

City of Chandler



2006



Emergency Operations Plan



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Where Values Make The Difference

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
LETTER OF PROMULGATION

In the event of a natural or man-made disaster within the City of Chandler, City government must be prepared to implement plans and procedures to protect lives and property.

The purpose of this plan is to provide direction and guidance to City governmental departments and supporting agencies. It constitutes a directive to City departments to prepare for and execute assigned emergency tasks to ensure maximum survivability of the population and to minimize property damage in the event of a disaster. It is applicable to all elements of the City government and the private sector engaged in, or acting in support of emergency operations.

This plan is published in support of the State of Arizona Emergency Response and Recovery Plan and is in accordance with Arizona Revised Statutes, Title 26, Chapter 2, and the Maricopa County Emergency Operations Plan. This plan supersedes all previously published copies of the Chandler Emergency Operations Plan.

This plan is effective for planning purposes and for execution when the Mayor makes an emergency declaration or when placed in effect by the City Manager or other authorized official.

A copy of this plan has been filed in the Office of the City Clerk of the City of Chandler, under the provisions of Arizona Revised Statutes, Section 26-307B.

Date

Mayor

City Clerk

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

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CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

DISTRIBUTION LIST

<u>AGENCY</u>	<u>NO. OF COPIES</u>
Mayor's Office	2
City Manager	2
City Council	6
Assistant City Manager	2
City Attorney	1
City Clerk (Filed IAW Article 26-307B, A.R.S.)	1
Fire Department	12
Police Department	20
Public Works	5
Airport Manager	1
Communications and Public Affairs	3
Emergency Operations Center	10
Planning and Development Department	1
Community Services Department	2
Management Services Department	3
Human Resources Department	1
Municipal Utilities	4
Building Safety	1
City Magistrate	1
Chandler Unified School District	1
Salt River Project	1
Arizona Public Service	1
Southwest Gas	1
Qwest Communications	1
Chandler Regional Hospital	1
Maricopa County Department of Emergency Management	1
Arizona Division of Emergency Management	1
American Red Cross – Grand Canyon Chapter	1
The Salvation Army	1
Library	<u>1</u>
Total	89

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

GLOSSARY

Anticipated Emergency: Those conditions, which because of their nature, may require mobilization of emergency forces if conditions increase in severity.

Area Command (Unified Area Command): An organization established (1) to oversee the management of multiple incidents that are each being handled by an ICS organization or (2) to oversee the management of large or multiple incidents to which several Incident Management Teams have been assigned. Area Command has the responsibility to set overall strategy and priorities, allocate critical resources according to priorities, ensure that incidents are properly managed, and ensure that objectives are met and strategies followed. Area Command becomes Unified Area Command when incidents are multi-jurisdictional. Area Command may be established at an emergency operations center facility or at some location other than an incident command post.

Assessment: The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

Assignments: Tasks given to resources to perform within a given operational period that are based on operational objectives defined in the Incident Action Plan (IAP).

Available Resources: Resources assigned to an incident, checked in, and available for a mission assignment, normally located in a Staging Area.

Branch: The organizational level having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in Operations Section, and between the section and units in the Logistics Section. Branches are identified by the use of Roman numerals or by functional area.

Chain of Command: A series of command, control, executive, or management positions in hierarchical order of authority.

Cities Readiness Initiative (CRI): A program, funded by the Centers for Disease Control and Prevention, to enhance the ability of cities to rapidly dispense life saving drugs to the entire population. The primary goal of CRI is to minimize loss of lives during a catastrophic public health event by dispensing drugs to 100% of the city's population within a 48 hour timeframe.

Command Group: That portion of the Emergency Services Staff organization charged with the strategy of directing and/or controlling resources by virtue of explicit legal, agency or delegated authority. The six major functional areas of the Command Group include Command, Operations, Planning, Logistics, Administration/Finance and Safety. The Command Group is supported directly by the Command Staff who include the Public Information Officer and the Emergency Services Coordinator. The Command Group receives policy direction from the Executive Group.

Community Emergency Notification System (CENS): CENS is a system that allows for a large portion of the community to be contacted during times of crisis. The CENS system can be activated through the Chandler Police Communications Center, or through the Phoenix Fire Regional Dispatch Center (Alarm Room).

Emergency: A situation arising with or without warning, causing or threatening death, injury or disruption to normal life for numbers of people in excess of those which can be dealt with by the public services operating under normal conditions, and which requires special mobilization and organization of those forces.

Emergency Alert System (EAS): A communications system that enables the President, federal, state and local officials to rapidly disseminate emergency information over commercial AM and FM radio bands as well as National Weather Service weather radios. This information is intended to reduce loss of life and property and to promote rapid recovery in the event of a natural disaster, a man-made disaster or an attack on the nation.

Emergency Functions: Include warning and communications services, relocation of persons from stricken areas, temporary restoration of utilities, transportation, welfare, engineering, search, rescue, health, law enforcement, fire fighting, and other activities necessary and incidental thereto.

Emergency Management: Mitigation, preparedness, response and recovery activities designed to minimize the effects on the population from an attack or peacetime disaster, to deal with the immediate emergency conditions which would be created, and to carry out emergency repairs to essential facilities that have been destroyed or damaged.

Emergency Services Coordinator: The Emergency Services Coordinator is the overall manager of the Emergency Operations Center. Duties include: supervising the EOC staff, coordinating EOC activities, maintaining the EOC, managing the EOC Support Group, developing and maintaining plans and programs to respond to major emergencies and disasters, conducting training and exercises and acting as the Emergency Services Director in their absence.

Emergency Operations Center (EOC): A central facility from which key officials can gather information, make decisions, and direct and coordinate response and recovery efforts. The Emergency Operations Center is located at the Fire Department Support Services Facility, 163 S. Price Road, Chandler, AZ.

Emergency Operating Forces: Departments of local government that have the capability to respond to emergencies 24 hours a day. They include law enforcement, fire/rescue, and public works.

Emergency Operations Plan (EOP): Multi-hazard, functional plan that treats emergency management activities generally, with the unique aspects of individual disasters contained in hazard-specific annexes. It describes the emergency organization and the means of coordination with other entities. It assigns functional responsibilities and details tasks to be carried out as accurately as permitted by the situation.

Emergency Procurement: The need for the immediate purchase of materials, services or construction that cannot be met through normal procurement methods, the lack of which seriously threatens public health or safety, the preservation of property or the functioning of government.

Emergency Response Organization: The functional organization of municipal employees and volunteers with the common theme of protecting life and property. This organization consists of individuals; both elected and appointed, and include the Emergency Services Coordinator, Emergency Services Staff and Emergency Support Services.

Emergency Services Coordinator: Is the Fire Chief and is charged with the day-to-day responsibility for emergency management programs and activities. The role of the Emergency Services Coordinator is to coordinate all aspects of a jurisdiction's mitigation, preparedness, response and recovery capabilities. This individual's task is to use a variety of resources, techniques, and skills to reduce the probability and impact of extreme events--and, should a disaster occur, to bring about a quick restoration of the routine.

Emergency Services Group: The Emergency Services Group is that portion of the Emergency Services Staff organization assigned to assist in carrying out the tactical functions of the Operations, Planning, Logistics, Administration/Finance and Safety Sections. The Emergency Services Group is comprised of designated department heads and representatives and receives its direction from the Command Group. See Appendix 1 to Annex A.

Emergency Services Staff: The Emergency Services Staff is comprised of the Executive Group, the Command Group and the Emergency Services Group. The

Emergency Services Staff consists of the Mayor, City Manager, Chief of Police, Fire Chief, Public Works Director, Emergency Services Coordinator and other City staff members as directed by the Mayor. The Emergency Services Staff is charged with gathering information, making decisions, directing and coordinating response and recovery efforts, establishing priorities and managing resources. See Appendix 1 to Annex A.

Extremely Hazardous Substance: Any of over 300 highly toxic chemicals on a list compiled by the Environmental Protection Agency, as defined in 40 Code of Federal Regulations (CFR), Part 355, Paragraph 355.20.

Federal Emergency Management Agency (FEMA): The central point of contact within the federal government for a wide range of emergency management activities, both in peacetime and wartime. Its roles include coordinating government activities, providing planning assistance, advising various agencies and delivering training.

Flood Retarding Structure (FRS): A dam or similar structure constructed on a river, creek, stream or wash that is normally dry and flows only after significant rainfall. The purpose of the FRS is to detain heavy flows and then release them downstream at a considerably reduced rate to protect downstream structures from flooding.

Hazardous Materials: Substances or materials, which because of their chemical, physical, or biological nature pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.

Homeland Security Presidential Directive 5 (HSPD 5): Management of Domestic Incidents, February 28, 2003, is intended to enhance the ability of the United States to manage domestic incidents by establishing a single, comprehensive national incident management system. In HSPD-5 the President designates the Secretary of Homeland Security as the Principal Federal Officer (PFO) for domestic incident management and empowers the Secretary to coordinate Federal resources used in response to or recovery from terrorist attacks, major disasters, or other emergencies in specific cases. The directive assigns specific responsibilities to the Attorney General, Secretary of Defense, Secretary of State, and the Assistants to the President for Homeland Security and National Security Affairs, and directs the heads of all Federal departments and agencies to provide their “full and prompt cooperation, resources, and support,” as appropriate and consistent with their own responsibilities for protecting national security, to the Secretary of Homeland Security, Attorney General, Secretary of Defense, and Secretary of State in the exercise of leadership responsibilities and missions assigned in HSPD-5. The directive also notes that it does not alter, or impede the ability to carry out, the authorities of Federal departments and agencies to perform their responsibilities under law.

Homeland Security Presidential Directive 8 (HSPD 8): National Preparedness, December 17, 2003. This directive establishes policies to strengthen the

preparedness of the United States to prevent and respond to threatened or actual domestic terrorist attacks, major disasters, and other emergencies by requiring a national domestic all-hazards preparedness goal, establishing mechanisms for improved delivery of Federal preparedness assistance to State and local governments, and outlines actions to strengthen preparedness capabilities of Federal, State, and local entities.

Incident Action Plan: An oral or written plan containing general objectives reflecting the overall strategy for managing an incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational periods.

Incident Commander (IC): The individual who is responsible for management of the tactical field operations of all involved departments and supporting agencies/organizations at or near the scene of an emergency. The Incident Commander functions from the Command Post and reports directly to the EOC staff.

Incident Command System (ICS): A nationally recognized system of managing small to large-scale events through the systematic development of a complete, functional organization. The system uses common terminology; is modular in nature; and has a unified command structure, manageable span of control, consolidated action plans, comprehensive resource management and integrated communications.

Incident Management System: The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure with responsibility for the management of assigned resources to effectively accomplish stated objectives pertaining to an incident. The incident management system is designed for emergency managers to direct and control emergencies ranging in size and complexity from limited to large-scale disasters. The system is flexible and expandable to allow for coordination among various agencies, jurisdictions and levels of government and yet it affixes overall responsibility, maintains effective span of control and addresses the functional areas of command, operations, plans, logistics, administration/finance and safety which are common to every incident.

Incident of National Significance: Based on criteria established in HSPD-5 (paragraph 4), an actual or potential high-impact event that requires a coordinated and effective response by and appropriate combination of Federal, State, local, tribal, nongovernmental, and/or private-sector entities in order to save lives and minimize damage, and provide the basis for long-term community recovery and mitigation activities.

Joint Information Center (JIC): A facility organized to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Joint Field Office (JFO): A temporary Federal facility established locally to provide a central point for Federal, State, local, and tribal executives with responsibility for incident oversight, direction, and/or assistance to effectively coordinate protection, prevention, preparedness, response, and recovery actions. The JFO will combine the traditional functions of the Joint Operations Center, the FEMA Disaster Field Office, and the Joint Information Center within a single Federal facility.

Joint Operations Center (JOC): The JOC is the focal point for all Federal investigative law enforcement activities during a terrorist or potential terrorist incident or any other significant criminal incident. The JOC becomes a component of the JFO when the National Response Plan is activated.

Lessons Learned Information Sharing (LLIS.GOV): LLIS is a national network of lessons learned and best practices for emergency response providers and homeland security officials. Focusing on information sharing, the system seeks to improve preparedness nationwide by allowing local, state, and federal homeland security and response professionals to tap into a wealth of front-line expertise on the most effective planning, training, equipping, and operational practices for preventing, preparing for, responding to, and recovering from acts of terrorism.

Limited Emergency: An event which requires response of emergency forces over and above normal working functions, but which is manageable within local capability.

Local Emergency: The existence of conditions of disaster or of extreme peril to the safety of persons or property within the territorial limits of the City of Chandler, which conditions are or are likely to be beyond the control of the services, personnel, equipment and facilities of the City and which requires the combined efforts of other political entities.

Major Disaster: Any natural catastrophe, or, regardless of cause, any fire, flood, or explosion, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts of state and local governments and disaster relief organizations in alleviating damage, loss, and hardship.

National Incident Management System (NIMS): A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, and Local governments to work effectively together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. It provides for interoperability and compatibility among Federal, State, and Local capabilities, and includes a core set of concepts, principles, terminology, and technologies covering the Incident Command System; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certification; and the collection, tracking, and reporting of incident information and incident resources.

National Response Plan: A plan mandated by HSPD-5 that integrates Federal domestic prevention, preparedness, response, and recovery plans into one unified, all-discipline, and all-hazard approach to domestic incident management.

Persons with Disabilities: Those individuals who are visually or hearing impaired, physically disabled (e.g. cardiac condition, paralysis, arthritis), developmentally disabled (e.g. cerebral palsy, mental retardation, autism, epilepsy), mentally ill, or frail elderly.

Principal Federal Officer (PFO): The Federal official designated by the Secretary of Homeland Security to act as his/her representative locally to oversee, coordinate, and execute the Secretary's incident management responsibilities under HSPD-5 for Incidents of National Significance.

Radioactive Material: Material which emits radiation (subatomic particles or pure energy) in the process of stabilization.

Response: The efforts to minimize the risks created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.

Standard Operating Guidelines (SOG): Standard operating guidelines is a term used to imply a certain level of discretion in dealing with an emergency. Since emergency situations are unpredictable and flexibility is essential, SOGs reduce a need to identify exceptions.

Standard Operating Procedure (SOP): Generally a checklist or set of instructions, having the force of a directive, which lends itself to a definite or standardized procedure without loss of effectiveness.

State of Emergency: The duly proclaimed existence of conditions of disaster or extreme peril to the safety of persons or property in the state which are or are likely to be beyond the control of the services, personnel, equipment, or facilities of any single county, city or town, and which requires the combined efforts of the state and the political subdivision.

Terrorism: The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives. (FBI definition)

Terrorism Liaison Officer (TLO) Program: The TLO program is an informative, trust developing program designed to create a network of law enforcement officers, fire department personnel, and private and public sector personnel with the common goal of collecting and sharing pertinent valuable information for front line personnel. The design is to connect law enforcement with fire agencies, the public and private sector through created secure lines of communications.

Threshold Planning Quantity: The minimum amount of an extremely hazardous substance that must be reported under the provisions of Section 302 of Public Law 99-499 (SARA, Title III).

Unified Command (UC): An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the UC, often the senior person from agencies and/or disciplines participating in the UC, to establish a common set of objectives and strategies and a single Incident Action Plan.

Weapons of Mass Destruction (WMD): Weapons of Mass Destruction are characterized in five major areas, which include chemical, biological, radiological, nuclear weapons and explosives (CBRNE). WMD is defined as any weapon or device that is intended, or has the capability, to cause death or serious bodily injury to a significant number of people through the release, dissemination, or impact of – (A) toxic or poisonous chemicals or their precursors; (B) a disease organism; (C) radiation or radioactivity, (D) nuclear device or weapon or (E) an explosive device.

Weather - Related Definitions Issued by the National Weather Service:

WATCH: Severe weather or flash flood WATCH means that conditions are such that a storm or flood of significant magnitude is likely to occur but its occurrence, location, and/or timing is still uncertain. It is intended to provide enough lead-time so persons within the area alerted can take precautionary steps.

WARNING: Announcement that threatening conditions (thunderstorm, high winds, tornado, flooding, dam or levee failure) are occurring or are imminent, and are expected to have a harmful effect and pose a threat to life and/or property to those in the area alerted. Persons within the area must take immediate steps to protect themselves.

SEVERE WEATHER STATEMENT: A brief release used to provide specific information on observed severe weather and to convey imminent danger, to cancel all or part of a short-term WARNING, or to extend a WATCH for an hour or two.

SHORT TERM FORECAST: Commonly referred to as a NOWcast product, it is used to convey information regarding weather or hydrologic events that are expected to occur within the next few hours. NOWcasts eliminate the need for short-term applications of SPECIAL WEATHER STATEMENTS and most SEVERE WEATHER STATEMENTS.

SPECIAL WEATHER STATEMENT: Only used to describe long-fused weather and hydrologic events, including an appropriate meteorological reasoning, and to clear counties from a WATCH.

REDEFINING STATEMENT: Issued after a tornado/severe thunderstorm watch. Areas affected are expressed in terms of sections with whole counties, large cities and well-known landmarks included.

DOWNBURST: A thunderstorm downrush of air with an affected outflow area. This down force rush of air can generate tornado-force winds, which can adversely affect aircraft performance and cause property damage.

URBAN AND/OR SMALL STREAM FLOOD ADVISORY: Notification that expected rainfall will cause ponding and/or significant but not life-threatening runoff conditions in low-lying, poorly drained areas such as roadways, washes, and/or small streams.

URBAN AND/OR SMALL STREAM FLOOD WARNING: Notification that expected rainfall will cause life-threatening runoff conditions in low-lying, poorly drained areas such as roadways, washes, and/or small streams.

EXCESSIVE HEAT ADVISORY: Issued when the temperature is forecast to be excessive but not life threatening. The advisory is based on temperature, humidity, sky coverage and duration of the conditions.

EXCESSIVE HEAT WATCH: Issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.

HIGH HEAT WARNING: Issued when heat conditions are forecast to be life threatening. The warning is based on temperature, humidity, sky coverage and duration of the conditions.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
AUTHORITIES AND REFERENCES

1. Federal
 - a. Public Law 81-920, and 44 Code of Federal Regulations (CFR) Part 205, Federal Disaster Assistance.
 - b. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, Public Law 93-288.
 - c. National Security Decision Directive Number 259.
 - d. Superfund Amendments and Reauthorization Act of 1986 (SARA), Title III, Emergency Planning and Community Right-to-Know (Promulgated as Public Law 99-499).
 - e. 40 CFR Parts 300 and 355. Final Rule: Extremely Hazardous Substances List and Threshold Planning Notification Requirements (52 FR 13378 April 22, 1987).
 - f. Homeland Security Act of 2002.
 - g. Homeland Security Presidential Directive/HSPD 5, Management of Domestic Incidents.
 - h. Homeland Security Presidential Directive/HSPD 8, National Preparedness.
 - i. United States Department of Homeland Security (USDHS), National Incident Management System (NIMS).
 - j. United States Department of Homeland Security (USDHS), National Response Plan (NRP).
 - k. Presidential Directive 3. Homeland Security Advisory System, March 11, 2002.
 - l. Presidential Directives 39 (June 21, 1995) and 62 (directing primary terrorism investigative authority to U.S. Department of Justice/FBI, authority referenced in terrorism Annex).
2. State of Arizona
 - a. Chapter 2, Title 26, Arizona Revised Statutes, as amended.
 - b. Chapter 1, Title 35, Arizona Revised Statutes, as amended.

- c. State of Arizona Emergency Response and Recovery Plan, December 2003, as amended.
- 3. Maricopa County
 - a. Maricopa County Emergency Operations Plan (EOP), August 2003.
 - b. Intergovernmental Agreement (IGA) for Disaster and Emergency Management Between the County of Maricopa, Arizona and the City of Chandler, Arizona, October 20, 1993.
- 4. City of Chandler
 - Chandler City Code 1, Chapter 6, Emergency Management.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
LIST OF CITIES EMERGENCY COORDINATORS

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

BASIC PLAN

I. MISSION

To provide emergency response to and expeditious recovery from a serious emergency or disaster situation that would cause hazardous conditions to life and property in the City of Chandler.

II. PURPOSE

The purpose of this plan is to provide effective emergency operations within the City of Chandler using the existing governmental organization and resources to the maximum extent possible. The City of Chandler is responsible to its citizens for providing for their health, welfare, and safety in the event of a natural disaster, man-made incident, or national emergency, including the threat or occurrence of enemy attack.

This plan seeks to mitigate the effects of a hazard, prepare for measures that will preserve life and minimize damage, respond during emergencies and provide necessary assistance, and to establish a recovery system that will return the community to its normal state.

III. SITUATION AND ASSUMPTIONS

A. Situation

The City of Chandler has a current population of 236,877 (2005 estimate) and is situated in the central section of Maricopa County. Being an industrial and commercial center, which services the entire metropolitan area, Chandler is exposed to many hazards, all of which have the potential for creating casualties, causing damage, and disrupting the community. Possible natural hazards include floods, fires, earthquakes and severe storms. There is also the threat of a war-related incident such as a nuclear, biochemical, or conventional attack. Other disaster situations could develop from a hazardous materials accident, conflagration, major transportation accident, terrorism, or civil disorder.

1. The City of Chandler is vulnerable to the adverse effects of natural, man-made or technological disasters and enemy attack, which may result in loss of life, property damage and social disruption.

2. Transportation of extremely hazardous substances and other toxic chemical materials through the City of Chandler, as well as the storage and use of these substances within the City, provides a potential for disaster.
3. Localized flooding, due to thunderstorms during the monsoon season (July through September), and more general flooding from winter storms (December through February), provide a potential natural hazard in the City of Chandler. Flooded road crossings and localized flooding are possible.
4. Windstorms, with wind speeds up to tornado strength (called downbursts), frequently occur in connection with the monsoon season thunderstorms. Straight-line winds also represent a significant hazard.
5. Commercial carrier accidents including aircraft, trains and buses represent a potential for disaster. Additionally, trucks and trains traveling through the City of Chandler provide a potential for hazardous materials accidents.
6. Urban fires, civil disturbances, and terrorism may also cause an emergency or disaster.
7. A nuclear attack on the United States could occur through accident, miscalculation, irrational act, unplanned escalation of a conventional war, or as a deliberate act.
8. Maricopa County could be subjected to the direct effects of a nuclear attack and/or receive the effects of radiation fallout from nuclear bursts in other areas.

B. Assumptions

1. The City of Chandler may be subjected to a variety of natural, man-made or technological disasters in the future and has the primary responsibility for emergency actions within the City. The City of Chandler will commit all available resources to save lives, minimize injury to persons and minimize damage to property and the environment.
2. In the event of a major disaster, it is likely that outside assistance would not be immediately available. Until additional assistance arrives, the City will initially carry out disaster response and short-term recovery operations on an independent basis.
3. Disasters may occur at any time with little or no warning. In some instances, increased readiness measures and warning may allow

actions to be taken in advance.

4. During events of National Significance the City of Chandler will function and coordinate operational assistance activities with the Joint Field Office in accordance with Homeland Security Presidential Directive 8 (HSPD 8) and coordinate public information through an established Joint Information Center (JIC).
5. In the event of an attack on the United States, the City of Phoenix and Luke Air Force Base are probable targets and thus subject to direct weapons effects. The City of Chandler would also be subject to radioactive fallout after such an attack. Nuclear attacks in southern California or southern Arizona could subject the City to additional radioactive fallout. Following a nuclear attack, assistance from outside of the County will not be available during the immediate post-attack period.
6. Local government officials recognize their responsibilities for the safety and well being of the public and will assume their responsibilities in the implementation of this Emergency Operations Plan. Proper implementation of this plan will reduce or prevent disaster related losses. It must be understood that, due to the nature of some disasters, the City of Chandler may not be physically capable of handling all requests for assistance for everyone immediately. Residents of the City need to be self-sufficient for the first 72 hours of any disaster.

IV. CONCEPT OF OPERATIONS

A. General

1. The Mayor is responsible by law for directing and controlling disaster operations. The City Manager acts as chief advisor to the Mayor during disaster operations and is responsible for the direct conduct of activities necessary to the operation of the emergency preparedness program. City forces supplemented by volunteers will conduct emergency operations.
2. Heads of City departments and agencies are responsible for emergency functions as specified in this plan. Existing agencies of government, including City departments, will perform emergency activities closely related to those they perform routinely. The efforts that would normally be required for those functions will be expanded to accomplish the emergency functions needed in a large-scale emergency or disaster.

3. The Emergency Operations Center (EOC) will be activated when an emergency reaches such proportions that it requires a closely coordinated effort on the part of leading City officials. The Executive Group, Command Group, Emergency Services Group, and other personnel having duty assignments in the EOC, will report to the Center when it is activated.
 - a. The Executive Group will include both elected and appointed officials with certain legal and policy-making responsibilities, and will consist of the Mayor, City Council and City Attorney.
 - b. The Command Group, lead by the EOC Chief (City Manager), is responsible for directing the activities of the Emergency Services Group necessary to maintain and restore City operations during and after an emergency situation. The EOC Chief is assisted by two staff advisors (Emergency Services Coordinator and Public Information Officer). A legal advisor will normally be assigned to the Executive Group, but will provide legal advice to the EOC Chief as required. The City Manager will designate an EOC Chief if unable to act in that capacity. See Appendix 1 to Annex A, Emergency Services Staff Organization.
 - c. The Emergency Services Group consists of five sections that include the Operations, Planning, Logistics, Administration/Finance and Safety Sections. It includes those department heads and designated representatives assigned to assist in carrying out the tactical functions of the Operations, Planning, Logistics, Administration/Finance and Safety Sections. Each section is lead by a Section Chief. The City Manager will designate the Section Chiefs to direct the activities of the Logistics, Administration/Finance and Safety Sections respectively.
4. The City emergency organization will take the necessary actions to control a limited emergency occurring in its jurisdiction. When conditions of a local emergency or disaster are present or are imminent and a need for assistance can be anticipated, requests for assistance will be made to the Maricopa County Department of Emergency Management. When the emergency exceeds the City's or County's capabilities to respond, assistance will be requested from the State by the County. The Federal Government will provide assistance to the State as needed relative to the nature and scale of the emergency. (Different levels of emergencies, Limited, Local and Major Disaster, are defined under Glossary, pages xii and xiii.)

5. The Mayor, or his/her designee will proclaim a local emergency, as defined in Section 26-311, Arizona Revised Statutes, when an emergency situation is, or is likely to be, beyond the control of the City and the combined efforts of other political entities are considered essential for an effective response. When outside assistance is required from other political jurisdictions or from organized volunteer groups, it will be requested and used only as an adjunct to existing City services.
 6. Provide Lessons Learned Information Sharing to LLIS.GOV to improve terrorism prevention, preparedness, response, and recovery activities to other emergency responders and homeland security officials to improve national security.
 7. Automatic and mutual aid agreements will be implemented when effective response to the disaster is beyond the capabilities of City resources.
 8. This plan covers both nuclear war and peacetime emergencies. The Basic Plan and Annex A provide guidance for handling all types of emergencies, while the remaining annexes deal with specific types of emergencies and related topics. This plan will be reviewed annually by the Emergency Services Coordinator and updated as required.
 9. Training and exercising:
 - a. Training for City staff will be conducted by the Emergency Services Coordinator and assisted by the Emergency Management Team and, on request, departments tasked in the plan. National Incident Management System (NIMS) training will be provided to all responders. Presently IS 100, 200, 700 and 800 series courses are available and other NIMS courses are in final development or being planned.
 - b. Exercises to test all or parts of this plan will be conducted annually. These exercises will be conducted based upon ICS principles. Actual emergencies may substitute for an exercise.
 - c. Orientation for new City employees will include safety and basic emergency services training.
- B. Phases of Emergency Management. This plan follows the Federal Emergency Management Agency's (FEMA) INTEGRATED EMERGENCY MANAGEMENT SYSTEM (IEMS) and uses a functional and hazard specific approach that includes the appropriate emergency functions within each

hazard annex. The plan accounts for activities before, after, and during emergency operations; and deals with the four major phases of emergency management, defined as follows:

1. Mitigation: Activities designed to prevent occurrence of an emergency, reduce vulnerability to a hazard, or lessen the severity of adverse impact upon the population. Mitigation efforts often take the form of risk analysis, education, engineering and enforcement.
2. Preparedness: Programs, systems or activities that exist prior to an emergency that enhance response and readiness. Planning, training and exercising (disaster drills) are examples of activities under this phase.
3. Response: Response actions taken immediately before, during, or directly after an emergency occurs, to save lives, minimize damage to property, and to enhance the effectiveness of recovery. This phase encompasses all aspects of the actual response during an emergency including warning, evacuation, rescue, direction and control, plus other similar operations.
4. Recovery: Recovery is both a short-term and a long-term process. Short-term operations seek to restore vital services to the community and provide for the basic needs of the public by seeking restoration of vital services, such as food supply, temporary shelter and utilities. Recovery planning should include a review of ways to avoid future emergencies and to improve preparedness and response.

C. Organization

1. All City employees are included in the City emergency organization. Departments will conduct operations under the control of their respective directors or supervisors.
2. The emergency response organization is made up of the Emergency Services Staff and of field forces from specified departments.
3. The emergency response organization for each contingency will be tailored to ensure an effective response to that particular emergency.
4. Community Emergency Response Teams (CERT) and volunteer organizations, duly registered with the City are authorized to augment the City emergency response organization.
5. Homeland Security Presidential Directive 5 (HSPD 5) directs the United States Department of Homeland Security (USDHS) to lead a

coordinated national effort with other federal departments and agencies and State, Local and Tribal governments to establish a National Response Plan (NRP) and a National Incident Management System (NIMS).

6. The City of Chandler recognizes these policies and utilizes the NIMS as a basis for the ICS structure. The NIMS creates a standard incident management system that is scalable and modular, and can be used in incidents of any size/complexity. These functional areas include command, operations, planning, logistics and finance/administration. The NIMS incorporates the principles of Unified Command (UC), and Area Command, ensuring further coordination for incidents involving multiple jurisdictions or agencies and multiple events.
7. Homeland Security Presidential Directive 8 (HSPD 8) is a companion policy to HSPD 5, and will provide guidance and standards, through the NIMS Integration Center (NIC), for preparedness activities, to include training, exercising, employee certification, credentialing and national resource typing protocols.
8. Strategic multi-agency coordination and policy resolution will be accomplished when an Area Command is established to respond to a multi-jurisdictional event through the Maricopa County Emergency Operations Center (EOC) and among other municipal EOCs. Municipal EOCs will be informed of the current situation and resource status and receive guidance, in addition to their anticipated and identified future resource needs.
9. The National Incident Management System (NIMS), as approved by proclamation, will be utilized for the management of activities during emergencies.

D. Tasks

The following tasks apply to all major emergencies. Specific tasks for each hazard are assigned in the appropriate annexes.

1. Annexes to this plan have been prepared which outline the emergency functions performed by the City departments and agencies in controlling the various emergencies that might occur in the City of Chandler. Those departments that are emergency-oriented in their normal operations will be involved in all emergencies and will be responsible for developing and maintaining their own emergency management standard operating procedures (SOPs). Other departments may be required to assist by furnishing personnel and/or logistics support.

2. The Mayor has primary authority and responsibility in an emergency to implement emergency powers of local government, in accordance with ARS 26-311. These functions include:
 - a. Making emergency policy decisions.
 - b. Declaring levels of emergency when necessary.
 - c. Implementing the emergency powers of local government which may include establishing curfews, blockades and limitations on utility usage.

3. The City Manager, or in his/her absence an Assistant City Manager, will assist and act as chief advisor to the Mayor and be responsible for the following functions:
 - a. Activating the Emergency Operations Plan and EOC if required (page 57, Annex A Section III, Concept of Operations).
 - b. Implementing the policies and decisions of the Mayor/Council.
 - c. Implementing the appropriate incident command structure and assigning Command Staff members to Operations, Planning, Logistics, Administration/Finance and Safety Sections, as needed.
 - d. Serving as (or designating) the EOC Chief and providing overall leadership and guidance to the Emergency Services Group. If necessary to designate an EOC Chief, normal replacement would be an Assistant City Manager or Police or Fire Chief depending on whether the preponderance is on law enforcement, fire or rescue.
 - e. Supporting the overall preparedness program in terms of its budgetary and organizational requirements.
 - f. Requesting outside assistance when necessary.
 - g. Directing the activation of the Emergency Services Staff and the EOC when conditions warrant.
 - h. Directing and controlling emergency operations.
 - i. Disseminating emergency public information.
 - j. Authorizing information to be released to the news media.

- k. Authorizing evacuation orders and making rules for ingress and egress to affected areas.
 - l. Establishing guidelines for the preservation of vital City records.
 - m. Managing the recovery effort.
 - n. Ensuring all departments are trained.
 - o. Conducting an after action review of the situation, response and overall effectiveness.
4. Command Group Responsibilities
- The Command Group is responsible for overall management of the incident, to include the development and implementation of strategic decisions and approving and ordering the release of resources.
5. The Emergency Services Coordinator (Fire Chief or his/her designee) will:
- a. Assist and act as an advisor to the EOC Chief.
 - b. Develop, coordinate and maintain the City of Chandler's Emergency Operations Plan.
 - c. Periodically train and exercise emergency staff.
 - d. Conduct ongoing hazard awareness and public education programs.
 - e. Maintain a listing of resources available to respond to an emergency.
 - f. Comply with State and County emergency plans and procedures.
 - g. Maintain the Emergency Operations Center (EOC) in a condition to permit activation with minimal notice.
 - h. Coordinate requests for critical resources and mutual aid.
 - i. Coordinate disaster assistance on behalf of the City and its citizens following the disaster, if State or Federal disaster relief funds are made available.
6. The Police Department will:
- a. Provide a representative for assignment to the Emergency

Services Staff at the EOC.

- b. Provide on-site direction and control of local emergencies.
- c. Receive and disseminate warning of imminent and actual hazardous conditions.
- d. Direct and maintain control over evacuation of persons from affected areas.
- e. Provide prompt and accurate information from field forces to the Emergency Services Staff.
- f. Provide security for vital government emergency facilities and essential private facilities.
- g. Provide traffic control at emergency sites.
- h. Provide ingress and egress routes for emergency vehicles responding to the disaster.

7. The Fire Department will:

- a. Provide a representative for assignment to the Emergency Services Staff at the EOC.
- b. Contain or extinguish fires.
- c. Conduct rescue operations including technical rescue.
- d. Assist the Police Department in traffic control if not engaged in fire fighting.
- e. Provide emergency medical response.
- f. Provide hazardous materials response.
- g. Provide weapons of mass destruction response.
- h. Provide a representative to the Safety Section of the EOC.

8. The Public Works Department will:

- a. Provide a representative for assignment to the Emergency Services Staff at the EOC.
- b. Provide current road information.

- c. Assist the Police Department in traffic and area control, perimeter security, and in rescue and evacuation missions.
 - d. Perform emergency repair of roads.
 - e. Provide support to rescue operations.
 - f. Provide debris clearance and removal on City roads.
 - g. Furnish and place road barricades.
 - h. Provide lights for night operations.
9. Municipal Utilities Department will:
- a. Provide a representative for assignment to the Emergency Services Staff at the EOC.
 - b. Provide potable water supplies.
 - c. Repair water tanks and mains as required.
 - d. Provide support to rescue operations.
 - e. Provide emergency facility water and sanitation needs.
10. Community Services will:
- a. Provide a representative for assignment to the Emergency Services Staff at the EOC.
 - b. Maintain emergency facilities power sources.
 - c. Maintain security door and pass system.
 - d. Assist in operation of shelter operations, emergency housing and food supplies.
11. Management Services will:
- a. Provide a representative for assignment to the Safety Section of the Emergency Services Staff at the EOC.
 - b. Prepare to mobilize City resources of personnel.
 - c. Establish emergency purchasing procedures.
 - d. Be prepared to employ volunteer agencies and individuals.
 - e. Maintain records of emergency-related expenditures.

12. Welfare Department. The City of Chandler does not have a Welfare Department. In an emergency, this function will be coordinated through the Maricopa County Emergency Operations Center. Peacetime disasters may require the County EOC to perform the following actions:
 - a. Serve as liaison to the Red Cross for emergency lodging, feeding, clothing and other services.
 - b. Serve as liaison with other social services groups.
 - c. Provide support for shelter managers.
13. Health Department. The City of Chandler does not have a Health Department. In an emergency, this function will be coordinated through the County EOC.

E. Emergency Services Staff Responsibilities

Emergency Services Staff positions listed after each function indicates normal responsibility assignments.

1. Warning Communications and Public Affairs
 - a. Disseminate emergency public information as requested.
 - b. Receive and disseminate warning information to the public and to key City officials.
 - c. Prepare and maintain supporting Standard Operating Procedures (SOPs) to this procedure.
2. Police Communications Police Chief
 - a. Establish and maintain an Emergency Police Communications System.
 - b. Inform all concerned agencies upon notification of an emergency and/or disaster.
 - c. Coordinate the use of all public and private communications systems necessary during emergencies including EAS.
 - d. Prepare and maintain supporting Standard Operating Procedures (SOPs) to this procedure.
3. Fire Communications Fire Chief
 - a. Establish and maintain an Emergency Fire Communications System.

- b. Inform all concerned agencies upon notification of an emergency and/or disaster.
- c. Coordinate the use of all public and private communications systems necessary during emergencies including EAS.
- d. Manage and coordinate all emergency communications operations in the EOC, once activated.
- e. Prepare and maintain supporting Standard Operating Guidelines (SOGs) to this procedure.

4. Shelter Community Services Director

- a. Coordinate operations of shelter facilities, whether they are operated by the City, local volunteers, or organized disaster relief agencies.
- b. Coordinate special care requirements for sheltered groups, such as unaccompanied children, the aged and others.
- c. Establish and coordinate a congregate care program for natural disasters.
- d. Coordinate support with other City departments, relief agencies and volunteer groups.
- e. Prepare and maintain supporting Standard Operating Procedures (SOPs) to this procedure.

5. Radiological Protection Fire Chief

- a. Establish and maintain a radiological monitoring and reporting network.
- b. Under fallout conditions, provide City officials with information on fallout rates, fallout projections and allowable doses.
- c. Provide monitoring services and advice at the scene of accidents involving radioactive materials.

6. Evacuation Fire Chief

- a. Define responsibilities of City departments and private sector groups.
- b. Identify high hazard areas and number of potential evacuees (Fire Department).

- c. Coordinate evacuation planning to include;
 - (1) movement control (Police);
 - (2) safety/health/medical requirements (Fire);
 - (3) fire inspection of shelters (Fire); and
 - (4) transportation needs (Community Services).

7. Fire/Rescue/HAZMAT/EMS/WMD Fire Chief

- a. Serve as the EOC Chief in the City Manager's or an Assistant City Manager's absence, when the preponderance of the incident is on rescue, treatment/transport of the injured, hazardous materials incidents or fire suppression functions.
- b. Assess incident situation.
- c. Activate elements of the Emergency Operations Plan.
- d. Conduct initial briefing of the Command Staff and Operations Section.
- e. Approve and authorize implementation of the incident action plan.
- f. Determine information needs and inform Command Staff of personnel requirements.
- g. Coordinate staff activity.
- h. As EOC Chief, authorize release of information to the news media.
- i. Coordinate search and rescue activities.
- j. Maintain a reserve pool of manpower and equipment for rescue purposes.
- k. Coordinate on-scene triage and treatment of the injured in cooperation with emergency transport companies.
- l. Approve demobilization plan.

8. Law Enforcement Police Chief

- a. Serve as the EOC Chief in the City Manager's or an Assistant City Manager's absence, when the preponderance of the

incident is on law enforcement or police investigative functions.

- b. Assess incident situation.
- c. Activate elements of the Emergency Operations Plan.
- d. Conduct initial briefing of the Command Staff and Operations Section.
- e. Approve and authorize implementation of the incident action plan.
- f. Determine information needs and inform Command Staff of personnel requirements.
- g. Coordinate staff activities.
- h. Develop, conduct and manage information-related security plans and operations including safeguarding sensitive information;
- i. As EOC Chief, authorize release of information to news media.
- j. Approve plan for demobilization.

9. Incident Commander at the Scene

- a. Fire Assistant Chief/Battalion Chief
 - (1) Assume overall on-scene authority when the preponderance of the incident is on rescue, treatment and/or transport of injured, fire suppression functions, HAZMAT or WMD.
 - (1) Coordinate triage, treatment, transport and other EMS activities immediately after the disaster strikes.
 - (2) Supervise fire suppression activities.
 - (3) Contain and coordinate cleanup of hazardous spills.
- b. Fire Prevention Bureau
 - (1) Inspect damaged area for fire hazards.

- (2) Supervise fire prevention activities.
- (3) Inspect shelters for fire hazards.

c. Police Assistant Chief/Commander

- (4) Assume overall on-scene authority when the preponderance of the incident is on law enforcement and/or police investigative functions.
- (5) Supervise law enforcement activities.
- (6) Supervise traffic control activities.
- (7) Ensure crowd control.
- (8) Cordon and isolate damaged areas.
- (9) Ensure damage reconnaissance and reporting.
- (10) Ensure explosive ordnance reconnaissance.
- (11) Evacuate and secure disaster area.
- (12) Develop, conduct and manage information-related security plans and operations including safeguarding sensitive information.
- (13) Coordinate information and operational security matters with the public awareness activities of the PIO.

10. Health and Medical Fire Chief

- a. Coordinate planning efforts of hospitals and other health facilities with City planning requirements.
- b. Determine health facilities' capabilities to receive patients during emergencies.
- c. Develop emergency health and sanitation standards and procedures.

11. Emergency Public Information Communications and Public Affairs

- a. Compile and prepare emergency information for the public in case of an emergency.

14. Utilities Municipal Utilities Director
- a. Provide emergency power sources as required.
 - b. Restore water treatment and supply services.
 - c. Coordinate private utilities recovery activities.
 - d. Assess damage and identify recovery times for affected utility systems.
 - e. Augment sanitation services.
 - f. Restore other utility services including gas and wastewater systems.
15. Resource Management Management Services Director
- a. Prepare to mobilize City resources of personnel.
 - b. Establish procedures for employing volunteers for disaster operations.
 - c. Coordinate deployment of reserve personnel to City departments requiring augmentation.
16. Finance Management Services Director
- a. Establish emergency purchasing procedures and/or a disaster contingency fund.
 - b. Maintain records of emergency-related expenditures for personnel, equipment and materials.
 - c. Compile estimates of damage for use by the City officials in requesting disaster assistance.
 - d. Manage disaster funding following a declared disaster.
 - e. Evaluate the effects of damage on the City's economic index, tax base, bond ratings, insurance ratings, etc., for use in long-range recovery planning.
17. Human Resources Community Services Director
- a. Identify facilities to accommodate mass feeding in emergency situations.

- b. Identify resources to obtain clothing and essential items for disaster victims.
- c. Secure sources of emergency food supplies.
- d. Assist in operation of shelter facilities, whether they are operated by City volunteers or organized disaster relief agencies.
- e. Assist in special care requirements for sheltered groups, such as unaccompanied children, the elderly, physically challenged and others.

18. Transportation

Community Services Director

- a. Identify local transportation resources and arrange for their use in emergencies.
- b. Coordinate the deployment of transportation equipment to City services requiring augmentation.
- c. Establish and maintain a reserve pool of drivers, maintenance personnel, parts and tools.
- d. Maintain records on use of privately owned transportation equipment and personnel for the purpose of possible reimbursement.

19. Legal

City Attorney

- a. Advise City officials on emergency powers of local government and necessary procedures for invocation of measures to;
 - (1) implement wage, price and rent controls;
 - (2) establish rationing of critical resources;
 - (3) implement evacuation procedures;
 - (4) establish curfews;
 - (5) restrict or deny access;
 - (6) specify routes of egress;
 - (7) limit or restrict use of water or utilities;

- (8) secure use of any publicly or privately owned resource, with or without payment to the owner;
 - (9) and remove debris from publicly or privately owned land.
- b. Review and advise City officials on possible liabilities arising from disaster operations, including the exercising of any or all of the above powers.
 - c. Prepare and/or recommend legislation to implement the emergency powers that may be required during an emergency.
 - d. Advise City officials and City departments on record keeping requirements and other documentation necessary for the exercising of emergency powers.

20. Other Agencies.

Other department and agency heads not assigned specific functions in this plan will be prepared to make their resources available for emergency duty at the direction of the EOC Chief.

F. Support

- 1. Requests for assistance will be coordinated through the Maricopa County Department of Emergency Management or the Maricopa County EOC, if activated.
- 2. The American Red Cross, Grand Canyon Chapter, will
 - a. Provide care to disaster victims and displaced persons, to include shelter, feeding, clothing, limited medical care, registration, and inquiry.
 - b. Administer individual and family services for persons requiring support as a result of personal disaster.
 - c. Assist individuals and families in recovering from the disaster, to include case work services, furnishings, medical and nursing care, occupational supplies, and equipment.
 - d. Provide mental health assistance to disaster victims.
 - e. Conduct private sector damage assessments.
 - f. Feed emergency workers in the field.
 - g. Provide training for volunteer agencies.

3. The Salvation Army will
 - a. Provide congregate care to disaster victims and displaced persons, to include shelter, feeding, clothing, limited medical care, registration, and inquiry.
 - b. Administer individual and family services for persons requiring support as a result of personal disaster.
 - c. Assist individuals and families in recovering from the disaster, to include case work services, furnishings, medical and nursing care, occupational supplies, and equipment.
 - d. Feed emergency workers in the field.

**V. INCREASED READINESS CONDITIONS
Homeland Security Advisory System**

- A. Presidential Directive 3 authorizes the development of the Homeland Security Advisory System, a comprehensive and effective means to disseminate information regarding the risk of terrorist acts to Federal, State, and local authorities and the public. This system provides warnings in the form of a set of graduated "Threat Conditions" that increase as the risk of the threat increases. At each Threat Condition, Federal departments and agencies implement a corresponding set of protective measures to further reduce vulnerability or increase response capability during a period of heightened alert.
- B. There are five Threat Conditions, each identified by a description and corresponding color, listed from the lowest threat level to the highest. The higher the Threat Condition, the greater the risks that include both probability of occurring or potential gravity. The U.S. Attorney General, who will in turn notify Federal, State and local authorities, assigns Threat Conditions. See Appendices 4-9 to Annex L for Homeland Security Threat Conditions.
- C. Most emergencies follow some recognizable build-up period during which actions can be taken to achieve a state of maximum readiness. General departmental actions are outlined in this plan, while specific actions will be detailed in departmental standard operating procedures (SOPs) and standard operating guidelines (SOGs).
- D. Increased Readiness Conditions, or CONDITIONS, will be used as a means of increasing the City's alert posture for natural and technological disasters.
- E. The State of Arizona has regionalized the state into 5 separate Homeland regions with the City of Chandler and Maricopa County located within the Central Region.

- F. The Homeland Security Advisory System threat conditions correspond to the City of Chandler Increased Readiness Conditions and denote increased levels of readiness for man made disasters such as terrorist acts, civil disturbance and national security emergencies.
1. Low / Green = Normal daily preparedness activities
 2. Guarded / Blue = Normal daily preparedness activities
 3. Elevated / Yellow / Condition 3
 4. High / Orange / Condition 2
 5. Severe / Red / Condition 1
- G. YELLOW / CONDITION 3: The term "YELLOW" or "CONDITION 3" will be used by the City to denote **a situation that causes a higher degree of readiness than is normally present.** "YELLOW" or "CONDITION 3" actions could be generated by:
1. The onset of a particular hazard vulnerability season such as the monsoon season with high winds, flash flood situations, fire threats due to severe drought and high temperature conditions.
 2. An issuance by the National Weather Service of a severe weather watch or flash flood watch.
 3. An increase in international tensions.
 4. An increased potential for civil unrest or a terrorist threat.
- H. ORANGE / CONDITION 2: The term "ORANGE" or "CONDITION 2" will be used by the City to refer to a situation that presents a greater potential threat than "CONDITION 3", but **poses no immediate threat to life and/or property.** This situation includes potential threats that could develop into a hazardous condition. "ORANGE" or "CONDITION 2" actions could be generated by:
1. An issuance by the National Weather Service of a severe weather warning or a flash flood warning.
 2. An increase in international tensions to a point that an enemy attack is a possibility.
 3. The presence of small scale, localized civil unrest.
 4. A credible terrorist threat has been issued.

- I. RED / CONDITION 1: The term "RED" or "CONDITION 1" will be **used by the City to signify that hazardous conditions are imminent.** "RED" or "CONDITION 1" denotes a greater sense of danger and urgency and could be generated by:
1. An issuance of a severe weather or flash flood warning by the National Weather Service combined with factors making the effect more imminent such as a severe storm sighting close to populated areas or moving toward a populated area or flooding is imminent or occurring at specific locations.
 2. An evaluation of intelligence data indicating an enemy attack is imminent. This warning (ATTACK WARNING) would be declared and disseminated by the National Warning Center over the National Warning System (NAWAS).
 3. Civil disorder which precipitates into large-scale and widespread violence.
 4. A terrorist attack is occurring or an illegal act is suspected as terrorist caused.
- J. The Mayor, City Manager or their designee has the authority to declare a state of increased readiness at any time based on available information and impending conditions.
- K. If the threat level is initiated at a higher level, ensure lower threat condition activities are completed as necessary.

VI. DIRECTION AND CONTROL See Annex A, Direction and Control.

VII. ADMINISTRATION AND LOGISTICS

1. Prescribed administrative, fiscal and procurement procedures will be followed.
2. Extraordinary financial obligations will be assumed only with the prior approval of the City Manager.
3. Documentation to substantiate reimbursement for emergency expenditures, including both time and materials, will be maintained by each involved department or agency.
4. Priority for the use of resources will be given to activities essential for survival and well being of people, protection of property, and the conduct of necessary governmental operations.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
EMERGENCY SUPPORT FUNCTIONS (ESFs)

1. The National Response Plan (NRP), the State of Arizona Emergency Response and Recovery Plan and the Maricopa County Emergency Operations Plan (under revision) apply a functional approach to provide planning, support, resources, program implementation and emergency services that are most likely to be needed during incidents of major significance through activation of emergency support functions (ESFs).
2. Emergency Support Functions (ESFs) serve as an interagency coordination mechanism to provide assistance to State, local and tribal governments conducting emergency operations.
3. Emergency support functions are composed of primary and support agencies. Primary agencies have the ultimate responsibility for accomplishment of the tasks provided in the ESF based on authority, resources and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area. ESFs are expected to support one another in carrying out their respective roles and responsibilities.
4. Primary and support agencies for each ESF will prepare internal operating procedures designed to accomplish the tasks designated by the ESF and each organization will be prepared to provide qualified representation in the Emergency Operations Center (EOC) on an as needed basis.
5. Not all incidents of major significance result in activation of ESFs. It is assumed that ESFs would not be activated if the emergency can be addressed by the responsible primary agency.
6. There are a total of 15 ESFs designated within the City of Chandler Emergency Operations Plan.
7. The following annexes identify the ESF and the primary and support agencies pertinent to the each. Several ESFs incorporate multiple components, with primary agencies designated for each component to ensure seamless integration of and transition between preparedness, prevention, response, recovery, and mitigation activities.

EMERGENCY SUPPORT FUNCTION (ESF) – 1

TRANSPORTATION SERVICES

PRIMARY AGENCY: Public Works
SUPPORT AGENCIES: Municipal Utilities Department
Management Services

1. INTRODUCTION:

This emergency support function of transportation services involves the direction and coordination, operations, and follow-through of transportation services during an emergency or disaster.

2. PURPOSE:

The purpose is to provide local agency transportation service support including evacuation routing and road, highway, and road repair or clearance.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained by the Public Works Department. This function will be coordinated with and involve other support agencies and organizations.

a. MITIGATION/PREPAREDNESS

- Plan and coordinate with support agencies and organizations;
- Maintain a current inventory of transportation resources.
- Establish policies, procedures, plans, and programs to effectively address transportation needs;
- Recruit, designate, and maintain a list of emergency personnel; and
- Participate in drills and exercises to evaluate transportation capabilities.

b. RESPONSE/RECOVERY

- Staff the EOC when notified by the Emergency Services Coordinator;
- Establish and maintain a working relationship with support agencies, transportation industries, and private transportation providers;
- Provide transportation resources, equipment, and vehicles, upon request;
- Channel transportation information for public release through the EOC and continue providing information and support upon re-entry; and
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 2

COMMUNICATIONS

PRIMARY AGENCY: Police and Fire Radio/Communications Services

SUPPORT AGENCIES: Information Technology
Communications and Public Affairs
Chandler Telephone Services

1. INTRODUCTION

The emergency support function of communications involves direction, coordination, operations, and follow-through during an emergency or disaster.

2. PURPOSE

The purpose of this Emergency Support Function is to establish a framework for the provision and coordination of all communications support to other emergency support functions within the City emergency response team and agencies as required.

3. CONCEPT OF OPERATIONS

Emergency Support Function 2 plans, coordinates and assists in the communications support to City emergency response elements. This ESF will coordinate the communications assets (both equipment and services) available from City agencies, the telecommunications industry and other government entities.

a. MITIGATION/PREPAREDNESS

- Establish methods of communications for probable emergency situations including type of emergency, projected time, area to be affected, anticipate severity, forthcoming warnings, and actions necessary. A method of warning must be available for the public, including people with visual and hearing impairments and/or non-English speaking.
- Ensure that primary and alternate communication systems are operational;
- Facilitate communication systems for the affected emergency or disaster area;

- Develop maintenance and protection arrangements for disabled communications equipment; and
- Participate in drills and exercises to evaluate local communications and warning response capability.

b. RESPONSE/RECOVERY

- Verify information with proper officials;
- Establish communication capability between and among the City EOC, agencies and organizations with ESF responsibilities and other jurisdictions, as necessary.
- Coordinate communications with response operations, shelters, lodging, and food facilities;
- Provide a system for designated officials to communicate with the public, including people with special needs, such as hearing impairments and non-English speaking;
- Continue coordinated communications to achieve rapid recovery and contact with the county EOC and other regional EOCs.
- Maintain records of expenditures and document resources utilized during the incident.

EMERGENCY SUPPORT FUNCTION (ESF) – 3

PUBLIC WORKS AND ENGINEERING

PRIMARY AGENCY: Public Works and Engineering

SUPPORT AGENCIES: Municipal Utilities Department
Management Services
Public Utility Companies (SRP/APS/Southwest Gas)

1. INTRODUCTION

The emergency support function for Public Works and Engineering involves direction, coordination, operations, and follow-through during an emergency or disaster.

2. PURPOSE

The purpose is to provide public works, including engineering services and technical assistance; inspection, evaluation, repair, and maintenance of infrastructure; debris removal; solid waste disposal; and restoration of roads and bridges through coordination with appropriate agencies and/or the private sector.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained by the Public Works Department in coordination with other support agencies and organizations.

a. MITIGATION / PREPAREDNESS

- Establish liaison with support agencies, organizations, and the private sector to ensure responsiveness.
- Develop and maintain an inventory of equipment, supplies, and suppliers to sustain emergency operations.
- Recruit, train, and designate public works and engineering personnel to serve in the EOC.
- Participate in drills and exercises to evaluate public works and engineering response capability.

b. RESPONSE / RECOVERY

- Alert emergency personnel of the situation and obtain necessary resources such as debris clearing and road closure operations.
- Establish response operations and support personnel working in the EOC.
- Maintain coordination and support among applicable agencies and organizations and the private sector.
- Prioritize service restoration for emergencies.
- Channel all pertinent emergency information through the EOC.
- Assist in evaluating losses, assess damage to buildings and infrastructure, recommend measures for conservation of resources, and respond to needs on a priority basis.
- Conduct restoration and maintenance operations until completion of repair services.
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 4

FIRE SERVICES

PRIMARY AGENCY: Fire Department

SUPPORT AGENCIES: Police Department
Public Works Department

1. INTRODUCTION

The emergency support function of fire services involves direction and coordination, operations, and follow-through during an emergency or disaster.

2. PURPOSE

The purpose is to provide fire service support including personnel, equipment, and supplies to detect and suppress rural and urban fires.

3. CONCEPT OF OPERATIONS

Standard Operating Guidelines (SOGs) will be developed and maintained by the Fire Department. This function will be coordinated with and involve other support agencies and organizations.

The primary responsibility for fire services rests with the fire department in the jurisdiction where the fire emergency/disaster occurs.

a. Mitigation/Preparedness

- Keep abreast of fire and weather forecasting information and maintain a state of readiness;
- Implement efficient and effective agreements with other fire first response agencies;
- Establish reliable communications and incident command systems between support agencies, for an emergency site and EOC;
- Recruit, train, and designate fire service personnel to serve in the Emergency Operation Center; and
- Participate in drills and exercises to evaluate fire service response capability.

b. Response/Recovery

- Maintain a list of current fire service agencies and resource capabilities;
- Coordinate fire services support among and between EOC, functional support agencies, organizations, and other Emergency Operation Centers;
- Obtain, maintain, and provide fire situation and damage assessment information;
- Channel fire services information for public release through the EOC;
- Conduct fire fighting operations;
- Provide technical assistance and advice in the event of fires that involve hazardous materials;
- Continue fire service operations through re-entry; and
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 5
INFORMATION AND PLANNING

PRIMARY AGENCY	Emergency Management
SUPPORT AGENCIES	Fire Department Police Department Public Works Department Chandler’s Emergency Management Group

1. INTRODUCTION

The emergency support function of information and planning involves the overall direction and coordination, operations, and follow-through during an emergency or disaster.

2. PURPOSE

The purpose of information and planning is to coordinate the City’s overall Emergency Operations Center (EOC) response of local resources by collection, analysis, and dissemination of information and development of plans.

3. CONCEPT OF OPERATIONS

The City of Chandler Emergency Services Coordinator maintains the Emergency Operations Plan that serves as a guide for the initial response to most emergencies. When the City EOC is activated, this function will be coordinated with and involve other support agencies and organizations.

a. Mitigation/Preparedness

- Identify hazards and capacities for response in the City.
- Develop and maintain the Emergency Operations Plan (EOP), in conjunction with agencies and organizations with primary ESF responsibilities.
- Distribute the EOP and accompanying major revisions.
- Coordinate and secure standard operating procedures (SOPs) and/or standard operating guidelines (SOGs) from agencies and organizations with primary responsibilities for emergency support functions.

- Review the Maricopa County Emergency Operations Plan.
- Maintain the EOC.
- Coordinate communication resources with other agencies and organizations (e.g., law enforcement offices, DPS Media Alert, EAS local primary stations, and amateur radio) to establish an emergency warning system.
- Establish and maintain Geographic Information System (GIS) data and applications to support mitigation and response efforts.
- Establish and maintain an information sharing repository.
- Identify resources and equipment to support agencies and organizations with ESF responsibilities (e.g., mobile command posts, critical facilities).
- Conduct drills and exercises to evaluate information and planning capability.

b. Response/Recovery

- Activate and obtain resources for the EOC.
- Notify appropriate agencies and organizations with ESF responsibilities about EOC activation and necessary response.
- Coordinate emergency warning and communication with appropriate local, state, and volunteer agencies and organizations.
- Activate the Geographic Information System (GIS) to display and analyze location-based incident information and maintain a common operating picture.
- Provide information on plans for evacuation during potential threats or imminent situations, under the direction of the local government and in coordination with other agencies and organizations.
- Coordinate needs and damage assessment of affected areas for dissemination to appropriate agencies and organizations.

- Prepare timely situation reports for the county EOC, city/town EOCs, public information, and other appropriate personnel.
- Prepare the incident action plan (IAP) for the next operational period.
- Secure and disseminate necessary information in support of other emergency support functions.
- Provide weather forecasts for the next operational period and alerts of significant weather events affecting the current operational period.
- Establish a closing (demobilization) date for EOC.
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 6

MASS CARE AND SHELTER

PRIMARY AGENCY: Community Services

SUPPORT AGENCIES: Human Resources Department
Fire Department
Police Department
Planning and Development
American Red Cross

1. INTRODUCTION

This emergency support function outlines the concept of operations, responsibility, direction and control necessary for the performance of the emergency shelter and temporary housing function during an emergency.

2. PURPOSE

The purpose is to provide mass care and shelter services through coordinated efforts involving sheltering, feeding, and first aid in time of emergency or disaster.

3. CONCEPT OF OPERATIONS

This function will be coordinated with and involve other support agencies and organizations to ensure operational readiness in time of emergency

The emergency mass care and shelter function is the primary responsibility of the Grand Canyon Chapter of the American Red Cross.

a. MITIGATION/PREPAREDNESS

- Coordinate Memoranda of Understanding (MOUs) with appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families;
- Maintain, through the Grand Canyon Chapter of the American Red Cross, shelter locations with all relevant information (e.g., location, capacity, health inspection status, accessibility level, pet space, contact persons' telephone and pager numbers).

- Assist in securing shelter and feeding agreements, emergency housing and food supplies.
- Establish a communication system among the EOC and shelters;
- Participate in drills and exercises to evaluate mass care and shelter response capability.

b. RESPONSE/RECOVERY

- Support opening and operating American Red Cross shelters;
- Assist with staffing support for American Red Cross shelters, Service Centers and Local Assistance Center (LAC), upon request;
- Ensure evacuation and care of recipients and arranging for re-entry; and
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 7

RESOURCE MANAGEMENT

PRIMARY AGENCY: Management Services
SUPPORT AGENCIES: Public Works
Municipal Utilities Department
Community Services

1. INTRODUCTION

The emergency support function for resource management involves direction, coordination, operations, and follow-through during an emergency or disaster.

2. PURPOSE

To establish responsibilities, policies and procedures for requesting, coordinating, and obtaining emergency resources.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained by the Management Services Department for emergency procurement during disasters. This function will be coordinated with and involve other support agencies and organizations.

a. MITIGATION/PREPAREDNESS

- Coordinate with all applicable agencies and organizations to prepare for an emergency or disaster;
- Identify available and needed resources and/or personnel that may be necessary;
- Establish uniform procedures and train personnel on procurement and documenting expenditures, such as supplies and equipment;
- Develop Memoranda of Understanding (MOUs) with other jurisdictions and agencies for provision of necessary goods and/or services, personnel, and staging areas required during a disaster; and

- Participate in drills and exercises to evaluate resource support response capability.

b. RESPONSE/RECOVERY

- Alert resource support agencies regarding a potential emergency or disaster;
- Implement resource inventory, record keeping and control system to include storage, donated goods, maintenance, and replacement of resources;
- Request logistical assistance from supporting agencies and mutual-aid partners;
- Document and request additional needed resources, personnel and staging area support necessary to accomplish re-entry.
- Maintain records of expenditures and document resources utilized during the incident.

EMERGENCY SUPPORT FUNCTION (ESF) – 8

HEALTH AND MEDICAL

PRIMARY AGENCY: Fire Department
SUPPORT AGENCIES: Environmental Services
Human Services
Maricopa County Public Health Department
MMRS Cities (Phoenix, Mesa, Glendale)
Maricopa Medical Reserve Corps

1. INTRODUCTION

This emergency support function outlines the concept of operations, responsibility, directions and control necessary for the health and medical services function before, during and after an emergency or disaster.

2. PURPOSE

The purpose is to provide health and medical services, including emergency medical services; disease, epidemic and vector control; immunizations; food, water, and environmental hazard surveillance; health and safety inspections; dental assistance; crisis counseling; and public information.

3. CONCEPT OF OPERATIONS

Standard Operating Guidelines (SOGs) will be developed and maintained with the Maricopa County Public Health Department. This function will be coordinated with and involve other support agencies and organizations.

The emergency health and medical function is the primary responsibility of the Maricopa County Public Health Department and secondary support for this function is the responsibility of the Metropolitan Medical Response System (MMRS) cities and other fire services in Maricopa County.

The City of Chandler participates in the Cities Readiness Initiative (CRI) and assists in implementation of mass vaccination and/or mass dispensing as needed or required by Maricopa County Public Health Department.

a. MITIGATION/PREPAREDNESS

- Coordinate memoranda of understanding (MOUs) with all appropriate agencies and organizations for the provision of services to or on behalf of affected individuals and families;
- Plan for the continuity of health and medical services, in conjunction with the American Red Cross, Maricopa Medical Reserve Corps, Volunteer Center of Maricopa County and others;
- Establish a directory of health and medical resources;
- Work with the American Red Cross, Citizen Corps and Volunteer Center of Maricopa County on the identification of volunteers and provision of training, credentialing, and badging;
- Maintain a coordinated approach with state public health; and
- Participate in drills and exercises to evaluate health and medical services response capability.

b. RESPONSE/RECOVERY

- Support the American Red Cross with health and medical services during shelter operations, as requested upon opening;
- Assist community agencies and organizations, and the private sector with issues affecting people who have special needs;
- Provide informational support to emergency medical services.
- Coordinate with the medical examiner, who has responsibility for mortuary services and identification of the deceased, upon request;
- Channel all relevant health and medical information for public release through Maricopa County Department of Emergency Management and the Arizona Department of Health Services;
- Continue service assistance throughout re-entry and until all health and medical issues are resolved;
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 8

ANNEX 1 TO ESF 8

PUBLIC HEALTH ISSUES

1. The City of Chandler participates in a number of programs to address health-related issues to include both WMD and naturally occurring diseases or outbreaks.
2. The City of Chandler, in cooperation with the Maricopa County Public Health Department, participates in the Cities Readiness Initiative (CRI), a program established by the Centers for Disease Control and Prevention (CDC). This initiative is designed to enhance the ability of cities to rapidly dispense life saving drugs to their population and to minimize loss of lives during catastrophic public health events. The primary goal of CRI is to dispense needed drugs to 100% of the population within 48 hours.
 - a. In order to dispense drugs in an effective manner, Points of Distribution (PODs) are designated at numerous locations within the City of Chandler and other locations throughout the Valley.
 - b. Plans and procedures have been developed by the Maricopa County Public Health Department and the City of Chandler to establish locations, provide security, traffic management, notification and other required functions.
3. The City of Chandler also participates, in cooperation with the Maricopa County Public Health Department, in implementation of a mass immunization program. Immunization and prophylaxis are medical responses that occur in a variety of situations and the distinguishing characteristic of each in a bioterrorism event, as opposed to normal outbreak situations fall into two categories: scope of coverage (a very large number of potentially affected people) and timeliness (a very short window of opportunity for effective response).
4. The Chandler Regional Medical Center and private medical practitioners are required, by law, to report contagious, certain other diseases and suspicious medical disease findings to the Maricopa County Public Health Department and/or the Arizona Department of Health Services. If warranted, depending on the type of disease, frequency and other factors, the Epidemiology Divisions of these Public Health Departments will initiate an investigation of the cause or causes. Surveillance programs in the City of Chandler, in cooperation with the Arizona Department of Health Services, support other types of sampling programs.

5. The City of Chandler is not a recipient of grant monies through the Nunn-Lugar-Domenici Act of 1996 (Public Law 104-201) that enhanced the capabilities of certain municipalities, based on size, to respond to disaster situations, trained and equipped to operate in a CBRNE environment. However, the City of Chandler reaps the benefits of a statewide Metropolitan Medical Response System through automatic and automatic mutual aid to deal with a capability to detect, identify, and treat casualties in any CBRNE incident. Procedures have been developed and Incident Management Teams established with representatives from the Cities of Glendale, Mesa, Phoenix, Tempe and Tucson.
 - a. The initial response unit from the State MMRS Team is composed of six Advanced Life Support (ALS) engine companies, three ladder companies and five hazardous materials (hazmat) units, along with supporting personnel and equipment. Law enforcement is available to the team in the form of specially trained and equipped bomb squads and SWAT units from DPS, Phoenix, Mesa and Tucson.
 - b. Each of the MMRS cities has the capability of decontaminating up to 1000 people from the effects of a chemical attack. In addition, each team has sufficient pharmaceuticals available for prophylaxis of up to 10,000 victims of a biological attack and 1,000 victims of a chemical attack. Additional pharmaceuticals can be obtained through the Strategic National Stockpile (SNS).
6. Disease outbreaks such as the influenza pandemic could potentially result in widespread illnesses and deaths around the world. Influenza (“the flu”) is a seasonal respiratory illness caused by a virus typically starting in November and lasting through the spring. There are 3 types of influenza viruses characterized by types A, B and C. Type C causes mild to no disease. Influenza A is further categorized into two subtypes based on the type of two subsurface proteins –hemagglutinin (H) and neuraminidase (N). Minor genetic changes called antigenic drift may give rise to new Influenza A subtypes and Influenza B viruses and the circulation of these viruses causes an outbreak each year, and thus the need for a new flu vaccine each year so the body will develop an immunity to that specific type of influenza virus. However, due to the viral ability to mutate, new vaccines for potential new types of viruses must be developed each year.
 - a. Influenza A can undergo a major genetic change called antigenic shift resulting in a novel influenza A with a new H or H+N protein combination for which there is little or no immunity among the majority of people. If this new strain of Influenza A easily spreads from person to person and causes serious illnesses, then a

pandemic is likely to occur. There may be little warning of a pandemic and initially there is no vaccine or known cure.

- b. The City of Chandler could be severely affected by a pandemic. A significant amount of the workforce could become incapacitated by illness or unavailable, having to care for those who are ill.
 - c. During a pandemic, critical services such as law enforcement and fire protection may be limited. Medical and other health providers may be critically overtaxed. Delivery and distribution of basic commodities such as food and fuel could be disrupted. Education and social services may be curtailed. The economy could be severely impacted by the closure of business and industry.
 - d. Several governmental agencies conduct on-going pandemic and other disease surveillance and planning activities.
 1. Federal level - Centers for Disease Control and Prevention (CDC) and its parent organization, the Department of Health and Human Services (DHHS).
 2. State level - Arizona Department of Health Services (ADHS).
 3. County level – Maricopa County Public Health Department.
7. Local government leaders will provide pandemic guidance and policy decisions to their communities based on recommendations from County authorities. This could include measures to avoid the spread of the disease and how to assist those who are ill.
 8. To help mitigate the effects on the population and to provide essential services to the community, City government leaders must plan for the consequences of a pandemic through education, guidance and response measures.
 9. There are four essential steps that employees and the general public can take to reduce the spread of the disease:
 - a. Cover their mouth and nose with a tissue or handkerchief when coughing or sneezing.
 - b. Wash hands frequently with warm water. Use alcohol-based hand sanitizers when soap and water are unavailable.
 - c. Stay at home when sick.
 - d. Increase social distances (avoid crowds and mass gatherings).

10. The City of Chandler will implement measures to assure continuation of essential services such as law enforcement, fire protection, and other vital community programs.
11. The City of Chandler will cooperate with Federal, State, and County agencies to assist in the identification of pandemic victims. Local governments will also support preventive measures to avoid the spread of the disease. All governmental organizations will work together to provide treatment of those who are ill and appropriate disposition of those who have died.
12. If it is determined that a pandemic is imminent or in progress, the Mayor will make policy decisions in the following areas:
 - a. Implement provisions for non-critical employees to remain at home through alternate work arrangements or leave time.
 - b. Assure that government departments have a sufficient number of trained employees to provide vital services to the community.
 - c. Make emergency funding available for extraordinary expenses related to the pandemic.
 - d. Identify supplies and services needed for continued government operations.
 - e. Provide public education about measures to prevent the spread of the disease through press releases, hot-lines, and briefings based on sound scientific facts provided by public health officials. Education will also provide information on how the public may sustain itself for a period of time with limited or no outside assistance.
 - f. Be prepared to implement measures decreed by health authorities to prevent the spread of the disease. Measures may include closing or restricting access to facilities and events that involve gatherings of people. Additional measures may include the quarantine of those who have become infected with the disease. Other assistance may include logistical support in the distribution and provision of medications.
 - g. Support the local medical community involved in treating the ill or making disposition of the deceased.
 - h. Provide critical information to County agencies when requested.

EMERGENCY SUPPORT FUNCTION (ESF) – 9

SEARCH AND RESCUE

PRIMARY AGENCY: Fire Department
SUPPORT AGENCIES: Police Department
Public Works Department

1. INTRODUCTION

The Search and Rescue Emergency Support Function (ESF) involves the overall direction and coordination, operations and recovery for search and rescue operations, including urban search and rescue, during an emergency or disaster.

2. PURPOSE

To provide search and rescue services including location of individuals reported missing or in jeopardy, extrication of persons trapped, provision of medical assistance, and retrieval of persons or property.

4. CONCEPT OF OPERATIONS

Within Maricopa County search and rescue responsibility is statutorily delegated to MCSO. Standard Operating Procedures (SOPs) will be developed and maintained by MCSO, which has primary functional responsibility for this ESF. The City of Chandler will support the search and rescue efforts through coordination and logistical support when needed.

a. MITIGATION/PREPAREDNESS

- Establish and maintain uniform search and rescue procedures;
- Enter into Memoranda of Understanding (MOUs) for additional assistance and/or logistical support;
- Conduct and/or support community education programs on survival;
- Establish a record keeping system; and
- Participate in drills and exercises to evaluate search and rescue response capability.

b. RESPONSE/RECOVERY

- Monitor response efforts;
- Support requests from other community agencies and/or jurisdictions; and
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 10

HAZARDOUS MATERIALS

PRIMARY AGENCY: Fire Department

SUPPORT AGENCIES: Police Department
Public Works

1. INTRODUCTION

The emergency support function of hazardous materials involves direction and coordination, operations, and follow-through during an emergency or disaster.

2. PURPOSE

To establish responsibilities, policies and procedures for a coordinated response by public and private agencies to minimize the adverse effects of hazardous materials on man and the environment resulting from an uncontrolled release of, or exposure to, such chemicals. Hazardous materials pose a potential threat to the City at both fixed facilities and during transport.

3. CONCEPT OF OPERATIONS

Standard Operating Guidelines (SOGs) will be developed and maintained by the Fire Department, which has primary functional responsibility for this ESF. This function will be coordinated with and involve other support agencies and organizations.

The legal duty for reporting, containing, and clean up of a hazardous materials incident rests with the party responsible for the material prior to the incident. Over 1600 facilities have been identified in Maricopa County that either produce, utilize, transport and/or store hazardous materials.

a. Mitigation/Preparedness

- Prepare a facility profile and inventory of potential hazardous materials.
- Identify potential contacts and resources in order to conduct a community vulnerability analysis to determine potential hazardous material threats and on-site inspections;
- Plan for response to hazardous material incidents and coordinate with other first responders;

- Develop procedures for identification, communications, warning, public information, evacuation, control, and clean-up of hazardous materials;
- Obtain training for response personnel available through Arizona Division of Emergency Management, manufacturers, and shippers of hazardous materials; and
- Participate in drills and exercises to evaluate mass care and shelter response capability.

b. Response/Recovery

- Verify incident information and notify Maricopa County Local Emergency Planning Committee and other applicable agencies;
- Establish a command post at a safe distance near the scene or staff the EOC, if the situation becomes excessive;
- Provide further information on the situation to Maricopa Department of Emergency Management and convey warnings for dissemination to the public;
- Request assistance for emergency health and medical, as well as mass care, if the situation warrants;
- Ensure availability of expertise and equipment to manage the incident; utilize proper procedures for containment and clean-up to prevent additional dangers;
- Support response teams, owner, shipper, state, and/or federal environmental personnel during cleanup;
- Establish area security and prohibit all unauthorized personnel from entering the containment area;
- Terminate cleanup operations after dangerous situation subsides; and
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 11

FOOD

PRIMARY AGENCY: Community Services Department

SUPPORT AGENCIES: Municipal Utilities Department
Management Services
The Salvation Army
Arizona Voluntary Organizations Active in Disaster
American Red Cross

1. INTRODUCTION

The Food Emergency Support Function involves direction and coordination, operations and recovery to ensure emergency workers and the public are provided food during and after an emergency or disaster.

2. PURPOSE

The purpose is to provide food services, including food preparation for congregate shelters, food products/supplies, potable water, and distribution.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained with the American Red Cross, which has primary functional responsibility for this ESF in cooperation with the City of Chandler. This function will be coordinated with and involve other support agencies and organizations.

a. MITIGATION/PREPAREDNESS

- Identify agencies and organizations with food preparation and distribution capabilities and coordinate with appropriate entities;
- Maintain procedures and responsibilities for food service, issuance, and distribution with other agencies;
- Develop a system for mobile and on-site feeding of emergency workers and shelter residents; and
- Participate in tests and exercises to evaluate food distribution and service response capability.

b. RESPONSE/RECOVERY

- Work with other agencies to determine food and water needs;
- Begin plan implementation as expeditiously as possible;
- Coordinate community resources and personnel to assist with food and water services and/or distribution;
- Establish sites for food and water service, distribution, and issuance;
- Monitor food and/or water for contamination and issuance of health-related public service announcements, as necessary;
- Continue the provision of food and/or water throughout re-entry and recovery; and
- Maintain records, expenditures, and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 12

ENERGY SERVICES

PRIMARY AGENCY: Energy Provider Companies (APS, SRP, Southwest Gas)

SUPPORT AGENCIES: Emergency Management
Public Works
Energy Producing Companies

1. INTRODUCTION

The emergency support function of energy services involves direction and coordination, operations and follow-through during an emergency or disaster.

2. PURPOSE

To establish responsibilities, policies and procedures for providing, maintaining, and restoring energy services that were interrupted, damaged, or destroyed during and after emergencies/disasters.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained by the Public Utility Companies, which have primary functional responsibility for this ESF, in cooperation with the City of Chandler. This function will be coordinated with and involve other support agencies and organizations.

a. Mitigation/Preparedness

- Establish liaison support to ensure responsiveness, with Maricopa County Department of Emergency Management and the private sector;
- Identify additional resources and assistance teams;
- Develop emergency response support plans;
- Prepare damage assessment, repair and restoration procedures, and reporting mechanisms;
- Recommend actions to conserve energy and provide conservation guidance;

- Participate in drills and exercises to evaluate energy response capability.
- Determine critical energy supply needs of priority populations (e.g., infants, elderly, and other people with special needs).

b. Response/Recovery

- Gather, assess, and share information on energy system damage, as well as estimate repair and restoration time;
- Activate assistance teams and obtain necessary resources to assist in recovery;
- Serve as the focal point for the EOC in order to protect the health and safety of affected persons;
- Work with the Public Information Office to provide public service announcements on energy conservation, mitigation impacts, and restoration forecasts;
- Coordinate with other affected areas to maximize resources and information exchange;
- Monitor repair and maintenance operations until restoration of all services; and
- Maintain records of expenditures and document resources utilized during recovery.

EMERGENCY SUPPORT FUNCTION (ESF) – 13

LAW ENFORCEMENT

PRIMARY AGENCY: Police Department

SUPPORT AGENCIES: City Attorney and Prosecutor's Office

1. INTRODUCTION

The Law Enforcement Emergency Support Function (ESF) involves the overall direction and coordination, operations and recovery for law enforcement operations during an emergency or disaster.

2. PURPOSE

The purpose is to maintain law and order, protect life and property, provide traffic control and law enforcement support, provide site security for essential facilities/supplies and coordinate mutual aid.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained by the Chandler Police Department, which has primary functional responsibility for this ESF. Maricopa County Sheriff's Office will support law enforcement operations through coordination and logistical support when needed.

a. MITIGATION/PREPAREDNESS

- Analyze hazards, determine needs and public safety requirements;
- Identify agencies and organizations capable of providing resources and support;
- Coordinate with City Management on critical facilities that require special security;
- Establish a chain of command and succession of authority for law enforcement and other first responders;
- Develop Memoranda of Understanding (MOUs) with adjacent and support law enforcement agencies; and
- Participate in drills and exercises to evaluate law enforcement response capability.

- Ensure that all response personnel are trained in the National Incident Management System (NIMS).

b. RESPONSE/RECOVERY

- Provide personnel for the Emergency Operations Center (EOC) in time of emergency or disaster;
- Coordinate dissemination of information through the EOC;
- Assist with evacuation, traffic control, and security in restricted areas, as well as providing communications;
- Support the EOC by maintaining an effective, interoperable law enforcement communication and warning signals system.
- Control exit and entry into the emergency or disaster area;
- Report traffic control situations, in coordination with other agencies, to the EOC.
- Arrange for security at critical facilities (e.g., shelters, EOC, etc.) in coordination with respective public safety jurisdictions;
- Develop, conduct and manage information-related security plans and operations including safeguarding sensitive information.
- Request additional support through MOUs;
- Assist in the return of evacuees;
- Provide volunteer resources as dictated by the situation;
- Utilize NIMS in all response operations; and
- Maintain records of expenditures and document resources utilized during all phases of the operation.

EMERGENCY SUPPORT FUNCTION (ESF) – 14

PUBLIC INFORMATION

PRIMARY AGENCY: Communications and Public Affairs Department

SUPPORT AGENCIES: Fire Department
Police Department
Public Works
Municipal Utilities Department

1. INTRODUCTION

The emergency support function of Public Information involves communications and warning, direction and coordination, operations and follow-through during an emergency or disaster.

2. PURPOSE

The purpose is to establish responsibilities, policies and procedures for conducting public information programs to educate and inform the public of emergency preparedness programs, the status of response to major emergencies/disasters, and a system for informing citizens of any restrictions or limitations (i.e., danger zones, road closings, etc.) which might be imposed during such incidents.

3. CONCEPT OF OPERATIONS

Operating procedures will be developed and maintained by the Office of Communications and Public Affairs Department that has primary responsibility for this ESF, in cooperation with other departments. This function will be coordinated with and involve support agencies and organizations.

a. MITIGATION/PREPAREDNESS

- Designate an individual to serve as a public information officer or coordinator;
- Assist agencies and organizations with ESF responsibilities in development of uniform procedures for media releases;
- Maintain a media directory;

- Support disaster public awareness initiatives through dissemination of information, news articles, and presentation of audio-visual materials;
- Establish communication resources to provide people with sensory disabilities (e.g., visual and hearing impaired) and non-English speaking persons with emergency management information regarding emergencies or disasters;
- Educate the public on alert messages such as watches and warnings through media such as radio, television, and newspaper;
- Develop protocols for agencies and organizations with functional support responsibilities to inform the media about emergency and/or disaster plans; and
- Participate in drills and exercises to evaluate public information capability.

b. RESPONSE / RECOVERY

- Provide personnel for the Emergency Operations Center (EOC) in time of emergency or disaster;
- Define public notification timeframe regarding an emergency or disaster and disseminate information to the media;
- Maintain a system to ensure accurate dissemination of emergency information such as location, type of hazard, extent of damage, casualties, shelters open, evacuation routes, and other protective actions;
- Provide a designated area for media briefings and/or press conferences and conduct briefings in a timely manner;
- Provide updates (e.g., response to inquiries about missing relatives, restricted areas of access and re-entry) regarding the emergency or disaster;
- Establish media responsibilities and appropriate spokespersons from other agencies and organizations with ESF responsibilities;
- Disperse timely information concerning emergency events to the “2-1-1” information network in order to keep the public informed of any pertinent emergency bulletins.

EMERGENCY SUPPORT FUNCTION (ESF) – 14

ANNEX 1 TO ESF 14

EMERGENCY PUBLIC INFORMATION

1. This Annex provides guidance and procedures for disseminating Emergency Public Information (EPI) to support response and recovery efforts during an emergency or disaster and to disseminate emergency instructions and protective actions to the public. Additionally, it provides for effective collection, monitoring, management and dissemination of accurate, useful and timely information to media outlets during emergencies.
2. When a disaster strikes, Emergency Public Information (EPI) system cannot always react in time to inform the public about the hazard and appropriate safety precautions. Therefore, it is important to inform the public before an emergency occurs of hazards, protective actions and preparedness measures they can employ to reduce the impact of the hazard. This can be accomplished by long-term public education efforts related to hazard awareness, family protection planning and emergency self-help.
 - a. A public affairs program combining both public education and community information will help to significantly reduce disaster related casualties, property damage and economic loss.
 - b. Citizens will want more emergency preparedness information during an emerging crisis.
3. During an emergency or disaster, the public requires survival instructions, information regarding disaster relief and government response and recovery operations.
4. The principal means by which EPI is disseminated will include Media Alert, Emergency Alert System (EAS), television, radio, cable-outlets, web-site (i.e. AZ211), newspapers, press services and flyers. Another means for public information will include the community emergency notification system (CENS) and as a backup, vehicle public address systems and door-to-door contact during critical periods and in locations with life-safety incidents.
5. Special needs groups will be considered based on the ability of people to receive, act on, or understand EPI messages.
6. Education efforts will be directed toward increasing public awareness about hazards and how people can successfully deal with emergencies.
7. Information and education effort will rely on the cooperation of commercial media organizations, including both electronic news-gathering and print

sources. Information concerning major emergencies and disasters may include the following:

- a. Nature of the disaster;
 - b. Location of the disaster;
 - c. Time of the disaster;
 - d. Number of people involved;
 - e. Continuing hazards;
 - f. Environmental impact;
 - g. Economic impact;
 - h. City's involved in response;
 - i. Scope of City's involvement in response;
 - j. Extent of estimated public and private damages;
 - k. Safety instructions;
 - l. How/where to get assistance for animals;
 - m. How the public may volunteer and provide assistance; and
 - n. Telephone numbers for donations and donations policy.
8. During a disaster a Joint Information Center (JIC) may be established to coordinate multi-agency news releases to provide the One Voice concept in releasing information to the media and will be established during events of national significance. Emergency public information activities will be undertaken to ensure the coordinated, timely, and accurate release of a wide range of information to the news media and to the public about related activities. See annex A, Direction and Control, 5.f. Staff Advisory functions for more detail.
9. The EAS and Media Alert system will be used to convey information releases to the media for immediate dissemination to the public. Activation of the EAS can be made through the Maricopa County Emergency Operations Center.
10. The State of Arizona maintains a 2-1-1 online system (www.az211.gov) for the benefit of the public that provides information regarding health and human services, current information on emergency events, emergency public awareness campaigns or a specific threat. The Emergency Bulletin System (EBS 2-1-1) is intended to supplement existing alert and warning systems. The purpose of the 2-1-1 EBS is to:
- a. Provide the citizens of Arizona a single source for information on a particular emergency event including
 - b. Recommended protective measures

- c. Potential life-safety issues, and
- d. On-going emergency response efforts
- e. Provide impacted voluntary, local, county, state and tribal emergency response agencies an additional source to post strategic emergency information for the general public.

EMERGENCY SUPPORT FUNCTION (ESF) – 15

VOLUNTEERS AND DONATIONS

PRIMARY AGENCIES: The Salvation Army
The Volunteer Center of Maricopa County

SUPPORT AGENCIES: Arizona Voluntary Organizations Active in Disaster
(AzVOAD)
Management Services

1. INTRODUCTION

The Volunteers and Donations Emergency Support Function (ESF) involves direction and coordination, operations and recovery to ensure that donations and volunteers are effectively managed. See Appendix 8 and 9 to Annex A. The Salvation Army is the primary agency for donations and the Volunteer Center of Maricopa County is the primary agency for volunteers.

2. PURPOSE

Coordinate private volunteer organizational activities to react to the needs of disaster victims in an efficient and timely manner. This support annex will not interfere with any individual or private community volunteer organization's policies concerning gifts or donations.

3. CONCEPT OF OPERATIONS

Standard Operating Procedures (SOPs) will be developed and maintained by the primary agencies that have primary functional responsibility for this ESF. This function will be coordinated with and involve other support agencies and organizations.

a. MITIGATION/PREPAREDNESS

- Disasters create a need to coordinate donations of goods, money, and volunteer services. When circumstances warrant, a united and cooperative effort by private volunteer organizations and the donor community is necessary for the successful management of donation campaigns and relief supplies.
- Develop a plan to receive and manage donations to the disaster relief effort. Central Supply will maintain donation forms and make allocation for space for donated goods.

- The public will be discouraged from collecting or contributing unsolicited in kind donations.
- Develop a plan to manage volunteers including encouraging organizations to provide volunteers who possess easily recognizable identification.
- Spontaneous unaffiliated volunteers (SUVs) should be discouraged from assisting in lieu sponsored volunteers.

b. RESPONSE/RECOVERY

- Receive and manage donations and volunteers to the disaster relief effort.
- Coordinate the local response for operating reception facilities for volunteers and donations.
- Coordinate the distribution of donated goods and services.
- Guidelines will be established for tracking the receipt and distribution of unsolicited and non-designated goods.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

I. MISSION

The mission of the City Emergency Services Staff is to promote coordination within the City emergency organization and outside agencies while providing direction, control, and coordination of Chandler forces and resources during and following periods of emergency.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. See Basic Plan.
2. The Chandler Emergency Operations Center (EOC) is located in the Fire Department Support Services Facility at 163 S. Price Road. The EOC will be activated upon notification of a possible or actual emergency. During emergency situations, certain agencies will be required to relocate to the EOC. During large-scale emergencies, the EOC will become the seat of government for the duration of the crisis.
3. Hazards that exist in the City have the potential for causing a disaster of such magnitude as to make centralized direction and control of the City's response essential.

B. Assumptions

1. Most emergency situations are handled routinely by the emergency support services organizations.
2. Most major emergencies can be managed at the field level under established procedures, with an on-scene incident commander (IC) directing operations from an on-scene command post.
3. During large-scale local emergencies, many management activities can be handled at the EOC, thereby allowing field forces to concentrate on essential scene tasks.
4. In most major emergency situations, centralized direction and control is the most effective approach to management of emergency operations.

III. EXECUTION

A. Concept of Operations

1. The Emergency Services Staff is responsible for coordination of the City emergency response, and will be activated and report to the EOC to provide direction and control under the guidelines listed below.
 - a. Emergency situations vary markedly in speed of onset and in their potential for escalation to disaster proportions. The extent to which the EOC is activated and when it assumes command of emergency operations depends upon the type of emergency situation, its potential for escalation, its geographic extent, and other factors. The objective is to activate the Emergency Operations Plan (and EOC) at an appropriate time and level of implementation to allow emergency staff ample time for response, briefing, and action plan development. This may be immediate and at a fully activated level under certain circumstances.
 - b. It is incumbent upon the on-duty field emergency services personnel and dispatch telecommunicators at a supervisory level to be prepared to immediately contact the City Manager or one of the following designees to report any emergency situation which may require EOC activation.
 - c. Individuals authorized to activate the EOC:
 - (1) City Manager
 - (2) Assistant City Manager
 - (3) Fire Chief
 - (4) Assistant Fire Chief
 - (5) Fire Shift Commander
 - (6) Emergency Services Coordinator
 - (7) Police Chief
 - (8) Assistant Police Chief
 - (9) Police Duty Commander
 - d. The EOC will ordinarily be fully activated and the Emergency Services Staff will assume control of emergency operations in any emergency situation of such magnitude as to require significant mobilization of elements of local government other than those principally involved in emergency services on a day-to-day basis.

- e. The EOC may be partially activated during emergencies of lower magnitude, when doing so will assist field incident commanders in controlling the emergency, providing a controlled release of information to the public, or facilitating the liaison and coordination with outside agencies or jurisdictions.
 - f. The EOC may be activated and staffed incrementally in response to a slow developing emergency.
2. The services, resources and facilities of existing City departments will be utilized. When necessary, the private sector will be requested to perform emergency tasks and functions unavailable to the City of Chandler.
 3. Departments with field forces will establish a unified command at a joint on-site command post from which to control their operations and coordinate with other field forces.
 4. When a Local Emergency is proclaimed, the Mayor is authorized, by ARS 26-311, to govern by proclamation, and shall impose all necessary regulations to preserve peace and order within the City. (See Appendix 11 and Tabs A-E for information on the emergency declaration process and sample proclamations.) The Mayor's authority includes but is not limited to:
 - a. Imposition of curfews.
 - b. Ordering the closing of any business.
 - c. Closing to public access any public building, street or other public area.
 - d. Calling upon regular and auxiliary law enforcement agencies within or outside the City for assistance.
 - e. Requesting mutual aid from other political subdivisions.
 - f. Committing local resources in accordance with local emergency plans.
 5. Critical Incident Stress Debriefing (CISD) will be an integral part of all disaster operations. The Arizona Critical Incident Stress Management Network can be contacted to perform peer support and psychological debriefing services to lessen the effects of excessive stress on disaster workers.

B. Organization and Assignment of Responsibilities Within the EOC

1. Organization of the EOC will be accomplished utilizing the Federal Emergency Management Agency's (FEMA) "Integrated Emergency Management System." The EOC is organized into a Command Group and an Emergency Services Group. See Basic Plan for definitions and responsibilities of the Executive Group including the emergency functions of the Mayor and City Manager.
2. Within the context of the Integrated Emergency Management System the EOC is organized into five functional areas: Command, Operations, Planning, Logistics, Administration/Finance and Safety. The Operations, Planning, Logistics, Administration/Finance and Safety Section Chiefs are members of the Command Group and are also charged with activating and supervising the branches and units within their respective sections. These areas will be implemented, staffed and organized by the EOC Chief as dictated by the scope of the emergency.
3. EOC Chief (the City Manager or designee) serves as the overall manager of the Command Group and is responsible for all incident activities. These responsibilities include:
 - a. Activating elements of the Emergency Operations Plan.
 - b. Assessing the incident situation.
 - c. Conducting initial Operations Section briefings.
 - d. Managing incident operations.
 - e. Authorizing evacuation orders.
 - f. Determining information needs and informing Operations Section personnel of these needs.
 - g. Approving and authorizing implementation of the incident action plan.
 - h. Coordinating staff activity.
 - i. Authorizing release of information to the news media.
 - j. Approving plan for demobilization.

4. Command Group Responsibilities

The Command Group is responsible for overall management of the incident, to include the development and implementation of strategic decisions and approving and ordering the release of resources. In addition to the EOC Chief, other members of the Command Group include the Chiefs of the Operations, Planning, Logistics, Administration/Finance and Safety Sections. The Command Group is supported by a Command Staff who assume key functions that are not part of the line organization. These individuals include the Emergency

Services Coordinator, Public Information Officer and City Attorney, when not required by the Executive Group.

5. Emergency Services Group Responsibilities

The Emergency Services Group is comprised of five functional units that support the Command Group: Operations, Planning, Logistics, Administration/Finance and Safety. Their functions and responsibilities are as follows:

a. Operations Section Fire or Police

The Operations Section is responsible for the management of operations directly applicable to the incident and the collection, evaluation, dissemination, and use of information and intelligence concerning the development of the incident. This information is needed to: 1) understand the current situation; 2) predict the probable course of incident events; and 3) prepare alternative strategies and control operations for the incident. Responsibilities include:

- (1) Obtaining briefings from the EOC Chief.
- (2) Developing the operations portion of the Incident Action Plan.
- (3) Briefing and assigning Operations personnel.
- (4) Supervising operations in conjunction with the Incident Command Post.
- (5) Determining needs and requests for additional resources.
- (6) Reporting information about specific activities, events and occurrences to the EOC Chief.
- (7) Reviewing suggested list of resources to be released and initiating recommendations for release of resources.
- (8) Ensuring general welfare and safety of Operations Section personnel.
- (9) Providing any additional services, as indicated in respective departmental annexes.
- (10) Establishing information requirements and reporting schedules for each incident.
- (11) Identifying needs for use of specialized resources.
- (12) Performing operational planning for the Planning Section.
- (13) Compiling and displaying incident status summary information.

- (14) Advising the Command Group of any significant changes in the incident status.
- (15) Preparing and distributing EOC Chief's orders.

b. Planning Section Fire or Police

The Planning Section is responsible for the collection, evaluation, dissemination and use of information concerning the development of the incident. Information is needed to: 1) understand the current situation; 2) predict the probable course of incident events; and 3) prepare alternative strategies and control operations for the incident. Responsibilities include:

- (1) Obtaining briefings from the EOC Chief.
- (2) Activating Planning Section.
- (3) Supervising preparation of the Incident Action Plan.
- (4) Establishing information requirements and reporting schedules for each incident.
- (5) Assembling information on alternative strategies.
- (6) Establishing a Weather Data collection system when necessary.
- (7) Identifying needs for use of specialized resources.
- (8) Providing periodic predictions on the incident.
- (9) Compiling and displaying incident status summary information.
- (10) Advising the Command Group of any significant changes in the incident status.
- (11) Ensuring the general welfare and safety of the Planning Section personnel.
- (12) Prepare demobilization plan.

c. Logistics Section Public Works/Community Services
Municipal Utilities

The Logistics Section is responsible for providing equipment, facilities, materials, supplies, and services in support of the incident. The Logistics Section participates in the development and implementation of the Incident Action Plan. Responsibilities include:

- (1) Obtaining briefings from the EOC Chief.

- (6) Determining need for providing meals for extended EOC operations.
- (7) Informing the EOC Chief when the Section is operational.
- (8) Meeting with representatives of assisting and cooperating agencies, as required.
- (9) Providing input in all planning sessions on financial and cost analysis matters.
- (10) Maintaining contact with agency administrative headquarters on financial matters.
- (11) Documenting all financial costs of the incident, including documenting for possible cost recovery for service and supplies.
- (12) Advising the Command Group on possible liabilities arising from disaster operations.
- (13) Making a list of volunteers according to functional capabilities and informing the Logistics Section of availability.
- (14) Collecting and compiling input data and after action reports.
- (15) Evaluating the effects of damage on the City economic index, tax base, bond ratings and insurance ratings for use in long-range recovery planning.
- (16) Establishing shelters and providing shelter management when necessary.

e. Safety Section

Fire or Police

The Safety Section is responsible for the development and recommended measures for assuring personnel safety, and to assess and/or anticipate hazardous and unsafe situations. Responsibilities include:

- (1) Obtaining briefings from the EOC Chief.
- (2) Participate in planning meetings
- (3) Identify hazardous situations associated with the incident.
- (4) Review Incident Action Plan for safety implications.
- (5) Exercise emergency authority to stop and prevent unsafe acts.
- (6) Investigate accidents that occurred within the incident area.
- (7) Assign assistants as needed.

- (8) Review and approve medical plan.
- (9) Maintain unit log.

f. Staff Advisory Functions.

Two Command Staff positions are established to assume key activities and report directly to the EOC Chief. These positions are the Emergency Services Coordinator and Public Information Officer. A Legal Advisor may be assigned to support the Command Group when not required as part of the Executive Group. Additional positions may be required depending upon the nature of the incident or requirements of the EOC Chief.

(1) The Emergency Services Coordinator (Fire Chief or designee) will:

- (a) Activate the Emergency Services Staff and the Emergency Operations Center (EOC) when directed by the Mayor or City Manager.
- (b) Assist the EOC Chief in supervising the activities of the Emergency Services Staff.
- (c) Aid the EOC Chief in the mobilization and employment of field forces.
- (d) Effect liaison and coordination with adjoining communities and the Maricopa County EOC.
- (e) Keep the Mayor apprised of the situation if not present.
- (f) Recommend to the Mayor a Declaration of Emergency if the situation warrants. See Appendix 11, Emergency Declaration Process, to this annex.

(2) The Public Information Officer will:

- (a) Develop accurate and complete information regarding the incident cause, size, current situation, resources committed, and other matters of general interest.
- (b) Be the point of contact for media and other governmental agencies that desire information about the incident.
- (c) Establish staff.

- (d) Establish media collection point.
- (e) Establish a Joint Information Center (JIC) during events of national significance.

6. Organization

- a. See Appendix 1, Emergency Services Staff Organization, to this annex.
 - b. The EOC will be staffed to support 24-hour operations.
7. Other members of the Emergency Services Staff include those department heads and designated representatives assigned to assist the Command Staff in carrying out the tactical functions of the Operations, Planning, Logistics, Administration/Finance and Safety Sections. These functions may be directed from normal City locations (coordinated by the Command Staff at the EOC) or the Command Staff may request actual representation in the EOC to coordinate one or more of these areas. Functions of the Emergency Services Staff include:

- a. Coordinating the activities of field forces.
- b. Collecting, evaluating, responding to, and disseminating essential information.
- c. Maintaining logs, displays, and records of essential information.
- d. Collecting and consolidating data from field forces and preparing situation reports and summaries for periodic briefings, after-action reports and forwarding as required.
- e. Receiving and processing requests for resources from field forces.
- f. Providing assistance to persons with disabilities. See Appendix 10, Persons with Disabilities, to this annex.
- g. Providing inputs for news releases to the media.
- h. Notifying the local school districts of any major emergencies that may affect their schools or transportation routes.

IV. DIRECTION AND CONTROL

A. Communications

1. See Appendix 4, Telephone Systems, and Appendix 5, Radio Systems, to this annex.
2. Existing communications regulations and system control procedures apply.
3. The telephone will be the primary method of communication. Police and Fire Department radio networks will provide backup communications in the event of a telephone system failure.

B. Warning

1. The Maricopa County Sheriff's Office is responsible for disseminating all weather watches, weather warnings, alert and attack warnings to the local Public Safety Access Point (PSAP) center.
2. The Police Department and/or the Fire Department Alarm Room will:
 - a. Notify the Communications and Public Affairs Department who will notify the City Manager and the Emergency Services Coordinator.
 - b. Activate the Community Emergency Notification System (CENS) to disseminate emergency warning information.
 - c. Utilize mobile sirens and PA systems to further disseminate warnings to the public.
 - d. Advise the public to listen to commercial radio and TV broadcasting stations that should disseminate emergency warning and information.

Additional warning procedures can be found at Annex 1 to ESF 14.

C. EOC Displays

1. Chandler City Maps
2. Maricopa County Highway Map
3. Metropolitan Phoenix Area Map
4. Arizona State Map
5. Bulletin Board
6. Situation Report and After-Action Report Forms
7. Event Log Forms

D. Continuity of Government

1. The lines of succession of elected officials and the City staff are shown in Appendix 3, Line of Succession, to this annex.
2. Preservation of Records
 - a. Important City records must be preserved to ensure continued operation of City government during a major emergency or reconstitution of City government following such an emergency.
 - b. Procedures for preservation of vital City records will be prescribed in a Standard Operating Procedure (SOP) that will be filed in the City Clerk's Office.

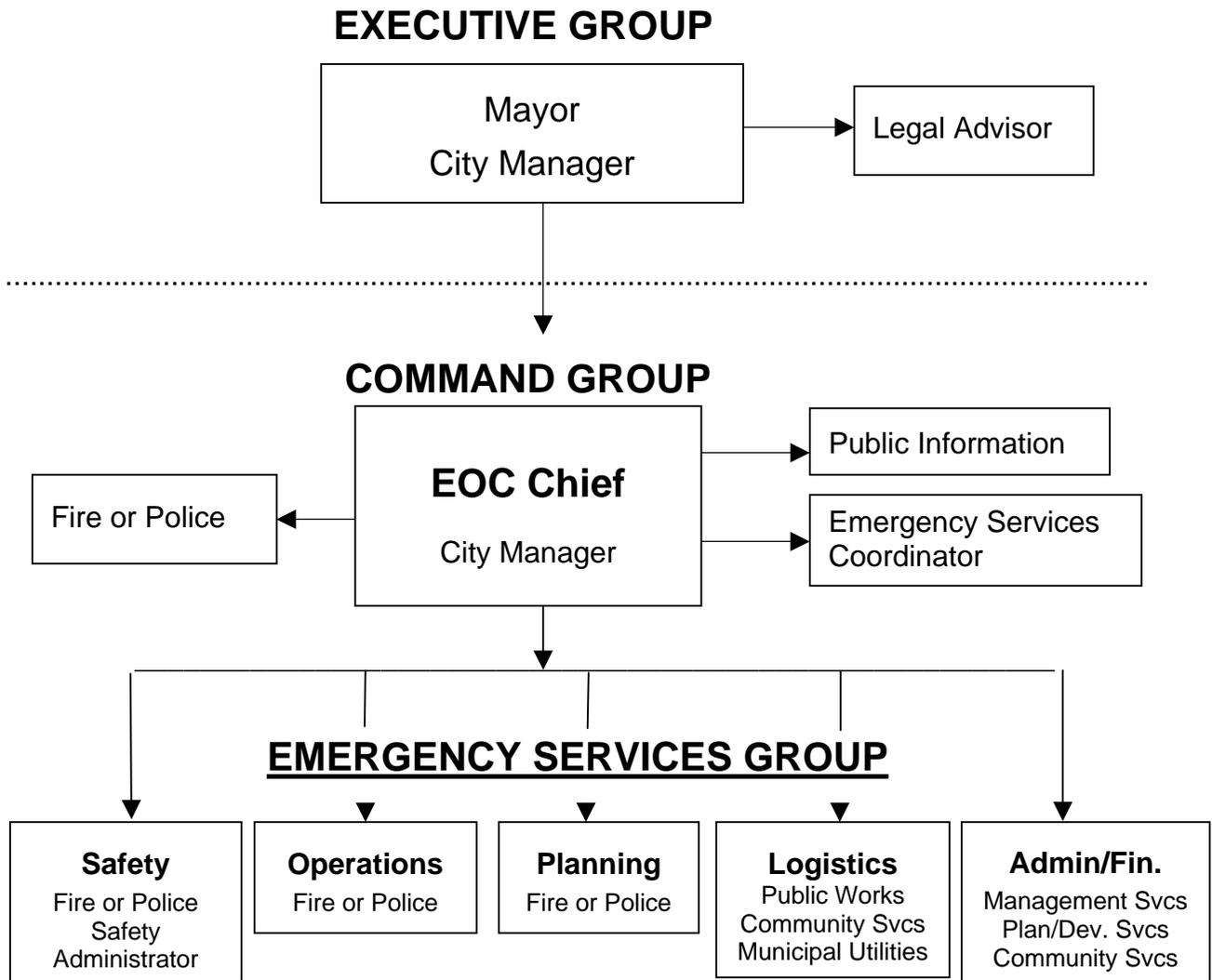
V. **ADMINISTRATION AND LOGISTICS**

- A. Reports. See Appendix 6, Reports, to this annex.
- B. Forms. Forms to accommodate message traffic, event logs, and various reports are maintained in the EOC.

CHANDLER, ARIZONA
 EMERGENCY OPERATIONS PLAN
 ANNEX A - DIRECTION AND CONTROL

APPENDIX 1 - EMERGENCY SERVICES STAFF ORGANIZATION

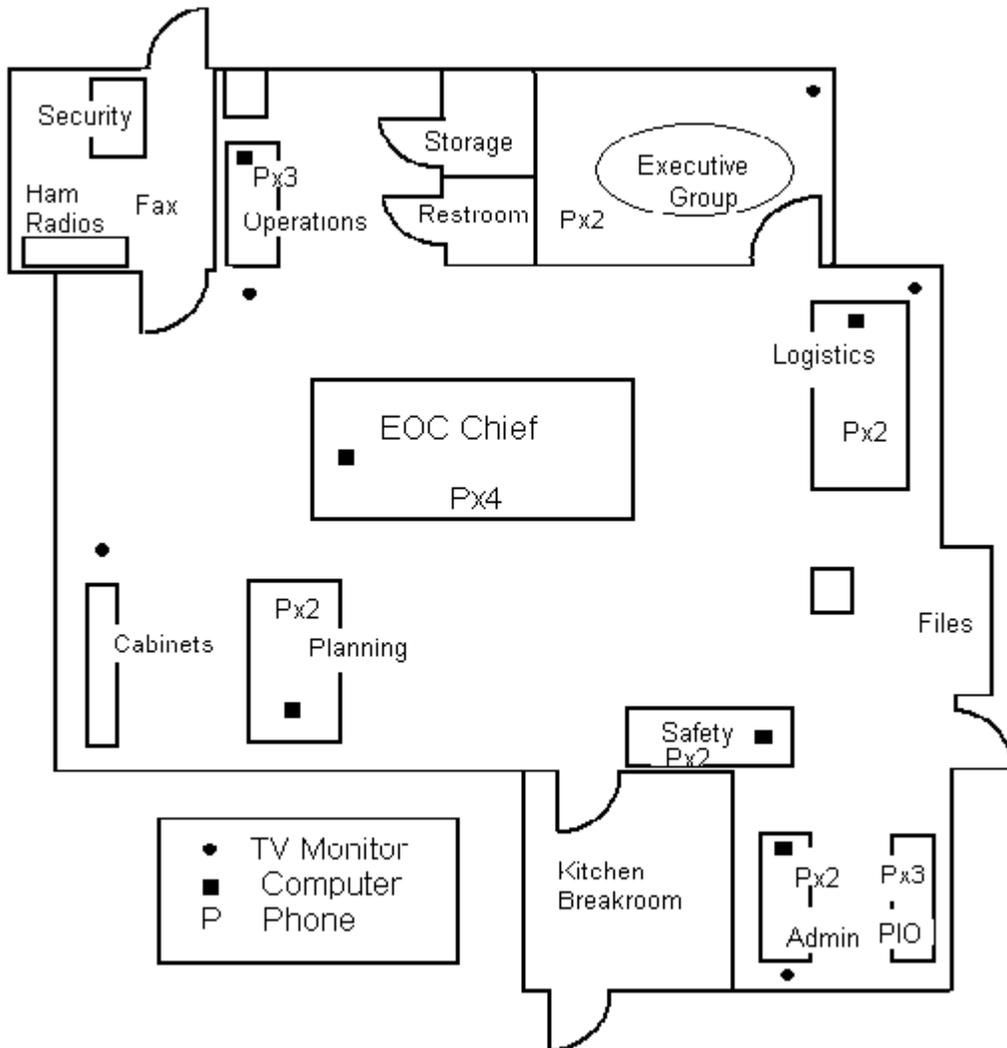
The Emergency Services Staff is comprised of the Executive Group, the Command Group, Emergency Services Group and other City staff members as directed by the City Manager.



During periods of increased readiness, the EOC will be staffed for 24-hour operations.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 2 – EMERGENCY OPERATIONS CENTER (EOC) LAYOUT



CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 3 - LINE OF SUCCESSION

1. Line of succession of the elected officials is:

Mayor

Vice-Mayor

Remaining Council Members in order of seniority

2. Line of succession of the appointed staff is:

City Manager

Assistant City Manager

Fire Chief/Police Chief

(The Chief not engaged as the EOC Chief will assume the succession of government.)

Public Works Director

Municipal Utilities Director

Management Services Director

Community Services

Communications and Public Affairs

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 4 - TELEPHONE SYSTEMS

1. Command Group telephone numbers in the EOC:
2. Operations Section telephone numbers in the EOC:
3. Planning Section telephone number in the EOC:
4. Logistics Section telephone number in the EOC:
5. Administration/Finance Section telephone number in the EOC:
6. Safety Section telephone number in the EOC:
7. Public Information telephone number in the EOC:
8. Security telephone and fax numbers in the EOC:
9. Supporting agencies:
 - a. Maricopa County EOC:
KOM 970 47.66 MHz
 - b. American Red Cross
Grand Canyon Chapter: 602-336-6660 or 602-303-1184 (after
hours)

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 5 - RADIO SYSTEMS

1. The City government will utilize the law enforcement and fire communication nets that are in use on a daily basis. The Police Department is responsible for the coordination and use of these communication nets during emergency situations when the EOC is activated.

2. Law Enforcement Nets - 800 MHz Trunking System

853.4125
853.6375
853.7125
853.8375
853.8875
854.3625
856.4625
857.4625
858.4625
859.4625

Channels are allocated by the trunking controller based on the next available frequency. No frequency corresponds to any particular channel and frequencies are shared with all other users including Public Works.

3. Fire Department Nets

Fire Ground 1	154.430 MHZ	Channel 1	Blue Deck
Fire Ground 2	155.955 MHZ	Channel 2	
Hazmat	155.865 MHZ	Channel 6	
Mutual Aid	154.280 MHZ		
A-7	154.145	White Deck	7

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 6 - REPORTS

1. Event Log:

An event log, compiled by members of the Emergency Services Staff, will be used to record significant events, status reports, event descriptions, and actions taken by the staff.

2. Situation Report:

- a. See Tab A to this appendix.
- b. A Situation Report will be prepared by the shift supervisor at the end of each work shift. One copy will be sent to the Mayor, and a second copy will be sent to the County EOC. The report to the County EOC may be submitted by telephone.
- c. Initial reports may be fragmentary and by telephone if the Mayor is not at the EOC. When conditions stabilize, complete reports will be provided.

3. Security Log:

A record of all persons entering and leaving the EOC will be maintained by the Police security personnel at the entrance. All personnel entering the EOC will be required to check in at the Security Desk and be issued a pass.

4. Disaster Summary Report:

If a determination is made that State and Federal assistance will be needed, a Disaster Summary Report should be forwarded through the Maricopa County Department of Emergency Management to the Arizona Division of Emergency Management. This report will be compiled from the individual damage assessment surveys conducted by the Damage Assessment Team.

5. After-Action Report

- a. See Tab B to this appendix.
- b. Within five days after emergency operations are concluded, each involved department will submit an After-Action Report to the City Manager.
- c. The report will include estimates of operational costs if actual cost data is not yet available. Subsequent reports will be made as requested and as refined data becomes available.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL
APPENDIX 6 - REPORTS

TAB A - SITUATION REPORT

ITEM

1. Report No. _____ Date _____ Time _____
2. From _____
3. To _____
4. Nature of Emergency _____
5. Location of Emergency _____

6. Date/Time of Occurrence _____
7. Casualties: a. Injured _____ b. Dead _____ c. Homeless _____
8. Property Damage _____

9. Actions Taken (Details in Remarks)
 - a. Declaration of Emergency _____ c. Movement of People _____
 - b. Evacuation _____ d. Movement of Supplies _____
10. Assistance Required
 - a. Personnel: Skill/Number _____

 - b. Equipment: Type/Number _____

c. Other Resources _____

11. Is Area Accessible? _____

12. Communications Available _____

13. Actions Take By:
a. American Red Cross _____

b. Salvation Army _____

c. Others _____

14. Remarks _____

CHANDLER, ARIZONA
 EMERGENCY OPERATIONS PLAN
 ANNEX A - DIRECTION AND CONTROL
 APPENDIX 6 - REPORTS

TAB B - AFTER-ACTION REPORT

1. Department/Activity Making Report _____
2. Period of Emergency Operations _____
3. Nature of Emergency _____
4. Departments or Jurisdictions that you supported:
 - a. _____ d. _____
 - b. _____ e. _____
 - c. _____ f. _____
5. What was your Emergency Support Function? _____

6. Labor Information:
 - a. Total Number of Employees Participating in the Emergency Function: _____
 - b. Total Work Hours: Regular _____ Overtime _____
 - c. Number Injured: _____ Estimated Hours Lost: _____
 - d. Estimated Cost to Department: _____

ESTIMATED EMERGENCY LABOR HOUR EXPENDITURES		
JOB TITLES	NUMBER OF PERSONS	ESTIMATED COST TO DEPT

7. Resource Expenditures:

a. Department-owned: Estimated Total \$ _____

b. Expenditures for Emergency Requirements: Estimated Total \$ _____

c. Description of Expended Materials _____

8. Damages or Loss of City-owned Property: Estimated Total \$ _____

Property Description _____

9. Summary of Activities Related to Your Emergency Support Function:

Signed _____
Department Representative

Date _____

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 7 – EVACUATION

1. The Emergency Services Staff recommends and the Mayor directs evacuation of disaster-stricken portions of the City.
2. Types of Evacuation:
 - a. **VOLUNTARY:** Persons perceive the hazard and leave the area of their own volition. No official assistance is required.
 - b. **RECOMMENDED:** Upon declaration of a Local Emergency, endangered persons are advised to evacuate to safe areas. Normally, emergency shelter and feeding are provided. Assistance may be requested or required.
3. The Police Department will assume responsibility for evacuation operations. Specific tasks are as follows:
 - a. Warn residents of the area to be evacuated.
 - b. Establish an on-site command post for coordination of agencies authorized to operate in the affected area.
 - c. Coordinate available transportation to move evacuees and establish evacuation routes.
 - d. Provide traffic control in and near the affected area.
 - e. Provide security for the evacuated area, with emphasis on the protection of essential facilities.
 - f. Assist persons with disabilities and any other citizens that need assistance in the evacuation process.
 - g. Designate pickup points for persons lacking transportation.
4. The Emergency Services Staff, through Community Services, will coordinate the opening of congregate care shelters with the American Red Cross. See ESF 6.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 8 – VOLUNTEERS

1. The City of Chandler participates in a number of federal Citizen Corps programs that can be employed during an emergency or may be used for education in promoting readiness for the Citizens of Chandler. These programs are designed to prepare families, neighborhoods, and communities to be trained to offer assistance to first responders involved in fire, rescue, emergency medical services, and law enforcement. As part of Citizens Corps, the City of Chandler has a well organized Community Emergency Response Team (CERT) program organized into 6 CERT Council Districts based on the location of their residences trained in light search and rescue, notification, first aid and other response capabilities. Teams are trained at different levels of capability including local or national deployment.
2. Activation protocols are established using phone trees to contact and/or activate these various Citizen Corps programs. Activation procedures are as follows:
 - a. The Fire Department member receiving the request (typically the Community Preparedness Battalion Chief) contacts the Council Chairperson of the Council District, or his/her representative.
 - b. The Chairperson receiving the request will document the nature of the incident, special considerations or instructions, location of rally point and any other specific information needed to ensure a safe and accurate response.
3. The Chairperson will contact each of the remaining 12 Councilmembers. Information noted in 2.b above will be passed to each Council Member who will contact the CERT members in their districts.
4. Councilmembers will document each call, whether contact was made or message left and whether CERT member can respond and their arrival time.
5. Councilmembers will contact the CERT Council Chairperson with the results.
6. The Chairperson will contact the requesting party with information on number of responders and estimated time of arrival.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
APPENDIX 9 –DONATIONS

1. Disasters create a need to coordinate donation of goods, money and volunteer services. When circumstances warrant, a united and cooperative effort by private volunteer organizations and the donor community is necessary for the successful management of donations campaigns and relief supplies. This appendix will not interfere with any individual or private community volunteer organization's policies concerning gifts or donations.
2. The Salvation Army and Arizona Voluntary Organizations Active in Disaster (AzVOAD) can assist in organizing and implementing donation procedures in both small and large scale disasters requiring additional personnel above and beyond the capabilities of dedicated paid employees.
3. All inquiries concerning donations for a specified organization will be referred to these organizations. Organizations accepting/receiving designated donations will follow their own policies.
4. A standardized data will be used for documenting donated resources. Donation information will be made available to participating agencies, volunteer organizations, emergency responders and the public. Central Supply will maintain donations forms and make allowances for space for donated goods.
5. Churches, community-based organizations, volunteer agencies, and local government may operate local distribution centers to provide donated goods directly to disaster victims.
6. News releases and flyers can be used to encourage public donations. Information provided to the media will be coordinated in advance by the participating agencies before being distributed to the public.
7. Donors will be recognized to emphasize the importance of goods and services received to the overall response, relief, and recovery efforts.
8. Emergency Support Function 15, Annex 1 provides additional information on donation procedures.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 10 - PERSONS WITH DISABILITIES

1. Special attention will be directed to the needs of persons with disabilities during emergency notifications, evacuations, and other disaster-related activities. If the nature of the disaster allows and time permits, a listing of all known persons with disabilities, as defined in the "Glossary" section of this plan, will be maintained in the EOC in order to expedite their notification and evacuation.
2. See Tab A, Locator File, to this appendix for a form that can be used to aid in the identification and care of persons with disabilities.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL
APPENDIX 10 - PERSONS WITH DISABILITIES

TAB A - LOCATOR FILE

COMPLETION OF THIS FORM IS VOLUNTARY

The information requested by this form is needed to assist emergency response agencies/personnel in locating, warning and if necessary, evacuating persons with disabilities in the event of an emergency.

The information will be held in strict confidence and will be disclosed only to authorized members of the City of Chandler emergency response organization as described in the Chandler Emergency Operations Plan.

When the form is completed, mail it to _____
or phone _____ and a member of the City emergency response organization will pick it up at your residence.

NAME _____ PHONE _____

ADDRESS _____ DATE OF BIRTH _____

PREFERRED/REQUIRED FORM OF NOTIFICATION:

_____ TELEPHONE _____ FLASHING LIGHT OR OTHER VISUAL METHOD

_____ IN PERSON _____ TELL NEIGHBOR/RELATIVE LISTED BELOW

_____ WRITTEN _____ TTD

RELATIVE/FRIEND WHO CAN PROVIDE ASSISTANCE _____

ADDRESS _____ PHONE _____

FAMILY PHYSICIAN _____ PHONE _____

TYPE OF DISABILITY _____

REQUIRED MEDICATION _____

WHERE MEDICATION IS LOCATED IN HOME (BATHROOM, KITCHEN COUNTER, REFRIGERATOR, ETC.)? _____

REQUIRED EQUIPMENT/SUPPLIES (WHEELCHAIR, CRUTCHES, OXYGEN, ETC.)

SPECIAL DIET REQUIREMENTS _____

OTHER MEDICAL ASSISTANCE NEEDED _____

REMARKS _____

- Persons with Disabilities may include but are not limited to persons who are hearing or visually impaired, developmentally disabled, mobility impaired, mentally retarded, on life support systems, the frail elderly, or any other persons with special needs for their support during an emergency.
- Keep a copy of this form attached to your refrigerator door for use by emergency responders.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 11 - EMERGENCY DECLARATION PROCESS

1. State law, County resolution, City resolution and this plan empower the City government to enact emergency legislation. Among the powers authorized for inclusion in such legislation is the power to declare a Local Emergency. A declared Local Emergency permits City government to set aside normal procedures of government in deference to the emergency.
2. An official declaration (See Tab A, Emergency Declaration) is the vehicle by which assistance can be obtained from State and Federal agencies. The Declaration should be issued upon receipt of sufficient supportive information and forwarded to the Maricopa County Department of Emergency Management.
3. If the emergency is of sufficient magnitude and all County resources are expended, the Maricopa County Department of Emergency Management will prepare a Declaration of Emergency to be signed by the Chairman of the Board of Supervisors requesting that the Governor proclaim a State of Emergency. Financial and other public assistance, but no individual assistance, will be made available when the Governor declares a State of Emergency.
4. The Governor may request a Presidential Declaration of a Major Disaster if conditions so warrant. Such a request will be based on a damage assessment and will indicate the degree of commitment of local and State resources in attempting to cope with the situation.
5. When a Major Disaster is declared by the President, the Federal Emergency Management Agency (FEMA) will administer the disaster relief program in the affected area. Two major categories of benefits may be made available-- individual assistance and public assistance as described in Appendix 12.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL
APPENDIX 11 - DECLARATION OF AN EMERGENCY

TAB A - EMERGENCY DECLARATION

WHEREAS, the City of Chandler on the _____ day of _____, does hereby find that due to _____ the City of Chandler, County of Maricopa, State of Arizona, is facing a condition of extreme peril to life and property which necessitates the proclamation of the existence of an emergency; and,

WHEREAS, the Mayor of the City of Chandler has determined that extraordinary measures must be taken to alleviate the suffering of people and to protect or rehabilitate property;

NOW, THEREFORE, IT IS HEREBY PROCLAIMED BY THE MAYOR OF THE CITY OF CHANDLER:

1. That an emergency is declared for the City of Chandler.
2. That the City's Emergency Operations Plan has been implemented.
3. That the emergency shall continue for a period of not more than seven days from the date hereof, unless the same is continued by the consent of the City Council of the City of Chandler, Arizona.
4. That the proclamation shall take effect immediately from and after issuance.

IT IS FURTHER PROCLAIMED AND ORDERED that during the existence of said emergency the powers, functions and duties of the Council of the City of Chandler shall be those prescribed by State Law, Ordinances and the emergency plans of the City of Chandler in order to mitigate the effects of such emergency.

ORDERED this the _____ day of _____

Mayor, City of Chandler

ATTEST:

City Clerk

APPROVED AS TO FORM:

City Attorney

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL
APPENDIX 11 - DECLARATION OF AN EMERGENCY

TAB B – MAYOR’S PROCLAMATION OF PUBLIC EMERGENCY

Pursuant to the emergency powers vested in me as Mayor under Arizona Revised Statutes §26-311 and Chandler City Code §6-3.2, I do hereby declare and proclaim that a state of public emergency exists within the City of Chandler, Arizona due to _____.

Pursuant to the emergency powers vested in me:

1. I do hereby appoint and assign the City Manager to act as the Director of Disaster Services. The Director of Disaster Services is hereby authorized and directed to prepare for issuance by my office such further proclamations as are in his/her judgment necessary to maintain health, welfare, and safety within the community, and to issue and promulgate such rules as deemed necessary and appropriate under the circumstances. This and other proclamations issued by my office, and the rules issued by the Director of Disaster Services hereto, shall have the force of law, and any violation of such proclamations and rules shall be considered a misdemeanor, and shall be punishable pursuant to the provisions of Chandler City Code Section 1-8.

2. I do hereby authorize the Chandler Police Department to _____

3. I do hereby authorize City personnel assigned to provide emergency services, including but not limited to fire services, traffic control, wastewater maintenance and water distribution, to give directions to the public as necessary to facilitate the provision of said services. The directions given to members of the public by emergency services personnel shall have the force of law, and any violation of such directives shall be considered a misdemeanor, and shall be punishable pursuant to the provisions of Chandler City Code Section 1-8.

This Proclamation of Public Emergency shall remain in effect until withdrawn or modified by me.

Issued this _____ day of _____

ATTEST:

CITY CLERK

MAYOR

APPROVED AS TO LEGAL FORM:

CITY ATTORNEY

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
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TAB C – MAYOR’S SUPPLEMENTAL PROCLAMATION NO. 1

In view of extensive damage to City buildings and facilities due to _____, it will be necessary for the City to lease space for essential City departments and divisions which have been displaced, to contract for the provision of professional services and construction services to assess and restore City properties damaged by _____ and to contract for cleaning services to assist in the clean-up effort. Accordingly, I do hereby proclaim and declare that the City Manager, as Director of Disaster Services, is authorized to enter into temporary leases of space for the departments and divisions so displaced from City facilities, to execute contracts for the professional services needed to assess and restore such facilities, to enter into construction contracts for the repair of such damages, and to enter into contracts for cleaning services for such facilities.

This Supplemental Proclamation shall remain in effect until withdrawn or modified by me.

Issued this _____ day of _____

ATTEST:

CITY CLERK

MAYOR

APPROVED AS TO LEGAL FORM:

CITY ATTORNEY

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
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TAB D – MAYOR’S SUPPLEMENTAL PROCLAMATION NO. 2

Due to the public emergency caused by _____, I hereby proclaim and declare that the City Council meeting scheduled for _____ is canceled and all public hearings scheduled for that date are continued until _____ at _____ p.m.

Additionally, all meetings of public boards and commissions are canceled until further notice.

This Supplemental Proclamation shall remain in effect until withdrawn or modified by me.

Issued this _____ day of _____

ATTEST:

CITY CLERK

MAYOR

APPROVED AS TO LEGAL FORM:

CITY ATTORNEY

CHANDLER, ARIZONA
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TAB E – MAYOR’S SUPPLEMENTAL PROCLAMATION NO. 3

In view of the _____ to the City’s water system, I do hereby proclaim and declare that all owners, occupants, and operators of residential, governmental, and business premises within the City shall, effective immediately, shut off water service to all such premises by closing the shut-off valve adjacent to the water meter. Water service to all such premises shall remain shut off until the Chandler Water Division determines that it is ready to resume water service. The Chandler Water Division is hereby empowered to direct the resumption of water service to particular areas or user groups in accordance with its ability to restore water service.

This Supplemental Proclamation shall remain in effect until withdrawn or modified by me.

Issued this _____ day of _____

ATTEST:

CITY CLERK

MAYOR

APPROVED AS TO LEGAL FORM:

CITY ATTORNEY

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL

APPENDIX 12 - DISASTER ASSISTANCE

1. Assistance is available from the State and Federal governments when specific conditions are met:
 - a. The Governor must proclaim a State of Emergency in order for the City of Chandler to receive assistance from the State.
 - b. The President must proclaim a disaster in order for the City to receive Federal assistance.
2. Types of Disaster Assistance
 - a. Public Assistance - financial aid to governmental entities.
 - b. Individual assistance - financial aid to private citizens and businesses.
3. If the Governor declares a State of Emergency, but the President does not declare a major disaster, the City will be eligible for public assistance under Arizona Revised Statute (ARS) 35-192 and its associated rules. Individual assistance to residents affected by the disaster will not be available although, in some cases, Federal agencies such as the Small Business Administration, Farmers Home Administration, Farm Service Agency, and U. S. Army Corps of Engineers may be petitioned to provide loans and/or technical assistance.
4. If the Governor declares a State of Emergency and the President declares a major disaster, the City and its citizens will generally be eligible for both public assistance and individual assistance from the Federal government and for public assistance from the State. In some cases, however, one form of assistance may be denied by the Federal government, even though the other assistance is provided. The Federal agencies listed in the previous paragraph may again be able to provide loans and/or technical assistance if assistance is denied in the Federal disaster declaration.
5. Types of public assistance that may be available following a State declaration of emergency or a Federal declaration of a major disaster:
 - a. During the Response Phase
 - (1) Emergency debris clearance.

- (2) Emergency protective measures such as search and rescue, demolition of unsafe structures, warning of further risks and hazards, and public information on health and safety measures.
 - (3) Emergency restoration work, including emergency repairs to essential utilities and facilities.
 - (4) Emergency communications equipment to supplement, but not replace, normal communications equipment that remains operable.
- b. During the Recovery Phase
- (1) Costs of Emergency Recovery Work.
 - (a) Clearance of wreckage and debris.
 - (b) Emergency protective measures.
 - (c) Emergency repair or replacement of roads, streets, highway facilities, dikes, levees, irrigation works, drainage facilities, public buildings and related equipment and furnishings, and public-owned utilities.
 - (d) Salaries and wages.
 - (e) Equipment, supplies, and materials.
 - (f) Work performed by the National Guard, under contract, and work performed by arrangement with other political subdivisions.
 - (2) Costs of Permanent Restoration. Items listed in paragraph (1) above and public facilities under construction.
6. Types of individual assistance that may be available following a Federal declaration of a major disaster:
- a. During the Response Phase. Emergency mass care if not provided by welfare organizations.
 - b. During the Recovery Phase
 - (1) Temporary housing.
 - (2) Disaster loans
 - (3) Federal income tax assistance.

- (4) Legal and consumer aid.
 - (5) Unemployment benefits.
 - (6) Food stamps.
 - (7) Psychological counseling.
 - (8) Grants to individuals and families.
7. Individual assistance will usually be administered from Federal Local Assistance Centers (LACs), which will be established near the affected area to provide victims a convenient centralized location to receive guidance and information and to initiate their personal recovery actions. Insofar as practicable, each LAC will include representatives of all agencies having relief and rehabilitation responsibilities, so that victims are afforded the opportunity to complete their business at a single location and in a minimum number of visits.
8. The City Manager will ensure that the following tasks are accomplished:
- a. Keep detailed records of all public and private damage sustained during the disaster, to include the estimated cost of fixing the damage. The damage must be visually verified by a qualified inspector following the disaster as estimates made during the disaster are frequently inflated by the stress of the moment. Accurate damage estimates and precise knowledge of damage locations will be invaluable when FEMA teams inspect the City following the disaster to determine whether a Presidential disaster declaration is warranted. See Damage Assessment Worksheets at Tabs A and B to this appendix.
 - b. Prepare a report stating the disaster's impact on the City's budget and its ability to provide essential services to citizens. A clear statement of the disaster's impact is essential for the City to qualify for a Presidential disaster declaration.
 - c. If a Presidential declaration is made, appoint an Applicant Agent to represent the City in applying for State and Federal disaster assistance. The Applicant Agent handles all documentation and correspondence for public assistance and must be a person authorized to make financial commitments on behalf of the City. The Applicant Agent will attend a joint Federal/State briefing at which duties and the forms necessary to apply for assistance will be explained.
 - d. Ensure that City employees keep records of all repair work accomplished after the disaster. The following information must be kept for each work site on each day that work is performed:
 - (1) Location of work site.

- (2) Date work was done.
 - (3) Employees and hours worked.
 - (4) Equipment and hours used.
 - (5) Materials and quantity used.
 - (6) Source of materials (vendor or stock).
 - (7) Copies of delivery tickets.
- e. If individual assistance is made available in conjunction with a Presidential disaster declaration, obtain the LAC location and hours of operation from the Maricopa County Department of Emergency Management and ensure that City residents are made aware of that information.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL
APPENDIX 12 – DAMAGE ASSESSMENT

TAB A - DAMAGE ASSESSMENT WORK SHEET - GENERAL

(PLEASE PRINT)

Team Members: _____

Area Assigned: _____

Date/Time of Observation: _____

1. GENERAL OBSERVATIONS

a. Limits of Disaster Area: _____

b. Major Disaster Agent(s): _____

c. Location and description of hazards to personnel: _____

d. Location and description of dangerous conditions requiring accelerated response:

2. DISASTER VICTIMS

a. Estimated Homeless: _____

b. Estimated Injured or ill: _____

c. Estimated Dead: _____

3. HEALTH AND SANITATION (Description of problem)
 - a. Water: _____
 - b. Wastewater: _____
 - c. Disease: _____
 - d. Vector Control: _____

4. UTILITIES (Affected area(s), estimated outage time, and damages)
 - a. Electricity: _____
 - b. Water: _____
 - c. Natural Gas: _____
 - d. Telephone: _____

5. FARMS AND RANCHES (Number destroyed, major or minor damage, and dollar estimates)
 - a. Buildings: _____
 - b. Crops: _____
 - c. Poultry/Livestock: _____

6. URBAN STRUCTURES (Number usable, unusable or destroyed, to include estimated dollars)
 - a. Homes: _____
 - b. Mobile Homes: _____
 - c. Apartments: _____
 - d. Commercial: _____
 - e. Industrial: _____
 - f. Governmental: _____

7. SUPPLIES, EQUIPMENT, PERSONAL PROPERTY (Damage estimates in dollars)
 - a. Personal Property: _____
 - b. Commercial Equipment and Supplies: _____
 - c. Industrial Equipment and Machinery: _____
 - d. Agricultural Equipment: _____
 - e. Governmental Equipment: _____

8. TRANSPORTATION ROUTES (Location, type and cause of closure to include estimated time to open)

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____

9. TRANSPORTATION FACILITIES AND VEHICLES (Location, non-operational <8 hrs or non-operational >8 hrs and estimated damage)

- a. Railroads: _____
- b. Rolling Stock: _____
- c. Commercial Stock: _____

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX A - DIRECTION AND CONTROL
APPENDIX 12 – DAMAGE ASSESSMENT

TAB B - DAMAGE ASSESSMENT WORK SHEET - PRIVATE

(PLEASE PRINT)

1. DATE OF EVENT _____ 2. ASSESSMENT DATE _____

3. TYPE OF EVENT (Check One): 4. JURISDICTION (Check One):

____ Flash Flood	____ Thunderstorm	____ City of Chandler
____ Earthquake	____ Tornado	____ Maricopa County (Unincorporated Area)
____ Flood	____ Wind	____ Other
____ Fire	____ Other _____	

5. OWNER/OCCUPANT INFORMATION: 6. CONTACT INFORMATION (If different):

Name _____	Name _____
Address _____	Address _____
Telephone No. _____	Telephone No. _____

7. TYPE OF STRUCTURE (Circle One): 8. BUILDING DAMAGE (Circle One): 9. CONTENT DAMAGE (Circle One):

S - Single-Family Dwelling	3 - Destroyed (Not Repairable)	3 - Destroyed (Not Repairable)
M - Mobile Home	2 - Major (Needs Repair)	2 - Major (Needs Repair)
A - Apartment	1 - Minor (Habitable)	1 - Minor (Habitable)
B - Business	0 - No Damage	0 - No Damage

10. STRUCTURAL DAMAGE: 11. OTHER DAMAGE (Circle One): 12. ADDITIONAL INFORMATION:

Walls & Ceilings	Windows Broken Y N	Flood Water Depth _____
____ Collapsed ____ Blown In/Out	Insulation Y N	No. of Floor Levels _____
____ Water Damage	Furniture Y N	
Roof	Appliances Y N	
____ Collapsed ____ Truss Damage	Awnings Y N	
____ % Shingles Missing/Damaged	Flooring Y N	14. TYPE OF USAGE OTHER THAN PRIMARY UNIT (Check One):
Foundation	Pipes Ruptured Y N	____ Seasonal
Shifting on ____ off ____		____ Recreational Vehicle
Chimney ____ Collapsed ____ % Damaged	13. INSURANCE (Circle One):	____ Other _____
Siding ____ % Missing/Damaged	Homeowners Y N	
	Flood Y N	

15. REMARKS _____

CHANDLER, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX A – DIRECTION AND CONTROL

APPENDIX 13 – MEDIA ALERT PROCEDURES

1. Operational Policy

- a. The Media Alert System shall be used primarily for notification to the public, via the news media, of events of a public safety, health, or welfare concern that have an immediate impact affecting residents of the City of Chandler. The Media Alert System may be accessed by City of Chandler authorized representatives utilizing Department of Public Safety established procedures.
- b. The above policy would include, but is not limited to, major incidents, disturbing traffic flow, airplane crashes, structure fires, large brush fires, hazardous material spills or leaks, flooding, shooting, escapes of dangerous prisoners, health hazards requiring immediate public notification, natural disasters, or any life-endangering circumstances.
- c. Notification via the system should be limited to activities in progress that, by their nature or potential, pose a threat of such significance that immediate public notification is warranted.
- d. It is permissible to notify the media via the system of the time and place of a news conference or announcement to be made by an agency authorized to use the system.
- e. Under special circumstances the Department of Public Safety's Media Relations Officer or on-duty Watch Commander may authorize use of the system by government agencies or public utilities to disseminate information concerning a specific event or ongoing actual or potential public safety hazard.
- f. The system may also be activated via the Maricopa County Department of Emergency Management (MCDEM):
 - (1) During normal working hours, City officials will telephone or FAX the required information to the County EOC and request County personnel to activate the Media Alert System and input the information.
 - (2) During other than normal working hours, City officials will contact the Department of Emergency Management Duty Officer and request the Media Alert System be activated.

- (3) City officials will provide County emergency management personnel with sufficient details of the incident to adequately provide the media with answers to pertinent questions; however, City personnel may specify there will be no questions, or that media may call City officials to get questions answered.

2. Operations Guidelines

- a. In addition to the general guidelines the following policies are established:
 - (1) Only those individuals authorized by the City and on file with the Department of Public Safety will be allowed to input information into the system.
 - (2) Individuals transmitting information on the system agree that a media agency and/or DPS may tape record any statements made, and the media agency may rebroadcast the entire statement or any part of, and any responses to any questions. Any portion of a statement not for rebroadcast must be identified as such by the originator at the time of the statement.
 - (3) City officials agree to broadcast on the system only those events, which are appropriate under the guidelines and to do so as soon as is practical under existing conditions.
 - (4) City officials agree to broadcast on the system appropriate additional information so as to update an event originally broadcast on the system.
 - (5) City officials agree to broadcast on the system the final results of an event, or to notify via the system where that information may be obtained.
 - (6) City officials agree to transmit as soon as possible via the system a notice that an event originally broadcast on the system has been terminated.
 - (7) Media agencies agree to retransmit to the public as soon as possible the information sent to them over the system which is meant to warn the community of an actual or potential public safety hazard. It is understood, however, that the media agencies have final decision and authority in determining what is broadcast, printed, or transmitted over their facilities.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX B - WINDSTORMS, THUNDERSTORMS AND FLOODS

I. MISSION

Through mitigation and preparedness efforts along with response and recovery planning, provide an appropriate level of protection to citizens and property from windstorm, thunderstorm and flood emergencies or disasters.

II. SITUATION AND ASSUMPTION

A. Situation. The City of Chandler may be subjected to a variety of windstorm, thunderstorm and/or flood situations with related property damage during any time of the year. The possible situations that may be encountered with this hazard are categorized as follows:

1. Windstorms

- a. Windstorms are usually characterized as straight line winds capable of producing strong outflows up to and in excess of 100 miles per hour, with or without precipitation.
- b. Windstorms are short-lived and frequently develop with little or no warning. Windstorms may approach tornado strength (called downbursts) and may precede thunderstorms and lightning.
- c. Windstorms may occur at anytime throughout the year, but are more prevalent during the monsoon season (July-September).
- d. Windstorms without precipitation can create strong turbulent winds that pick up loose dirt and sand particles in such quantities as to reduce visibility considerably. Generally, they move across the Valley in a northwesterly direction and can give the appearance of solid walls of dust visible from considerable distance.

2. Thunderstorms have many of the same characteristics as windstorms, but may also include tornadoes and lightning.

- a. Lightning may strike some miles from the parent cloud.

- b. Tornadoes can be imbedded in thunderstorm clouds and are commonly preceded by heavy rain and frequently by hail.
3. Floods
- a. Heavy localized rain leading to heavy or continuous runoff on the Salt and Verde River watershed areas may result in water releases by the Salt River Project. Extreme releases in the Salt and Verde River systems will not directly affect the citizens of Chandler except for flooding near the river bed, which could result in increased congestion on traffic routes over bridge crossings.
 - b. Surrounding communities in the Chandler region have constructed flood retarding structures (FRS) to control flood water in the event of heavy localized rain. Flood retarding structures are operated by the Flood Control District of Maricopa County and are located in the region of Guadalupe, Spook Hill, Signal Butte, Apache Junction and Powerline, Vineyard and Rittenhouse. Failure of any of these structures will not impact the City of Chandler.
 - c. Sandbags and sand are available at Station 7 for flood prevention. Sand is provided by the Streets Department and extra sandbags are stored in the warehouse.
4. Damage and problems that may result from windstorms, thunderstorms and floods may include one or more of the following:
- a. Power lines down
 - b. Major power outages
 - c. Telephone outages
 - d. Structural damage, particularly to manufactured homes
 - e. Fires and power surges caused by lightning strikes
 - f. Road and street congestion due to traffic light outages
 - g. Road and street closures/congestion due to flooding or debris
 - h. Water and/or wastewater service disruption
 - i. Traumatic injuries or death of citizens in severe instances

5. The City of Chandler is involved in a number of programs at the local, County, State and Federal levels, designed to mitigate the potential storm and flood damage problems.
- B. Assumption. Major street and low lying area flooding could require a great degree of mobilization of City resources and coordination with outside agencies to cope with evacuation, sheltering, transportation, damage assessment, and recovery problems.

III. EXECUTION

A. Concept of Operations

1. For typical storms with associated local flooding and wind damage, operations will be performed by normal City departments that routinely handle such emergencies. These departments will act independently within their normal operating procedures to address problems related to the emergency. Wind speed for planning responses can be estimated using the Beaufort Wind Scale at Appendix 1, in the absence of more precise data.
2. For large-scale disasters with major or catastrophic windstorm/thunderstorm/flood situations, the Emergency Operations Plan will be activated, including the EOC. If activated, the EOC will exercise primary direction and control during a storm or flooding disaster.

B. Tasks

1. See Annex A, Direction and Control.
2. Notification of severe weather information will be available from the National Weather Service. A list of common terminology and weather-related terms is located in the "Glossary".
3. The City of Chandler will assume overall direction and control of emergency response operations within its jurisdiction, to include warning, evacuation and security of the affected areas.

IV. DIRECTION AND CONTROL See Annex A, Direction and Control.

V. INCREASED READINESS ACTIONS

A. Condition 3 - Situations exist that could develop into a hazardous condition.

1. Review condition and supply of emergency response resources.

2. Check readiness of all equipment.
 3. Review alert list with all personnel.
- B. Condition 2 - Situations exist that have definite characteristics of developing into a hazardous condition.
1. Commence moderate public information activities.
 2. Develop detours and emergency routing plans.
 3. Alert personnel of possible emergency duty.
- C. Condition 1 - Hazardous conditions are imminent.
1. Be prepared to maintain 24-hour operations.
 2. Be prepared to handle transportation requests.
 3. Mobilize emergency work crews.
 4. Issue public information.

VI. ADMINISTRATION AND LOGISTICS

Standard emergency administration and supply procedures will be used. See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX B - WINDSTORMS, THUNDERSTORMS AND FLOODS

APPENDIX 1 - BEAUFORT WIND SCALE

Force	Explanatory Title	Specification for Use	mi/hr
0	Calm	Smoke rises vertically	< 1
1	Light Air	Direction of wind shown by smoke drift, but not by wind vanes	1 - 3
2	Light Breeze	Wind felt on face; leaves rustle; ordinary vanes moved by wind	4 - 7
3	Gentle Breeze	Leaves and small twigs in constant motion; wind extends light flag	8 - 12
4	Moderate Breeze	Raises dust and loose paper; small branches are moved	13 - 18
5	Fresh Breeze	Small trees in leaf begin to sway; wavelets formed on inland waters	19 - 24
6	Strong Breeze	Large branches in motion; whistling heard in telegraph wires; umbrellas used with difficulty	25 - 31
7	High Wind	Whole trees in motion; inconvenience felt when walking against the wind	32 - 38
8	Fresh Gale	Breaks twigs off trees; generally impedes progress	39 - 46
9	Strong Gale	Slight structural damage occurs (chimney pots and slates removed)	47 - 54
10	Whole Gale	Seldom experienced inland; trees uprooted; considerable structural damage occurs	55 - 63
11	Storm	Very rarely experienced; accompanied by widespread damage	64 - 72
12	Hurricane	Widespread severe damage	> 73

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX C - HAZARDOUS MATERIALS

I. MISSION

To protect citizens and emergency response personnel from the effects of hazardous materials involved in a transportation, storage, or usage incident and provide expeditious recovery from the incident.

II. SITUATION AND PLANNING FACTORS

A. Situation

1. Incidents involving hazardous materials (HAZMAT) can occur without warning at fixed facilities or along transportation routes. They may result in dangerous conditions requiring immediate corrective action by emergency response personnel to protect themselves, accident victims and citizens.
2. Public Law 99-499, the Superfund Amendment and Reauthorization Act of 1986 (SARA), Title III: Emergency Planning and Community Right-to-Know, was enacted to provide local governments the authority to gather information concerning chemical hazards in their community, plan for the response to incidents involving those hazards, and provide a means for the general public to access information concerning hazardous substances in their community.
3. The Arizona State Emergency Response Commission (AZSERC) enforces the provisions of SARA, Title III and other federal laws and regulations dealing with hazardous materials in the State of Arizona. The administrative offices and staff supporting the AERC are located at the Arizona Division of Emergency Management.
4. The Maricopa County Local Emergency Planning Committee (LEPC) is the County's designated lead agency for emergency planning and enforcement of the provisions of SARA, Title III and other federal laws and regulations dealing with hazardous materials. The administrative offices and staff support of the Maricopa County LEPC are located at the Maricopa County Department of Emergency Management.
5. Facilities that store extremely hazardous substances in excess of the threshold planning quantity are required to report pertinent information

about those substances annually to their local fire department, the Maricopa County LEPC and the AZSERC.

6. Facilities that store hazardous materials not designated as extremely hazardous substances are required to report pertinent information about those substances annually to their local fire department, the Maricopa County LEPC, and the AZSERC if the quantity stored is 10,000 pounds or more.

B. Planning Factors

1. The amount of time available to determine the scope and magnitude of the incident will have an effect on the protective actions recommended.
2. Wind speed and direction at the time of the incident will be factors in determining which evacuation routes can be used. Changes in wind velocity may result in changing protective action decisions.
3. Temperature inversions will increase downwind travel and lateral dispersion of toxic plumes.
4. Hazardous materials may enter and contaminate water supplies and wastewater systems, necessitating the shutdown of such facilities until decontamination procedures can be implemented.

III. EXECUTION

A. Concept Of Operations

1. See Basic Plan and Annex A, Direction and Control.
2. The Fire Department will establish an on-scene command post in conjunction with the Police Department and control operations at the scene of the incident. The Police Department will secure the incident scene.
3. The Arizona Radiation Regulatory Agency (ARRA) has the primary responsibility for incidents involving radioactive materials. If the incident involves radioactive materials, a trained Radiological Defense Officer (RDO) will direct radiological control measures at the scene until ARRA personnel arrive. If a RDO is unavailable, a trained Radiological Monitor will direct radiological control measures until the arrival of ARRA personnel.
4. The Commander, Luke Air Force Base, has responsibility for incidents involving military weapons. If military weapons are involved, the area will be evacuated to a distance of at least 4000 feet, the Base

Command Post (623-856-5800) will be notified, and the site will be secured until military forces arrive to assume responsibility.

5. The goal of the City's responding forces is to stabilize the incident, leaving clean-up operations to hazardous materials specialists.

B. Organization. See Annex A, Direction and Control.

C. Tasks

1. Mayor. See Basic Plan.
2. City Manager. See Basic Plan.
3. Emergency Services Coordinator (Fire Chief)
 - a. See Basic Plan and Annex A, Direction and Control.
 - b. Ensure that all emergency response vehicles have the most recent copy of the Emergency Response Guidebook.
4. Emergency Services Staff
 - a. See Annex A, Direction and Control.
 - b. If the incident involves radioactive materials,
 - (1) notify ARRA.
 - (2) obtain the assistance of a trained RDO to direct radiological control measures at the scene until ARRA personnel arrive. The Maricopa County EOC can provide possible sources for obtaining the services of a RDO.
 - c. If the incident involves military weapons, notify the Luke Air Force Base Command Post.
 - d. When deemed appropriate, request the Federal Aviation Administration (1-928-778-0465) to restrict airspace at the incident in accordance with Federal Air Regulation (FAR) 91.91.
 - e. If there is a mass casualty situation, notify the Phoenix Fire Dispatch Center and ask them to activate the Maricopa County Medical Alerting System (MCMAS). Activating

MCMAS will place area hospitals on alert and to prepare them to receive casualties.

5. Police Department

- a. See Basic Plan.
- b. If first on-scene, secure the affected area, remain upwind, and assume on-site control until arrival of the Fire Department.
- c. If the incident occurs on State Highway 87 (Arizona Ave.), Loop 101 or Interstate 10, notify the Department of Public Safety (DPS) Watch Commander.
- d. Establish and cordon off a holding area for suspected contaminated persons and equipment.
- e. Clear the scene of all personnel not wearing special protective gear and breathing apparatus, if recommended by the Fire Department.
- f. If the incident involves explosives, evacuate the area to a distance of at least 2500 feet.
- g. If the incident involves military weapons,
 - (1) evacuate the area to a distance of at least 4000 feet.
 - (2) notify the Emergency Services Staff.
 - (3) notify Luke Air Force Command Post.
 - (4) secure the area until military forces arrive.
- h. If the incident involves radioactive materials,
 - (1) notify the Emergency Services Staff.
 - (2) notify ARRA if the EOC is not activated.
 - (3) prevent removal of material and persons from the scene until cleared to do so by a radiological defense officer (RDO).

6. Fire Department

- a. See Basic Plan. Use Fire Dept. SOG #223.025
- b. Maintain records of facilities in and near the City of Chandler that store reportable quantities of hazardous materials.

- c. Perform a vulnerability analysis on each of those facilities to determine their proximity to schools, hospitals, nursing homes, essential governmental services, and other entities that may need special assistance during a HAZMAT incident.
- d. In the event of a HAZMAT incident, establish an on-scene command post in conjunction with the Police Department and control operations at the scene of the HAZMAT incident.
- e. Determine the type of hazardous material and request technical assistance as needed.
- f. Allow only personnel with special protective gear and breathing apparatus near the incident scene if a health hazard is suspected.
- g. If conditions warrant, recommend evacuation of the affected area to the Mayor through the Emergency Services Staff. If the EOC is not activated, direct evacuation as appropriate.
- h. If the incident involves radioactive materials,
 - (1) segregate clothing and equipment used at or near the scene until they can be monitored for contamination. Place all known contaminated items in plastic bags marked "**Radioactive -- Do Not Discard**," and hold for ARRA.
 - (2) when removing injured persons from the accident area, do it rapidly and avoid contact whenever possible. Individuals with open wounds should be covered immediately.
 - (3) injured persons believed to be contaminated should be covered to stop further contamination of open wounds and wrapped in blankets to reduce contamination of the interior of the ambulance.
 - (4) patients believed to be contaminated should be taken to Banner Good Samaritan Regional Hospital, if possible. In any event, notify the hospital to which the patients are being transported that they may be contaminated by radioactive material.

- (5) dispatch a RDO to the scene if the EOC is not activated. This step will be performed by the Emergency Services Staff if the EOC is activated.

7. Public Works Department. See Basic Plan.

D. Support

1. Advice and emergency response resources are available both locally and nationally. The following agencies can be contacted for technical assistance during a HAZMAT incident.
 - a. Chandler Fire Department Hazardous Materials Team.
 - b. Department of Public Safety Watch Commander – 602-223-2212. If State assistance is required, notifying DPS starts a chain of events for outside assistance and other State agencies will be contacted. The DPS Commercial Vehicle Safety Specialists have the authority to be the State's on-scene coordinator.
 - c. Arizona Radiation Regulatory Agency (ARRA) – 602-255-4845, or after hours through DPS. Notify regarding radioactive materials questions.
 - d. Chemical Manufacturers Association (CHEMTREC) - 1-800-424-9300.
 - e. Department of Environmental Quality – 602-390-7894 (24 hr duty officer). Provides assistance in cleaning up spills or releases and ensures proper disposal procedures are followed.
 - f. National Response Center (EPA) - 1-800-424-8802.
 - g. Poison Control – 1-800-222-1222 or 602-253-3334. Samaritan Regional Poison Center (24hrs) or University Medical Center, Tucson 1-800-362-0101.
 - h. Environmental Program Coordinator, City of Chandler.

IV. DIRECTION AND CONTROL. See Annex A, Direction and Control.

V. INCREASED READINESS ACTIONS

- A. Condition 3 - Situations exist that could develop into a hazardous condition.
 1. Review status of the EOC facility.

2. Begin watch of possible emergency, monitor developments and log activities.
 3. Correct deficiencies in equipment, facilities, and/or supplies.
 4. Check readiness of local health and medical facilities.
 5. Check readiness of all fire and rescue equipment.
 6. Check readiness of law enforcement equipment, supplies, and facilities.
- B. Condition 2 - Situations exist that have definite characteristics of developing into a hazardous condition.
1. Alert EOC Staff and staff EOC at a standby level, if required.
 2. Establish contact with nearby local governments.
 3. Alert auxiliary personnel, if necessary.
 4. Place off-duty personnel on stand-by, if necessary.
 5. Alert personnel of possible emergency duty.
 6. Establish liaison with private and public health and medical facilities.
 7. Maintain contact with local news media on activities being performed by local government to ensure readiness. Commence moderate public information activities.
 8. Brief key officials.
- C. Condition 1 - Hazardous conditions are imminent.
1. Staff EOC at full strength, if required.
 2. Mobilize all fire and rescue personnel.
 3. Begin traffic control procedures for evacuation movement.
 4. Mobilize all law enforcement personnel.
 5. Mobilize health and medical personnel.
 6. Mobilize emergency work crews.
 7. Commence shelter operations, if necessary.
 8. Commence liaison contact with supporting levels of County and State government, if necessary.

VI. ADMINISTRATION AND LOGISTICS. See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX D - COMMON CARRIER ACCIDENTS

I. MISSION

To assure an effective and rapid response to a common commercial carrier accident in order to minimize loss of life, expedite recovery efforts and to provide appropriate control and security measures to the site and to the residue.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. Common commercial carriers, defined as aircraft, trains and buses, transport people and goods above and through the City of Chandler by air, rail and roads.
2. Regardless of their nature or location, commercial carrier accidents can involve local, State and Federal agencies. Due to this involvement and the immediacy of the control problem, it is imperative that City officials be cognizant of their role as well as the responsibilities of other concerned agencies.

B. Assumptions

1. A common commercial carrier accident will occur in the City of Chandler. The carrier will be an aircraft, train, bus or other commercial vehicle.
2. There will be survivors requiring extrication, on-site treatment and emergency transportation.
3. Secondary effects of fire and disruption of gas, water, and electrical distribution in the immediate vicinity will occur.
4. Hazardous materials may be involved and appropriate HAZMAT response measures will have to be taken.

III. EXECUTION

- A. Concept of Operations. See Basic Plan and Annex A, Direction and Control.

B. For clarity, each type of commercial carrier accident is covered separately under the headings of Aircraft, Trains, or Buses. General guidance for all types of accidents is found in the following paragraph titled Emergency Response Forces.

C. Emergency Response Forces (Tasks)

1. Police Department

- a. Perform rapid survey of crash scene and damaged areas.
- b. Report findings immediately to the Incident Commander (or EOC if activated) with recommendations regarding mobilization of additional forces.
- c. Assist the Fire Department in establishing an on-scene Command Post.
- d. Establish traffic and personnel access control procedures, establish a perimeter, and preserve the accident scene intact (to include all debris).
- e. Recall off-duty personnel.
- f. Ensure that emergency vehicles responding to the crash site have the best possible ingress and egress routes that will enable them to reach and exit the scene without unnecessary delay.
- g. Direct teams to make a detailed search of the area noting pieces of wreckage, luggage and other debris. In an aircraft disaster, bodies and parts of bodies will be covered and guarded until removal is authorized by the accident investigators.
- h. Recommend evacuation of any residents, if required, and establish evacuation assembly areas until congregate care facilities can be arranged.

2. Fire Department

- a. Establish an on-scene Command Post in conjunction with the Police Department and assume primary responsibility for on-scene management of the accident site.
- b. Request automatic aid assistance from other fire departments, as required.

- c. If a mass casualty situation exists, notify the Phoenix Fire Dispatch Center, which will, through established procedures, activate the Maricopa County Medical Alerting System to put local area hospitals on alert.
- d. Recommend evacuation from the disaster area when deemed advisable, in coordination with the Police Department.
- e. Assign search and rescue teams to search for and remove survivors from the accident scene.
- f. Designate open areas close to the scene for first aid stations and medical triage teams.
- g. Establish and provide a transportation sector to supervise regular and improvised ambulances until a medical coordinator is available.
- h. Recall off-duty personnel.

3. Public Works Department/Municipal Utilities Department

- a. Conditions in the affected area may necessitate the shutting down of certain utilities. Coordinate the priorities for shutdown and restoration with the utility companies involved.
- b. Conduct debris clearance operations when approved by on-scene authority. (Debris clearance operations may be delayed due to accident investigation.)

D. Commercial carrier accidents are categorized below as aircraft, trains or buses. Additional response procedures used in dealing with each category are addressed.

1. Aircraft Accidents

- a. Central Arizona is in a zone of converging commercial, military and general aviation traffic. The Chandler Municipal Airport and the proximity of a major air terminal at Sky Harbor International Airport and other airfields nearby could require an emergency response to an aircraft disaster.
- b. The Fire Department will establish an on-scene Command Post in conjunction with the Police Department and assume the primary responsibility for on-site management of air crash incidents. If the crash site is in an unincorporated area, the County Sheriff's Office will be notified.

- c. If the crash site involves a military aircraft, the wreckage site may become, at the responding military authority's request, Federal property until the site is released by that authority. The military on-scene Commander will assume on-scene responsibility.
- d. Automatic and mutual aid agreements will be implemented as soon as it is apparent that effective response to the disaster will be beyond the capability of the City resources and/or if the crash site is near or crosses jurisdictional boundaries.
 - (1) Notify Prescott Flight Service Station 1-928-778-0465 or notify FAA Operations Control Center, Los Angeles, CA (1-310-725-3300) to report an accident. Notify Prescott Flight Service Station (1-928-778-0465) to establish a temporary flight restriction over the crash site, if required. If a military aircraft is involved, notify Luke AFB (623-856-5800).
 - (2) If helicopter support is needed, request support from the Department of Public Safety.
 - (3) Establish and provide a transportation sector to supervise regular and improvised ambulances until a medical coordinator is available.
 - (4) Notify the Medical Examiner at 602-506-1138 if there are fatalities.
 - (5) As soon as possible, forward the following information to the Maricopa County Emergency Operations Center (602-273-1411):
 - (a) The location of the accident.
 - (b) The number of injuries or deaths, if known.
 - (c) Whether the aircraft is military or civilian.
 - (d) The type of aircraft (passenger, cargo, helicopter).
 - (e) The best available ingress and egress routes for emergency vehicles.
 - (f) Any additional assistance required (police, fire, medical, military, etc).

- (6) When the following information becomes available, forward to the Maricopa County EOC:
 - (a) The aircraft identification numbers.
 - (b) The owner(s) of the involved aircraft.
 - (c) The name and address of the pilot.
 - (d) A description of property damage.
 - (e) The location of known survivors.
 - (f) A brief statement of circumstances surrounding the incident.
 - (g) Whether weapons were aboard if the aircraft was military.
 - (h) Whether U.S. mail was aboard.
- e. The Maricopa County Emergency Operations Plan provides added details and discusses the roles of other agencies that support aircraft crash disaster operations. Services of these agencies will be provided automatically when the disaster is reported.

2. Train Accidents

- a. Union Pacific has a major rail line that traverses the City of Chandler from north to south, parallel to Arizona Avenue, through the downtown area. Hazardous materials are transported on this track.
- b. Train car initials (for example "UP", "SP", "ATF", etc.) plus the car number can be used to identify different types of cargo. DOT tank car specification numbers consist of a class designation followed by identifying letters and numbers. The second number, where present, indicates tank test pressure in pounds per square inch (psi).
- c. The Fire Department will establish an on-scene Command Post, if necessary, while the Police Department will provide security.
- d. The Emergency Services Staff will notify the Union Pacific Yardmaster (602-322-2522) or backup Union Pacific Dispatcher in Denver, Colorado (1-888-877-7267). Arizona

Corporation Commission (602-252-4449) will be notified of rail accidents.

3. Bus Accidents

- a. Buses and coaches transiting the City of Chandler are subject to motor vehicle accidents. Response procedures to accidents involving large numbers of individuals are the same as regular road accidents, with the exception of increased logistics problems involved with the transportation of greater numbers of victims.
- b. The Department of Public Safety will be in charge of on-scene operations when the location of the accident is on a state highway.

IV. DIRECTION AND CONTROL See Annex A, Direction and Control.

V. INCREASED READINESS ACTIONS

- A. Condition 3 - Situations exist that could develop into a hazardous condition.
 1. Alert key personnel.
 2. Check readiness of all equipment and facilities.
 3. Review alert list with all personnel.
- B. Condition 2 - Situations exist that have definite characteristics of developing into a hazardous condition.
 1. Instruct off-duty personnel to stand by and alert others of possible emergency duty.
 2. Review list of transportation resources.
 3. Develop detours and emergency routing plans.
- C. Condition 1 - Hazardous conditions are imminent.
 1. Maintain 24-hour operations.
 2. Mobilize emergency work crews.

VI. ADMINISTRATION AND LOGISTICS See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX E - FIRE AND EXPLOSION

I. MISSION

To provide fire protection support for extraordinary fire and explosion emergencies in the City of Chandler, to include wildland fires affecting or threatening the City.

II. SITUATION

- A. See Basic Plan.
- B. Fire and explosion emergency measures covered in this annex are those exceeding normal response capabilities but not as the result of bomb threats or terrorist activity.
- C. The Fire Management Office of the Arizona State Land Department makes an annual assessment to determine state wildland fire conditions.
- D. Each spring, the Governor of Arizona declares a state of emergency to exist due to hazardous fire conditions throughout the State. This action frees emergency funds for use in suppressing fires when it is determined that State or local government property is involved or that the lives and property of a considerable number of citizens are endangered. The Fire Management Office of the State Land Department, which has the authority and funds to arrange for the assistance required, makes the determination.
- E. The City of Chandler has the responsibility for any fire suppression activities within its boundaries.

III. EXECUTION

- A. Concept of Operations
 - 1. See Basic Plan and Annex A, Direction and Control.
 - 2. The Fire Department will establish an on-scene Command Post and will assume responsibility for on-site management. The Police Department will provide control and security of the affected area.

3. Fires on State and County land that threaten the City of Chandler should be reported to the Fire Management Office of the State Land Department.
- B. Organization. See Annex A, Direction and Control.
- C. Tasks
1. Mayor. See Basic Plan.
 2. City Manager. See Basic Plan.
 3. Emergency Services Coordinator (Fire Chief). See Basic Plan and Annex A, Direction and Control.
 4. Emergency Services Staff. See Annex A, Direction and Control.
 5. Police Department
 - a. See Basic Plan.
 - b. Assist the Fire Department in establishing an on-scene command post.
 - c. Prevent looting of damaged and evacuated areas.
 - d. Alert the citizens of areas that are likely to be affected.
 6. Fire Department
 - a. See Basic Plan.
 - b. Establish an on-scene command post and assume primary responsibility for on-scene management of the emergency.
 - c. Request mutual aid assistance from other fire departments, as required.
 - d. For fires on State or County land adjoining the City of Chandler, request assistance from the Fire Management Office of the State Land Department.
 7. Public Works Department/Municipal Utilities Department. See Basic Plan.
- D. Support. See Basic Plan.

IV. DIRECTION AND CONTROL See Annex A, Direction and Control

V. INCREASED READINESS ACTIONS

A. Condition 3 - Situations exist that could develop into a hazardous condition.

1. Check readiness of fire/rescue equipment.
2. Correct deficiencies in equipment and/or facilities.

B. Condition 2 - Situations exist that have definite characteristics of developing into a hazardous condition.

1. Alert personnel of possible emergency duty.
2. Place off duty personnel on stand-by.
3. Alert auxiliary personnel.

C. Condition 1 - Hazardous conditions are imminent.

Mobilize all fire and rescue personnel.

VI. ADMINISTRATION AND LOGISTICS See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX F – EARTHQUAKES

I. MISSION

To ensure a rapid response at the disaster area in order to minimize loss of life and to initiate prompt recovery operations.

II. SITUATION AND ASSUMPTIONS

A. Situation

The City of Chandler, like most of Arizona, is in Seismic Risk Area Two and can expect MODERATE damage as a result of an earthquake. See Annex F, Appendix 1, Seismic Zone Map of Arizona.

B. Assumptions

1. The City of Chandler may experience the effects of earthquakes and they may occur without warning.
2. There may be secondary effects of fire and disruption of gas, water and electrical distribution systems.
3. Aftershocks may seriously hamper recovery efforts.
4. Of all natural disasters, earthquakes can inflict the greatest loss of life and property and require the greatest mustering of resources to mitigate their effects.
5. There may be a need for law enforcement, fire fighting, search and rescue, mass shelter, food and water distribution, damage assessment, emergency utilities, medical services and evacuation.

III. EXECUTION

A. Concept of Operations

1. Earthquakes present a unique challenge to emergency responders. There is usually no warning and it is difficult to ascertain the area involved and extent of damage. Two critical tasks must be performed

immediately following an earthquake to ensure the most effective operations by emergency response personnel:

- a. The Police Department must perform a rapid survey of the City and report the results.
 - b. A status check on all emergency forces must be completed.
2. Emergency personnel must conduct communications checks on a unit-to-unit basis (relay if needed) because communications equipment may be inoperative.
 3. Once an overall picture of the area and extent of damage emerges, resources can be deployed where they are most needed. Emergency units must avoid freelance responding and stopping at the first emergency encountered. A quick triage must occur to effectively direct response forces.
 4. The results of the rapid survey will indicate the need for implementing the EOP and activating the EOC. If needed, the quicker this is accomplished, the better the emergency response outcome will be.
- B. Organization. Significant earthquakes will likely require the full City emergency organization. Refer to the Basic Plan and Annex A, Direction and Control.
- C. Tasks.
1. Mayor. See Basic Plan.
 2. City Manager. See Basic Plan.
 3. Emergency Services Coordinator. See Basic Plan and Annex A, Direction and Control.
 4. Emergency Services Staff.
 - a. See Annex A, Direction and Control.
 - b. Obtain the following information from the Maricopa County EOC:
 - (1) Seismographic data about the earthquake epicenter and intensity.
 - (2) Electrical outages and anticipated restoration times.

- a. Obtain information about City of Chandler customers of Arizona Public Service (APS) and Salt River Project (SRP) who are on life support systems. Notify the Fire Department if any are suspected to live in an area that has experienced a power failure.
 - b. Collect and maintain data on condition of buildings and other facilities that are or may become weakened by earthquake activity.
5. Police Department
- a. See Basic Plan.
 - b. Establish an on-scene command post if the damage is sufficiently local in nature. If damage is widespread, establish a mobile command post to coordinate field inputs to the City EOC.
 - c. Perform rapid survey of damaged areas.
 - d. Warn citizens to leave buildings considered to be unsafe for further occupancy.
6. Fire Department
- a. See Basic Plan.
 - b. Assist the Police Department in establishing an on-scene or mobile command post.
 - c. Evacuate citizens on life support systems if they live in an area that has experienced a power failure.
7. Public Works Department/ Municipal Utilities Department
- a. See Basic Plan.
 - b. Survey damage to buildings, roads, utilities and other facilities and report that information to the EOC.
 - c. Designate areas to be used for debris and waste disposal.
 - d. Establish priorities for the repair of public utilities and facilities.
 - e. Determine the structural integrity of buildings damaged as a result of the earthquake.

D. Support. See Basic Plan.

IV. DIRECTION AND CONTROL Refer to Annex A, Direction and Control.

V. INCREASED READINESS ACTIONS. The division heads will immediately be notified and directed to assemble their equipment and personnel for action. The following plan will be followed:

A. Condition 3 - Situations exist that could develop into a hazardous condition.

Correct all deficiencies in equipment and/or facilities.

B. Condition 2 - Situations exist that have definite characteristics of developing into a hazardous condition.

1. Alert personnel of possible emergency duty.

2. Place off-duty personnel on stand-by.

C. Condition 1 - Hazardous conditions are imminent.

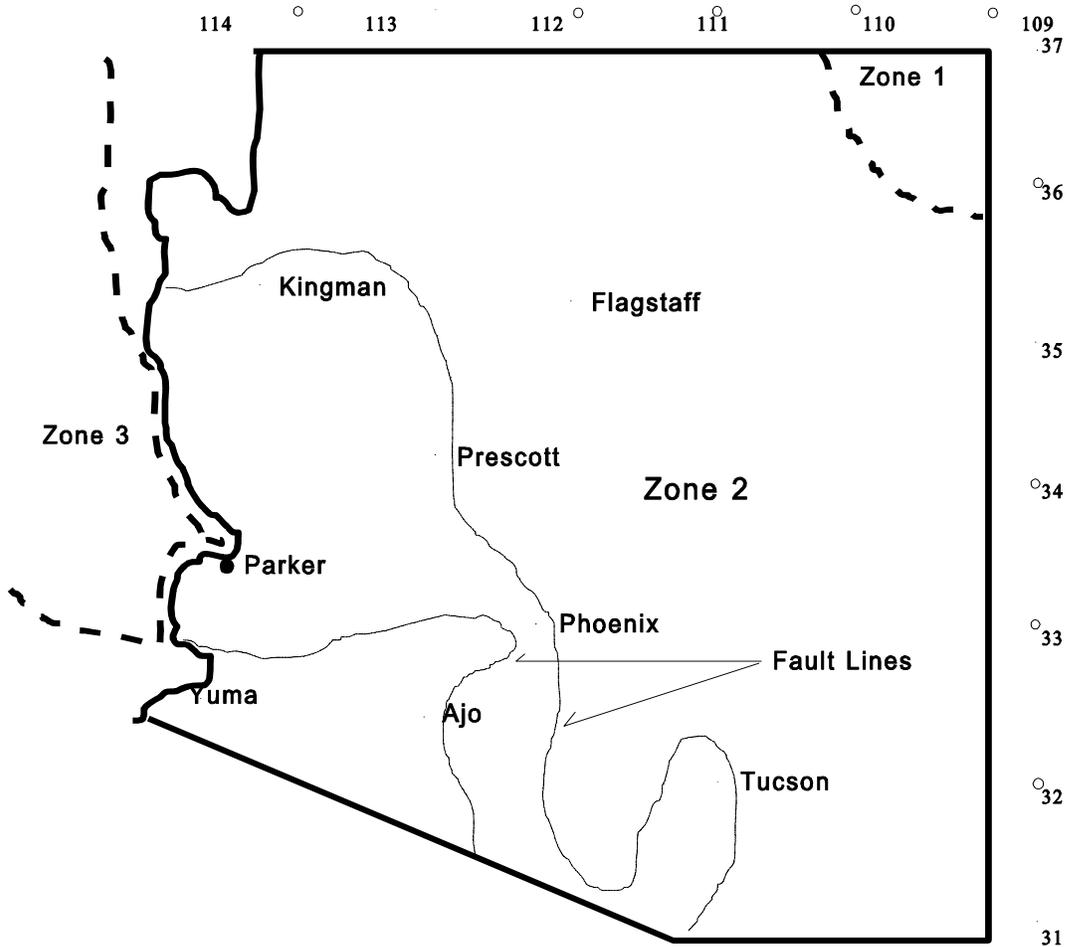
Mobilize emergency crews.

VI. ADMINISTRATION AND LOGISTICS Standard emergency administration and supply procedures will be used. See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX F - EARTHQUAKES

APPENDIX 1 - SEISMIC ZONE MAP OF ARIZONA



- ZONE 1 Minor damage; distant earthquakes may cause damage to structures with fundamental periods greater than 1.0 second; corresponds to intensities V and VI of the M.M.* Scale.
- ZONE 2 Moderate damage; corresponds to intensity VII of the M.M.* Scale.
- ZONE 3 Major damage; corresponds to intensity VIII of the M.M.* Scale.
- ZONE 4 Those areas within Zone No. 3 determined by the proximity to certain major fault systems.

- Modified Mercalli Intensity Scale of 1931

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX G - CIVIL DISTURBANCES

I. MISSION

To restore law and order and to protect life and property in the event of a civil disturbance.

II. SITUATION AND ASSUMPTION

A. Situation

1. See Basic Plan.
2. Civil disturbances are those organized or spontaneous group activities that disrupt the peace and threaten life, health, property or legally constituted authority.
3. Civil disturbances have occurred in nearby communities and may occur in the City of Chandler with little or no warning.
4. Terrorist activities may take the form of or include civil disturbances.

B. Assumption. Civil disturbances will be accompanied by other criminal activities such as vandalism, arson, looting, sabotage, sniping, or bomb threats.

III. EXECUTION

A. Concept of Operations

1. This annex assumes a wide spectrum of civil disorder situations and recognizes that response will vary accordingly.
2. The Police Department is responsible for preserving the peace, suppressing civil disorder, and performing the law enforcement functions of the City.
3. The Maricopa County Sheriff's Office is authorized to provide mutual aid support to the City upon request of the Mayor.

B. Organization. See Annex A, Direction and Control.

C. Tasks

1. Mayor

- a. See Basic Plan.
- b. Establish policy and issue emergency legislation and declarations in coordination with the City Council.
- c. Represent the City when negotiations take place with leaders of the civil disturbance.
- d. Request mutual aid support from the Maricopa County Sheriff's Office if the situation so dictates.

2. City Manager. See Basic Plan.

3. Emergency Services Coordinator. See Basic Plan and Annex A, Direction and Control.

4. Emergency Services Staff. See Annex A, Direction and Control.

5. Police Department

- a. See Basic Plan.
- b. Identify and maintain a list of critical facilities that may be vulnerable to civil disturbances.
- c. Establish an on-scene command post and assume primary responsibility for on-scene management of the emergency.
- d. Warn the public of any potentially dangerous situations.
- e. Provide security of critical facilities as the situation warrants.
- f. Establish holding areas for processing of violators.
- g. If necessary, recommend that the Mayor request mutual aid from the Maricopa County Sheriff's Office and other law enforcement agencies, as required.

6. Fire Department

- a. See Basic Plan.
- b. Assist the Police Department in establishing an on-scene command post.

- c. Receive clearance from the EOC before allowing forces to enter the affected area.

7. Public Works Department/Municipal Utilities Department

- a. See Basic Plan.
- b. Provide and set up barricades for crowd control.
- c. Remove barricades erected by rioters.

D. Support. See Basic Plan.

IV. DIRECTION AND CONTROL See Annex A, Direction and Control.

V. INCREASED READINESS ACTIONS

A. Condition 3/Yellow - Situations exist that could develop into a hazardous condition.

- 1. Check readiness of police equipment and facilities.
- 2. Correct any deficiencies.

B. Condition 2/Orange - Situations exist that have definite characteristics of developing into a hazardous condition.

- 1. Alert personnel of possible emergency duty.
- 2. Place off-duty personnel on stand-by.
- 3. Alert auxiliary personnel.

C. Condition 1/Red - Hazardous conditions are imminent.

- 1. Mobilize all law enforcement personnel.
- 2. Begin traffic control procedures as appropriate.

VI. ADMINISTRATION AND LOGISTICS See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX H - PALO VERDE NUCLEAR GENERATING STATION (PVNGS)

I. MISSION

To prepare for and provide information to effectively respond to an accident at the Palo Verde Nuclear Generating Station and to provide effective response to inquiries.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. The Palo Verde Nuclear Generating Station (PVNGS) is the largest facility designed for the peaceful use of nuclear power in the United States and is licensed and inspected by the Nuclear Regulatory Commission (NRC). Planning guidance and acceptance criteria for NRC licensees require the State and local governments to develop radiological emergency plans and emergency preparedness procedures. These plans and procedures are outlined in Nuclear Regulation 0654 (NUREG-0654) and Federal Emergency Management Agency Radiological Emergency Preparedness 1 (FEMA REP 1).
2. PVNGS is a standardized triple-unit commercial nuclear power facility consisting of three identical pressurized water reactors and turbine generators. The plant is located 55 miles west of downtown Phoenix near the community of Wintersburg and more than 52 miles west of the western boundary of the City of Chandler.
3. A joint State/County plan has been developed to respond to an emergency or incident at PVNGS. The Governor of the State of Arizona is responsible for State government operations and receives advice and assistance concerning emergency planning and operational matters from the Director, Arizona Division of Emergency Management. The Chairman of the Maricopa County Board of Supervisors has final responsibility for decision making at the County level and the Maricopa County Department of Emergency Management (MCDEM) is responsible for the accomplishment of emergency response tasks. Planning and coordination of emergency response tasks, as well as operational activities, are accomplished, by direction, through the County staff at the MCDEM Emergency Operations Center (EOC).

4. The MCDEM Duty Officer receives notification of an accident or emergency at PVNGS through the Notification Alert Network (NAN). The pyramid recall notification list is then initiated and the EOC is activated. Representatives from the Maricopa County Department of Emergency Management, Sheriff's Office, Department of Transportation, Public Health, Environmental Services and the Grand Canyon Chapter of the American Red Cross respond to staff the EOC. Other County Departments, such as the Flood Control District, are recalled as needed. The State Emergency Operations Center is also activated simultaneously.
5. Planning standards outlined in NUREG-0654/FEMA REP 1 establish a 10 mile plume exposure pathway emergency planning zone, commonly referred to as the EPZ, around the plant. The planning basis for the size of the EPZ is determined on the protective action guide (PAG), defined as the projected absorbed dose to individuals in the general population that warrants protective actions. The EPZ size is established based on four criteria. The first criterion is based primarily on the projected doses from traditional design basis accidents that would not exceed PAG levels outside the 10 mile zone. Second, size is based on the projected doses from most core melt sequences that would not exceed the PAG outside the zone. Thirdly, size is determined on the worse case core meltdown, in which immediate life-threatening doses would generally not occur outside the zone. The final criterion is based on the concept that detailed planning within 10 miles would provide a substantial base for expansion of response efforts in the event that this proves necessary. Within the EPZ, shelter and/or evacuation are the principle immediate protective actions to be taken for the general public, and reception and care centers are pre-established to shelter displaced individuals.
6. NUREG-0654 also establishes an ingestion exposure pathway emergency planning zone, commonly referred to as the IPZ, as a defined area of 50 miles radius from the facility within which food or potable water may become contaminated as a result of a release of radioactive materials. The size of the IPZ is determined based on four criteria. The first criterion was selected based on the downwind range within which contamination will generally not exceed the PAG because of wind shifts during the release and travel time. The second criterion is based on the concept that there may be a conversion of atmospheric iodine to chemical forms that do not readily enter the ingestion pathway. Thirdly, it is believed much of any particulate material in a radioactive plume would have been deposited on the ground within 50 miles of the plant. Finally, the size of the IPZ is based on the concept that the likelihood of exceeding ingestion pathway protective action guide levels at 50 miles is comparable to the likelihood of exceeding plume

exposure pathway protective action guide levels at 10 miles. The principle protective actions to be taken generally concern agricultural products and may include impounding of foodstuffs, removal of surface soil contamination, ensuring contaminated products do not enter the market place, and ensuring that animals do not graze on the open range within contaminated areas.

7. Four emergency classifications are used to notify Federal, State and County officials and response organizations of an incident or accident at PVNGS. The lowest classification is an "Unusual Event", which indicates a minor problem has taken place. No release of radioactive material is expected. An "Alert" is the next higher classification level; it indicates a minor problem and a small amount of radioactive material could be released inside the plant. A "Site Area Emergency" is the next higher classification. This classification indicates a more serious problem is taking place. Small amounts of radioactive material could be released near the plant, and if special action needs to be taken, sirens will be sounded. The Emergency Alert System (EAS) will be used to direct protective action procedures. "General Emergency" is the most serious of all emergency classifications and warns that radioactive material could be released outside the plant site. Sirens will be sounded to initiate protective action procedures and information will be provided over the EAS.
8. PVNGS is considered to be invulnerable to terrorist activity through both design and security measures. Two perimeters of monitored security fencing and the third largest "police force" in the State of Arizona supplement coded door locks and magnetic identification cards for facility entrance. The containment buildings are constructed of steel and reinforced concrete capable of withstanding a major impact without serious damage. The reactors, located in the containment buildings, are below ground level and are also encased in steel and concrete. Because of this, any terrorist shells or bombs used against the buildings would not affect the reactor or the primary coolant pipes.

B. Assumptions

1. Since the City of Chandler is outside the ingestion exposure pathway emergency planning zone (IPZ), it will not be directly affected by an accident at PVNGS.
2. A major accident at PVNGS could result in numerous inquiries to City officials regarding the status of the emergency.

III. EXECUTION

A. Concept of Operations

1. Response procedures for an emergency at PVNGS are detailed in the joint State/County Fixed Nuclear Facility Off-Site Emergency Response Plan. The Plan describes the organization for emergencies, classifies emergencies and defines and assigns off-site responsibilities and authorities.
2. The Maricopa County Department of Emergency Management will activate the Emergency Operations Center by direction of the Maricopa County Board of Supervisors and will assume responsibility for coordination of County response forces and volunteers in the event of an accident at Palo Verde NGS.
3. The Arizona Division of Emergency Management is responsible for State government's Off-Site Emergency Response Plan and will coordinate state and local agencies' emergency actions. The Arizona Radiation Regulatory Agency (ARRA) will evaluate the radiological hazards and recommend appropriate protective actions.

B. Tasks

1. City of Chandler officials will be aware of the general concepts of emergency response operations of the PVNGS.
2. The Maricopa County EOC (602-273-1411) will be activated and provide information on request to queries concerning plant status.

IV. DIRECTION AND CONTROL N/A

V. INCREASED READINESS ACTIONS N/A

CHANDLER, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX I - AIR QUALITY EMERGENCIES

I. MISSION

To reduce air pollution generated by the emissions of employee vehicles during air quality emergencies.

II. SITUATION

- A. The City of Chandler, along with the surrounding metropolitan area, has been designated by the U.S. Environmental Protection Agency (EPA) as a serious nonattainment area for ozone, carbon monoxide (CO), and particulate matter. Of these three pollutants, CO imposes the greatest risk to human health. CO levels are most likely to reach an unhealthy level in the metropolitan area on calm days during the winter when a temperature inversion forms that traps cold air and pollutants near the surface.
- B. The Maricopa County Environmental Services Department and the Arizona Department of Environmental Quality (ADEQ) monitor all three pollutants on a daily basis. During the CO season, they make daily forecasts of the CO levels for the coming evening and the next day.
- C. Under certain circumstances, the Governor may declare an air quality emergency. Arizona Revised Statutes (ARS) Section 49-465(B) states: "If the Governor declares that an emergency exists. . . , the Governor shall prohibit, restrict or condition the employment schedules for employees of this State and its political subdivisions, and on a voluntary basis only, may encourage private employers to develop similar work rules to restrict vehicle emissions during air quality emergencies. Any unscheduled leave that an employee of this State and its political subdivisions is required to take because of this prohibition shall be leave with pay."

III. EXECUTION

A. Concept of Operations

- 1. A Stage 1 High Air Pollution Advisory will be issued by the Maricopa County Environmental Services Department when air pollution in the

metropolitan area is forecast to reach a predetermined level. Under a Stage 1 Advisory, the public is encouraged to voluntarily eliminate activities that increase air pollution and a mandatory wood burning restriction goes into effect. No action is required by the City.

2. A Stage 2 High Air Pollution Advisory will be issued by ADEQ when air pollution in the metropolitan area is forecast to reach a predetermined level that is higher than the level that triggers a Stage 1 Advisory. The Governor may declare an air quality emergency and invoke a plan to release certain state and local government employees earlier in the day to reduce the level of air pollution generated during the evening rush hour.
3. When ADEQ issues a Stage 2 High Air Pollution Advisory, the ADEQ Director will notify the Governor. The Governor will then decide whether or not to declare an air quality emergency.
4. If the Governor declares an air quality emergency, the Arizona Division of Emergency Management will notify the Maricopa County Department of Emergency Management. The Maricopa County Department of Emergency Management will subsequently notify each of the communities in the nonattainment area of the Governor's order.
5. The City of Chandler Emergency Services Coordinator will receive the City's notification of the air quality emergency from the Maricopa County Department of Emergency Management and will be responsible for notifying the City Manager.
6. Each department director should implement their department's air quality emergency plan. These pre-determined plans designate less-essential employees who should be released from work early.
7. As a general guideline, employees who are not responsible for protecting the health and safety of the public are required to be sent home early when an air quality emergency is declared. Department directors will notify affected employees and direct that they leave for home at staggered times.
8. Employees who leave early will be directed to drive directly home and then remain at home. In addition, they will be asked, to the extent possible, to take work home with them to be completed during the remaining work hours.
9. To help prevent the possibility of another air quality emergency the following day, affected employees will be asked to car pool or ride the bus to work if possible. Those employees who have alternative work (flex) schedules may be asked to take the following day as a flex day

rather than their normally scheduled flex day. Employees who sometimes telecommute may be asked to do so the following day.

B. Organization. The Emergency Operations Center will not be activated to accomplish implementation of this annex.

C. Tasks

1. Fire Department Administration will be responsible for notifying City officials.
2. Department Directors will:
 - a. Maintain a listing of all department personnel subject to the provisions of the Governor's order.
 - b. Determine which employees, if any, should remain at home the following day, either by telecommuting or adjusting their alternative work (flex) schedules.
 - c. Reduce the number of outside meetings -- use phone conferences if possible.

IV. DIRECTION AND CONTROL Not applicable.

V. INCREASED READINESS ACTIONS

- A. Condition 3 - Situations exist that could develop into air quality emergency.
Review and update personnel subject to provisions of Governor's order.
- B. Condition 2 - Situations exist that have definite characteristics of developing into an air quality emergency.
1. Alert personnel of air quality condition.
 2. Make provisions for those employees selected to remain and/or work at home the following day, either by telecommuting or adjusting their alternative work (flex) schedules.
- C. Condition 1 - Air quality emergency declared.
1. Alerted individuals should be released.
 2. Driving should be kept to a minimum.

VI. ADMINISTRATION AND LOGISTICS Not applicable.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

ANNEX J - HEAT WAVE EMERGENCIES

I. MISSION

To establish a program that will both educate the population about how to cope with a heat wave and, when necessary, provide protection from its effects to vulnerable segments of the population.

II. SITUATION

- A. Periods of prolonged excessive heat can result in life-threatening situations for a large segment of the population, particularly among elderly persons who do not have access to air-conditioning. Documented cases of fatality counts of over 100 have occurred in other U.S. cities during the past few years as a result of prolonged heat waves.
- B. By recognizing a heat wave in its developmental stages, the City can take actions that will enable citizens to avoid life-threatening conditions.
- C. Violent summer thunderstorms can be particularly serious. In addition to increasing the humidity, they can produce power outages that deprive large segments of the population of access to air-conditioning in their homes.

III. EXECUTION

A. Concept of Operations

- 1. The Phoenix Office of the National Weather Service (NWS) will issue three types of heat related messages based on four factors—temperature, humidity, sky coverage, and expected duration. The combination of factors that will trigger one of these heat-related messages varies with the time of year; for instance, factors that may result in a high heat warning in early May might not result in one in mid-July. These three NWS products are:
 - a. Heat Advisory – issued when the temperature is forecast to be unusually hot but not life-threatening.

- b. Excessive Heat Watch – issued when conditions are likely to result in a life-threatening heat emergency within the next 24 to 48 hours.
 - c. Excessive Heat Warning – issued when a life-threatening heat emergency exists or is imminent.
 2. The Public Information Office will issue the appropriate heat emergency messages prior to the beginning of the summer heat season by providing news releases and public announcements to inform the public on how to deal with the heat wave.
 3. The Community Services Department will identify senior centers that will operate under extended hours to provide access to air conditioning for senior citizens who do not have air-conditioned homes. If necessary, the Red Cross and the Salvation Army will open shelters to provide air conditioning to those who are unable to utilize senior centers.
- B. Organization. Under most circumstances, the EOC will not be activated to implement the provisions of this annex.
- C. Tasks.
 1. The City Manager will declare a local emergency if deemed necessary.
 2. The Emergency Services Coordinator will ensure that the provisions of this annex are implemented.
 3. The Public Information Office will issue press releases giving the public guidance about how to deal with the heat wave emergency. Press releases should emphasize what portion of the population is at risk the most, how to recognize and prevent heat stroke, the importance of getting at least two to four hours a day of cooling, where cooling is available and where to call for assistance.
 4. The Community Services Department will identify centers to be opened and staffed a minimum of 12 hours a day when the heat wave emergency is initially enacted. On a case-by-case basis, centers may be returned to regular hours prior to the termination of the emergency if demand does not warrant the extended hours.
 5. Other Departments
 - a. Post heat tips for staff.

- b. Encourage field staff to monitor conditions of citizens most likely to suffer during prolonged heat wave (elderly, homebound).

D. Support

1. The National Weather Service will issue excessive heat watches or warnings.
2. When requested, the Grand Canyon Chapter of the American Red Cross and the Salvation Army may assist in shelter operations to serve as cooling sites augmenting those set up by the City.
3. Arizona Public Service (APS) and Salt River Project (SRP) generally offer free bagged ice and dry ice to affected customers when power interruptions lead to extended outages in their service areas.

IV. DIRECTION AND CONTROL Not applicable.

V. INCREASED READINESS ACTIONS

- A. Condition 3 - Situations exist that could develop into a heat wave emergency.
Review cooling station locations and activation procedures.
- B. Condition 2 - Situations exist that have definite characteristics of developing into a heat wave emergency.
 1. Alert personnel of heat wave situation.
 2. Make provisions for field employees to be aware of citizens likely to suffer from prolonged heat.
 3. Release public information on the dangers of heat related problems.
- C. Condition 1 - Heat wave emergency is declared.
 1. Prepare and open cooling centers as required.
 2. Release public information on cooling center locations.

VI. ADMINISTRATION AND LOGISTICS Not applicable.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX K - HAZARD MITIGATION

I. MISSION

To save lives and reduce property damage through the utilization of coordinated hazard mitigation planning and implementation activities.

II. PURPOSE

This annex describes coordinated hazard mitigation planning and implementation measures to accomplish the long-term prevention or reduction of the adverse impact of natural and man-made hazards on the Citizens of Chandler.

This annex addresses mitigation as a long-term, ongoing process, and identifies planning and implementation procedures applicable to both pre-incident and post-incident situations.

III. ORGANIZATION AND TASK ASSIGNMENTS

A. Organization

1. Hazard mitigation is a function that requires the coordination of a variety of multi-disciplined ongoing activities. The City Manager is responsible for the overall Emergency Management program; however, the Emergency Services Coordinator has been designated as the Hazard Mitigation Coordinator (HMC) and serves as the single manager/coordinator for this function.
2. The Hazard Mitigation Team (HMT) consists primarily of representatives of local government but may also include representatives from industry and the private sector. The HMT provides a pool of local people with skills in the wide variety of disciplines that may be needed to achieve effective hazard mitigation objectives. The Hazard Mitigation Coordinator, who also serves as team leader and functional manager, selects team members.
3. The HMT organization provides the flexibility to involve all team members in the problem-solving process, or to involve only those team members who possess the specific skills needed to mitigate a hazard-specific condition.

B. Task Assignments

1. Hazard Mitigation Coordinator (Emergency Services Coordinator)

- a. Coordinate all hazard mitigation-related activities of this jurisdiction.
- b. Select individual members of the Hazard Mitigation Team, assign tasks, and manage the various activities of the team to accomplish mitigation planning and implementation objectives.
- c. Ensure development, distribution, and retention of mitigation reports, records, and associated correspondence, and monitor implementation of appropriate mitigation measures.
- d. Serve as point of contact and provide local assistance for Federal and State level mitigation planning activities.
- e. Develop Standard Operating Procedures (SOPs) for compiling information, determining priority of efforts, preparing reports, and monitoring implementation of mitigation measures.
- f. Maintain this annex and ensure that all component parts of this annex are updated and contain current data.

2. Hazard Mitigation Team Members

- a. Assist in the accomplishment of team objectives as assigned by the Hazard Mitigation Coordinator.
- b. Provide technical assistance and functional expertise in disciplines as assigned under Section E of the Basic Plan, Emergency Services Staff Responsibilities.

IV. **DIRECTION AND CONTROL**

The Hazard Mitigation Coordinator will manage the activities of the Hazard Mitigation Team and coordinate all hazard mitigation-related activities of this jurisdiction.

V. **INCREASED READINESS ACTIONS**

- A. When an increased readiness condition is declared, most actions involving the mitigation of hazards should be in place and ongoing.

- B. The primary mitigating activity during any type of increased readiness condition will be through public information, reminding or informing the citizens of actions to take to lessen the impact of the hazard.

VI. ADMINISTRATION AND LOGISTICS. Not applicable.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX L - TERRORIST INCIDENTS

I. MISSION

To provide the Citizens of Chandler with a concept of operations for management of response to a terrorist incident that defines coordination with other government agencies and provides response and recovery procedures to protect citizens and property should an incident occur.

II. SITUATION AND ASSUMPTIONS

A. Situation

1. The City of Chandler may be subjected to a terrorist incident with the primary purpose of destroying the public's confidence in the government's ability to protect its citizens.
2. Terrorists often use threats to create fear among the public, to try to convince citizens that their government is powerless to prevent terrorism, and to get immediate publicity for their cause.
3. The objectives of terrorism distinguish it from other violent acts aimed at personal gain, such as criminal violence. It is the calculated use of violence or the threat of violence to inculcate fear, intended to coerce or to intimidate governments or societies in the pursuit of goals that are generally political, religious, or ideological.
4. Tactics used by terrorists to obtain their goals may include bombing, arson, hijacking, kidnapping, creating ecological disasters, occupation of a building, attacks on facilities, sabotage, hostage taking, assassination and perpetration of hoaxes.
5. Terrorist methods may include conventional weapons or, for more effect, chemical, biological, radiological, nuclear or explosive (CBRNE) devices or weapons. This annex deals primarily with terrorist incidents using CBRNE devices or weapons, but is adaptable to terrorist incidents using conventional weapons.
6. In a terrorist incident, the area of operations could potentially span a number of political boundaries and involve numerous jurisdictions.

B. Assumptions

1. The Federal Bureau of Investigation, as the lead agency for counterterrorism, will be able to prevent most terrorist incidents, where legally possible, and to react effectively after incidents occur.
2. Terrorism Liaison Officers (TLOs) in coordination with the Arizona Counterterrorism Information Center (AcTIC), a center designed to coordinate homeland security efforts among state, federal, local, tribal and border community agencies, will be able to detect and deter terrorist activities. Additionally, through intelligence gathering, analysis and dissemination of information, emergency planning and preparedness will build a capacity to respond and recover from a large-scale Weapons of Mass Destruction event.
3. Local law enforcement agencies have the capability to respond to suspected terrorist incidents and make the determination as to whether or not the incident should be classified as a terrorist act.

III. EXECUTION

A. Concept of Operations

1. The overall response to a terrorist incident, whether domestic or international, includes two major components.
 - a. Crisis management response involves measures to identify, acquire, and plan the use of resources to anticipate, prevent, mitigate and/or resolve a terrorist threat or incident. Crisis management response is implemented under the primary jurisdiction of the law enforcement agencies at all levels of government.
 - b. Consequence management response involves measures to alleviate the damage, loss, hardship or suffering caused by emergencies. It includes measures to protect public health and safety, restore essential services, and provide emergency relief to affected agencies and organizations. Consequence management response is implemented under the primary jurisdiction of the affected political subdivision, with support from the Federal government.
2. Technical operations constitute an important support component to both crisis management and consequence management response to a terrorist incident involving weapons of mass destruction (WMD). Technical operations address aspects of WMD material that are not

encountered in standard law enforcement disaster operations. Technical operations involve measures to identify the WMD agent or device; assess the threat posed by the WMD agent or device; provide consultation to decision makers concerning the implications of the WMD agent or device for crisis management and consequence management; render safe, transfer, and/or dispose of a WMD agent or device; and decontaminate response workers and the affected population and environment.

- a. Weapons of mass destruction are categorized into several major areas that include chemical, biological radiological, nuclear, or explosive weapons (CBRNE).
 - (1) Nuclear or radiological combines two of the major categories of terrorism and range from the actual detonation of nuclear weapons or devices to acts of nuclear threats or extortion. As an example, it can take the form of the release of radioactive substances, such as the radioactive contamination of drinking water, to acts of sabotage in and against nuclear power stations.
 - (2) Biological weapons are regarded as infectious agents (replicating) such as bacteria, viruses and fungi or toxins (non-replicating), which are poisons produced from replicating agents, other living organisms and plants which are pathogenic to man.
 - (3) Chemical weapons are defined as compounds which, through their chemical properties, produce lethal or damaging effects and are classified by their effects: nerve (Tabun, Sarin, Soman, VX), blood (hydrogen cyanide, cyanogen chloride, arsine), choking (phosgene) or blister agents (mustards, Lewisite). (See Appendix 3, this Annex.)
 - (4) Explosive materials are considered WMD agents and can be used independently as an explosive or as a dispersal device for spreading other types of agents such as a radiological dispersal device (RDD) or “dirty bomb”.
3. The lead agency for crisis management response for terrorist incidents within the United States is the Federal Bureau of Investigation of the Department of Justice (DOJ-FBI). The FBI coordinates crisis management response operations throughout a terrorist incident.

4. The Arizona Radiation Regulatory Agency (ARRA) is the State lead agency in terrorist incidents involving nuclear material. The Department of Energy, the lead Federal agency for radiological incidents, will implement the Federal Radiological Emergency Response Plan to coordinate radiological responses. ARRA will assist in assessing the situation, developing protective action recommendations, coordinating the release of public information regarding the event, and serving as the primary State resource of technical information regarding the on-site conditions and the off-site radiological effects.
5. The Department of Health and Human Services (DHHS) is a supporting federal agency in terrorist incidents involving biological or chemical material. DHHS will assist in threat assessment, consultation, agent identification, epidemiological investigation, hazard detection and reduction, decontamination, public health support, medical support and pharmaceutical support operations.
6. The U.S. Environmental Protection Agency (EPA) is a supporting agency in terrorist incidents involving hazardous materials as defined under the Comprehensive Environmental Response, Compensation and Liability Act (CERCLA). EPA will implement the National Oil and Hazardous Substances Pollution Contingency Plan to coordinate the environmental response, which provides environmental monitoring, decontamination and long-term site restoration operations.
7. Operational boundaries may be used to control access to an affected area, target public information messages, divide operational sectors among responders, and facilitate assessment of potential effects on the population and the environment. These operational boundaries may incorporate the principles of Unified Command (UC) or Area Command (AC) and include the following:
 - a. The Crime Scene Boundary. The Crime Scene Boundary defines the law enforcement crime scene. Access to the crime scene may be restricted on authority of the FBI, DPS and local law enforcement.
 - b. The Hazardous Materials Boundary. The Hazardous Materials Boundary defines the hazardous materials site, which may be referred to in technical operations as the “working point” (nuclear) or the “hot zone” (biological/chemical). Depending on the spread of contaminants, the hazardous materials site may include some portions of the crime scene and the surrounding community. Access into this area may be restricted to response personnel wearing protective clothing and using decontamination procedures.

- c. The Disaster Boundary. The Disaster Boundary defines the community-at-risk that may need to take protective actions such as sheltering, evacuation or quarantine. Access into this area may or may not be restricted on the authority of the State or local Department of Health.

B. Organization

1. Terrorist incidents are unpredictable in scope and size and will require the activation of the City emergency response organization and EOC. Refer to Basic Plan and Annex A, Direction and Control.
2. It can be expected that a number of Federal and State agencies will assist local authorities in responding to the incident.
3. The on-scene Police incident command system would be expanded and integrated into the City EOP Incident Management System. (See Basic Plan and Annex A, Direction and Control). The City EOC will be primarily responsible for interagency coordination in addition to their primary function of setting priorities for response, concentrating on preservation of life and property and the establishment of security.
4. During a terrorist incident, operational transition from crisis management to consequence management, and the corresponding shift in lead agencies, may be complex. Transition could be immediate and clearly defined, or both crisis management and consequence management operations could overlap.

C. Planning Factors

1. Response to a chemical, biological, radiological, nuclear, or explosive (CBRNE) terrorism site closely resembles a response to a Hazmat situation with the following modifications:
 - a. Law enforcement is the lead agency for terrorist incidents, but fire services are best equipped for Hazmat situations. Close coordination will be required. The precedence of law enforcement responsibilities may be displaced by significant health and safety issues.
 - b. The site control zone distances (Appendix 2) for some of the chemical agents may have a radius distance in excess of several miles.
 - c. Mass decontamination may be required before victims can be transported for medical attention.

- d. Increased attention will be required to detect physiological clues about the nature of the hazard and to recognize and react to signs and symptoms.
 - e. Biological agents may be difficult to diagnose until symptoms appear, which could result in delays of several days until the disease is detected.
 - f. Protection from chemical and biological agents can be accomplished by evacuation or in-place sheltering.
2. The FBI has procedures in place to mobilize federal assets, including consequence management organizations, at the first sign of a potential WMD crisis. Response time planning should be 6-12 hours.
 3. The Department of Energy and Department of Defense can provide, through the FBI, their Nuclear Emergency Search Team (NEST) with the capabilities to measure radiation, identify radiation sources, identify weapons, render nuclear weapons and devices to a safe condition, limit radiation damage of an explosion if one has occurred, and to decontaminate contaminated areas.
 4. The 91st Weapons of Mass Destruction Civil Support Team of the Arizona National Guard has a detection and response capability that can be employed in suspected terrorist events. Capabilities and activation procedures can be found at Appendix 1 of this Annex.

D. Tasks

1. Police Department

Pre-incident

- a. Identify potential terrorist capabilities and intentions, as well as conduct an evaluation of general or specific vulnerabilities.
- b. Maintain liaison with State and Federal law enforcement agencies that can provide information regarding potential or known terrorists, potential or expected targets, and methods normally used against these type targets.
- c. Develop a standard operating procedure to identify whether an incident is a terrorist act.
- d. Contact FBI (602-279-5511) on determination of a terrorist incident with FBI jurisdiction.

Post-Incident

- a. Ascertain whether the incident is a terrorist act. If the incident is identified as a terrorist act, initiate notification procedures necessary to activate the Federal response.
- b. Establish an on-scene command post and, with support from the Fire Department, establish an on-site control plan. See Appendix 2 to this Annex.
- c. Recommend activation of the EOC.
- d. Control access to the affected area.
- e. Provide warning to the public.
- f. Collect and disseminate information and intelligence.
- g. Provide law enforcement and security protection for the personnel and equipment of supporting units.
- h. Be prepared to secure the scene, awaiting specialized equipment if necessary. Federal response to a terrorist incident may take several hours.

2. Fire Department

- a. Dispatch Special Operations team and command post personnel to establish on site control plan.
- b. Conduct operations at the scene with consideration to a contaminated environment and decontaminate victims before transport. Notify hospitals which patients were contaminated.
- c. If the incident involves radiological hazards, hazardous chemicals or biological agents, utilize self-contained breathing apparatus and proper protective clothing.
- d. Advise the Police Department to clear the scene of all persons not protected by such equipment and secure the evacuation hot zone as determined by the Fire Department.
- e. Establish a contamination reduction corridor at the edge of the hot zone for suspected contaminated persons and equipment.
- f. Segregate clothing and equipment used near the scene until they can be monitored for contamination.

- g. When removing injured persons from the incident scene do it rapidly and avoid contact whenever possible. Open wounds should be covered immediately.
 - h. Injured persons believed to be contaminated should be wrapped in blankets to avoid contamination of other persons and equipment.
 - i. Notify the Maricopa County Department of Emergency Management and request mutual aid, if necessary.
 - j. A terrorist incident location is a crime scene, and removal of material or persons from the area should be cleared through the Police Incident Commander.
- 3. Public Works/Municipal Utilities Department. Close coordination with law enforcement to prevent disturbance of the crime scene and with the fire department to ascertain contaminated or other unsafe areas will be necessary before proceeding with the following:
 - a. Provide barricading.
 - b. Conduct debris clearing.
 - c. Provide assessment of the damage and emergency repairs to City property.
 - d. Be prepared to assist in traffic control and evacuation.
- 4. Other departments will provide support functions as outlined in the Basic Plan and Annex A, Direction and Control.

IV. DIRECTION AND CONTROL Refer to Annex A, Direction and Control.

V. INCREASED READINESS ACTIONS

See Appendices 4-9, this annex for Homeland Security threat conditions, basic responses and protective actions.

- A. Condition 3/Yellow - Situations exist that could develop into a hazardous condition.
 - 1. Review status of the EOC facility.

2. Begin watch of possible emergency, monitor developments and log activities.
 3. Establish contact with other law enforcement agencies and share intelligence information of possible terrorist activity.
 4. Review procedures.
- B. Condition 2/Orange - Situations exist that have definite characteristics of developing into a hazardous condition.
1. Alert EOC Staff and staff EOC at a standby level, if required.
 2. Establish contact with nearby local government agencies.
 3. Alert auxiliary personnel, if necessary.
 4. Place off-duty personnel on stand-by, if necessary.
 5. Alert personnel of possible emergency duty.
 6. Establish liaison with private and public health and medical facilities.
 7. Brief key officials.
- C. Condition 1/Red - Hazardous conditions are deemed imminent.
1. Staff EOC at full strength.
 2. Mobilize all Fire and Rescue personnel.
 3. Begin traffic control procedures for evacuation movement.
 4. Mobilize all law enforcement personnel.
 5. Mobilize emergency work crews.
 6. Mobilize health and medical personnel.
 7. Commence shelter operations, if necessary.
 8. Commence liaison contact with supporting levels of County, State and Federal government agencies.

VI. ADMINISTRATION AND LOGISTICS

Standard emergency administration and supply procedures will be used. See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX L – TERRORIST INCIDENTS

APPENDIX 1 – 91ST WEAPONS OF MASS DESTRUCTION CIVIL SUPPORT TEAM

1. The Weapons of Mass Destruction Civil Support Team (WMD CST) of the National Guard of Arizona is comprised of a 22-member, highly trained organization identified to support local, state and federal agencies responding to an attack utilizing weapons of mass destruction. The Military Support Office of the Arizona Army National Guard operationally controls the team.
2. The 91st WMD CST is designed to provide support to civil authorities, identify agents and substances, assess current and projected consequences, advise on response measures and assist with appropriate requests for additional support. Their primary responsibility is to sustain emergency operations with state and local government in response to weapons of mass destruction that involve chemical, biological, radiological or high yield nuclear explosions. Response time is 3 hours.
3. The WMD CST maintains significant HAZMAT response capability. As a result of their primary mission they may not be able to respond to routine HAZMAT requests for technical support and assistance to Arizona communities. The WMD CST is not trained or equipped to conduct ordnance disposal operations nor do they engage in civilian law enforcement activities.
4. Requests for WMD CST mission support for an actual or suspected WMD event are made in the following manner:
 - a. Requests made through the incident commander should be directed to the Maricopa County Department of Emergency Management (MCDEM). Include points of contact and all available information describing the request and emergency conditions.
 - b. MCDEM will contact the Arizona Division of Emergency Management requesting WMD CST support. Local and county emergency declarations will be required to support the request in obtaining a state emergency declaration.
 - c. Once the Governor approves the request, The Adjutant General (TAG) will direct the WMD CST to deploy.

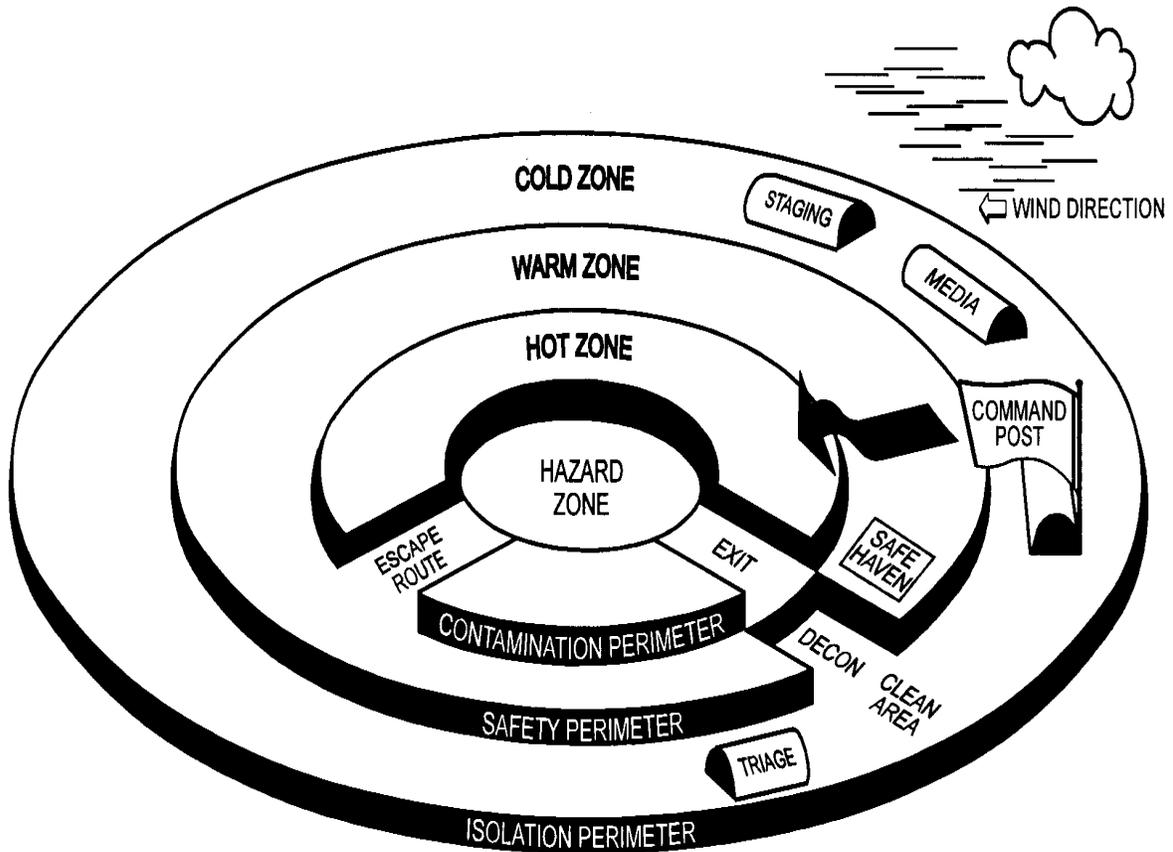
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APPENDIX 2 – SITE CONTROL PLAN

Environmental Protection Agency Terms

Other Common Terms

Exclusion Zone	=	Hot, Red, or Restricted Zone
Contamination Reduction Zone	=	Warm, Yellow, or Limited Access Zone
Support Zone	=	Cold or Green Zone
Hot Line	=	Contamination Perimeter
Contamination Control Line	=	Safety Perimeter



TOXICITY OF SELECTED CHEMICAL AND INDUSTRIAL AGENTS

CHEMICAL AGENT TYPE AND NAME	MILITARY SYMBOL	TWA/PEL ¹ (ppm)	TWA/PEL (mg/m ³)	IDLH ⁴ (ppm)	IDLH (mg/m ³)	Median Lethal Dose (mg-min/m ³)	Median Incapacitating Dose (mg-min/m ³)	Vulnerability Zone ⁵ 1/10 IDLH	Vulnerability Zone IDLH
Nerve Agent -- Nerve agents are chemical agents which affect the transmission of nerve impulses by reacting with the enzyme cholinesterase, permitting an accumulation of acetylcholine and continuous muscle stimulation. The muscles tire due to overstimulation and begin to contract.									
Tabun	GA	0.000015	0.0001	ND	ND	200-400 40,000 (skin)	100-300	.1 miles 500 lbs	<.1 miles 500 lbs
Sarin	GB	.000017	0.0001	ND	ND	70-100 12,000 (skin)	35-75	2.4 miles 500 lbs	.6 miles 500 lbs
Soman	GD	ND ²	ND	ND	ND	70-100 10,000 (skin)	25-35		
Agent VX	VX	0.0000009	0.00001	ND	ND	36-100 1,000 (skin)	5-50		
Blood Agent -- Blood agents are chemical agents which act upon the enzyme cytochrome oxidase. It allows the red blood cells to acquire oxygen but does not allow them to transfer oxygen to other cells. Body tissue decays rapidly due to lack of oxygen and retention of carbon dioxide.									
Cyanogen Chloride	CK	0.3	0.75 (C) ³	ND	ND	11,000	7000		
Hydrogen Cyanide	AC	4.7	5.0 (C)	50	56	ND	ND	2.7 miles	.6 miles
Arsine	SA	0.05	0.16	3	10	3200	1600	7.0 miles	1.1 miles
Blister Agent -- Blister agents are chemical agents that affect the eyes, respiratory tract, and skin, first as a cell irritant, and then as a cell poison.									
Mustard	HD	0.00045	0.003	ND	ND	1500 10,000 (skin)	150 200 (eye), 2000 (skin)	<.1 mile	<.1 mile
Lewisite	L	0.00035	0.003	ND	ND	1200-1500 100,000 (skin)	<300 (eye) >500 (skin)	<.1 mile	<.1 mile
Choking Agent -- Choking agents are agents that irritate the alveoli in the lungs. This irritation causes the alveoli to secrete fluid constantly into the lungs. The lungs slowly fill with this fluid, and the victim dies from lack of oxygen, or "dryland" drowning.									
Phosgene	CG	0.1	0.40	2	8	3200	1600	>10.0 miles	2.0 miles
Industrial Compounds -- Refer to the North American Emergency Response Guidebook for evacuation distances and other response measures.									
Chlorine	N/A	0.5	1.5	10	29.5	ND	ND		
Hydrogen Chloride	N/A	5.0	7.5 (C)	50	76	ND	ND	1.3 miles	.4 miles
Hydrogen Sulfide	N/A	10	14	100	142	ND	ND	.7 miles	.2 miles
Methyl Isocyanate	N/A	0.02	0.047	3	7.11	ND	ND	.9 miles	.2 miles

¹TWA/PEL: Time Waited Average/Permissible Exposure Larger; ²ND: Not Determined; ³C: Ceiling; ⁴IDLH: Immediate Danger to Life and Health. ⁵Vulnerability Zone based on 3.35 mph wind, open country, climate stability F, 150 lbs of substance unless otherwise noted and 10 minute release.

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APPENDIX 4 – THREAT CONDITION LOW (GREEN)

Threat Condition: LOW (GREEN)

A General Risk with no credible threats to specific targets.

PROTECTIVE ACTIONS

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Refine and exercise plans and protective measures. • Train on HSAS protective measures. • Regularly assess vulnerabilities of facilities and take measures to reduce them. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public. • Identify critical facilities that may need protection. • Review Emergency Response Plans. • Conduct training, seminars, workshops and exercises using the emergency response plans. • Conduct emergency preparedness training for citizens and employees. • Encourage response agencies (fire fighters, law enforcement, EMS, public works and elected officials) to take emergency management and American Red Cross first aid and CPR training. • Provide emergency preparedness information to employees via paycheck stubs tips, newsletters, articles and posters. • Conduct routine inventories of emergency supplies and medical aid kits. • Budget for physical security measures. • Encourage programs for employee immunization and preventive health care 	<ul style="list-style-type: none"> • Announce Threat Condition to employees. • Develop emergency response and business resumption plans. • Encourage and assist employees to be prepared for personal, natural and technological emergencies. • Develop a communications plan for emergency response and key personnel • Conduct training for employees on physical security precautions. • Budget for physical security measures. 	<ul style="list-style-type: none"> • Continue to enjoy individual freedom. Participate freely in travel, work and recreational activities. • Be prepared for disasters and family emergencies. (See DESHS and American Red Cross brochures.) • Develop a family emergency plan. (See DESHS and American Red Cross brochures.) • Know how to turn off your power, gas and water service to your house. • Know what hazardous materials are stored in your home and how to properly dispose of unneeded chemicals. • Support the efforts of your local emergency responders (fire fighters, law enforcement and emergency medical service). • Know what natural hazards are prevalent in your area and what measures you can take to protect your family. • Report suspicious activities.

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APPENDIX 5 – THREAT CONDITION GUARDED (BLUE)

Threat Condition: GUARDED (BLUE)

The recommended protective actions at this threat level include those at all lower threat levels.

PROTECTIVE ACTIONS

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Weekly threat briefings to EOC staff, government officials and first responders. • Brief and stress information and operational security issues • Check communications with response community. • Announce Threat Condition and explain expected actions. • Report status to next higher government. • Review plans, SOPs, and resource requirements. • Check readiness of response equipment. • Check inventories of critical supplies. • Verify notification rosters. • Increase backup of critical information and equipment. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public and explain anticipated actions that should be taken. • Estimate the threat vulnerability of each critical facility and the countermeasures required to protect them. • Ensure that each department is familiar with their assigned responsibilities during a disaster as shown in the plan and are prepared to respond. • Review communications plans and ensure the call-down procedures are current and accurate. • Conduct emergency management training and exercise emergency response plans. • Ensure all emergency management and response functions are adequately staffed. Recruit and train volunteers to augment full time staff. • Actively support the Neighborhood Watch, Community Emergency Response Team (CERT) and Amateur Radio Emergency Service programs. • Remind citizen and employees to be alert for suspicious packages, activities, vehicles, and to report these occurrences to the proper authority. • Secure buildings, unused rooms, storage areas, equipment and vehicles to prevent theft, tampering or destruction. • Evaluate information available on public websites that could compromise security. • Encourage all citizens and employees to have necessary immunizations. 	<ul style="list-style-type: none"> • Announce Threat Condition and explain expected actions. • Ensure that key leaders are familiar with the emergency response and business resumption plans. • Review, update and routinely exercise for functional areas of plans. • Review and update the call down list for emergency response teams • Develop or review Mutual Aid agreements with other facilities and/or with local government for use during emergencies. • Review physical security precautions to prevent theft, unauthorized entry or destruction of property. • Have you provided for: <ul style="list-style-type: none"> • Employee picture ID badges? • Background checks on all employees? • Access control and locking of high security areas at all times? • All security keys marked with “Do Not Duplicate”? • Surveillance Cameras? • Backup power? • An alarm system? 	<ul style="list-style-type: none"> • Continue normal activities but be watchful for suspicious activities. Report criminal activity to local law enforcement. • Review family emergency plans. • Increase family emergency preparedness by purchasing supplies, food and storing water. • Be familiar with local natural and technological (man made) hazards in your community. • Increase individual or family emergency preparedness through training, maintaining good physical fitness and health, and storing food, water and emergency supplies. • Monitor local and national news for terrorist alerts. • Update immunizations. • Volunteer to assist and support the community emergency response agencies.

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APPENDIX 6 – THREAT CONDITION ELEVATED (YELLOW)

Threat Condition: ELEVATED (YELLOW)

An elevated risk of terrorist attack, but a specific region of the USA or target has not been identified.

PROTECTIVE ACTIONS

The recommended protective actions at this threat level include those at all lower threat levels.

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Weekly threat briefings to EOC staff, government officials and first responders. • Brief and stress information and operational security issues. • Announce Threat Condition and explain expected actions. • Report status to next higher government. • Review plans, SOPs, and resource requirements. • Check readiness response equipment. • Check inventories of critical supplies. • Advise mail handlers, couriers to vigilant of suspicious items. • Verify notification rosters. • Identify community events having large attendance - review contingency and security plans. • Increase backup of critical information and equipment. • Increase surveillance of critical areas. • Further refine protective measures. • Implement contingency and response plans as appropriate 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public. • Review physical security plans for critical facilities. • Assess potential terrorist targets and develop plans to counteract an attack. • Conduct vulnerability assessments of each critical facility and government building. Estimate the consequence of loss and assign a priority for their protection. • Ensure all buildings are secured to prevent theft or tampering. • Conduct physical inspection of buildings for suspicious unattended packages. • Develop a cadre of trained volunteers. • Closely monitor current news events and state and federal terrorist advisories. • Keep the public informed on current threat conditions and advisories. • Coordinate with adjacent municipalities for mutual aid support in the event of a disaster or terrorist threat. • Conduct tabletop and functional exercises to ensure that response plans are understood and current. • Review existing physical security measures employed and install intrusion detection and passive systems as funding permits. • Conduct weekly radio communication checks. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees. • Review vulnerability and threat assessments and revise as needed. • Identify and monitor governmental information sharing sources for warnings and alerts. • Update and test call down list for emergency response teams and key employees. • Review and coordinate and update mutual aid agreements with other critical facilities and government agencies. • Establish and monitor active and passive security measures. • Review employee training on security precautions (bomb threat procedures, reporting suspicious packages, activities and people). • Conduct communications checks to ensure radio contact can be established. • Increase vehicle spot checks. • Remove trash containers, dumpsters and mailboxes near government buildings / facilities. • Inspect interior and exterior of buildings at beginning, interim and end of work shifts. • Check all deliveries. 	<ul style="list-style-type: none"> • Continue normal activities, but report suspicious activities to the local law enforcement agencies. • Take a first aid or CERT class. • Become active in your local Neighborhood Crime Watch program. • Network with your family, neighbors and community for mutual support during a disaster or terrorist attack. • Learn what critical facilities are located in your community and report suspicious activities at or near these sites. • Attend your local emergency planning committee (LEPC) meeting to learn more about local hazards. (Call the city/county emergency manager to learn dates and locations of the meetings.) • Increase individual or family emergency preparedness through training, maintaining good physical fitness and health, and storing food, water and emergency supplies.

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APPENDIX 7 – THREAT CONDITION HIGH (ORANGE)

Threat Condition: HIGH (ORANGE)

Intelligence indicates that there is a high risk of a local terrorist attack but a specific target has not been identified.

PROTECTIVE ACTIONS

The recommended protective actions at this threat level include those at all lower threat levels.

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Activate SEOC. • Activate agency EOCs. • Activate Joint Information Center. • Announce Threat Condition and explain expected actions. • Alert specially trained response teams. • Alert mobile comm and liaison staff. • Prepare to redirect or constrain transportation systems. • Discontinue tours of public and governmental facilities. • Report status to next higher government. • Implement security plans for critical facilities. • Review plans, SOPs, and resource requirements. • Check inventories of critical supplies. • Review plans to displace to alternate work site or with a dispersed work force. 	<ul style="list-style-type: none"> • Announce Threat Condition to employees and to the public and explain anticipated actions. • Restrict or control access to government buildings, critical facilities and infrastructure. • Erect outside barricades, security checks to deny access to underground parking areas, loading docks and building entrance. • Require identification, sign-in and escorts as required. • Restrict parking areas close to buildings. • Remove trash containers, dumpsters and mailboxes near government buildings / facilities. • Closely monitor available security and intelligence data from state and local law enforcement agencies. • Instruct employees to be especially watchful for suspicious or unattended packages and articles received through the mail service. • Inspection buildings and parking areas for suspicious packages. • Implement rumor control to avoid public panic. • Employ armed security at airports, dams, public utilities and critical facilities. • Based on threat assessment, define rules of engagement and authorize use of deadly force. • Test communication plans. • Secure/regularly inspect all buildings, vehicles, and parking and storage areas for intrusion. • Conduct 100% verification of deliveries and restrict shipments. • Take additional precautions at public events. 	<ul style="list-style-type: none"> • Announce Threat Condition and explain expected actions. • Place emergency response teams on notice. • Activate the operations center if required. • Monitor world and local events. Pass on credible threat intelligence to key personnel. • Ensure appropriate security measures are in place and functioning properly. • Instruct employees to report suspicious activities, packages and people. • Search all personal bags, parcels and require personnel to pass through magnetometer, if available. • Restrict vehicle parking close to buildings. Erect security barriers. • Inspect intrusion detection systems and lighting, security fencing and locking systems. • Inspect all deliveries and consider accepting shipments only at off-site locations. • Remind employees to expect delays and baggage searches. • Check inventories of critical supplies. • Review plans, SOPs, and resource needs. • Secure critical response vehicles. • Report suspicious activities. 	<ul style="list-style-type: none"> • Resume normal activities but expect some delays, baggage searches and restrictions as a result of heightened security at public buildings and facilities. • Continue to monitor world and local events as well as local government threat advisories. • Report suspicious activities at or near critical facilities to local law enforcement agencies by calling 9-1-1. • Avoid leaving unattended packages or brief cases in public areas. • Inventory and organize emergency supply kits and discuss emergency plans with family members. Reevaluate meeting location based on threat. • Consider taking reasonable personal security precautions. Be alert to your surroundings, avoid placing yourself in a vulnerable situation and monitor the activities of your children. • Maintain close contact with your family and neighbors to ensure their safety and emotional welfare.

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APPENDIX 8 – THREAT CONDITION SEVERE (RED)

Threat Condition: SEVERE (RED)

A terrorist attack has occurred or intelligence indicates that one is imminent. Normally, this threat condition is declared for a specific location or critical facility.

PROTECTIVE ACTIONS

The recommended protective actions at this threat level include those at all lower threat levels.

State Agencies	Local Government Actions	Critical Facilities	Anticipated Public Response
<ul style="list-style-type: none"> • Announce Threat Condition and explain expected actions. • Activate SEOC. • Activate agency EOCs. • Issue disaster declaration. Activate Joint Information Center. • Pre-position specially trained response teams. • Deploy mobile comm and liaison staff. • Monitor, redirect or constrain transportation systems. • Close public and governmental facilities. • Increase or redirect personnel to address critical emergency needs. • Report status to next higher government. • Implement security plans for critical facilities. • Consider security for first responders. 	<ul style="list-style-type: none"> • Announce Threat Condition employees and to the public and explain anticipated actions that should be taken. • Deny unauthorized access to critical facilities and infrastructure. Continue 100% inspections of personnel, vehicles and packages. • Visually inspect the interior and undercarriage of vehicles entering parking lots and terraces. • Deploy equipment assets and ensure physical security measures be afforded to them at critical sites. • Assemble trained volunteers to include: CERT, COP, ARES and the Red Cross. • Implement Mutual Aid Agreements as required. • Continue to assess the vulnerability of key assets and facilities. Take appropriate action to protect them by deploying armed security forces to these sites. • Cancel or delay unnecessary employee travel and leave. • Declare a state of emergency. • Activate the Emergency Operations Center. • Control release of information to the public and news media. • Provide security for personnel dispatched to repair or restore damaged facilities and systems. • Report status to next higher government. • Implement security plans for critical facilities. • Release non-critical personnel. • Conduct periodic welfare checks of personnel and facilities. • Consider security for first responders. 	<ul style="list-style-type: none"> • Announce Threat Condition and explain expected actions. • Deploy security personnel based on threat assessments. • Close or restrict entry to the facility to emergency personnel only and restrict parking areas close to critical buildings. • Maintain a skeleton crew of essential employees. • Deploy emergency response and security teams. • Activate Operations Center and send a liaison to the county or state EOC. • Maintain close contact with local law enforcement. • Be prepared to implement mutual aid agreements with government and with other critical facilities. • Provide security in parking lots and company areas. • Report suspicious activity immediately to local law enforcement. • Restrict or suspend all deliveries and mail to the facility. Emergency supplies or essential shipments should be sent to and off-site location for inspection. • Alert specially trained response teams. 	<ul style="list-style-type: none"> • Report suspicious activities and call 9-1-1 for immediate response. • Expect delays, searches of purses and bags and restricted access to public buildings. • Expect traffic delays and restrictions. • Take personal security precautions to avoid becoming a victim of crime or terrorist attack. • Avoid crowded public areas and gatherings. • Do not travel into areas affected by the attack or is an expected terrorist target. • Keep emergency supplies accessible and automobile fuel tank full. • Be prepared to evacuate your home or shelter in place on order of local authorities. • Be suspicious of persons taking photographs of critical facilities, asking detailed questions about physical security or dressed inappropriately for weather conditions (suicide bomber). Report these incidents immediately to law enforcement. • Closely monitor news reports and Emergency Alert System (EAS) radio/TV stations. • Assist neighbors who may need help. • Avoid passing unsubstantiated information and rumors.

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APPENDIX 9 – BASIC RESPONSES TO THREAT LEVEL CHANGES

All increased threat level responses are in addition to the measures identified for lower level responses.

CONDITION GREEN

Threat level Green set by the national Homeland Security Office.

- Normal Operations.
- Review Emergency Response Plans.
- Participate in training as available.
- Review measures for next higher level.

CONDITION BLUE

Threat level Blue set by the national Homeland Security Office.

- EMT reviews communication plan and callout lists.
- Review measures for next higher level.

CONDITION YELLOW

Threat level Yellow set by the national Homeland Security Office.

- All staff must have City ID in their possession at all times.
- Closely monitor current news & threat advisories.
- Ensure for added security measures for high profile events.
- EMT meets to review response measures.

CONDITION ORANGE

Threat level Orange set by the national Homeland Security Office.

- Review measures for next higher level.
- EMT activates to ensure security measures are in place.
- All staff must wear and display ID card.
- Maintain high state of vigilance.
- Employees review threat level red procedures for their respective departments.
- No unescorted visitors allowed within restricted areas.
- Identify any equipment shortages that may affect response to an event and

- procure replacement items.
- Review measures for next higher level.

CONDITION RED

Threat level Red set by the national Homeland Security Office.

- EMT/ESD activates to ensure security measures are in place.
- Consider EOC Activation (Partial or Full).
- Restrict access to all facilities to only one point/door.
- Consider restricting parking around key facilities.
- Ensure all City vehicles are fueled.
- Discontinue tours of City facilities.
- All escorted visitors to restricted areas must be signed in/out and display visitors ID card.
- Consider maintaining 24-hour presence at all facilities.

Review measures for next higher level. **RED – DIRECT THREAT TO LOCAL AREA**

Red-Direct is instituted when an event has occurred elsewhere within the nation, or is imminent within the State of Arizona. The City Manager or designee determines setting this threat level.

- EMT/ESD activates to ensure security measures are in place.
- Activate EOC.
- Consider restricting parking around all facilities.
- Post security at all access points.
- Security verifies ID of all personnel.
- Implement personnel sign in/out logs.
- Consider sending home non-essential personnel.
- Consider closing city facilities/suspending services.
- Consider maintaining armed 24-hour presence at potential target facilities.
- All visitors to facility must be signed in/out.
- Maximize availability of Public Safety personnel and resources:
 - Consider reassigning administrative/support staff to front line positions.
 - Consider canceling leaves/vacations.
 - Consider call back of off duty personnel.
 - Consider activating reserves/volunteers.
 - Place specialized teams on alert (SAU, HAZMAT).
 - Consider staffing additional apparatus.
- Consider restricting fire crews to their stations when not on active deployments.
- Consider staging ambulances to fire stations or hospitals.

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ANNEX M – ELECTRICAL POWER OUTAGES

I. SITUATION AND ASSUMPTIONS

A. Situation

1. The City has two primary providers of commercial electrical power—the Arizona Public Service Company (APS) and Salt River Project (SRP).
2. Because the major electric utilities in the western states are interconnected through an extensive grid system operated by the Western States Coordinating Council (WSCC), the failure of a major transmission line in a location well outside the state could result in large-scale power outages in the City of Chandler. A lack of adequate generation and transmission capabilities in certain areas might also cause shortages. While this interconnectivity increases the number of ways in which a power failure could occur, it also increases the options available for the restoration of power.
3. Local thunderstorms, particularly during the summer monsoon season, are capable of producing widespread power failures in the East Valley. Excessive summer heat can have a significant effect on electrical demands in the City of Chandler and the surrounding area.
4. Energy emergencies have been categorized by the electric utilities that are members of WSCC, including those in Arizona, into three alert levels.
 - a. Alert 1 means all available resources are in use. The utility has no reserves beyond the minimum requirement and there is a concern that it may not be able to sustain its required operating reserves. All non-firm wholesale energy sales are curtailed.
 - b. Alert 2 means load management procedures are in effect. At this point, the utility makes appeals to the public to reduce energy use, initiates voltage reductions on the system, and curtails interruptible loads through a voluntary curtailment program.
 - c. Alert 3 means a firm load interruption is imminent or in progress.

5. When a firm load interruption is required (Alert 3), APS and SRP will both employ the use of involuntary curtailments in the form of “rolling blackouts” rather than taking the risk of further degradation of the electric utility grid. When rolling blackouts occur, service will be cut off to circuits servicing one or more predetermined areas, each of which contains approximately 750 homes or their equivalent. These outages will generally last approximately twenty minutes to one hour for each circuit disconnected. As service is restored to areas that just experienced the blackout, it is then interrupted to another set of areas. This process repeats itself until power demands fall to the point at which power can be restored throughout the utility’s service area. The utilities have identified critical needs facilities such as hospitals, water treatment plants, and 911 dispatch centers, and the circuits servicing those facilities will not be taken off line during the rolling blackouts.
6. Due to limited additions to power generation or transmission capability over the past 10 years, power availability is not guaranteed. The times of greatest exposure are summer weekday afternoons. Wildland fires affecting transmission lines servicing the Valley from the north could aggravate the situation.

B. Assumptions

1. If a power outage is large enough to warrant opening the Chandler EOC, but not large enough to affect other cities and towns, the electrical provider will send a representative to the Chandler EOC. The representative will keep the City up to date on power restoration efforts through contact with the utility’s EOC.
2. If a power outage is large enough to affect multiple jurisdictions, the electrical provider will send a representative to the County or State EOC, and the City EOC will receive updates from the County or State EOC.
3. Traffic management plans will need to be developed for intersections with stoplights in affected areas.
4. Because some telephone systems rely on electric power, access to the 911 system may be limited in affected areas.
5. Locally owned water companies that rely on wells may be unable to deliver potable water.
6. Water treatment facilities will be unable to operate at full capacity, or perhaps even operate at all.

7. APS has provided dry ice to its customers during extended power outages in the past and can be expected to do so during future situations of a similar nature.

II. MISSION

To assist the residents of Chandler in the recovery from outages and shortfalls associated with electrical power failures or rotating power outages.

III. EXECUTION

A. Concept of Operations

1. As a general rule, the City EOC will not be activated when rolling blackouts occur. However, the Public Works Department will coordinate closely with the utility and the Maricopa County EOC to ensure that the areas affected by blackouts are notified as far in advance as possible.
2. If a blackout is expected to last for an extended period of time and affect a major portion of the City, the City EOC will be activated. The involved utility will be asked to send a representative to the City EOC, unless it has a representative in the State or County EOC.
3. The Public Information Office will issue news releases and work with the City Clerk's office to establish a Citizen's information hotline to inform the public of services available and, to the extent possible, the status of power restoration efforts.
4. If an extended power outage occurs during a summer heat wave, a life-threatening situation can occur for a large segment of the population, particularly the elderly.
5. APS and SRP both have programs that identify persons who rely on electrically operated medical systems in their homes, and these persons have been advised to procure battery-powered backups to meet their needs during the short power outages associated with rolling blackouts. In the event of unanticipated power failures of an extended nature, however, these people will need to be moved to a temporary shelter where their medical needs can be met until power is restored to their homes.

B. Tasks

1. The City Manager/Mayor will declare a local emergency if deemed necessary.

2. The City Manager will ensure that the provisions of this Annex are implemented.
3. Because of the possibility of a technological crisis caused by power interruptions to computer systems in City offices, the Information Technology Department should send representatives to the EOC, when activated.
4. The Police Department will:
 - a. Be prepared to perform traffic management at controlled intersections in affected areas, particularly those areas controlled by stoplights.
 - b. Increase patrols in affected areas for crime prevention and to ensure 911 access for residents whose telephones fail as a result of the power outage.

C. Support

1. When extended power outages occur in APS service areas, the company may procure dry ice for distribution to its customers who are without power. It will make public service announcements to inform the public of distribution points.
2. The Maricopa County Environmental Services Department will provide support in the following areas:
 - a. Monitoring of wastewater treatment and disposal facilities.
 - b. Testing of drinking water supplies for both private and public systems.
 - c. Checking regulated facilities such as restaurants and grocery stores for evidence of food spoilage.
 - d. Monitoring cooling centers for proper sanitation and food handling procedures.
 - e. Increasing air quality monitoring to determine whether the use of generators has increased pollution levels, and issuing public warnings if necessary.
 - f. Providing general sanitation advice to the public.
3. The Maricopa County Public Health Department will assist in the following areas:

- a. Monitoring for disease outbreaks and other health-related problems in areas that have experienced extended periods without refrigeration or interruption of sanitation services.
 - b. Monitoring for increased morbidity and mortality.
4. The Red Cross and the Salvation Army will establish shelters outside the power outage area or in buildings within the power outage area that are powered by generators.

IV. DIRECTION AND CONTROL. See Annex A

V. INCREASED READINESS ACTIONS

- A. Condition 3 - Situations exist that could develop into a power outage condition.
 1. Review condition and supply of emergency response resources.
 2. Check readiness of all equipment.
 3. Review alert list with all personnel.
- B. Condition 2 - Situations exist that have definite characteristics of developing into an extended power outage situation.
 1. Commence moderate public information activities.
 2. Develop detours and emergency routing plans.
 3. Alert personnel of possible emergency duty.
- C. Condition 1 – Extended power outage conditions are imminent.
 1. Be prepared to maintain 24-hour operations.
 2. Be prepared to handle transportation requests.
 3. Mobilize emergency work crews.
 4. Issue public information

VI. ADMINISTRATION AND LOGISTICS. Accurate, detailed record keeping must be instituted and maintained throughout the incident to support future requests for reimbursement and to provide information to the City Attorney's Office for defense of City personnel and agencies in the event of litigation against the City.

CHANDLER, ARIZONA

EMERGENCY OPERATIONS PLAN

ANNEX N – INFLUENZA PANDEMIC

I. MISSION

The goal of the City of Chandler (COC) Influenza pandemic Annex is to enhance the ability of City officials to continue to deliver essential services through city departments during an influenza pandemic/public health emergency, and protect the health and welfare of its employees and their families.

The Pandemic Annex seeks to ensure continuity of essential government services during a public health emergency by achieving pre-designed coordination among City departments and the elected and administrative authorities of the City.

II. SITUATION AND ASSUMPTIONS

A. Situation

An Influenza Pandemic can occur when a new subtype of Influenza A emerges that humans have no or little immunity, causes moderate to severe illness, is transmittable easily from person to person and vaccines to prevent the illness are not available.

Pandemic influenza occurred three times in the 20th century. In 1918 the subtype H1N1 (Spanish Flu) emerged and caused a severe pandemic that is referred to as the most deadly disease event in human history, with nearly 40 million deaths worldwide. In 1957 the emergence of influenza subtype H2N2 (Asian Flu) caused 70,000 U.S. deaths and in 1968 the emergence of H3N2 (Hong Kong Flu) caused an estimated 34,000 U.S. deaths. Most public health experts agree that it's inevitable that a influenza pandemic will occur again.

Public health professionals throughout the world are currently concerned about the H5N1 Avian Influenza virus. H5N1 is one of the few avian influenza viruses to have crossed the species barrier to infect humans. H5N1 is a virulent virus and infection with H5N1 is currently associated with a high mortality rate. Most cases have been linked to close contact with infected birds or the contaminated surfaces

of infected birds. The person-to-person spread of H5N1 has been limited. The concern is that because the influenza viruses have the ability to mutate and change, that if the H5N1 virus gains the ability of spreading efficiently from person to person and maintains its virulence, a moderate to severe influenza pandemic will occur.

B. Assumptions

The City of Chandler Influenza pandemic Plan is based on the following planning assumptions provided as guidance by federal, state and county public health authorities;

- A new pandemic will be due to a new subtype of Influenza A.
- Emergence of a new subtype is inevitable.
- It will be a global event but a local emergency.
- Seasonality cannot be predicted with certainty.
- Susceptibility to the new subtype will be universal.
- Efficient and sustained person-to-person transmission signals an imminent pandemic.
- The virus will have the ability to spread worldwide.
- A new novel virus could first emerge anywhere but most likely to emerge in the Far East.
- Planning should be geared towards the more severe scenario (1918 Model).
- It has the potential to overwhelm health care, hospitals, mortuary systems, as well as disrupt commerce and economic activity significantly.
- Risk groups cannot be predicted with certainty.
- Clinical disease attack rate likely to be 30% or higher.
- Employee absenteeism may reach 40%.
- The illness is expected to be highest among school-aged children.
- People may be asymptomatic while infectious. Asymptomatic persons can transmit the illness and will likely develop immunity.
- The incubation period for influenza is typically 2 days.
- On average each infected individual will transmit the infection to two other people.
- A community pandemic wave will last approximately 6 to 8 weeks. Multiple waves would be expected.
- There will be limited or no ability for regional, state or federal support and assistance because of the likelihood of simultaneous community outbreaks across the United States.
- Vaccine and antiviral medication will be delayed and/or in short supply.
- Vaccine will be under the control of the federal government. As the State of Arizona receives vaccine it will be distributed on a priority

- basis.
- The federal government has assumed responsibility for devising liability programs for vaccine manufacturers and person's administering the vaccine.
- Secondary bacterial infections have the potential to strain antibiotic supplies.
- Education, public health interventions, and limiting or eliminating public gathering may be a required response.
- Isolation and quarantine authority is held by the County and State Health Departments.
- Effective response will require coordinated community-wide local efforts that include private business, citizens, elected officials and religious leaders.
- When a Local Emergency is proclaimed, the Mayor is authorized, by ARS 26-311, to govern by proclamation (See Annex A, Direction and Control, III.A.4), to declare a local emergency and impose all necessary regulations to preserve the peace and order of the COC including: imposing curfew, closing business, public buildings, streets or other public places.

III. EXECUTION

A. Concept of Operations

1. The World Health Organization's (WHO) Influenza pandemic Phases are used as the template for federal, state and county pandemic planning. The City of Chandler (COC) will use the WHO pandemic phases to provide a consistent and coordinated planning effort with federal, state and county public health agencies. A COC Matrix (Appendix 3) has been developed that outlines each department's strategies and responses to each pandemic phase. The matrix also includes those strategies and policies that will be used town wide.

The WHO Pandemic Phases are as follows;

Inter-Pandemic Period

- a. Phase 1 - no new human subtype. Animal influenza may be present and poses a low risk for human disease.
- b. Phase 2 - no new human subtype. A circulating animal influenza poses substantial risk of human disease.

Pandemic Alert Period

- c. Phase 3 - new human subtype causing little or no person to person disease

d. Phase 4 - new human subtype causing limited small cluster disease spread person-to-person. Spread highly localized, not well adapted to humans.

e. Phase 5 - new human subtype causing larger clusters of disease, becoming more adapted to humans.

Pandemic Period

f. Phase 6 – increased and sustained transmission in general public

Recovery and Resumption of Normal Business Phase

G. Phase 7 – This phase is not a WHO pandemic phase; however this has been added to assist the COC in developing lessons learned and preparing us for transition back to Phase 1 and normal operations.

2. The Stages of the Federal Government Response were created to characterize the stages of an outbreak in terms of the immediate threat to the U.S. population. They provide a framework for the Federal Governments actions. The chart below illustrates the WHO Pandemic Phases and the Federal Government Response Stages as they relate to one another

WHO Phases		Federal Government Response Stages	
INTER-PANDEMIC PERIOD			
1	No new influenza virus subtypes have been detected in humans. An influenza virus subtype that has caused human infection may be present in animals. If present in animals, the risk of human disease is considered to be low	0	New domestic animal outbreak in at-risk country
2	No new influenza virus subtypes have been detected in humans. However, a circulating animal influenza virus subtype poses a substantial risk of human disease.		
PANDEMIC ALERT PERIOD			
3	Human infection(s) with a new subtype, but no human-to-human spread, or at most rare instances of spread to a close contact.	0	New domestic animal outbreak in at-risk country
		1	Suspected human outbreak overseas
4	Small cluster(s) with limited human-to-human transmission but spread is highly localized, suggesting that the virus is not well adapted to humans.	2	Confirmed human outbreak overseas
5	Larger cluster(s) but human-to-human spread still localized, suggesting that the virus is becoming increasingly better adapted to humans, but may not yet be fully transmissible (substantial pandemic risk).		

PANDEMIC PHASE			
6	Pandemic phase: increased and sustained transmission in general population	3	Widespread human outbreaks in multiple locations overseas
		4	First human case in North America
		5	Spread throughout United States
		6	Recovery and preparation for subsequent waves
RECOVERY PHASE			
7	Per health officials, Pandemic Phases have officially passed	7	Focus on recovery of all operations
		8	Lessons Learned
		9	Revision of plans as needed

3. The Arizona Department of Health Services (ADHS) is the lead state agency for preparedness and response to an influenza pandemic in Arizona. They will work in cooperation with the Arizona Division of Emergency Management who will coordinate state agencies response activities to an influenza pandemic/public health emergency.
 - a. ADHS working directly with the CDC will provide/support: Surveillance and epidemiology, laboratory diagnostics, healthcare coordination, clinical and infection control guidance, vaccine and antiviral distribution and use, public health interventions including quarantine and social distancing recommendations and notices, pandemic information management, public health communications to the public, travel-related containment strategies, and guidance to county and tribal health departments.
 - b. The Arizona Pandemic Influenza Response Plan provides detailed planning and response activities including planning assumptions, response capacities, responsible parties and prescribed necessary actions. It is a result of coordinated effort with the U.S. Department of Health and Human Services' Influenza pandemic Plan and the Pandemic Influenza Incident Annex to the State Emergency Response and Recovery Plan.
4. Maricopa County Department of Public Health (MCDPH) provides full time public health services to all residents of Maricopa County per ARS 36-182.
 - a. MCDPH will provide for the detection and response to an influenza pandemic in Maricopa County working in

cooperation with ADHS.

- b. MCDPH responsibilities include surveillance, quarantine and sanitary measures to prevent the spread of the disease, provide temporary hospitals or places of reception for person's with infectious disease, county wide communication/information including health education campaign, allocating, distributing and administering available flu vaccine.
 - c. MCDPH will order vaccine, antivirals/antibiotics and supplies from ADHS through the strategic national stockpile (SNS) program guidelines as described in the MSDPH Division of Public Health Emergency Management (PHEM).
 - d. Points of Distribution (PODS) will be managed by PHEM.
5. Emergency management in the COC is guided by the City's Emergency Operations Plan (EOP). This plan directs all disaster response and recovery activities. The EOP Coordinator is the Fire Chief or the Fire Chief's designee.
- a. The COC has identified essential services (Appendix 1) in the context of an influenza pandemic. Essential services have been defined as any service, if not delivered or interrupted for 12 weeks may result in significant hardship or danger for citizens or employees, or may significantly interfere with response or recovery operations. A 12 week timeline was established to support a sustained response that would be required if multiple waves of influenza pandemic occurred as suggested in federal guidance.
 - b. The COC has developed a pandemic influenza infection control/PPE use guideline (Appendix 2).
 - c. The COC has developed an Influenza Pandemic Matrix (Appendix 3), which consists of departmental/discipline strategies for each pandemic threat level and includes strategies that will be utilized town wide.
 - d. The City Manager may implement Special Leave during an influenza pandemic in accordance with Personnel Rule 15, Section 17. Supervisors will require sick and/or potentially contagious employees to stay home.

- e. The City Manger will consult with the Mayor and Council, Department Directors, and others to implement measures to assure essential operations continue. The City Manager will consult with the Mayor so policy duties can be performed to protect the health, safety, and welfare of Chandler with Annex A, Appendix 11 (Emergency Declaration Process) of the EOP. A State Declaration and subsequent local proclamation would be expected in the later stages of a pandemic alert or outset of a federally declared pandemic. The City Manager will provide briefings to elected officials, staff and the public as needed.
- f. The Emergency Management Coordinator will receive updates with state and county public health/emergency management authorities. The Terrorism Liaison Officers (TLO) may also be recipients of public health intelligence.
- g. The Emergency Management Coordinator, TLOs, CAPA, Police Chief, and Fire Chief will meet and brief the City Manager about relevant pandemic intelligence.
- h. A daily action plan will be developed by the City Management, Fire Chief, Police Chief, Municipal Utilities Director, and Public Works Director during Pandemic Phase 6. This plan will be communicated to fire stations, police substations and to both Public Works and MUD's Emergency Operation Centers.
- i. COC will ensure all reasonable measures are taken to limit the spread of an outbreak within and beyond the town's borders by establishing an ethical code of infection control in the workplace that is reinforced during each influenza season. Seasonal influenza vaccinations will be provided for employees and their families as well as options for working offsite while ill, systems to reduce infection transmission and employee education.
- j. This Influenza Pandemic Annex provides a foundation for the sustained exercise of leadership by elected and administrative authorities during and following an influenza pandemi

B. Organization.

City Manager – Determine COC influenza pandemic measures including the implementation and accountability of all phases of the Pandemic Matrix. Consult with Mayor, brief elected officials, staff and the public as needed.

Mayor – Responsible for the enactment of policy to protect the health, safety, and welfare of Chandler with the EOP, Annex A, Appendix 11 (Emergency Declaration Process).

Fire Chief - The Emergency Plan Coordinator is the Fire Chief or the Fire Chief's designee.

Purchasing Officer – Approve emergency purchases exempt from bidding requirements in conformance with City Code 3-13.3. Coordinate with all departments for anticipated purchases, consider increased P-card limits, adding P-cards within departments as requested, define purchases that may qualify as exempt due to emergency as required. Coordinate with City Manager and Law to de-elevate emergency purchase approval to purchasing division.

Budget -- Address budget and revenue needs during pandemic, including determining the economic impact of influenza pandemic on finances. (Pandemic can reduce revenues and increase emergency expenditures.)

Occupational Health and Safety - Influenza Pandemic Liaison with County and State Health Departments, County and State Emergency Management, regional and local emergency planning or emergency management representatives including local hospitals, business and schools. Support COC departmental activities/responses as determined by City Manager.

Terrorism Liaison Officers (TLO) – liaison with statewide intelligence community and recipients of public health intelligence.

Department Heads - The planning, development and maintenance of departmental pandemic matrix, the implementation of department pandemic matrix as determined by the City Manager.

- C. The EOC would be placed on a limited-scale activation to implement and support the provisions of this annex

IV. DIRECTION AND CONTROL.

Line of Succession – A line of succession has been established to support this annex and provide departmental authority if management becomes incapacitated (Appendix 4).

V. ADMINISTRATION AND LOGISTICS

Standard emergency administration and supply procedures will be used. See Basic Plan and Annex A, Direction and Control.

CHANDLER, ARIZONA

EMERGENCY OPERATIONS PLAN

APPENDIX I – ESSENTIAL SERVICES

1. Definition of Essential Services for Pandemic Planning

An Essential Service is any service which, if not delivered or interrupted for 12 weeks may result in significant hardship or danger for citizens or employees, or may significantly interfere with response or recovery operations.

2. Essential Services by Department

Department	Services
Mayor and City Council	<ul style="list-style-type: none">• Provide overall policy direction• Implement the emergency powers of the City• Declare levels of emergency when necessary
City Clerk's Office	<ul style="list-style-type: none">• Legal documentation and filing
City Manager's Office	<ul style="list-style-type: none">• Implement the policies and direction of the Mayor & Council• Support of the overall preparedness

	<p>program in terms of its budgetary and organizational requirements</p> <ul style="list-style-type: none"> • Serve as (or designate) Chief of the EOC and provide overall leadership and guidance to the Emergency Services Group
CAPA	<ul style="list-style-type: none"> • City Web sites (content dedicated to disaster information) • Cable Channel 11 (programming dedicated to disaster information) • Print Shop operations (Admin. Services section of CAPA) • Public information services (e.g., media relations and management of information flow to elected officials and the public in time of crisis)
Community Services	<ul style="list-style-type: none"> • Essential life/safety services provided by senior center (center may be closed) • Facilities Maintenance: • Operation of emergency systems (fire alarm, generators, security doors and pass systems), facility gates, heating/cooling systems, electrical, facility cleaning, emergency power sources, phone operations and backup.
Courts	<ul style="list-style-type: none"> • In-custody court docket • Administrative Services (e.g. payment processing, canceling warrants, removing defaults)
Fire Department	<ul style="list-style-type: none"> • Emergency response • Emergency Management (EOC, EOP, Policy/Procedure implementation, response coordination, etc.) • TLO Program

	<ul style="list-style-type: none"> • Administrative activities essential to maintain above services
Law	<ul style="list-style-type: none"> • Criminal prosecution • Legal representation of police • Contracts for essential city services
Management Services	<p>Administrative Services:</p> <ul style="list-style-type: none"> • Financial management and support services to other city departments. • Maintain comprehensive financial administration <p>Accounting:</p> <ul style="list-style-type: none"> • Maintain general ledger • Accounts payable • Accounts receivable • Payroll • Special assessment • Fixed assets • Cash management <p>Budget:</p> <ul style="list-style-type: none"> • Maintain accurate annual budgetary and Capital Improvement Program records. <p>Central Supply</p> <ul style="list-style-type: none"> • Material issues, receipts and deliveries. • Administrative activities essential to maintain above services. <p>Environmental Management:</p> <ul style="list-style-type: none"> • Provide hazardous waste/substance emergency response. • Maintain properly serviced and calibrated emergency response equipment <p>Fleet Maintenance</p> <ul style="list-style-type: none"> • Provide fleet support in priority order to: public safety, solid waste, others.

	<p>Licensing, Tax and Utility Services</p> <ul style="list-style-type: none"> • Utilities services and payments • Licensing • Tax and collections <p>Purchasing</p> <ul style="list-style-type: none"> • Accounts Payable/Accounts Receivable for emergency purchases • Issue purchase orders • Issue purchasing cards • Increase purchasing card limits • Prepare manual or email purchase orders • Approve / issue emergency purchase orders • Maintain current emergency vendor list <p>Risk Management and Safety</p> <ul style="list-style-type: none"> • Assessing and monitoring level of exposure risk among employees • Implement appropriate employee education & training, personal protective equipment use, prophylaxis, and infection control plans based on latest public health recommendations • Intake employee work injury and illness claims and triage to appropriate care • Perform risk and loss control assessments of immediate threats • Investigate accidents for claim and liability mitigation • Perform Industrial hygiene monitoring and testing for immediate threats • Implement safety training to ensure adequate safety of persons functioning in a cross-functional job duties
MUD	<p>Water</p> <p>(Water Plant, Water Production, Water Distribution)</p> <ul style="list-style-type: none"> • Production, storage, and distribution of safe drinking water. • Maintain water treatment plant

	<p>equipment, well sites, reservoirs, booster pump stations, water mains, valves, and meters.</p> <ul style="list-style-type: none"> • Response to water main breaks and service leaks. • Repair of damaged fire hydrants. • Establish water service to customers. • Utility location services. <p>Wastewater (Wastewater Collection, Airport Water Reclamation Facility, Lone Butte)</p> <ul style="list-style-type: none"> • Operate, maintain, and repair the wastewater collection system, including gravity and force mainlines, manholes, lift stations, and valves. • Emergency response to sanitary sewer line blockages/overflows. • Operate, maintain, and repair the reclaimed water distribution system, including pumps, lines, valves, meters, and recharge facilities. • Reclaimed water delivery. • Operation and maintenance of wastewater reclamation facilities (by contractor and COC). <p>Solid Waste</p> <ul style="list-style-type: none"> • Maintain collection and disposal of residential and city-facilities solid waste. <p>Water Quality</p> <ul style="list-style-type: none"> • Maintain only regulatory driven sampling programs for Water & Wastewater.
Planning and Development	<p>Development Services</p> <ul style="list-style-type: none"> • Review and inspection of critical infrastructure and emergency situations.
Police Department	<ul style="list-style-type: none"> • Patrol and Emergency Response • Dispatch • Supportive Administrative functions • Detectives and Investigations
Public Works	<p>Streets</p> <ul style="list-style-type: none"> • Support police and fire (traffic control,

	<p>construction equipment and operators, securing property).</p> <ul style="list-style-type: none">• Emergency response (traffic signal emergency repair and operations, regulatory signs, emergency road repair, debris removal from roadways, pole knockdowns).
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CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN
ANNEX N – PANDEMIC PREPAREDNESS

**APPENDIX 2 – GUIDELINES FOR INFECTION CONTROL AND PERSONAL
PROTECTIVE EQUIPMENT**

Basic Infection Control

- The City of Chandler will institute basic infection control measures as an everyday practice. This will include educating staff about cough and sneeze etiquette and hand washing. Alcohol based hand cleaners will be provided for use by employees and visitors; employees will be encouraged to stay home when they are sick with respiratory illness and/or fever.
- Hand washing should consist of washing with soap and water for about 15-20 seconds or the use of alcohol based hand-cleaning products.
- Cough and sneeze etiquette regardless of cause, includes either covering the mouth and nose when coughing or sneezing with a tissue to contain respiratory secretions or coughing or sneezing into the crook of the elbow.
- Dispose of tissues in nearest hands free waste receptacle after use and wash hands immediately after contact with any respiratory secretions.
- Special Leave may be implemented by the City Manager during the influenza pandemic, in accordance with City Personnel Rules. Supervisors will require sick and/or potentially contagious employees to stay home.
- Prior to and throughout each year's flu season employees will be given information/education on transmission, symptoms, prevention measures including vaccination for influenza, and an opportunity to receive a free flu shot through the employee benefits program.
- If/when the World Health Organization raises the level of pandemic awareness to level six (actual pandemic) the City will limit or eliminate public events, face-to-face meetings and use social distancing as means to minimize opportunity for influenza transmission. During this time the City will use alternative forms of communication and interaction to conduct critical business matters this could include telecom, cell phone, e-mail, VPN connectivity, and microwave.
- Employees will be encouraged to use only their assigned phone and/or work station.

- Antimicrobial wipes will be available to clean contact surfaces like countertops, door handles, phones, steering wheels, etc. A 10% bleach solution is also effective and may be used to clean surfaces.
- Public service counters and public venues would likely be closed at the discretion of City Manager during a community outbreak of pandemic influenza.
- When performing environmental cleaning and disinfection of potentially contaminated surface it is recommended that gloves be worn and a hospital grade cleaner/disinfectant (Cavicide®, Lysol®, or others) be used following manufacturers suggested directions for use, and immediate hand washing after glove removal.

Personal Protective Equipment

- Personal protective equipment including gloves and NIOSH approved disposable N-95 respirators (masks) will be purchased with a rotating cache of supplies maintained by central supply.
- The use of masks will be implemented on a situational basis and as recommended in public health guidelines during pandemic phases five and six.
- The appropriate use of masks including donning and doffing, not leaving masks dangling around neck, performing hand hygiene after handling masks, discarding mask if it becomes soiled or moist, awareness of mask limitations and other recommendations will be reviewed with personnel prior to distribution and use.
- The benefits of wearing a mask in the general workplace setting has not been established, however, they may be used as part of our exposure control strategies.
- Gloves are not required or recommended for day to day use and do not decrease influenza transmission risks if used in place of hand hygiene (hand to mucus membrane transmission still exists with glove use). Avoid touching eyes, nose, mouth, or exposed skin with hands (gloved or ungloved), and avoid touching surfaces with gloved hands including door knobs, light switches, phones, etc. Do not wash gloves. Wash hands immediately after glove removal.
- Fire personnel will follow public health pre-hospital provider infection control measures to reduce the risk of exposure to influenza during the pandemic.

CHANDLER, ARIZONA

EMERGENCY OPERATIONS PLAN

APPENDIX 3 – INFLUENZA PANDEMIC MATRIX

City of Chandler

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	<ul style="list-style-type: none"> • Provide pandemic awareness training to include seasonal influenza symptoms, transmission, and infection control measures such as hand washing, cough and sneeze etiquette, and routine cleaning and disinfecting of desk tops, keyboard, phones, door knobs, steering wheels, and any shared equipment. • Encourage employees and their family members who are medically able to get an annual flu shot to protect against seasonal influenza strains. • Encourage employees who are ill with fever or flu-like symptoms to stay at home or go home if they become ill while at work to prevent exposing other employees to their illness.
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Continue Phase 1 and 2 strategies plus:</p> <ul style="list-style-type: none"> • Department Directors ensure all employee contact numbers (home, cell, and emergency contacts) are up to date and on file in Personnel. • Department Directors identify any potential remote access users in your department utilizing Telecommute/Remote Access Plan / consult with IT Officer. • Evaluate the ability to conduct normal business operations with increased employee absences, and identify critical functions required to be performed in order to furnish the level of service necessary for maintenance of public health and safety, and those that will be modified or discontinued during Phases 5 and 6. • Evaluate staffing distribution for Pandemic Phases 5 and 6 to ensure essential public services will continue and establish staffing model for a reduced workforce.

	<ul style="list-style-type: none"> • Develop strategy to suspend programs and close facilities if a Phase 6 alert is declared. • Implement cross-training measures among employees, as appropriate, and to ensure continuation of essential services and performance of critical functions to maintain order in later phases. • Install hand sanitizer dispensers in COC buildings, as appropriate and distribute hand sanitizer to field service employees. • Encourage the use of disinfectant sprays or wipes on door handles, phones, computer keyboards, shared desks and countertops, and the steering wheels, door handles, buttons, knobs, controls, etc. of vehicles and other shared equipment as needed and appropriate. • Update current vendor support lists and maintain adequate inventory of cleaning/disinfecting supplies and personal protective gear such as gloves and masks for normal use as well as for needs during pandemic phase. • Explore/Establish mutual aid agreements with surrounding municipalities, where appropriate, for assistance in providing critical services.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 1, 2, and 3 strategies, plus:</p> <ul style="list-style-type: none"> • Re-evaluate staffing adequacy and feasibility of alternative work schedules for Phases 4, 5, and 6. • Develop procedures to carry on customer contacts (e.g., define precautions to be taken, personal protective equipment to be used, etc.) during Phases 5 & 6. • Conduct training to instruct all personnel on the use and limitations of personal protective equipment. • Distribute to employees self-care at home material including indications for seeking medical treatment. • Encourage employees to sign up for direct deposit.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 1, 2, 3, and 4 strategies, plus:</p> <ul style="list-style-type: none"> • City Manager, Fire &/or Police activate EOC. • Limit public meetings and events to only those critical to carry on the essential functions of government. Limit face-to-face contact and consider canceling community education, events, and COC classroom training. • Implement procedures to carry on customer contacts (e.g., defining sanitary precautions to be taken, distances to be maintained, personal protective equipment to be used, etc.) • Maintain daily/weekly staffing status updates to track availability of staff for continued operations. • Reassign staff not performing essential functions within

	<p>the department, as needed and appropriate, to staff public information call centers or to EOC phone banks.</p> <ul style="list-style-type: none"> • Department Directors or designees conduct daily welfare checks on sick employees through phone calls and e-mail. • Implement employee self-screening for respiratory illness/fever and employees with respiratory illness/fever not permitted to come to work. • Supervisors shall require ill employees to leave work and not return until recovered, to prevent exposing other employees to illness. • Where feasible, consider telecommute for key administration roles. • Distribute masks, gloves and disinfecting supplies and consider use of masks while interacting with public. • Re-emphasize procedures for infection control (hand washing, cough and sneeze etiquette, cleaning procedures for shared vehicles and office equipment, especially phones, keyboards, desktops, countertops, doorknobs, steering wheels, door handles, and buttons, knobs, controls, etc.) • Avoid contact with people showing any symptoms of infection (respiratory illness and /or fever) unless protected by a mask. • Consider canceling vacation/out of town travel. • Keep vehicle fuel levels at 3/4 full or more. • Re-emphasize use of employee payroll direct deposit.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phase 1, 2, 3, 4, and 5 strategies, plus:</p> <ul style="list-style-type: none"> • Initiate Workplace Screening with building point of entry screening and donning mask may be required to enter COC buildings. • Deploy remote access for key administration roles as identified by Department Directors and IT Officer. • Curtail all but the vital functions of the office to free staff to assist other departments with their needs, consult with EOC regarding redeployment of personnel. Close all non-vital municipal buildings and public service counters. • Reduce or eliminate all non-essential public contact and minimize human-to-human contact, discontinue training classes and large meeting gatherings – conduct as much business as possible by telephone and email. • Re-evaluate work schedules and staffing. • Require employees to sign up for direct deposit, and convert Payroll to an automated and estimated status. Department Directors continue to track employee payroll hours, to be update in recovery phase.

	<ul style="list-style-type: none"> • Department Directors or designees conducting welfare checks on sick employees, report daily to EOC Planning the number of employee absences. • Database of reported absences created/tracked in EOC. • Department Directors report daily to EOC Logistics any available staff not supporting Essential Services (Appendix 1) for redeployment and possible credentialing.
Phase 7 – Recovery and Resumption of Normal Business Phase	<ul style="list-style-type: none"> • Department Directors or designees report updated payroll hours to correct any discrepancies that may have occurred during automated and estimated pay periods. • Department Directors or designees assess, prioritize and implement recovery and business resumption plans to restore normal business operations and services. • Lessons Learned/After Action Reports will be submitted by all Departments to supplement/correct/reinforce best practices. Chandler Emergency Management will then compile the reports and submit a final report to the City Manager. • <i>Ideas are welcome here - please contact Kerry or Paul to add items appropriate to City Operations here.</i> <p>Purchasing:</p> <p>Note: an operational guide for recovery is completed and on file in the Purchasing Division. It contains the following steps:</p> <ol style="list-style-type: none"> 1. Assess status of purchases made without purchase orders – determine action needed. 2. Assess P-card purchases. 3. Assess emergency purchases, plan to approve and pay, and capture demand criteria for after action report and future planning process. 4. Restore normal business functions in order: <ol style="list-style-type: none"> a. Reduce P-card limits if raised during pandemic b. Cancel additional P-cards if issued during pandemic c. Resume normal electronic requisition / purchase order process. d. Resume any suspended operations (competitive procurements, pre-bid conferences) e. Prepare Mayor / Council memo ratifying emergency purchases

Mayor & City Council

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	<ul style="list-style-type: none"> • No change in normal business operations.
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Begin dialogue with City Attorney regarding compliance to Open Meeting Law and other state and local laws during a pandemic where human contact must be limited for the health, safety, and welfare of elected officials, staff, and residents. • Begin dialogue with the City Attorney, City Clerk and Maricopa County Elections regarding processes for conducting an election, and possible interventions to be implemented if an election were scheduled to take place during a period of confinement.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus</p> <ul style="list-style-type: none"> • Promote the City’s educational campaign urging those with symptoms to stay away from work and public places. • Communicate to the public, the City’s response to the pandemic, providing a calming message to the community.
<p>Phase 5- larger clusters localized human to human transmission</p>	<p>Continue Phase 3 and 4 strategies, plus</p> <ul style="list-style-type: none"> • Consult with Public Health and Regional Emergency Management for implementation of Emergency Powers in conformance with A.R.S. Title 26, Chapter 2 and Chandler City Code 6-3. • Begin to utilize teleconferencing for regional meetings of elected officials and staff to limit face-to-face contact. • Budget and revenue management during a pandemic to

	<p>determine the economic impact of the pandemic on finances including reduced revenues and expenditures.</p> <ul style="list-style-type: none"> • Postpone Board and Commission meetings. <p>Consult with City Attorney, City Clerk, and Maricopa County Elections to determine the feasibility of closing or consolidating polling places. Obtain approval from the US Department of Justice for all changes to the election process.</p>
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phase 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Cancel all public meetings except those absolutely required (to be discussed with Attorney): <ol style="list-style-type: none"> 1. Require participation by elected officials via telephone connections (limited to 6 telephone participants). 2. Promote alternate methods to reach the public including cable TV broadcasts and streaming video; 3. Accept written public comments to be read at the meeting and require all comments to be submitted at least one hour in advance of the start of the meeting via e-mail, fax, or delivery to Clerk. • Consult with Maricopa County Elections and the City Attorney regarding postponement of a scheduled election. Moving the election date would require action by the governor to declare a State of Emergency. Obtain approval from the US Department of Justice for all changes to the election process. • If an actual emergency requires public meeting to be held where 24 hour notice cannot be provided, notices shall be posted within 24 hours of the meeting in accordance with ARS 38-431.02 (D).
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	<ul style="list-style-type: none"> •

City Clerk's Office

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	<ul style="list-style-type: none"> • No change in normal business operations.
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan</p>
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> • Encourage early voting through the mail. Have discussions with City Attorney, City Council and County Elections Dept. about voting alternatives if during an election cycle.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <ul style="list-style-type: none"> • Consider reducing public contact hours for marriage licenses and passports and other public services. • Discussions with City Attorney, City Manager, Council regarding procedures for public meetings.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Evaluate the need to discontinue the issuance of marriage licenses and passports.

general population	<ul style="list-style-type: none">• Utilize electronic means of providing public records when ever possible• Conduct public meetings as authorized only by the City Manager/City Council.
Phase 7 – Recovery and Resumption of Normal Business Phase	

City Manager's Office

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	<ul style="list-style-type: none"> • No change in normal business operations.
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <p>Administration</p> <ul style="list-style-type: none"> • Discuss with the Executive Leadership Team and the Emergency Management Coordinator the most efficient structure and mechanism for reassigning employees to other departments. • Purchasing Manager may approve emergency purchases exempt from bidding requirements (up to \$30,000) in conformance with the city code 3-13.3. • Evaluate staffing distribution for Pandemic Phases 5 and 6 to ensure essential public services will continue and establish staffing model for a reduced workforce. • In consultation with the Executive Leadership Team, develop strategy to suspend programs and close facilities if a Phase 6 alert is declared. <p>Information Technology</p> <ul style="list-style-type: none"> • Develop plans for the establishment of service billing and payments if staff is not available in areas like UB and Payroll. • Establish material list of critical resources that may be difficult to stock or obtain. • Create maps and support plans and documentation for GIS support of emergency operations. •

	<ul style="list-style-type: none"> • Develop Telecommute/Remote Access Plan that outlines use/qualifications. <p>Human Resources</p> <ul style="list-style-type: none"> • Establish theme of upcoming Employee Benefits Fair as <u>Hygiene for Health</u> – have all vendors support that theme in some manner. • Develop or identify resources to conduct supervisory public health/disaster training. • Support funding so that seasonal flu vaccination can be provided to employees and dependents. • Develop a City policy regarding how to manage employee pay if/when they need to go home sick even though they have no leave accruals (see Phase 5). <p>Economic Development</p> <ul style="list-style-type: none"> • Use list of retail/office/industrial owners, project managers, etc. to disseminate important information to tenants. <p>Neighborhood Programs</p> <ul style="list-style-type: none"> • Use registration database to disseminate pandemic related information to neighborhood leaders.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <p>Administration</p> <ul style="list-style-type: none"> • Manager shall implement temporary procedures to allow Department Directors to approve alternate work schedules and telecommuting. • Manager shall authorize implementation of temporary procedures to allow for simplified processing of accounts payable, payroll, etc. <p>Human Resources</p> <ul style="list-style-type: none"> • Roll out supervisory public health/disaster training • Create/update desk/field manuals for all positions to ensure that a person who is unfamiliar with the job could do it temporarily in an employee's absence. • Have each department capture City-wide skills inventory. Create/maintain a list of employees who possess requested skill sets (e.g., ability to do AP, possession of a CDL driver's license endorsement, etc.). • Begin promoting AFLAC short-term disability coverage.

	<ul style="list-style-type: none"> • Place as many benefits forms online as possible so they can be sent out and completed via the Internet. • Identify roles/employees that could work from home using a VPN or Citrix-type telecommunications product. • Make sure all the technology is in place for payroll to run automated/estimated. <p>Information Technology</p> <ul style="list-style-type: none"> • Create base maps in preparation of staffing needs and requirements of the EOC and other operation standards. <p>Economic Development</p> <ul style="list-style-type: none"> • Explore ways to support local business during and after a pandemic. <p>Neighborhood Programs</p> <ul style="list-style-type: none"> • Follow the City plan.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <p>Administration</p> <ul style="list-style-type: none"> • Reassign department staff not performing essential functions or reassigned within the department, as needed and appropriate, to staff call centers for public information and other departments. • Reassign department staff not performing essential functions or reassigned within the department, as needed and appropriate. • Conduct welfare checks on sick employees in the department through phone calls and e-mail. • Consider telecommute for appropriate staff. • Manager shall consult with the Mayor and Council, Department Directors, and others to implement measures to assure that essential operations continue. • Manager shall provide briefings to elected officials, staff, and the public, as needed. • The Manager shall consult with public safety personnel and advise the Mayor so he/she may perform duties as required to protect the health, safety, and welfare of Chandler in accordance with the Code of Chandler, Section 6-3.2: <ul style="list-style-type: none"> ○ In addition to the powers granted by other provisions of the law or City Charter, in accordance with A.R.S. Title 26, Chapter 2, the Mayor is hereby authorized to declare, by proclamation, an emergency or a local

	<p>emergency to exist and shall have the powers and authority established in that chapter. The proclamation may be rescinded by a majority of the City Council after twenty-four (24) hours.</p> <p>Information Technology</p> <ul style="list-style-type: none"> • Order supplies that may be difficult or time consuming in preparation of activation of emergency planning needs. • Prepare VPN packages. <p>Human Resources</p> <ul style="list-style-type: none"> • Begin cross training of staff with skills to help in critical areas. Prepare to implement a hiring freeze and personnel actions freeze. <p>Economic Development</p> <ul style="list-style-type: none"> • Follow the City plan. <p>Neighborhood Programs</p> <ul style="list-style-type: none"> • Follow the City plan.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <p>Administration</p> <ul style="list-style-type: none"> • Cancel all public meetings <i>except those absolutely required (to be discussed with Attorney)</i>. • Curtail all but the vital functions of the office to free staff to assist other departments – consult with the EOC regarding the redeployment of staff. • Consider reassignment of personnel. <p>Information Technology</p> <ul style="list-style-type: none"> • Stock Basic Maps in EOC. • Identify areas of shifting employee needs if work force is affected as anticipated. • Support EOC needs if brought up even at a monitoring level. • Prepare / distribute VPN connectivity packages for employees that may work from other locations or home. <p>Human Resources</p> <ul style="list-style-type: none"> • Implement a hiring freeze. • Implement a personnel actions freeze. • Begin automatic processing of payroll. • Ensure adequate Personnel Department staff support for

	<p>provision of benefits information (including health, rx, and death benefits).</p> <ul style="list-style-type: none"> • Redeploy staff resources as planned via skills inventory and cross-training initiatives. • Check/track the welfare and return to work status of sick employees. <p>Economic Development</p> <ul style="list-style-type: none"> • Follow the City plan. <p>Neighborhood Programs</p> <ul style="list-style-type: none"> • Follow the City plan.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

	<p>system.</p> <ul style="list-style-type: none"> ○ Placing information on employee computers using the computer Wallpaper ○ Developing news releases and commentaries for release to the media.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> ● Publicity shift toward putting people in touch with more medical resources. ● Educational campaign (internal & external) urging those with symptoms to stay away from work and from public places. ● Develop calming messages for dissemination by elected officials ● Develop FAQs for employee response to public
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <ul style="list-style-type: none"> ● Coordinate media campaigns with other local, state and federal PIOs, sharing information and reusing PSAs. ● Begin referring residents to AZ211.gov for bulletins, available services, etc. ● Establish phone bank information hotline ● Monitor for rumors/misinformation (respond as needed)
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> ● Carry messages directly from state and federal agencies using all available mediums. ● Explore the use of reverse 911 system for widespread dissemination of public health information. ● Establish JIC
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Community Services

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <p>Aquatics</p> <ul style="list-style-type: none"> • Identify programs at mass congregational facilities. (Facilities = Arrowhead Pool, Desert Oasis Aquatic Center, Folley Pool, Hamilton Aquatic Center and West Chandler Aquatic Center) • Develop strategy to suspend all programs and close identified facilities in the event a Phase 6 alert is declared. <p>Buildings and Facilities</p> <ul style="list-style-type: none"> • Prepare plan for each phase. • Mount hand sanitizer dispensers in municipal facilities. • Ensure HVAC system maintenance. <p>Center for the Arts</p> <ul style="list-style-type: none"> • Identify programs at mass congregational facilities. (Facilities = Center for the Arts and Vision Gallery). • Develop a strategy to suspend all programs and close identified facilities in the event a Phase 6 alert is declared. <p>Library</p> <ul style="list-style-type: none"> • Identify programs at mass congregational facilities. (Facilities = Downtown, Basha, Hamilton and Sunset).

	<ul style="list-style-type: none"> • Develop a strategy to suspend all programs and close identified facilities in the event a Phase 6 alert is declared. <p>Recreation</p> <ul style="list-style-type: none"> • Identify programs at mass congregational facilities. (Community Center, Senior Center, Snedigar and Tumbleweed Tennis Center). • Develop a strategy to suspend all programs and close identified facilities in the event a Phase 6 alert is declared.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus</p> <p>Aquatics</p> <ul style="list-style-type: none"> • Evaluate the need to reduce programs and workforce and consider implementing alternative work schedules. <p>Buildings and Facilities</p> <ul style="list-style-type: none"> • Continue Phase 3 <p>Center for the Arts</p> <ul style="list-style-type: none"> • Evaluate the need to reduce programs and workforce and consider implementing alternative work schedules. <p>Library</p> <ul style="list-style-type: none"> • Evaluate the need to reduce programs and workforce and consider implementing alternative work schedules. <p>Recreation</p> <ul style="list-style-type: none"> • Evaluate the need to reduce programs and workforce and consider implementing alternative work schedules. <p>Senior Center</p> <ul style="list-style-type: none"> • Ensure meals continue to be delivered to Seniors through the Senior Nutrition Program.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <p>Aquatics</p> <ul style="list-style-type: none"> • Close mass congregational facilities identified in Phase 3. <p>Buildings and Facilities</p> <ul style="list-style-type: none"> • Consider use of surgical masks.

	<p>Center for the Arts</p> <ul style="list-style-type: none"> • Close mass congregational facilities identified in Phase 3. <p>Library</p> <ul style="list-style-type: none"> • Close mass congregational facilities identified in Phase 3. <p>Parks</p> <ul style="list-style-type: none"> • Consider nonessential employees to staff informational call centers or EOC phone bank. <p>Recreation</p> <ul style="list-style-type: none"> • Close mass congregational facilities identified in Phase 3. <p>Senior Center</p> <ul style="list-style-type: none"> • Utilize masks to deliver emergency meals only to Seniors.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <p>Aquatics</p> <ul style="list-style-type: none"> • Provide all available staff to assist with COC special duties and responsibilities as assigned. <p>Buildings and Facilities</p> <ul style="list-style-type: none"> • Essential function(s): <ul style="list-style-type: none"> • Emergency system operation (fire alarms, back-up generators, security doors and pass system). • Facility gate operation. • Facility heating and cooling systems operation. • Facility cleaning. • Emergency power sources. • If necessary, perform break down repairs, only (i.e., no preventive maintenance). • Use contractors to assist in performance of critical work. <p>Center for the Arts</p> <ul style="list-style-type: none"> • Provide all available staff to assist with COC special duties and responsibilities as assigned. <p>Library</p> <ul style="list-style-type: none"> • Provide all available staff to assist with COC special duties and responsibilities as assigned. <p>Parks</p> <ul style="list-style-type: none"> • Provide all available staff to assist with COC special duties and responsibilities as assigned.

	<p>Recreation</p> <ul style="list-style-type: none"> • Provide all available staff to assist with COC special duties and responsibilities as assigned. • <p>Senior Center</p> <p>Delivery of Senior meals cease.</p>
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Courts

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	<ul style="list-style-type: none"> • No change in normal business operations
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Develop Court Orders for the suspension of Rule 8 (Arizona Rules of Criminal Procedures regarding Speedy Trial) once Phase 4 begins. • Meet with Prosecutor and Police Department personnel to plan for Phase 4 procedure to address reduction/conduct of arraignments, pre-trial conference and initial appearances. • Meet with City Attorney to plan for reduction and/or alternative means of conducting court appearances such as telephonic interviews. • Implement cross-training measurers among various positions to help insure the availability of essential services to maintain order in later phases. • Create a plan for cross-training of staff. • Develop written instructions and procedures of each support staff procedures.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus</p> <ul style="list-style-type: none"> • Request Court Order from Presiding Judge for the suspension of Rule 8, except for criminal defendants in custody. • Develop an integrated Police/City Attorney/Courts plan for the reduction of and /or alternative means of conducting courts appearances in later phases.

	<ul style="list-style-type: none"> • The use of the civil traffic Hearing Officer at the Courts Customer Service Counter rather than in a courtroom setting to allow for the disposition of civil traffic cases. • Supervisors within the Court Department shall immediately require employees displaying flu symptoms to leave the work place and not return until all symptoms have passed. • Monthly staff meetings will be moved to the Jury Assembly Room to provide more space for participants.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <ul style="list-style-type: none"> • Implement the integrated Police/Attorney/Courts Plan for reduction and/or alternative means of conducting court appearances. • Prioritize all functions to determine the minimum staff required to maintain court services and assign other staff to alternative schedules in order to reduce exposure. • Reassign staff as needed and as appropriate, to provide adequate staffing to respond to public inquiries via telephone and email within the Court Department. • Supervisory staff will conduct welfare checks on sick employees by email and telephone contact. • All staffing meetings, other than those dealing with emergency issues, are to be held electronically if able. • The Presiding Judge shall consult with the City Manager, Mayor and Council, Department Directors and others to implement measures to assure that essential operations continue. • The Presiding Judge shall brief the Presiding Judge of Maricopa County as the status of the Municipal Courts on a weekly basis, and cooperate with County Courts initiatives to deal with the challenges of the pandemic. • Reassign department staff that are not performing essential functions or reassign within the department, as needed and as appropriate, to staff call centers for public information and other departments (coordinated by EOC logistics). • Minimize human-to-human contacts in office/courtrooms. • Reassign staff, as needed and appropriate. • Prioritize all functions. • Rotate/alter staff schedules as needed to maintain essential functions. • City Attorney will consult with City Manager to ensure essential operations and functions.

<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Reduce or eliminate all non-essential public contact including limiting fine payment to payment by telephone, mail or drop box. • Curtail all but the vital functions of the office to free staff to assist other departments with their needs, consult with EOC regarding redeployment of personnel.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Fire Department

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Create plan for efforts that fit the pandemic phases. • List all supplies that support the plan. • Establish process for immunization of City employees and dependants. • Order seasonal influenza vaccine, or work with occupational health to provide access to vaccine. • Obtain educational material for City employees and citizens at large. • Present basic pandemic orientation and economic impact information to Chamber of Commerce, City management, and employee groups. • Calculate and request supplemental funding for department supplies and equipment. <ul style="list-style-type: none"> • Station supply inventory • Food • PPE • Company training – PPE use during a pandemic. • Establish staffing model for reduced workforce. • Work with PFD to establish a priority dispatch model that will provide timely response to emergency requests for service. • Consider a secondary response mechanism for low priority or welfare requests using non-emergency personnel. • Pandemic Tabletop exercise.

	<ul style="list-style-type: none"> • Develop Mass Casualty Plan • Develop Pandemic Planning timelines. • Fire to institute seasonal influenza immunization program/train personnel/mass immunization exercise – 2007 flu season. • Obtain Flu PPE kits to include gloves, gowns, goggles, arm gauntlets, booties, and containment bags.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> • Continue Phase 3 where necessary. • Seasonal flu immunizations required for all fire personnel that have direct contact with the public. • Notification update to all personnel via CAD/website/email. • Ensure all employee contact numbers (home, cell, and emergency contacts) are up to date and on file in Personnel. • Ready phone bank that will provide live assistance to public inquiries for information/status. • Inventory stock/supplies. • Develop public health resource book for phone bank. • Use Individually assigned headsets or provide for sanitation of headsets.
<p>Phase 5- larger clusters localized human to human transmission</p>	<p>Continue Phases 3, & 4, plus:</p> <ul style="list-style-type: none"> • Fuel in all station apparatus/fire vehicles to be maintained at 75% minimum. • Redeploy Prevention personnel to support pandemic readiness. • Maintain shifts balance/staffing. • Reinforce PPE use. • Ready psychosocial support. • Minimize company exposure. Full PPE with any potential case of respiratory illness/fever. • No visitors or family, no tours, no ride along, and no deliveries at Fire Stations. • Public visits at headquarters restricted to emergent needs only. PPE to be utilized when dealing with the public. • Preposition MREs at stations/Admin/EOC.

<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Continue Phases 3, 4, and 5 as necessary. • Discontinue all non-emergent contact. • Prioritize 911 calls, modify dispatch procedures. • Minimize crew contact with public. No public exposure except on emergency calls. Two crew members enter home/business on EMS calls to minimize exposure unless otherwise required. • Consider redeployment of Fire Administrative staff to EOC. • A daily action plan will be relayed daily to off/ongoing crews. • Full pandemic PPE when entering any public building, business, or private residence. • Emphasize PPE/infection control measurers. • Inventory supplies/stock daily. • Reverse 911/CENS for just in-time info (vaccine). • Activate mass casualty plan as required. • Prevention to supplement fire staff. • Institute psychosocial support. • No shorts, no bunker gear on EMS calls. • Keep encounter forms at stations. • Track personnel hours as required/payroll automated and estimated. • Consider telecommute for key administration roles.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Law

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Strongly encourage all staff and their family members to obtain seasonal flu shots as they become available. • Develop Court Orders for the suspension of Rule 8 (Arizona Rules of Criminal Procedures regarding Speedy Trial) once Phase 4 begins. • Meet with Police Department and City Magistrate personnel to plan for Phase 4 procedure to plan for reduction and/or alternative means of conducting court appearances, such as telephonic interviews. • Develop an integrated Police/City Attorney/Courts plan for the reduction of and /or alternative means of conducting courts appearances in later phases.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3 plus:</p> <ul style="list-style-type: none"> • Identify ways to allow telecommunicating and flexible work hours. • If vaccine is available, advise and direct staff where it can be found.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4 plus:</p> <ul style="list-style-type: none"> • Implement the integrated Police/Attorney/Courts Plan for reduction and/or alternative means of conducting court appearances.

	<ul style="list-style-type: none"> • Prioritize all functions to determine the minimum staff required to maintain court services and assign other staff to alternative schedules in order to reduce exposure. • All staffing meetings, other than those dealing with emergency issues, are to be held electronically if able. • Send home all employees except essential personnel. • City Attorney will consult with City Manager to ensure essential operations and functions.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5:</p> <ul style="list-style-type: none"> •
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Management Services

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	<p>Administration:</p> <ul style="list-style-type: none"> • Financial management and support services to other city departments. • Maintain comprehensive financial administration. <p>Accounting:</p> <ul style="list-style-type: none"> • Maintain general ledger • Accounts payable processing • Accounts receivable processing • Payroll processing • Cash management control <p>Budget:</p> <ul style="list-style-type: none"> • Maintain accurate annual budgetary and Capital Improvement Program records. <p>Licensing, Tax and Utility Services:</p> <ul style="list-style-type: none"> • Maintain utility services and payments • Licensing issuance and administration • Tax and collections processing
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <p>Administration:</p> <ul style="list-style-type: none"> • Financial management and support services to other city departments. • Maintain comprehensive financial administration <p>Accounting:</p> <ul style="list-style-type: none"> • Maintain general ledger • Accounts payable processing • Accounts receivable processing • Payroll processing • Cash management control <p>Budget:</p> <ul style="list-style-type: none"> • Maintain accurate annual budgetary and Capital Improvement Program records. •

	<p>Central Supply</p> <ul style="list-style-type: none"> • Review material stock levels to ensure that sufficient emergency supplies are on hand and that any expired supplies are replaced. • Review emergency procedures and ensure that sufficient emergency supply forms are available. • Update hard copies of material supply list and ensure that EOC has updated copies. <p>Environmental Management</p> <ul style="list-style-type: none"> • Continue Emergency Response • Review emergency response supplies and verify minimum stocking levels. • Check emergency response equipment monthly for battery charge and calibration. • Verify current maintenance of vehicles monthly. • Update emergency contact numbers bimonthly. <p>Fleet Services</p> <p>Licensing Tax and Utilities</p> <ul style="list-style-type: none"> • Maintain utility services and payments • Licensing issuance and administration • Tax and collections process <p>Purchasing</p> <ul style="list-style-type: none"> • Review emergency vendor contact list and ensure contact information is current. • Review P-card holder list and ensure list is current. • Coordinate anticipated emergency requirements with Central Supply and other key departments / divisions. • Review City EOP. • Conduct staff training exercise on EOP – brief staff on EOP, Essential Functions and Line of Succession • Conduct Line of Succession exercise with Purchasing Manager, Purchasing Supervisor, P-Card Program Manager assumed to be unavailable for duty (not more than 4 hours exercise, using “missing” staff members as evaluators and to prepare after-action report). • Prepare exercise after-action report identifying strengths, deficiencies and plans for improved response. <p>Risk Management and Safety</p> <ul style="list-style-type: none"> • Develop Employee Infection Control Plan that will institute infection control measures as everyday practice
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	<p>(alcohol based hand cleaners, cough/sneeze etiquette, don't come to work sick with fever, hand washing, cleaning and sanitizing work devices and surfaces, etc).</p> <ul style="list-style-type: none"> • Implement multimedia education plan to educate employees on infection control plan. • Promote the importance of getting annual flu shots (employee and family) – educate to dispel fears about flu shots causing the flu, monitoring for signs and symptoms of influenza and effective self-care measures for the employee and their family members. • Work with departments and central supply supervisor to identify type and quantity of items needed to maintain a rotating cache of essential supplies for use in phase 6 • Educate COC staff and make them aware of pandemic plan & the actions/strategies that can be expected / implemented. • Develop COC guidelines to screen employees for flu-like illness for use in Pandemic Phase 6.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> • Restrict Travel. <p>Administration:</p> <ul style="list-style-type: none"> • Financial management and support services to other city departments. • Maintain comprehensive financial administration. <p>Accounting:</p> <ul style="list-style-type: none"> • Maintain general ledger • Accounts payable processing • Accounts receivable processing • Payroll processing • Cash management control <p>Budget:</p> <ul style="list-style-type: none"> • Maintain accurate annual budgetary and Capital Improvement Program records. <p>Central Supply</p> <ul style="list-style-type: none"> • Ensure Central Supply yard gates remain closed. • Limit access to Central Supply Facility. <p>Environmental Management</p> <ul style="list-style-type: none"> • Continue Emergency Response • Limit outside training to essential training only.

	<ul style="list-style-type: none"> • Limit contact in public meetings and hearings. <p>Fleet Services</p> <p>Licensing Tax and Utilities</p> <ul style="list-style-type: none"> • Maintain utility services and payments • Licensing issuance and administration • Tax and collections processing <p>Purchasing</p> <ul style="list-style-type: none"> • Suspend pre-bid conferences and conduct via conference call or email question / addenda methodology. • Survey EOC and Department heads for need to increase P-card limits / add P-card holders • Coordinate with lesser-affected, comparable agencies to piggyback on contracts or acquire goods and service on agreement that the participating entity will be reimbursed. Coordinate with CMO and Law to prepare MOU with participating entities. • Coordinate with Central Supply for planned purchases of emergency supplies. Plan for overstock of critical items. <p>Risk Management and Safety</p> <ul style="list-style-type: none"> • Monitor human influenza illness activity patterns • Evaluate the safety training needs of employees who will assume a cross-functional assignment to maintain essential government services during phase 6, and the resources necessary to provide the training.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <ul style="list-style-type: none"> • Educate – notify staff. • Keep vehicles fueled. <p>Administration:</p> <ul style="list-style-type: none"> • Financial management and support services to other city departments. • Maintain comprehensive financial administration. <p>Accounting:</p> <ul style="list-style-type: none"> • Maintain general ledger • Accounts payable processing • Accounts receivable processing • Payroll processing • Cash management control

Budget:

- Maintain accurate annual budgetary and Capital Improvement Program records.

Central Supply

- Maintain fuel levels in all Central Supply vehicles at $\frac{3}{4}$ tank.
- Ensure spare forklift propane tank is full.
- Issue only mission essential and emergency supplies.
- Suspend non-essential functions i.e. surplus property and records pick-up, etc.

Environmental Management

- Continue Emergency Response
- Eliminate outside training.
- Conduct as much business as possible over telephone or FAX.
- Minimize face to face meetings
- Maintain fuel levels in all Environmental vehicles at $\frac{3}{4}$ tank.

Fleet Services

Maintain 75% or greater of fuel capacity at City fuel sites

Licensing Tax and Utilities

- Maintain utility services and payments
- Licensing issuance and administration
- Tax and collections processing

Purchasing

- Implement planned P-card changes and additions.
- Implement planned emergency supply purchases.
- Suspend competitive bidding and advertising.
- Focus staff effort on Essential Services (Appendix 3, Annex N).
- Obtain authorization from CMO to approve and execute emergency purchases at Purchasing Division level as directed by EOC.
- Perform backup of all electronic purchasing documentation.
- Print hard copy of emergency vendor contact list
- Design and print manual purchase order form and distribute as necessary.
- Prepare plan to implement citywide use of manual purchase orders if automated system is lost / inoperable.

	<p>Risk Management and Safety</p> <ul style="list-style-type: none"> • Reinforce education on employee infection control measures, symptoms of the flu, and importance of not reporting to or staying at work if symptoms present • Implement safety training for the employees who will be working in cross-functional role during phase 6.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Limit exposure to people. • Contact customers by alternative means. • No face to face contact/meetings. • Require use of masks and hand sanitizer. • Workforces (inspectors) operate without coming into office. • Require payment of utility bills through the Internet, phone, or drop box. • Consider reassignment of personnel. <p>Administration:</p> <ul style="list-style-type: none"> • Financial management and support services to other city departments. • Maintain comprehensive financial administration. <p>Accounting:</p> <ul style="list-style-type: none"> • Maintain general ledger • Accounts payable processing • Accounts receivable processing • Payroll processing • Cash management control <p>Budget:</p> <ul style="list-style-type: none"> • Maintain accurate annual budgetary and Capital Improvement Program records. <p>Central Supply</p> <ul style="list-style-type: none"> • Administrative functions of Central Supply to be conducted via telecommuting. • Orders accepted via fax, e-mail, and oracle internal order only. • Post sign instructing supplier delivery driver /freight carriers to leave material and associated paperwork on Central Supply dock • Material over-the-counter orders will be wrapped, labeled and placed in flat loading dock area for departmental pick-up.

- Central Supply will deliver material and associated paperwork to designated cost center delivery areas; deliveries will be made without any human contact.

Environmental Management

- Provide emergency response as required
- Conduct as much business as possible over telephone or FAX.
- Minimize face to face meetings
- Maintain fuel levels in all Environmental vehicles at $\frac{3}{4}$ tank.

Fleet Services

- Essential function(s):
 - Provide fleet services support, in priority order, to: 1) public safety, 2) solid waste, and 3) others.
 - If necessary, perform emergency and break down repairs, and minimize preventive maintenance activities.
- Maintain fuel storage at Town fuel sites at 75% or greater of capacity.
- Adjust work schedules of available staff to support operations from 5 AM to 5:30 PM Monday through Friday, and 5 AM to 3 PM Saturday.

Licensing Tax and Utilities

- Maintain utility services and payments
- Licensing issuance and administration
- Tax and collections processing

Purchasing

- Implement Line of Succession Plan.
- Coordinate with IT to execute “work from home” software.
- Screen employees for symptoms / family members with symptoms
- Suspend all acquisitions except health, EOC and emergency requirements.
- Implement plan to use manual purchase order system if automated system is lost / inoperable.

Risk Management and Safety

- Support Emergency Operation Center (EOC) in the areas of risk assessment, safety and health, and to mitigate and control to the extent possible, the immediate threats to

	<p>the health and safety of employees and their households</p> <ul style="list-style-type: none"> • Monitor for clusters of employee illness and re-evaluate efficacy of infection control measures • Suspend routine training and inspection activities • Suspend routine employee work injury follow-up medical visits except to prevent harm to employee • Suspend medical evaluations for minor injuries instead provided first aid only and monitor • Suspend routine filing of first reports of injury, workers' compensation file review, case management and OSHA recordkeeping activities except where expressly prohibited by statute or to prevent harm.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	<p>Purchasing</p> <ul style="list-style-type: none"> • Department Directors or designees report updated payroll hours to correct any discrepancies that may have occurred during automated and estimated pay periods. • Department Directors or designees assess, prioritize and implement recovery and business resumption plans to restore normal business operations and services. • Lessons Learned/After Action Reports will be submitted by all Departments to supplement/correct/reinforce best practices.

Municipal Utilities

WHO Pandemic Phases	Strategies/Response
<p><u>Interpandemic Period</u></p> <p>Phase 1 - No new human subtype – animal influenza may be present poses low risk to humans</p> <p>Phase 2 - No new subtype in humans however circulating animal influenza poses substantial risk of human disease.</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 – new human subtype no/little human to human</p>	<p>Continue following City and MUD Program for Phase 1 and 2 strategies plus:</p> <ul style="list-style-type: none"> • All employee contact numbers (home, cell, and emergency contacts) are up to date in the Redbook. • Identify any potential remote access users in your department utilizing Telecommute/Remote Access Plan (consult with IT). • Essential functions identified (Appendix I Essential Services) in order to conduct business operations with increased employee absences. Identify those activities and facilities that will be modified or discontinued during Phases 5 and 6. • Cost Centers will identify amounts and types of resources needed to carry out essential functions:

	<ul style="list-style-type: none"> ○ Numbers and capabilities of staff that will be needed ○ Reserves of supplies and raw materials, keeping in mind suppliers may be affected by Pandemic and their services may be curtailed or unavailable ● Develop a back-up staffing strategy with the possibility that a majority of a Cost Center’s staff could be off work. Identify employees with skills that can be used across Cost Centers. Implement cross-training measures among employees, as appropriate, to ensure continuation of essential services. ● Explore/Establish mutual aid agreements with surrounding municipalities, where appropriate, for assistance in providing critical services. May need to develop these strategies with cities outside our region since local municipalities will most likely be affected by the pandemic. ● Update current vendor support lists and maintain adequate inventory of personal protective gear such as gloves and masks (N95) for normal use as well as for needs during pandemic phase (180 day supply). ● Train in pandemic awareness and infection control procedures ● Install hand sanitizer dispensers in MUD buildings, as appropriate and distribute hand sanitizer to field service employees. ● Encourage the use of disinfectant sprays or wipes on door handles, phones, computer keyboards, shared desks and countertops, and the steering wheels, door handles, buttons, knobs, controls, etc. of vehicles and other shared equipment as needed and appropriate. Use individually assigned headsets and other personal equipment. ● Encourage vendors and other outside agencies with City contact to follow similar hygiene and infection control measures.
<p>Phase 4 – limited small clusters human to human. Spread highly localized not well adapted to humans.</p>	<p>Continue following City and MUD Program for Phase 1, 2 and 3 strategies plus:</p> <ul style="list-style-type: none"> ● Start implementing remote access users in your department utilizing Telecommute/Remote Access Plan. ● Plan on what communication method will replace meetings and face-to-face contact within department and externally. ● Review essential functions identified in phase 3 (Appendix I Essential Services) and revise based on current information. ● Cost Centers will start stockpiling reserves of supplies and raw materials. ● Continue cross-training measures among employees, as

	<p>appropriate, and to ensure continuation of essential services. Identify employees with skills that can be used in essential functions (e.g., past employment or training that relates to an essential function).</p> <ul style="list-style-type: none"> • Inspect inventory of personal protective gear to ensure it is serviceable and adequate quantities are available (gloves and masks [N95] for normal use as well as for needs during pandemic phase). • Continue to develop mutual aid agreements with surrounding municipalities, or with cities outside our region. • Continue to train in pandemic awareness and infection control procedures. • Develop procedures for customer contact related to essential services and other inadvertent contact that may occur.
<p>Phase 5 - Larger clusters localized human to human transmission</p>	<p>Continue following City and MUD Program for Phase 1, 2, 3 and 4 strategies plus:</p> <ul style="list-style-type: none"> • Consider activating the MUD EOC. • Limit meetings and events to only those critical to carry on the essential functions. Where feasible, consider telecommuting for key administration roles. Re-emphasize the use of employee payroll direct deposit. • Limit face-to-face contact and consider canceling community education, events, and classroom training. Distribute masks, gloves and disinfecting supplies and consider use of masks while interacting with public. Avoid contact with people showing any symptoms of infection (respiratory illness and /or fever) unless protected by a mask. • Implement procedures to carry on customer contacts (e.g., defining sanitary precautions to be taken, distances to be maintained, personal protective equipment to be used, etc.). • Maintain daily/weekly staffing status updates to track availability of staff for continued operations. • Reassign staff not performing essential functions within the department based on earlier skill assessment and cross training. • Conduct daily welfare checks on sick employees through phone calls and e-mail. • Supervisors shall require ill employees to leave work and not return until recovered, to prevent exposing other employees to illness. Implement employee self-screening for respiratory illness/fever and employees with respiratory illness/fever not permitted to come to work. • Re-emphasize procedures for infection control (hand

	<p>washing, cough and sneeze etiquette, cleaning procedures for shared vehicles and office equipment, especially phones, keyboards, desktops, countertops, doorknobs, steering wheels, door handles, and buttons, knobs, controls, etc.).</p> <ul style="list-style-type: none"> • Keep fuel levels at 3/4 full or more in equipment and vehicles. • When staffing level is reduced 25%, consider shutting down non-essential functions to free up staffing resources for essential functions. Decide at what level all non-essential functions will be shutdown (See Appendix I MUD Essential Services). <p>Examples of non-essential services to be suspended or reduced include:</p> <ul style="list-style-type: none"> -suspend maintenance activities to hydrants & valves (Water). -reduce utility location services (Water). -shutdown Reverse Osmosis Facility and bypass water -suspend Solid Waste programs and services other than disposal of residential and city-facilities solid waste -suspend Wastewater Quality program -suspend Water Quality other than regulatory driven sampling programs for Water & Wastewater.
<p><u>Pandemic Period</u></p> <p>Phase 6 - Increased and sustained transmission in general population.</p>	<p>Continue following City and MUD Program for Phase 1, 2, 3, 4 and 5 strategies plus:</p> <ul style="list-style-type: none"> • Lock gates and doors of facilities; only employees and necessary vendors and suppliers will be allowed to enter. Screen entrants, and mask donning may be required to enter buildings and facilities. • Deploy remote access for key administration roles as identified by Department Directors and IT Officer. • Curtail all but the Essential Services and assign non-essential staff according to cross training and assessment of skills. Director reports daily to EOC Logistics any available staff not supporting Essential Services (Appendix 1) for redeployment and possible credentialing. • Reduce or eliminate all non-essential public contact and minimize human-to-human contact, discontinue training classes and large meeting gatherings – conduct as much business as possible by telephone and email. • Require employees to sign up for direct deposit. Department Directors continue to track employee payroll hours, to be updated in recovery phase.

	<ul style="list-style-type: none"> • Department Directors or designees conduct welfare checks on sick employees, report daily to EOC Planning the number of employee absences.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	<ul style="list-style-type: none"> • Department Directors or designees report updated payroll hours to correct any discrepancies that may have occurred during automated and estimated pay periods. • Department Directors or designees assess, prioritize and implement recovery and business resumption plans to restore normal business operations and services. • In order to supplement/correct/reinforce best practices, all departments will submit Lessons Learned/After Action Reports.

Planning and Development

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Develop list of resources required to work electronically to reduce human contact and accommodate telecommuting and shift hours (computers, laptops, Citrix connections, web site, conference web software, phone cards). • All resources need to be made available on line – codes, plans, details, guidelines. Additional lap tops may be required with wireless capabilities. Have additional supplies on hand – CDs, memory sticks, and computers. • Develop City web site to receive applications, graphics, and reports electronically. • Develop City web site to show status of all projects. • Develop process with other agencies to work electronically. • Train for virtual staff, everything is handled on screen -- like the trial run with UTAZ. • Plan for modified hearing process. Live on web can show hearings, minutes can be made available on line, comments regarding project can be submitted electronically, faxed, calls etc. Decision can be made at next hearing. • Begin plan to cross train staff to cover critical functions of Department – establish SOP (Standard Operating Procedures) lists.

	<ul style="list-style-type: none"> • Develop new objectives – timelines for review comments and approvals may double. • Work with Pandemic lead team to estimate staff needs for protective equipment-masks, etc. • Advise staff of City resources for information, education, and resources for pandemic.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> • Continue to develop SOP manuals. • Determine essential operations that need to continue. Prioritize projects to maintain economic development and safety in the community. • Develop plans for reducing human contact – submit applications, plans, materials, fees, and communication electronically. • Encourage meetings to be held by conference calls. • Develop process and receive Council approval for modified public hearings. Develop alternative methods for public to review projects and provide public input. • Develop a modified process for approvals. Provide authority for staff to give approvals without hearings. • Postpone certain applications until critical projects are complete. • Provide information regarding modified process on Planning web page, cable, utility bills, etc. • Determine highest priority work for Phase 5. • Ensure inventories of cleaning and other supplies are adequate.
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phases 3 & 4, plus:</p> <ul style="list-style-type: none"> • Work priorities change as follows: <ol style="list-style-type: none"> 1) Complete CD plan reviews (includes final plat reviews). 2) Complete field inspections. 3) Complete application reviews for commercial DR projects. 4) Non-residential preliminary plats. 5) Annexation, General Plan, rezonings. 6) Preliminary plats. 7) Use Permits, variances. • Use teleconferencing for meetings to limit human contact. • Consider making some processes not regulated by State Statute to be administrative after all concerns are approved by other departments. These could be DR projects and Use

	<p>Permits.</p> <ul style="list-style-type: none"> • Require all work be submitted electronically. • Require all staff to work electronically. • Staff can shift roles to assist with technical coordination, communication with the public, plan reviews (2nd & 3rd) in other departments, utilities, streets, etc. • Consider reduced fees to encourage submittal of projects to maintain economic development. • Offer incentives for business to continue. • Check on sick employees by phone and email. • Provide briefings to City Manager as needed.
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Public facilities are closed. • Coordinate electronically with City Clerk, Manager, and Council for required hearings. • Coordinate electronically with staff to process urgent or priority projects. • Planning management staff to keep staff informed electronically and by phone. Inform staff and their families of resources for personal health.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Police Department

WHO Pandemic Phase	Strategies/Response
<p><u>Inter-Pandemic Period</u></p> <p>Phase 1 – no new human subtype – animal influenza may be present poses low risk in humans</p> <p>Phase 2 – no new subtype in humans however circulating animal influenza poses substantial risk of human disease</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 - new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Conduct normal operations. • Educate staff on hygiene and prevention strategies. • Establish contingency staffing plan for pandemic phases.
<p>Phase 4 - limited small clusters human to human. Spread highly localized not well adapted to humans</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> • Maintain minimum staffing levels. • Reduce training and restrict to Phoenix area. • Stock all CPD vehicles with pandemic supplies
<p>Phase 5 - larger clusters localized human to human transmission</p>	<p>Continue Phase 3 & 4, plus:</p> <ul style="list-style-type: none"> • Maintain minimum staffing • If disease is present in Arizona move to Homeland Security “Threat Level Red” staffing plan. • Maintain normal work schedules. • Coordinate with County Jail and CPD Detention Officers to provide video court proceedings.

	<ul style="list-style-type: none"> • Restrict misdemeanor in-custody arrests to violent crimes. • Cite and release other misdemeanors and civil traffic violations for dates established by the City court. • Essential training only/restricted to Phoenix area. • Cancel all public/police meetings. • Use Homeland Security “Threat Level Red” plan for responding to calls for service. • PIO inform public of police response to calls for service
<p><u>Pandemic Period</u></p> <p>Phase 6 – Increased and sustained transmission general population</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Utilize Homeland Security “Threat Level Tactical Red” Plan for staffing and call response. • Use additional staffing from curtailed services to maintain minimum staffing on response teams.
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

Public Works

WHO Pandemic Phases	Strategies/Response
<p><u>Interpandemic Period</u></p> <p>Phase 1 - No new human subtype – animal influenza may be present poses low risk to humans</p> <p>Phase 2 - No new subtype in humans however circulating animal influenza poses substantial risk of human disease.</p>	
<p><u>Pandemic Alert Period</u></p> <p>Phase 3 – new human subtype no/little human to human</p>	<p>Follow City of Chandler Plan, plus:</p> <ul style="list-style-type: none"> • Evaluate staffing distribution for Pandemic Phases 5 and 6 to ensure services to public will continue. • Cross-train staff with skills necessary to support continued performance of critical functions. • Use individually assigned headsets. <p>Airport Operations</p> <p>Streets & Street Sweeping</p> <p>Traffic Engineering</p>

<p>Phase 4 – limited small clusters human to human. Spread highly localized not well adapted to humans.</p>	<p>Continue Phase 3, plus:</p> <ul style="list-style-type: none"> • Continue Phase 3 strategies, as appropriate. • Consider daily welfare checks on sick employees and family members. • Review staffing response/action plans and update as necessary. <p>Airport Operations</p> <p>Streets & Street Sweeping</p> <p>Traffic Engineering</p>
<p>Phase 5 - Larger clusters localized human to human transmission</p>	<p>Continue Phase 3 & 4, plus:</p> <ul style="list-style-type: none"> • Continue Phases 3 and 4 strategies, as appropriate • Reassign staff as needed and appropriate to provide adequate staffing to provide effective services to the public. • Maintain daily/weekly staffing status updates to track availability of staff for continued operations. <p>Airport Operations</p> <p>Streets & Street Sweeping</p> <p>Traffic Engineering</p>
<p><u>Pandemic Period</u></p> <p>Phase 6 - Increased and sustained transmission in general population.</p>	<p>Continue Phases 3, 4, & 5, plus:</p> <ul style="list-style-type: none"> • Continue Phases 3, 4 and 5 strategies, as appropriate. • Reduce operations to those critical to maintenance of the public health and welfare. • Maintain daily/weekly staffing status updates to track availability of staff for continued operations. • Essential function(s): <ul style="list-style-type: none"> • Interface with public regarding service requests and complaints, and maintain communication link with field operations sections. • Modify start time to 7 AM to allow for accomplishment of

	<p>administrative functions (A/P, payroll, and other) prior to the 8 AM beginning of the business day.</p> <ul style="list-style-type: none"> • Non-administrative staff assigned to front counter use their own headset/handset. Do NOT use others' phones. <p>Airport Operations</p> <p>Streets & Street Sweeping</p> <ul style="list-style-type: none"> • Essential function(s): <ul style="list-style-type: none"> • Provide support to the Police and Fire Departments (traffic control, construction equipment and operators, and securing property) • Emergency response (traffic signal emergency repairs and operations, regulatory signs, emergency road repairs, debris/spill removal from roadways, pole knockdowns). • Suspend all but essential functions. • Postpone/suspend contracted operations, as necessary (e.g., pavement maintenance and landscape maintenance). <p>Traffic Engineering</p>
<p>Phase 7 – Recovery and Resumption of Normal Business Phase</p>	

CHANDLER, ARIZONA
EMERGENCY OPERATIONS PLAN

APPENDIX 4 – LINE OF SUCCESSION

Line of Succession – A line of succession has been established to support this annex and provide departmental and discipline authority if management should become incapacitated.

1. Mayor and Councils Office

Mayor>Vice Mayor> Remaining Council Members in order of seniority

2. City Clerk's Office

Director>Assistant City Clerk>City Clerk Assistant>Customer Service Reps in order of seniority

3. City Manager's Office

City Manager>Assistant City Manager>Fire Chief/Police Chief (The Chief not engaged as the EOC Chief will assume the succession of government.)>Public Works Director>Municipal Utilities Director>Management Services Director>Community Services>Communications and Public Affairs

4. CAPA

Director> Communications Manager> Senior PIO

5. Community Services

Community Services Director>Community Services Asst. Director> Recreation Manager> Library Manager> CFA Manager> Park Development & Operations Manager> Park Maintenance Superintendent> Bldg & Facilities Superintendent> Aquatics Superintendent

6. Courts

Presiding Judge>Court Administrator>Most Senior Municipal Court Judge>Deputy Court Administrator

7. Fire Department

Fire Chief>Operations Assistant Chief> Administrative Assistant Chief > Emergency Services Assistant Chief

8. Law

City Attorney > most senior assistant city attorney > city prosecutor

9. Management Services

Director > Assistant Director > Central Supply>Environmental Management>Risk Management>Fleet Services> Purchasing> Accounting>Budget>Licensing, Tax & Utility Services

10. MUD

Director > Assistant Director (by seniority)> Utility System Manager (by seniority)

11. Planning and Development

Planning and Developmental Director> Assistant Director> Building Inspectors

12. Police Department

Chief of Police>Commanders By Seniority>Lieutenants By Seniority

13. Public Works

Public Works Director > Deputy Public Works Director > Assistant Public Works Director/City Engineer >Assistant Public Works Director/Transportation and Operations > Public Works Engineer/CIP > Streets Operations Manager > Public Works Engineer/Offsite Development > City Traffic Engineer > Transportation Services and Planning Manager