area.
2. Demand for information from outside the disaster area may exceed the capabilities of the Communications Division staff.
3. The demand for information in the disaster area may exceed the capabilities of the Communications Division staff.
4. In the aftermath of a disaster, information is often vague, difficult to confirm, and contradictory.
5. In the aftermath of a disaster, there will be a great demand to know what volunteer resources are needed and what are available.

6. Coordination will need to be done at the EOC.

IV. Concept of Operations

A. General

The Communications Division will act as the lead agency for ESF 14. Primary or Support Agency staff will man the county EOC around the clock to facilitate the flow of public and media information. If needed, Support Agencies will man a 24-hour public information line to handle phone calls and to help control rumors. During disasters, the EOC will act as the central coordinating facility for receiving and disseminating public information.

B. Notification

1. Pre-incident and ongoing activities will be monitored by OEM and reported to Orange County Administration.
2. OEM will notify the Communications Division.
3. The Communications Division will notify the ESF 14 Support Agencies as needed.

C. Response Actions

1. Staff and man ESF 14 as needed in the EOC.
2. Establish an initial press briefing.
3. Establish Public Information Line.
4. Designate assignments of Communications Division staff and equipment.
5. Designate assignment of support agencies staff and equipment.

D. Continuing Actions

1. Continue to provide updates to the news media concerning disaster conditions and county actions taken.
2. Regular situation reports to the news media.
3. Continue to provide trained public information staff in support roles to assist in recovery operations.

4. Continue to staff the citizen's public information phone lines as needed.
5. Continue to coordinate with other ESFs to provide public information pertinent to the disaster.

V. Responsibilities

The Communications Division is responsible for the dissemination of emergency of emergency information to the public during impending and actual disasters. The agency will provide updated information to the news media in the form of press briefings, situation reports and news releases made available via fax and through the internet. The agency will provide updated information directly to the public through the government access cable channel "OTV/EOC TV".

VI. Resources

A. Human Resources

The ESF 14 Primary Agency has limited public information personnel. In the days following a disaster, there will be a need for trained and experienced public information officers to support the Primary Agency.

B. Equipment Resources

ESF 14 has cellular phones, desktop computers, use of fax machines, and use of transportation for the primary Agency staff. There will be a need for additional resources during and immediately following a disaster. This will include:

- Phones (cellular and conventional)
- Computers (laptop and tabletop)
- Fax machines
- Satellite communication capabilities
- Radio Communication

Emergency Support Function #15 (ESF #15) Volunteers and Donations

Primary Agency: Human Resources and Labor Relations Division

Support Agencies: American Red Cross
Central Florida Fairgrounds
Center for Community Involvement (United Way)
Stepping Stone Distribution Center
Lynx
Parks and Recreation Department
Salvation Army
Volunteer Organizations Active in Disasters (VOAD)
Second Harvest Food Bank
Florida Interfaith Networking in Disaster (FIND)
Hands On Orlando

I. Introduction

A. Purpose

The purpose of this Emergency Support Function (ESF-15) is to expedite the delivery of volunteer goods and services to support the relief effort in a disaster area in a manner that is consistent with the provisions of the Florida Comprehensive Emergency Management Plan.

B. Scope

1. The scope is two-fold: First, to coordinate response/recovery efforts as related to volunteers (pre-assigned and convergent); second, to assure the expeditious reception and dispersal of donated goods to needed areas.
2. The ESF-15 response function will be composed of agencies with major roles in the coordination of volunteers and donated goods. The scope of activities of the ESF includes, but is not limited to:
3. Establishing a database and tracking of all donated goods and services.
4. Maintaining a listing of goods and services available from each support agency and a listing of prospective goods and services needed in a disaster.

5. With ESF-2 and the State ESF-15, establishing and manning an 800-telephone line to give and receive volunteer and donation information to individuals and groups outside of the support network.
6. Assessing and prioritizing affected area needs and deploying aid through the support agencies.
7. Following up on the delivery of goods and services to the affected disaster areas and relaying pertinent information to the service or goods provider.

II. Situation

This ESF will be activated in the case of a significant natural or man-made disaster that is beyond the response capability of local municipalities. In such an event, the impact on local manpower and resources would be so great that it would necessitate the organized use of volunteers and the collection and distribution of donations.

There are two basic situations, which will call for the activation of this ESF:

- If Orange County itself has been or is about to be the target of a major disaster.
- If Orange County is chosen to operate a regional relief center in support of another area that has been affected by a disaster.

III. Concept of Operations

A. General

The primary function of ESF-15 is to expedite delivery of donated goods and services in order to meet the needs of the affected area. In all probability, the outpouring of goods and services will not parallel the needs of local governments and municipalities. These goods and services must be coordinated in order to realistically match what is available with what is needed.

B. Organization

1. County

Orange County's volunteer and donation coordinator will be located at the Emergency Operations Center. It is through this center that requests for manpower, materials and supplies will be coordinated. Needs of Orange County as well as the needs of the surrounding municipalities will be coordinated through this position.

2. County Recovery Centers

If possible, prior to any disaster, staging areas should be identified. These will be locations such as warehouses, safe buildings, or vacant highland. All staging areas will be staffed by individuals from support agencies and will be in constant contact with the EOC. FAX communications will be established within these areas for an accurate accounting of the flow of supplies, materials, and volunteers.

3. State

The state volunteer coordinator (ESF-15) will work with the county's ESF-15, local coordinators, and the federal volunteer coordinator. ESF-15 will coordinate with other ESFs and serve as an informational group on the availability and coordination of resources.

4. Federal

There is no federal counterpart to ESF-15, but provision for a federal volunteer coordinator has been made in the National Donations Management Strategy draft. The Federal Emergency Management Agency has an 800-telephone number, which can be diverted to Florida's line.

C. Notification

1. Orange County Office of Emergency Management will notify primary agencies on an as-needed basis.
2. When this ESF is activated, a call-down of support agencies will occur using the lines of communication available. This will include landlines, radio and/or cellular phones.

D. Response Actions

1. Initial Actions

- a. All specific information is outlined in the ESF-15 Standard Operating Procedures Manual.
- b. Representatives from major volunteer agencies will be available to support ESF-15 at the EOC.
- c. Volunteer agencies will coordinate with local chapters and groups to determine availability of personnel and resources.

2. Secondary Actions

- a. The county's emergency 800-telephone number will be published

- immediately following the event to accept incoming calls of donations and volunteers.
- b. A list of volunteers will be maintained on a database for access by relief agencies and organizations. This service will screen and provide information to volunteers on the requirements necessary to participate in the volunteer effort.
 - c. The ESF-15 coordinator will be responsible for assessing unmet needs at the local level and providing resources and volunteers to meet these needs from the available donations and volunteers responding. ESF-15 EOC coordinator will also arrange for the transport of goods and services through ESF-7 and ESF-1.
 - d. ESF-15 coordinator will also be responsible for the coordination of the volunteer effort in the local area. This liaison will assess county needs and relay the information to the state volunteer coordinator (ESF-15).
 - e. An information center will be established to provide directions and materials to those volunteering goods and services. These centers may be located at welcome stations.

E. Recovery Actions

1. County recovery center(s) will be established to serve as reception centers for resources and to properly disburse goods and materials to the affected areas.
2. County staging area(s) will be established to facilitate the disbursement of goods and services to the devastated area. This staging area will also serve as a storage depot. The primary staging area is the Central Florida Fairgrounds; secondary staging areas are the Parks and Recreation areas. In the event the Central Florida Fairgrounds is unable or unavailable to provide services, other agencies or organizations may be called upon to provide storage space, distribution centers, or staging areas
3. Security in the recovery centers and staging areas will be instructed to admit only volunteers with proper identification, i.e. voluntary organization identification, or a special volunteer patch, logo, or badge. The items used will be issued at the volunteer agency reception centers or staging areas, and may be colored coded and changed on a daily basis.

F. Unmet Needs Coordination

1. During the recovery phase voluntary organizations and other private sector groups continue to augment or extend the abilities of government to assist disaster victims by providing donated goods and services.
 - a. Identify the position of the individual or agency with lead responsibility for coordinating volunteer agencies at the local level on unmet needs.

- b. Identify the local individual or agency that will support the coordination of unmet needs.
 - c. Describe roles and responsibilities of the local individual or agency in the coordination of unmet needs.
 - d. Identify criteria for the coordination with municipalities on unmet needs.
 - e. Identify groups that may be utilized to establish local unmet needs committees.
 - f. Describe process for identifying local unmet needs (post-event) and process utilized to meet these needs.
2. Describe training and/or seminars available to committee members in the areas of emergency home repair, debris removal, donations warehouse management, processing centers, crisis counseling and other needed assistance.

IV. Organization and Responsibilities

A. Primary

The Orange County Human Resources and Labor Relations Division is the primary agency. ESF-15 is specifically tasked with resource allocation to supplement government agencies' efforts. An ESF-15 coordinator will be assigned from this group. The ESF-15 coordinator's duties will include:

- Coordinate with other ESFs to determine available resources and needs.
- Coordinate with local support agencies regarding their operational status.
- Identify and facilitate resolution of area responsibility among agencies involved.
- Assist voluntary agencies in receiving needed services and/or goods.
- Coordinate the placement of Orange County employees responding outside of their normal duties and responsibilities.
- Training and coordinating training of message center and shelter workers.

B. Supporting Agencies

1. Hands on Orlando Responsibilities
 - a. Provide a liaison between the EOC and the volunteer agencies.
 - b. Keep EOC informed of volunteer availability.
 - c. Coordinate the various volunteer agencies.
 - d. Structure the volunteer assignments so that they can be managed in a systematic manner.
 - e. Dispatch volunteers as needed.
 - f. With the ESF-15 coordinator, establish Receiving Centers for volunteers.

2. Second Harvest Food Bank Responsibilities
 - a. Coordinate the warehousing and distribution of donated food items.
 - b. Coordinate with private and public agencies to receive food items.
 - c. Arrange for distribution of goods with help from ESF-15, ESF-7 and ESF-1 coordinators.
 - d. Keep an accurate accounting of the flow of the goods from the donors to the recipients.
 - e. Establish other staging areas as necessary.

3. Salvation Army Responsibilities
 - a. Coordinate the warehousing and distribution of donated durable and some non-durable goods.
 - b. Coordinate with private and public agencies to receive necessary emergency durable goods.
 - c. Arrange for distribution of goods with help from ESF-15, ESF-11, ESF-7, and ESF-1 coordinators.
 - d. Keep an accurate accounting of the flow of the goods from the donors to the recipients.
 - e. Establish other staging areas as necessary.

V. Authorities

- A.** Chapter 252, Florida Statutes.
- B.** Florida Comprehensive Emergency Management Plan.
- C.** Orange County Comprehensive Emergency Management Plan.
- D.** Orange County Emergency Management Ordinance Number 94-11.
- E.** Public Law 100-707, The Robert T. Stafford Disaster Relief and Emergency

Assistance Act.

Emergency Support Function #16 (ESF #16)
Law Enforcement and Security

PRIMARY AGENCY: Orange County Sheriff's Office

SUPPORT AGENCIES:

American Red Cross	Ocoee Police Department
Apopka Police Department	Orange County Fire & Rescue
Eatonville Police Department	Orange County Corrections
Edgewood Police Department	Orange County Info. & Services
Florida Highway Patrol	Orange County Traffic Engineers
Florida Dept. of Transportation	Orlando Police Department
Florida National Guard	Radio Amateur Civil Emergency Service
Florida Dept. of Law Enforcement	University of Central Florida Police
LYNX Transportation	Windemere Police Department
Maitland Police Department	Winter Garden Police Department
Oakland Police Department	Winter Park Police Department

I. Introduction

A. Purpose

The purpose of this ESF is to establish procedures for the command, control, and coordination of all law enforcement personnel; their equipment and activities in the event of an actual or possible disaster.

B. Scope

Law Enforcement and Security ESF shall include, but is not limited to, traffic and crowd control, order maintenance, looting prevention, building and shelter security, search and rescue, evacuation and providing other such services as to provide for the safety and security of the general public.

C. Policies

1. The Sheriff of Orange County shall coordinate law enforcement operations in the event of a disaster, in accordance with the Florida Constitution, Article VIII, Section 1(d) and as set forth in Chapter 30, Florida State Statutes.
2. The Sheriff may request assistance from other law enforcement agencies in accordance with the Florida Sheriff's Statewide Mutual Aid Agreement and the Orange County Sheriff's local mutual aid agreement.

3. The Sheriff may request the Florida National Guard and other additional assistance from the Florida Department of Law Enforcement (State ESF-16) in accordance with the Florida Comprehensive Emergency Management Plan.
4. Municipal agencies with a need for assistance or those with resources available for use will make such information known to ESF-16 at the County EOC. Coordination and assignment of those resources will be made by ESF-16. Resources beyond the capabilities of local agencies will be requested from the Florida Department of Law Enforcement (State ESF-16) in the State EOC. Each agency is responsible for maintaining a current inventory on the FDLE Mutual Aid Response System (MARS).

D. Planning Assumptions

1. **Traffic Control.** The dramatic increase in the flow of traffic to accommodate the evacuation of people from coastal areas as well as ensuring the ingress and egress to disaster scenes will constitute an increased demand on law enforcement personnel.
2. **Shelter Security.** The opening of public shelters to house both out of county and local evacuees will constitute a demand on law enforcement to ensure the public peace in those shelters.
3. **Order Maintenance.** Maintaining public order, enforcing curfew orders, protecting specifically designated stores, businesses or buildings, preventing looting, suppressing civil disorders and carrying out other such order maintenance functions shall be a priority task for law enforcement personnel.
4. **Evacuation.** Implementing local evacuation orders imposed by the County Emergency Operations Center shall be a joint function of law enforcement and fire service personnel.
5. **Search and Rescue.** Non-urban search and rescue will be a function for law enforcement personnel. Attempting to locate missing persons involved in an emergency incident, locating boats from county waters, locating downed aircraft and providing support to emergency medical personnel to extricate and treat victims will constitute non-urban search procedures. Urban search and rescue, the locating, extrication and treatment of injured persons from collapsed buildings shall be a Fire/Rescue Division (ESF 9) function.
6. **Site Security.** Providing security for and ensuring evidentiary scene protection for a disaster or emergency incident shall be a law enforcement function.
7. **Death Investigations.** Investigating and documenting all deaths, as well as

making necessary notifications to the next of kin, resulting from a disaster shall be a law enforcement function, conducted in cooperation with the 9th Judicial Circuit Medical Examiners Office.

E. Disaster Condition

A significant disaster, emergency condition or other major incident may result in a substantial number of persons or property being threatened, requiring prompt law enforcement attention. Due to Orange County's location, a hurricane or other event requiring a coastal evacuation may result in a two-fold response for law enforcement.

1. First is to deal with the issues caused by the influx of evacuation traffic and increased population.
2. Second is to deal with the event of a natural disaster or emergency condition, which occur within the bounds of Orange County. Law enforcement may be impacted to provide for a significant increase and intensity in the calls for service to ensure the security of life and property.

II. Concept of Operations

A. General

The Orange County Sheriff's Office shall be the primary agency for ESF 16 and shall coordinate law enforcement and security resources for any disaster or emergency condition, based upon pre-arranged planning with other area law enforcement agencies. The Sheriff will appoint an Incident Commander to monitor, assess and recommend staffing levels for a disaster or emergency condition. The Incident Commander will liaison with other law enforcement agencies in the event of a major incident within a municipal jurisdiction.

B. Organization

1. The Sheriff or his designee will report to the county EOC to coordinate the activities of ESF 16 and provide necessary assistance to other ESFs.
2. In the event of a large-scale incident, the Incident Commander may open the Agency's EOC in the Sheriff's Operations Center. The Sheriff's Office Executive Staff will constitute the EOC Staff. The Agency EOC Staff will be responsible for the operational efforts of the Sheriff's Office.
3. There may be separate command posts for each of the following activities:
 - a. Operations Section - Sector Sub-station or an on site command post vehicle

- b. Planning Section
 - c. Logistics Section
 - d. Administration & Finance Section
4. Personnel from law enforcement agencies are available for immediate response and emergency recall on a 24 hour basis.
5. The Orange County Sheriff's Office is listed as a support agency for the following ESFs:
- a. ESF 4 – Firefighting: Provide law enforcement support to OCFRD firefighting efforts, including personnel protection.
 - b. ESF 6 - Mass Care: Provide security for all American Red Cross public shelters in the unincorporated area of the County.
 - c. ESF 9 - Urban Search and Rescue: Provide law enforcement support to the urban search and rescue efforts.
 - d. ESF 10 - Hazardous Materials: Provide traffic and crowd control, evacuation announcement and law enforcement support to OCFRD at Hazardous Materials scenes.
 - e. ESF 14 - Public Information: Provide assistance and support to OCFRD in the dissemination of disaster information to the news media and general public.
 - f. ESF 17 – Veterinary: Provide support to the Cooperative Extension Service in the corralling and handling of large animals, which are loose, and posing a danger to human life during a disaster.

C. Notifications:

1. The Office of Emergency Management shall notify the Agency Incident Commander of any impending activation of the county EOC.
2. A Sector Commander, a Watch Commander, the Communications Supervisor, or other law enforcement agency may notify the Sheriff's Office Incident Commander of any actual or impending emergency.
3. The Agency Incident Commander will notify the Sheriff or Undersheriff recommending to them an appropriate level of response to the emergency.
4. The Sheriff or his designee will notify the Executive Staff and authorize the activation of the Agency EOC.
5. All appropriate ESF 16 Support Agencies will be notified to place necessary

personnel on alert for emergency recall and establish a command post.

III. Emergency Support Functions

A. Response Actions

1. In the event of a man made disaster or emergency condition, the initial responding personnel will take appropriate action in accordance with the Agency's Emergency Management Plan.
2. In the event of an approaching hurricane, the Sheriff's Office Hurricane Preparedness Plan will be put into effect. The initial elements of which are traffic control and shelter security.
3. In the event Orange County is likely to become a victim county and take a direct strike from a hurricane, the necessary elements of the Plan will be put into effect and the Agency EOC will be activated.

B. Recovery

1. In the continuous hurricane recovery effort, the following plans will be implemented:
 - a. Teams from each of the Sector Command Posts will conduct an initial assessment of the surrounding areas and report to the Agency EOC, who will advise the County EOC.
 - b. Personnel from each of the Emergency Personnel Family Shelters will form secondary teams to support and relieve the initial response teams. They will also provide for ESF 16 recovery efforts.
 - c. Those sworn deputies who are unable to immediately respond to a command post will implement the Resident Deputy Plan and make a damage assessment report of their neighborhood.
 - d. Plans for order maintenance; non-urban search and rescue, looting prevention and other necessary law enforcement measures will be placed into effect.
2. In the continuous recovery effort for non-hurricane disasters or emergency conditions, the following plans will be implemented:
 - a. Duty hours will be adjusted and relief provided for necessary personnel.
 - b. An assessment will be conducted to determine further long range plans to appropriately mitigate the situation.

IV. Responsibilities

A. Primary Agency

1. The Sheriff's Office will have the primary responsibility to ensure the aforementioned Purpose, Scope and Responsibilities are carried out.
2. Execute directives of the county EOC as they relate to ESF 16.
3. Coordinate with all appropriate support agencies.

B. Support Agencies

1. Municipal Police Agencies. Provide law enforcement mutual aid.
2. Florida Highway Patrol. Provide assistance with traffic control.
3. U.C.F. Police Dept. Provide law enforcement assistance.
4. Florida Department of Law Enforcement. Provide mutual aide and access to the State EOC for additional assistance.
5. Florida Department of Military Affairs - Florida National Guard. Provide personnel assistance for order maintenance.
6. Florida Department of Transportation. Assist with the placement of traffic control and evacuation route signs on state roads. Assist with other traffic related issues as needed during a major event.
7. Orange County Fire Rescue Division. Provide emergency medical and firefighting support to the law enforcement mission. Provide a mobile command post for on-scene communications.
8. Orange County Telecommunications Department. Provide additional cellular telephones, standard telephones, pagers and radio equipment as needed for a disaster or emergency condition.
9. Orange County Traffic Engineering Department. Assist with the production and placement of traffic control, evacuation and shelter signs. Assist with the procurement and placement of barricades, traffic cones and traffic light manual switches for the evacuation routes.
10. Orange County Corrections Division. Assist with the deployment of shelter signs in the event of an evacuation, assist with booking and transportation in the event of mass arrest and agreement to provide space for a backup Agency EOC in the event the primary Agency EOC is no longer useable.

They will be responsible for inmate population during an event and will be supported by the Sheriff's Office as needed for the public's safety.

11. American Red Cross. Establish shelter sites for the families of emergency personnel families. Provide training for such shelter management to family members.
12. Lynx Transportation. Provide bus service along evacuation routes entering Orange County, transporting stranded motorist to public shelters.
13. Radio Amateur Civil Emergency Services (RACES). Provide Amateur Radio operators to each Sheriff's Office EOC and Command Posts.

V. Resource Requirements

A. Human Resources

1. Primary Agency

- a. The Sheriff's Office will provide the following to the county EOC:
 - i. Sheriff or his designee, PIO, Legal Counsel
 - ii. A representative to serve as a Liaison to the County
- b. The Sheriff's Office will staff the Agency EOC and other Command Posts with necessary personnel to carry out the mission. Personnel allocation charts are provided in the Agency's Incident Command System Manual.
- c. The Sheriff's Office has the following personnel units available for response to disaster or emergency conditions:
 - i. Special Weapons and Tactics Teams (SWAT)
 - ii. Emergency Response Teams (ERT)
 - iii. Hostage Negotiations Teams
 - iv. Under Water Recovery Teams
 - v. Critical Incident Management Incident Team (CIMT)
Crisis Intervention Personnel (Victim Advocates)
 - vi. Chaplains

2. Support Agencies

- a. Florida Department of Law Enforcement will provide a liaison officer to the Agency EOC for protracted situations, which may require State level support.
- b. Each support agency listed in Article V. Responsibilities, Section B Support Agencies, of this ESF will provide the necessary personnel to

carry out their support function.

B. Other Resources

1. Primary Agency

- a. The Sheriff's Office will provide the standard issue equipment for their personnel to carry out the law enforcement mission.
- b. Special Equipment available will include:
 - i. Aviation support - (helicopters and fixed wing)
 - ii. Marked and unmarked vehicles
 - iii. Technical Services vehicles with equipment
 - iv. Personnel transport vehicles - (buses and vans)
 - v. Motorcycles
 - vi. Horses from the Mounted Patrol Unit
 - vii. Four-Wheel drive vehicles

2. Support Agency

- a. Orange County Fire Rescue Division's Mobile Command Posts for on-scene communications.
- b. Law Enforcement Agencies to provide the standard issue equipment for their personnel to carry out the law enforcement mission.
- c. Florida Department of Transportation and Orange County Traffic Engineering Department to provide the signs, barricades and traffic cones for evacuation traffic routes.
- d. Radio Amateur Civil Emergency Services (RACES) to provide the necessary amateur radio equipment to the EOC and Command Posts.
- e. LYNX Transportation to provide buses for emergency purposes to move personnel and to assist on key evacuation routes.
- f. Orange County Corrections Division for personnel to assist with deployment of shelter signs during evacuations, personnel to assist with transportation and booking during mass arrest and furnishing office space.

Emergency Support Function #17 (ESF #17) Veterinary/Animal Care

Primary Agency: Animal Services and Cooperative Extension

Support Agencies: Orange County Office of Emergency Management
Orange County Parks Division
Orlando Humane Society
Veterinarian Associations
Back to Nature Wildlife Refuge
Orange County Cattlemen
Horse Owners
Orange County Sheriff's Department
Licensed Wildlife Rehabilitators
Florida Game and Fresh Water Fish Commission

I. Introduction

A. Purpose

The purpose of ESF-17 is to identify, manage, and organize the response of resources needed for the veterinary needs and care of pet, farm, and wild animals following a significant emergency, and to coordinate emergency response and relief assistance between local, state, and federal governments for support of this function. Orange County Animal Services and Cooperative Extension Divisions direct assistance provided under ESF-17.

B. Scope

ESF-17 involves identifying and meeting the care and veterinary needs of animals following a major or catastrophic emergency. The scope of this support can be generally categorized into the following sub-functional areas:

1. Investigate animal bites and provide rabies control.
2. Assist in the capture of animals that have escaped confinement or have been displaced from their natural habitat.
3. Assist emergency response teams with animal-related problems.

4. Provide humane care and handling of animals before, during, and after disasters by providing emergency animal shelters, as well as treatment/euthanasia assistance stations.
5. Identification and coordination of equipment and supplies.
6. Maintaining statuses of veterinary and animal hospital capabilities.
7. Coordination of food and medicine.
8. Coordinating with ESF-8 and ESF-14 for the release of animal-related advisories and information.
9. Collection and disposal of dead animals.
10. Provision and coordination of emergency veterinary services.
11. Coordination and operation of "Pet Friendly" Shelters

II. Policies

A. Priorities

The operations of ESF-17 will be directed toward the performance of veterinary and medical care functions in conjunction with the conduct of county emergency operations and protective actions. The primary focus of this effort will be to provide those emergency services needed to address animal welfare and public health and safety concerns. The Orange County Animal Services' staff will be fully utilized in the operation of this emergency support function, and will be unavailable for other emergency management functions, unless the Animal Services' manager has granted approval.

B. Assignment of Responsibilities

1. Lead Division/Primary Agency

Animal Services and Cooperative Extension are designated as the Lead Divisions and Primary Agencies for this Emergency Support Function, and will coordinate all activities of ESF-17. These agencies are responsible for the following:

- a. Notification, activation, and mobilization of all agencies.

- b. Organization, assignment, and staffing of all facilities required.
- c. Coordination of all support agency actions in performance of missions assigned to this ESF.
- d. Coordination of requests for assistance and additional resources in performance of the mission of this ESF from all assigned agencies and forwarding them to the appropriate agency.
- e. Coordination of ESF-17 activities through Orange County Emergency Operations Center (EOC). The primary agencies will provide staff at the EOC on a 24-hour basis, for the duration of activation of ESF-17.
- f. Providing or tasking resources to support veterinary and animal care needs in an emergency environment. Additional resources as required to perform these operations, which are beyond local capability, will be coordinated with State and Federal government.
- g. All state and federal responses for this function will be requested by ESF-17, and when deployed locally, are subordinate to the County ESF-17 operations.
- h. In support of the above, assuring that ESF-17 has an emergency response and field deployment capability. All Animal Services' staff will be required to operate under the auspices of this ESF, and will be unable to be tasked with any other assignments, unless the Animal Services' Division Manager makes direct approval.
- i. Acting as the primary source of animal-related public information.
- j. Point of contact for any national assets or federal responses to the emergency for this function.
- k. Evaluate and coordinate "Pet Friendly" shelters in Orange County.

2. Support Agencies

All support agencies of this ESF are responsible for the following:

- a. Notifying, activating, and mobilizing all personnel and equipment to perform or support assigned functions as designated within the Basic Plan of this document or the response actions of this annex.
- b. The designation and assignment of personnel and staffing of all facilities required, and representation is determined by the primary agencies.

- c. Coordination of all actions of the support agencies with the primary agencies.
- d. Identifying all personnel and resource requirements to perform assigned missions that are in excess of the support agencies capabilities.
- e. In accordance with assignment of responsibilities, each support organization participating under ESF-17 will contribute to the overall response but will retain full control over its own resources and personnel.

III. Situation

A. Disaster Conditions

A significant emergency could quickly overwhelm resources and capabilities in providing animal care, regulation, and veterinary services, and could necessitate the need for State and/or Federal assistance. Such a disaster would pose certain public health and nuisance threats, such as injured and displaced animals, dead animals, rabies and other animal-related diseases, care and shelter, and other animal problems. Additionally, these problems could tax the human need response and resources.

Animal hospitals, kennels, pasturage, and livestock facilities may be severely damaged or destroyed. Those facilities that survive with little or structural damage may be rendered unusable or only partially usable.

Facilities remaining in operation may be overwhelmed by demand in the immediate aftermath of the occurrence. Disruption in local communications and transport systems could prevent timely re-supply.

B. Planning Assumptions

1. Human lives may be lost due to the refusal to evacuate without their pets or livestock. Public education by the county and animal-related organizations is needed to make the people aware of pet sheltering facilities available.
2. Large numbers of homeless, injured pets, livestock, and wild animals. This would be a health, safety, and nuisance threat, which would necessitate a response to address the capture and subsequent sheltering of these animals.
3. Veterinarians at designated shelters and private offices would triage and treat sick and injured animals to include euthanasia, if necessary.
4. Inadequate food supplies. Commercial pet/livestock food would be obtained

by local feed stores and/or imported into the county from the State ESF 17. Various wild animal-related groups or state agencies would organize food drops for wild animals.

5. Accumulation of animal carcasses throughout Orange County. Removal to approved solid waste landfill sites and/or cremation at Animal Services.
6. Animals to be reunited with their owners after the disaster.

IV. Concept of Operations

A. General

1. During declared states of local emergency, the Lead Divisions and Primary Agencies of ESF-17 are responsible for implementing its functions. A representative of the Lead Divisions and Local Agencies will be available in the EOC during activation to respond to request for support. This person will staff the work station assigned to ESF-17 in the EOC, will identify which support agencies are required, and will take steps to assure that support agencies are activated or on alert as appropriate.
2. ESF-17 will coordinate and monitor all animal care, regulation, and veterinary activities being conducted in conjunction with emergency operations. It is anticipated that immediately after a major or catastrophic emergency has occurred, an assessment of priority for resources will be conducted to determine the degree of support required from state and federal resources.
3. Before, during, and immediately after a significant emergency, ESF-17 will focus primarily on public and animal safety concerns. Support agencies will provide services as required by the Lead Division.

B. Emergency Operations Center

At the time of activation of the EOC, this ESF will be staffed on a 24-hour schedule to interface and communicate with other agencies and prioritize assistance requests.

C. Notification

1. Initial

The Office of Emergency Management will send initial notification to the Lead Divisions, advising that a threat situation or an emergency has occurred that warrants or may warrant the implementation of this plan.

2. Lead Division/Primary Agencies

The Lead Division and Primary Agencies will in turn notify all support agencies to begin mobilization of resources and personnel and prepare to commence operations assigned to this ESF.

3. Support Agencies

The notification process for support agencies will be completed according to their internal operational procedures.

D. Mobilization

1. Lead Division/Primary Agencies

Immediately following notification to activate ESF-17, the Lead Division and Primary Agencies will complete the following:

- a. Assure necessary emergency operating facilities and reporting systems are established.
- b. Establish communications with the EOC and obtain status reports.
- c. Provide appropriate representation to the EOC.

2. Support Agencies

Immediately following notification by Orange County Animal Services to commence response actions for this ESF, each support agency will complete the following:

- a. Staff facilities as per each individual agency disaster / recovery plan.
- b. Provide for a call-down of each agency's staff.

- c. Provide for on-going needs relative to each agency's designated area of responsibility.
- d. Provide personnel and resources for assessment and field teams, as required.

V. Response Actions

A. Animal Relief Phase

This ESF will immediately identify, mobilize, and deploy an assessment team(s) to the disaster area(s) to determine the specific health and safety needs and priorities. This ESF will coordinate with the other ESF's represented at the EOC to provide support to aid in the relief of nuisance and health-related problems involving nuisance animals and their impact on human relief efforts.

B. Short-Term Recovery Phase

This ESF will continue to provide assistance in the following areas: capture of injured and displaced animals; their sheltering, medical care, feeding, relocation, and reunification with owners; acquisition of additional food and supplies from vendors to support the relief efforts; continued coordination with other ESF's for timely and proper carcass disposal.

C. Long-Term Recovery Phase

Continued care of sheltered animals and provide an extended network for the adoption of unclaimed animals. Relocation of sick and injured animals to permanent facilities. Return to normal operations.

VI. Resources

ESF-17 will utilize personnel and resources from its lead and support agencies to respond to mission assignments related to its functions. Additional resources available may be coordinated and mobilized to support ESF-17 missions. When requests begin to exceed ESF-17's capability to respond, requests will be forwarded to ESF-17 at the State EOC to mobilize additional resources. All personnel and resources mobilized by ESF-17 will remain under the direction and control of ESF-17, unless otherwise notified.

Emergency Support Function #17 (ESF #18)
Business and Industry

(Under Development)

Emergency Support Function #19 (ESF #19) Damage Assessment

Primary Agency: Orange County Property Appraiser's Office

Support Agencies: 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
Municipalities in Orange County
Orange County Environmental Protection Dept.

I. Introduction

- A.** State and Federal response to a natural disaster will be based on an official assessment of private housing and business loss as well as loss to public property, the reports of action taken to alleviate the situation, and the expenditures committed to that effort.
- B.** Effective response requires timely and accurate information. These reports form the basis for determining specific type and level of assistance needed in the disaster area.
- C.** The need for timely data makes it imperative that a well organized and trained damage assessment team is available to respond immediately upon notification from the appropriate authority that a disaster has occurred.
- D.** On the County level, the Property Appraiser has the responsibility for designating and training damage assessment team members, and has the authority to discharge these assigned responsibilities.
- E.** Municipalities within Orange County are encouraged to develop supporting damage assessment programs in conjunction with the Orange County Property

Appraiser.

- F.** State damage assessment efforts will normally be restricted to verification of local reports, except in situations requiring specific assistance to local damage assessment operations.
- G.** The Orange County Building Department will be responsible for inspecting damaged properties for safety and reporting the results to the appropriate agencies. (See Orange County Building Department SOPs).

II. Concept of Operations

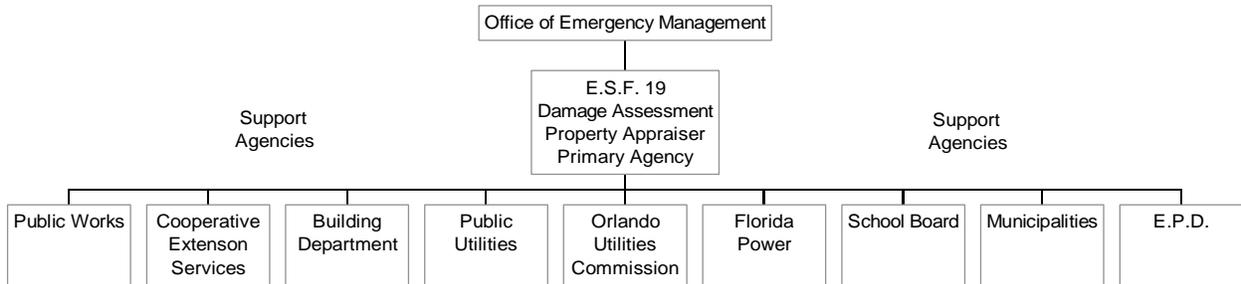
- A.** Each damage assessment team shall make an initial assessment of damages immediately following a natural disaster. Reports submitted to the Property Appraiser will provide estimates by type and extent of the damage.
- B.** The Property Appraiser or designee will consolidate all reports submitted by the Property Appraiser Damage Assessment Team, Public Property Damage Assessment Teams and Municipal Damage Assessment Teams for summary reporting and final reporting to the Office of Emergency Management.
- C.** Upon request the Property Appraiser will submit a report to the Orange County Risk Management Division detailing damage to County property.
- D.** The Property Appraiser will submit situation reports and update reports to the Office of Emergency Management on a daily basis for the purpose of making available the most current damage assessment information.
- E.** Each damage assessment team shall maintain an accurate log indicating the time spent surveying the damaged areas, listing materials, supplies and equipment used and making estimates of the costs incurred making the investigation. See Appendix D.
- F.** Photographs, maps, site sketches and other site-specific information shall be made a part of each damage report. See Appendix E.
- G.** The Property Appraiser may request supplemental damage reports and available resources from the State of Florida's Rapid Impact Assessment Team when necessary. All requests shall be made by the ESF-19 representative in the EOC and shall go through the Office of Emergency Management.

III. Organization and Responsibilities

- A.** Upon notice by the Orange County Office of Emergency Management, the Orange County Property Appraiser will coordinate all damage assessment operations for private and public property within Orange County.
- B.** Damage to private residences and the Property Appraiser Damage Assessment Team shall assess businesses within unincorporated and incorporated Orange County.
- C.** Damage to public property will be assessed by the assigned governmental agency, as listed in section IV. Each agency shall compile data and report all information to the Property Appraiser or designee located at the Orange County Emergency Operations Center by the most expeditious means available.
- D.** Damage to governmental or quasi-governmental property within incorporated Orange County shall be assessed by the appropriate governing agency. (Example: GOAA shall be responsible for assessing damage to all GOAA facilities.) Each agency shall compile assessment data and report all information to the Property Appraiser or designee located at the Orange County Emergency Operations Center by the most expeditious means available.
- E.** Other county agencies with specific expertise shall designate personnel to augment damage assessment operations as may be required by the Property Appraiser. These agencies are listed in section IV.

IV. Authorities

- A.** Chapter 252, Florida Statutes
- B.** Governor's Executive Order Number 80-29
- C.** Florida State Administrative Rule 9G-7
- D.** Orange County Comprehensive Emergency Management Plan
- E.** Code of Federal Regulations, Title 24, Part 2205



Emergency Support Function #20 (ESF0)
Orange County Utilities
(Water, Wastewater, Solid Waste)

Primary Agency: Orange County Utilities

Support Agencies: Orange County Public Works Department
Orange County Administrative Support Department
Other Government and Private Utilities in Orange County
Florida Department of Environmental Protection

I. Introduction

A. Purpose

The purpose of this Emergency Support Function (ESF) is to provide public utilities assistance with life-saving or life-protective measures prior to, during and immediately following a major or catastrophic disaster. Public utilities assistance will be provided by maintaining and restoring drinking water supply, wastewater treatment and disposal, and refuse and storm debris disposal.

B. Scope

1. ESF 20, Public Utilities, includes emergency operations and repair of water, wastewater, and solid waste facilities, technical advice and evaluations, engineering services, construction management and inspection, and emergency contracting to sustain these activities.
2. ESF 20 activities for emergency restoration of critical public services and facilities include:
3. The supply of adequate amounts of potable water, restoration of public water supply systems and the provision of water for fire fighting.
4. The treatment and disposal of wastewater.
5. The collection and disposal of refuse and disposal of debris.
6. Technical assistance and damage assessment.

II. Policies

- A. Orange County Utilities, as primary agency, will perform under the authority of Florida Statutes, Florida Administrative Code, State of Florida Comprehensive Emergency Management Plan, Orange County Comprehensive Emergency Management Plan, Orange County Code and Orange County Utilities Disaster Plan and operating policies and procedures as applicable.
- B. Orange County Utilities will coordinate the activities of ESF 20 and, with assistance from Support Agencies, will respond to missions received under the County's Comprehensive Emergency Management Plan (CEMP).
- C. The Orange County Utilities Director may request assistance from other jurisdictions through Public Works Mutual Aid Agreements as coordinated through the Orange County EOC.

III. Situation

A. Disaster Condition

A major or catastrophic disaster will cause damage to the community and to utility infrastructure and operations.

1. Structures, homes, public buildings, bridges and other facilities will be destroyed or damaged and must be reinforced, demolished or isolated to ensure safety.
2. Streets, highways and other forms of transportation will be damaged or unusable.
3. Utilities equipment such as tanks, pumping facilities, pipelines, and electrical controls will be damaged and may be partially or fully inoperable.
4. Many state and local response personnel will be unable to perform their prescribed emergency duties.
5. Equipment in the immediate disaster area may be damaged or inaccessible.
6. Resources will be limited in the immediate disaster area.
7. State agencies may have to deploy resources from outside the affected area to ensure a timely, efficient and effective response.

8. Disaster assistance must begin immediately.

B. Planning Assumptions

1. All available Orange County Utilities resources in the disaster area, as well as the resources of other local governments and private utilities, may be committed or destroyed. Additional help may be needed from regional and state agencies in order to perform damage assessments, make emergency repairs to public facilities and meet basic public health needs.
2. Damaged areas may be restricted and not readily accessible except by air.
3. Ground routes and transportation must be provided to allow access to disaster areas, so emergency road repairs and debris clearance will have top priority to support immediate life-saving emergency response activities.
4. There may be numerous incidents occurring simultaneously in separate locations to which the response must be made in a coordinated, prioritized manner.
5. Standard communication equipment and practices may be disrupted or destroyed.
6. Response personnel and equipment may have difficulty reaching specific sites because of damage sustained in a catastrophic disaster.
7. Rapid damage assessment of the disaster area will be necessary to identify priority target areas and potential workloads for planning the appropriate response.
8. Emergency environmental waivers and legal clearances will be needed for storage and disposal of materials from debris clearance and demolition activities.
9. Legal requirements that delay the securing of contractors or purchasing of materials must be waived. The Director of Emergency Management has the authority to waive such requirements and procedures upon declaration of a State or local emergency in accordance with County ordinances.
10. Large numbers of skilled personnel, engineers, construction workers, equipment operators, etc., along with construction equipment and materials, may be needed from outside the disaster area.

11. Support services for all personnel and equipment may have to be provided from outside the disaster area.
12. Secondary events or disasters may threaten lives, property and infrastructure.

IV. Concept of Operations

A. General

1. Orange County Utilities, as primary agency of ESF 20, will coordinate between Federal, State and local agencies to restore its potable water, wastewater and refuse disposal systems and provide damage assessment information on the utility infrastructure.
2. Upon activation of the Orange County Emergency Operations Center (EOC), Orange County Utilities representatives will staff each of the Executive and Coordinating Groups at the EOC. Orange County Utilities will identify which Support Agencies for ESF 20 are needed and take the necessary steps to assure that the agencies are notified or placed on alert as appropriate.
3. To the extent possible, the Orange County Utilities will respond to requests for public utilities assistance throughout the County by coordinating mutual aid requests through the Emergency Operations Center. It is anticipated that these requests will concern the supply of potable water, restoration of water supply systems, restoration of wastewater treatment, collection and disposal of refuse and the provision of water for fire fighting.

B. Organization

1. Orange County Utilities, as the primary agency for ESF 20, and ESF 20 Support Agencies will provide, as requested through the County EOC, skilled personnel, engineers, construction workers, equipment operators, etc., along with equipment and materials. Upon activation of the County EOC, the Orange County Utilities representative will notify appropriate personnel and identify the Support Agencies to provide support, as warranted.
2. Orange County Utilities consists of the Water, Wastewater, Solid Waste, Utilities Engineering, and Utilities Financial Services divisions.

3. Resources from all the divisions in Orange County Utilities may be assigned to various locations based on information about the emergency and planned assignments.

C. Notification

1. Upon notification of potential or actual emergency events, the Director of Emergency Management will notify Orange County Utilities and any Support Agency representatives of the emergency conditions.
2. All departments will alert their appropriate personnel to ensure equipment and materials are inventoried, available, secured and ready. All departments will ensure that resources are prepared for those employees on standby for an impending emergency to provide a timely response.
3. Contacts will be made with other County Comprehensive Emergency Management Plan coordinators to confirm resource availability for possible use.
4. Support Agencies and other contractors may be contacted to confirm available resources for possible use and activation, as necessary.

D. Response Actions

1. Each division manager of Orange County Utilities will contact their appropriate emergency response personnel and ensure their readiness.
2. Coordination with Support Agencies to identify available resources and match resources to emergency needs.
3. Preparation for damage assessment of utility infrastructure.
4. Equipment resources will be moved to locations in order to be staged for the recovery phase.
5. Review priorities established for debris removal and repair of damages with respect to individual Orange County Utilities sites.

V. Responsibilities

Orange County Utilities will have the responsibilities of the primary agency in Orange County for ESF 20, Public Utilities, Water, Wastewater and Solid Waste.

A. Primary Agency: Orange County Utilities

1. As primary agency for ESF 20, Orange County Utilities will coordinate and direct Support Agencies' resources by prioritizing needs in the area of potable water supply, wastewater treatment, refuse collection and disposal, debris disposal, restoring access to utility facilities, damage assessment and other tasks related to the Public Utilities emergency support function.
2. The resources of the Orange County Utilities will be deployed and utilized in conjunction with Orange County's mission, ESF 20 Support Agencies and local governments.
3. Orange County Utilities will support the other ESF tasks as needed and in accordance with established priorities.
4. Orange County Utilities will be responsive to and support directives of the County's Emergency Operations Center.

B. Support Agencies

1. Orange County Public Works Department is the primary agency for ESF 3, Public Works and Engineering. The responsibilities of the Public Works Department, as a Support Agency to Public Utilities, ESF 20, will be to provide access to utility facilities by debris clearance, roadway and drainage repairs along major access corridors.
2. Orange County Administrative Support Department is the primary agency for ESF 7, Resource Support. The responsibilities of the Administrative Support Division, as a Support Agency to Public Utilities, ESF 20, will be to provide assistance in obtaining contracts for supplies, equipment and services.
3. Other Government and Private Utilities in Orange County will implement their own emergency response efforts in cooperation with the County's Director of Emergency Management. As resources may permit, these other utilities may provide emergency assistance to Orange County Utilities as requested.
4. Florida Department of Environmental Protection (FDEP) will direct its

support for ESF 20 to facilitate approval for Orange County Utilities and its Support Agencies to provide emergency water, wastewater, refuse and debris disposal services after a disaster event.

