City of Albuquerque Comprehensive Emergency Management Plan

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Comprehensive Emergency Management Plan

A Component of the Comprehensive Emergency Management Program

for the

THE CITY OF ALBUQUERQUE,
NEW MEXICO

How the City of Albuquerque plans to mitigate against, prepare for, respond to, and recover from disasters.

August 2019

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FORWARD

The City of Albuquerque government is continuously striving to protect our City from the range of hazards that threaten our residents, visitors, businesses, and the environment. Responding to emergencies resulting from these hazards poses challenges that cannot be adequately addressed within the routine operations of government.

To meet these challenges, the Office of Emergency Management (OEM) created the Comprehensive Emergency Management Plan (CEMP). This plan is the result of the collaborative efforts between OEM and the many other governmental, non–profit, and private sector departments and agencies that have assigned roles and responsibilities.

The CEMP provides the framework for the government and partner entities to respond to public emergencies within the local jurisdiction and regionally. The CEMP incorporates the concepts and processes of the National Incident Management System as the standard for emergency response operations. The ultimate goal is to protect the public and respond efficiently and effectively to significant incidents that threaten life, property, public safety, and the environment in our communities.

The plan design was based on the Comprehensive and Integrated Emergency Management model which contemporary emergency management is based. Comprehensive entails a four phase functional structure of: mitigation, preparedness, response, and recovery. This framework allows for a continuous and sustained process of pre–incident, incident, and post–incident activities. Integration ensures a horizontal and vertical unity of effort among all levels of government and all elements of a community.

The CEMP must remain a dynamic and flexible instrument that will change and mature with each update. In order for the plan to be effective, it must be challenged and tested through real–world operations and local and regional training exercises. Each updated version will reflect the knowledge gained from our experiences and lessons learned. Users of this plan are encouraged to recommend changes that will improve the clarity and use of the plan.

I am confident that it will perform its intended function as a tool to improve coordination and strengthen relationships among local, regional stakeholders, state, and federal agency partners.

Roger Ebner
Director
Office of Emergency Management

PROMULGATION DOCUMENT

CITY of ALBUQUERQUE
TWENTY SECOND COUNCIL

COUNCIL BILL NO. R-16-76 ENACTMENT NO.R-2016-087

SPONSORED BY: Brad Winter, by request

RESOLUTION

ADOPTING THE CITY OF ALBUQUERQUE COMPREHENSIVE EMERGENCY MANAGEMENT PLAN (CEMP).

WHEREAS, the City of Albuquerque government is continuously striving to protect the City from the range of hazards that threaten its residents, visitors, businesses, and the environment; and

WHEREAS, responding to emergencies resulting from these hazards poses challenges that cannot be adequately addressed without the operations of government; and

WHEREAS, a Comprehensive Emergency Management Plan (CEMP) provides the framework for the government and partner entities to respond to public emergencies within the local jurisdiction and regionally; and

WHEREAS, the CEMP incorporates the concepts of the National Incident Management System as the standard for emergency response operations; and

WHEREAS, the CEMP is the result of the collaborative efforts between the Office of Emergency Management (OEM) and the many other governmental, non-profit, and private sector departments and agencies that have assigned roles and responsibilities; and

WHEREAS, the CEMP, a copy of which is attached to this resolution, entails a four phase functional structure of mitigation, preparedness, response, and recovery.

BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF ALBUQUERQUE:

Section 1. The City of Albuquerque Comprehensive Emergency Plan (CEMP), attached hereto, is adopted.

Section 2. The City's Office of Emergency Management shall be the City's representative for coordinating the related actions and programs of the City of Albuquerque accordingly.

PASSED AND ADOPTED THIS -- 5th--DAY OF October, 2016

BY A VOTE OF: 8 FOR 0 AGAINST.

Excused: Benton

Dan Lewis, President
City Council

APPROVED THIS 5th DAY OF October, 2016

Bill No.R-16-76

ATTEST: 25

SIGNATORIES TO THE CITY OF ALBUQUERQUE CEMP

We the undersigned, declare our support for the City of Albuquerque Comprehensive Emergency Management Plan. As agencies with significant disaster responsibilities and members of the Emergency Management Council we favor submitting it to the Mayor, with the recommendation that it be promulgated as the City's primary guidance for emergency management.

ABQ Animal Welfare Department

ABQ BC Water Authority

ABQ Department of Municipal Development

ABQ Environmental Health Department

ABQ Department of Family & Community Services

ABQ Fire Department

ABQ Parks and Recreation Department

ABQ Police Department

Department of Finance and Administrative Services

ABQ Senior Affairs Department

ABQ Department of Technology
& Innovation

ABQ Transit Department

ABQ Office of Emergency Management

PLAN MAINTENANCE AND DISTRIBUTION

The City of Albuquerque Code Chapter 2, Article 9, parts 1-3 defines that the City of Albuquerque *Office of Emergency* Preparedness, now the Office of Emergency Management (OEM), is responsible for developing, maintaining, and distributing the local emergency management plans:

> *"The purpose of the Office of Emergency Preparedness is to coordinate the efforts of all city agencies and employees, and non-governmental agencies in the preparation of contingency plans for any emergency endangering the lives and property of all citizens of the city.*
>
> *It shall be the duty of the Office of Emergency Preparedness to coordinate the development of plans for the effective employment of municipal resources to protect the lives and health of the citizens of the city, and the private property therein from the effects of natural or man-caused disasters, including acts of war, and to coordinate the implementation of said plans during period of emergency."*

OEM maintains a schedule, which describes when emergency plans, including the Comprehensive Emergency Management Plan (CEMP), shall be reviewed and updated.

Revisions.

This plan will undergo revision, at a minimum every two years, or whenever:

- Information errors or omissions have been identified;
- New issues, requirements, or supplementary material have been identified which are not adequately addressed;
- There has been a change in information, data, or assumptions from those on which the Plan was based;
- The nature or magnitude of identified risks has changed;
- There are implementation problems, such as technical, political, legal or coordination issues with other agencies;

- Legislative changes affecting organizational structure of local or state agencies;
- Incorporate new state or federal guidelines or directives and /or to address significant operational issues; and/or
- Exercises reveal deficiencies or shortfalls.

OEM is responsible for the distribution for the CEMP and approved notices of change. Copies of the CEMP will be distributed to elected officials, executive leadership, city departments and agencies, the New Mexico Department of Homeland Security and Emergency Management, and other partner organizations and agencies as determined by the Office of Emergency Management. A distribution list will be maintained by OEM and additional copies will be available from OEM.

Plan Supersession.

This plan supersedes and replaces the City of Albuquerque All-Hazards Emergency Operations Plan, original date of December 2005, and any subsequent updates and revisions.

NOTICE/RECORD OF CHANGES

It is the goal of the Office of Emergency Management (OEM) to update the CEMP as frequently as necessary and practical to incorporate lessons learned, ensure compliance with the law, reflect best practices, allow for community input and provide for effective coordination with other departmental and regional plans. OEM is authorized to make changes and modifications to this Plan but complete revisions require City Council approval.

Changes will include additions of new or supplementary material or deletions of outdated information. No proposed change should contradict or override authorities or other plans contained in statute or regulation. All requests for changes will be submitted to OEM for coordination, approval, and distribution.

Lead agencies for the emergency support functions are responsible for maintaining and updating their assigned functional annexes. Annexes should be reviewed, at least annually, or to address significant operational issues. Proposed changes or updates to the annexes will be coordinated with all other support agencies after submission to OEM. Any department or agency may propose and develop a change to the CEMP and is encouraged to do so.

Notices of Change will be prepared and distributed by OEM. The notice of change will include the effective date, the change number, subject, purpose, and action required by the departments and agencies. The notice of change will include revised pages for replacement within the CEMP. Electronic versions of the Plan will be made available with all the incorporated changes.

Upon publication, the change will be considered part of the CEMP.

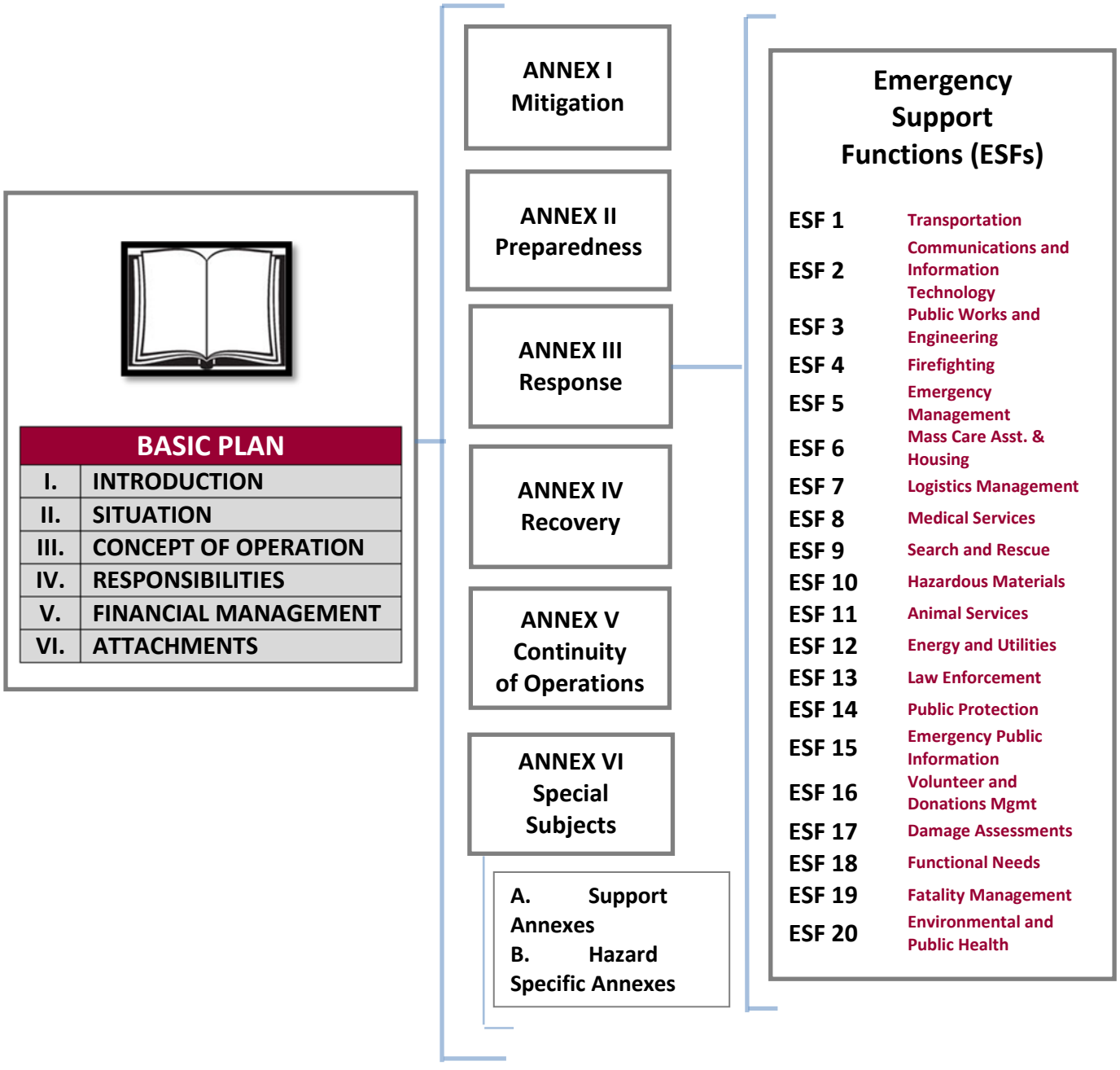
RECORD OF CHANGES FORM

Nature of Change	Date of Change	Page(s) Affected	Changes Made By (Signature)
Revision of activation levels diagram	04/11/2017	BP III-30	RLE
Changed activation levels numbers in narrative	04/11/2017	BP III-29	RLE
Matrix changed from 5 to 4 categories	04/11/2017	BP III-40	RLE
Changed ESF-8 primary agency to AFD	03/01/2018	CEMP xiv; BP III 28, BP VI 88	RLE
Added priority list to standing objectives	07/05/2018	Basic Plan, pp. 45	RLE
Replaced citizen with resident	7-29-2019	Entire plan	RLE
Incorporated evacuation terminology	7-29-2019	BP III-59	NFZ
Replaced homeless with displaced	8-23-2019	BP III-62	NFZ
Updated EOC Organizational Chart	8-29-2019	BP III-44	NFZ
Added “refer to the CABQ OEM Administration Instructions for the framework development, implementation, and maintenance of the plan.”	8-29-2019	BP I-3	NFZ
Added Intelligence Unit	9-26-2019	ESF 5-11, 5-12	NFZ
Updated organizational structure of the Planning Section	9-26-2019	ESF 5-8	NFZ
Changed language in scope, situation, and concept of operations sections	9-26-2019	ESF 6-6, 6-10, 6-11, 6-14, 6-20, 6-24	NFZ
Updated Recovery Management Organization Chart	6-26-2019	Annex IV-19	NFZ

HOW TO USE THIS DOCUMENT

The CABQ has strategically structured this CEMP around its programs to protect the community from emergencies and disasters. The Comprehensive Emergency Management Program includes performing mitigation/ prevention, preparedness, response, and recovery activities. The CEMP major components include:

Organization of the Plan



PLAN DESCRIPTION	
CEMP Basic Plan	Provides a general overview and summary of the purpose, responsibilities, and operational concepts of the Comprehensive Emergency Management Program.
Annex I – Mitigation/Prevention	Addresses the emergency management mitigation/prevention phase. These include activities designed to reduce or eliminate risks to persons or property, or to lessen the actual or potential effects or consequences of an incident.
Annex II – Preparedness	Preparedness is any activity taken in advance of an emergency to develop, support, and embrace operational capabilities, to facilitate an effective and efficient response, and recover from a disaster. Preparedness involves an integrated combination of planning, training, exercises, personnel qualification and certification standards, and outreach and education programs.
Annex III – Response	Guides the City's response to an emergency. The City engages its staff and manages specific emergency activities through the Emergency Support Functions (ESFs) framework. Under this model, the City has designated a primary department to coordinate certain emergency activities with other selected departments and the Emergency Operations Center staff. The CEMP also identifies other external departments and partners that support the primary departments. The CEMP outlines the roles that the ESF primary and support departments have in emergency response. While basic response and the concept of operations will always remain the same, the ESFs activated will depend on the type and scope of the emergency.
Annex IV – Recovery	Addresses the recovery phase. Recovery functions (RFs) identify critical recovery activities that may need to be activated and performed to restore the community back to normal after an emergency. A primary City department is designated to coordinate the emergency support functions as a part of the Emergency Operations Center staff. Support departments and partners outside City government are also identified along with likely tasks to be performed.
Annex V – Continuity of Operations	Addresses the coordinated effort of government to ensure the continued performance of agency-identified essential functions and operations during disasters. This includes the protection of essential facilities, equipment, vital records, and other assets.

PLAN DESCRIPTION	
Annex VI – Special Subjects	The Special Subject Annex consists of Support Annexes, Incident Specific Annexes and supplementary appendices. Support Annexes provide guidance and describe the functional processes and administrative requirements necessary to ensure effective implementation of incident management objectives. They address support elements common to most incidents or an expansion of necessary information not already addressed in the Base Plan. Incident Specific Annexes describe specialized or incident specific information. They outline unique authorities or policies pertinent to an incident; special actions or declarations that may result; unique coordination structures, teams, or resources needed and other special considerations. Appendices describe supplemental or complementary activities associated with the mission of the parent annex or ESF.

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Comprehensive Emergency Management Plan

Basic Plan

City of Albuquerque
Office of Emergency Management

BASIC PLAN
I. INTRODUCTION

Why this Plan exists & what it covers.

A. Introduction.

1. This Comprehensive Emergency Management Plan (CEMP) describes the basic strategies, assumptions and mechanisms through which City of Albuquerque (CABQ) will mobilize resources and conduct activities to guide, coordinate, and support local emergency management efforts.

2. The CEMP establishes the framework for the city response to, recovery from, and mitigation of all hazards. The plan unifies and coordinates efforts of city agencies and departments, non-governmental and voluntary organizations, and regional and federal partners involved in emergency management with the goal of protecting life and property and ensuring public safety. To facilitate effective intergovernmental operations, this Comprehensive Emergency Management Plan adopts a functional approach that groups the type of assistance that the City provides under Emergency Support Functions (ESFs). A primary agency leads each ESF which the City has selected based on its authorities, resources, and capabilities in the functional area. ESFs are the primary mechanisms that manage assistance in an emergency.

   The purpose of this Plan is to provide an organizational framework that will guide interagency and community – wide cooperation and coordination.

3. Each department and non–governmental organization with a role or responsibility in the implementation of the CEMP must become familiar with this CEMP to ensure efficient and effective execution of emergency responsibilities. Each department and participating agency must develop and maintain departmental emergency plans and/or standard operating plans. By being prepared, all organizations can better serve the residents of Albuquerque.

B. Purpose.

The CEMP is the City's principal document for explaining how the CABQ government will engage its collective resources to respond to a major incident or disaster. The Plan is designed to guide response efforts to any and all hazards. The Plan is always in effect and elements can be implemented at any time providing for a scaled response to an incident.

It also institutionalizes the following as shared goals:

1. To promote mitigation strategies that will strengthen current efforts to improve the structural and non-structural integrity of critical facilities and infrastructure, make essential systems more resistant to interruptions, and protect vital assets.

2. To continue efforts to reduce home and workspace disaster risk exposures that could cause injuries, loss of life, property damage, economic hardship, or environmental harm. Such initiatives may:

    a. Seek federal mitigation or grant opportunities.

    b. Take advantage of land use and building code authority.

    c. Build on risk management “best practices”.

    d. Leverage public/private partnerships.

    e. Create public policy discussions and decisions.

3. To support a regular training and exercise program that will enable city officials and support organization representatives to maintain the level of proficiency and readiness needed to perform assigned emergency management duties

4. To develop an increased level of emergency preparedness among all segments of the population, so that individuals, families, businesses, and institutions can assume responsibility for taking care of their own basic survival needs for a minimum of the 72-hours after a disaster.

5. To ensure a coordinated governmental response and recovery effort that – to its utmost capacity – is able to minimize the consequences a major incident or disaster can inflict on residents, their quality of life, and the wellbeing of the community.

6. To collaborate with the whole community, including those most vulnerable, in the development of plans.

7. To reconstitute, as quickly as possible, government services impacted by the effects of a major incident.

8. To assist residents and owners of damaged property and businesses with humanitarian and economic recovery assistance as quickly as possible.

9. To seek supplemental long-term humanitarian and economic recovery aid from the state federal governments when local resources are insufficient and widespread damage has occurred.

C. *Scope.*

The CEMP applies to all City of Albuquerque departments and agencies as well as to Non-Governmental Organizations (NGO's) and private entities that may be asked to provide assistance in an emergency. Additionally, other non-governmental or quasi-governmental organizations and volunteer organizations that function as support agencies in coordinating response efforts in an emergency. The plan is structured so that agencies can respond under individual authorizations or as part of a functional team in a collaborative effort.

The CEMP concepts apply to any emergency, disaster, catastrophe, or emergency situation where the health, safety, or welfare of persons in the city is threatened by actual or imminent consequences with the City of Albuquerque.

The CEMP uses management-by-objective protocols. Its role is to ensure that all emergency response activities are directed toward reaching an agreed-upon goal. The scope of this plan is not tactical, nor does it focus on incident command at the field level. Rather, the CEMP addresses overall coordination of CABQ response to an emergency, disaster or event.

The CEMP procedures are scalable in order to address both incidents that develop over time and those that may occur without warning.

D. *Methodology.*

1. **Development:** This plan was developed by a collaborative planning process coordinated by the CABQ OEM. Refer to the CABQ OEM Administration Instructions for the framework development, implementation, and maintenance of the plan. The underlying principals used to develop the plan were:

    a. **Organization**: The plan subdivisions must help users quickly find what they need. Single subdivisions should be able to be revised without forcing a substantial rewrite of the entire plan.

    b. **Progression**: Each section and plan elements should coherently follow from the previous one. The reader should be able to understand the rationale for the plan sequencing.

    c. **Consistency**: Each section of the plan should use the same logical progression of elements without forcing the reader to reorient himself or herself in each section.

    d. **Adaptability**: The information in the plan should be developed so the plan may be used in varied and unanticipated situations.

    e. **Compatibility**: The plan should promote coordination with local agency plans,

jurisdictions, including the State and Federal government. Responsibility assignments, whenever possible, should reflect current agency functions.

f. **Inclusivity**: The plan appropriately address the needs of those with disabilities or other access and functional needs, children, individuals with limited English proficiency, and household pets and service animals.

2. **Authorization:** This CEMP is promulgated by authority of the Mayor of the City Albuquerque and as ratified by the Albuquerque City Council.

3. **Revisions:** This plan will undergo revision, at a minimum every two years, or whenever:

- Information errors or omissions have been identified;
- New issues, requirements, or supplementary material have been identified which are not adequately addressed;
- There has been a change in information, data, or assumptions from those on which the Plan was based;
- The nature or magnitude of identified risks have changed;
- There are implementation problems, such as technical, political, legal or coordination issues with other agencies;
- Legislative changes affecting organizational structure of local or state agencies;
- Incorporate new state or federal guidelines or directives and /or to address significant operational issues;
- Exercises reveal deficiencies.

4. **Distribution:** CABQ OEM will maintain a formal distribution list of individuals and organizations that have copies of the plan. Those on the distribution list will automatically be provided updates and revisions. Plan holders are expected to post and record these changes. Revised copies will be dated to show where changes have been made.

5. **Letter of Promulgation:** The original Letter of Promulgation signed by the Mayor of the City of Albuquerque and any other authorization documents are on file in the OEM.

6. **Letters of Agreements:** The CABQ agencies, organizations, and other cooperating agencies having CEMP roles and responsibilities are signatories to the CABQ CEMP. Their Letters of Agreements are obtained as needed and are on file in the CABQ OEM.

The CEMP (is) the official and primary plan to guide emergency activities for the City of Albuquerque.

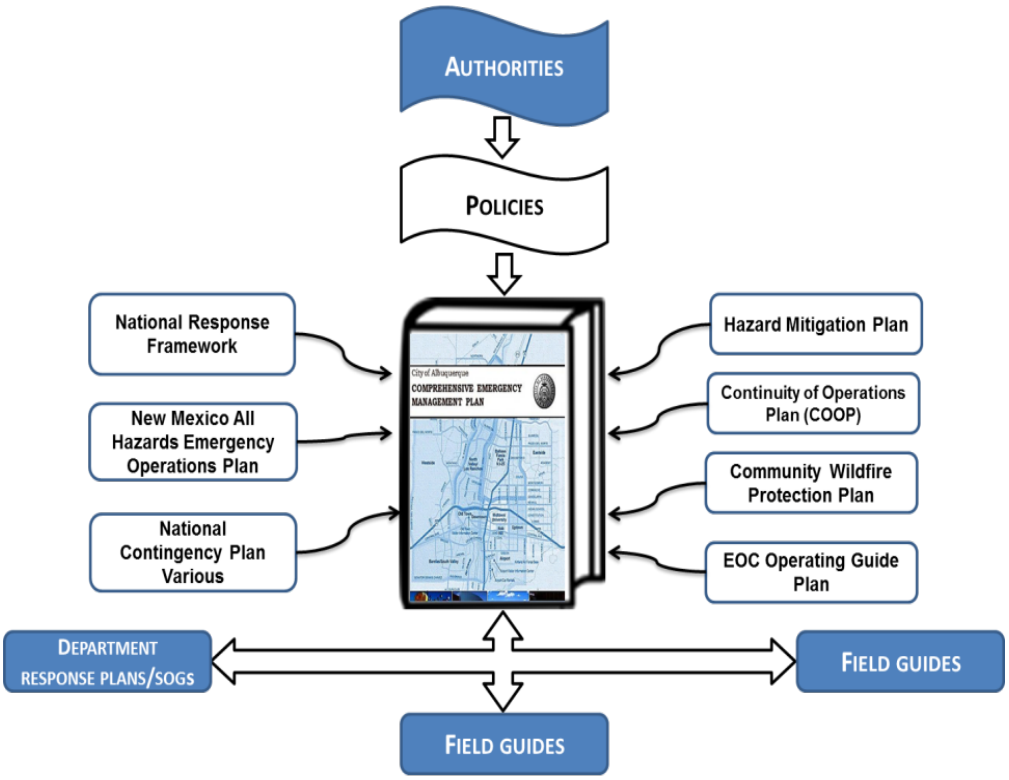
E. Relationship To Other Plans.

1. The combined emergency management authorities, policies, procedures, and resources of the City, County,

Tribal, regional and state partners, federal government, and other entities (e.g., voluntary disaster relief organization, the private sector) constitute an intergovernmental emergency response network for providing assistance following an emergency.

2. The CEMP may be implemented as the only response plan, or it may use in conjunction with local partner operational plans developed under statutory authorities and/or Memoranda of Understanding (MOUs). It is also supported by tactical policies and procedures of City operational agencies. However, the CEMP shall remain the official and primary plan to guide response and recovery activities for OEM.

Relationship of CEMP to Other Plans & Operating Guides



3. The structure of the CEMP is always in place and available for implementation. When a public emergency occurs, the framework of the CEMP is used to facilitate response of one or more Emergency Support Functions (ESF) as dictated by the requirements of the incident. The EOC may be activated and staffed with a partial or full team at the direction of the EOC Manager. Individual ESF and support agencies may be employed in the response as needed to respond to the emergency situation.

4. **Local CEMP and Other Local, State or Federal Plans.**

   - The CEMP may also be implemented concurrently with a number of local, state, Tribal, federal and regional emergency operation plans without a state or Presidential Declaration. (See Relationship of the CEMP to Other Plans & Operating Guides on the previous page). Regardless, the response would be in accordance with the local CEMP, and in accordance with the senior state or federal official for the applicable plan.

   - In certain circumstances, Non-Governmental Organizations, state and/or federal agencies have statutory responsibility and authority to respond directly to incidents without a formal request for assistance from the City. In all cases, however, those agencies should immediately establish contact with OEM and the local incident commander to coordinate the response and/or recovery efforts.

In all cases, however, those agencies should immediately establish contact with OEM and the local incident commander to coordinate the response and/or recovery efforts.

5. **Local CEMP and the National Response Framework.**

   The National Response Framework is built upon the premise that incidents are typically managed at the lowest jurisdictional level. The CEMP was designed to be compatible with the National Response Framework based on the planning assumption that for major incidents, it is likely the Mayor would declare a state of emergency, followed by a request for specific types of assistance from the Governor and/or President under the Stafford Act.

F. Statement of Limitations.

1. Not all emergency situations can be foreseen. The community emergency management system must be able to adapt rapidly to unique conditions. This may include multijurisdictional situations as well as simultaneous events.

2. The multijurisdictional and multidiscipline approach reflected in this Plan is a means of ensuring the best use of local response and recovery resources in time of community crisis. No attempt will be made in this document to specify all the possibilities and intricacies associated with every type of disaster that might conceivably develop.

3. Because the CABQ Comprehensive Emergency Management Plan represents a corporate capability that is constantly altered by changes that occur in the law, public policy, organizations, program funding, systems, and the environment, it is impossible to create, maintain and promise the delivery of a perfect emergency management system.

4. City actions may also be constrained because hazards can create effects that may impair the availability and use of local government assets, along with other essential services provided by the private sector. The disaster response and relief activities of government may be limited by:

    a. An inability of the general citizenry to survive on their own for more than three days without additional supplies of water, food, shelter and medical supplies.

    b. A lack of law enforcement, fire, emergency medical services and public works and other response organizations due to damage to facilities, equipment and shortages of personnel.

    c. The shortage of critical drugs and medicines at medical facilities.

    d. The shortage of specialized response personnel and equipment needed to respond to a disaster.

    e. Damage to or overload of lifelines, such as roads, utilities and communication networks.

    f. The delay of arrival of outside assistance from either the state or federal level.

    g. The limited number of public safety responders in a rural environment.

5. Despite these potentially unavoidable limitations, the City will endeavor to make every reasonable effort within its capabilities to respond to the dangers and hardships imposed by emergency or disaster events, i.e., based on the situation, the information available, and the resources at hand.

6. This Plan is adopted to protect and preserve the public peace, health, safety, and welfare. Its provisions shall be liberally construed for the accomplishment of these purposes. Moreover, nothing contained in this Plan is intended to be nor shall be construed to create or form the basis for any liability on the part of the City or its officers, employees or agents, for any injury or damage resulting from failure of any public official or employee to comply with the provisions of this Plan, or by reason or in consequence of any act or omission in connection with the implementation or enforcement of this Plan on the part of the City by any of its officers, employees or agents.

7. The Plan is not intended to limit or restrict initiative, judgment, or independent action required to provide an appropriate and effective emergency and disaster response.

8. It is expressly the purpose of this Plan to provide for and promote the health, safety and welfare of the general public. It is not intended to create or otherwise establish or designate

any particular class or group of persons who will or should be especially protected or benefited by its provisions.

G. Policies.

1. In order to protect lives and property and in cooperation with other elements of the community (e.g. business, volunteer sector, social organizations, etc.), it is the policy of CABQ, to strive to mitigate, prepare for, respond to and recover from all natural and human–caused emergencies and disasters.

2. It is the policy of CABQ that it will take appropriate action in accordance with this plan to mitigate any harm to the residents or property in the City.

3. Because of the nature of emergencies and disasters (causing damages, interruptions and shortfalls to City of Albuquerque resources), it is the policy of the City of Albuquerque that residents are encouraged to be self–sufficient for a minimum of 72 hours should an emergency or disaster occur.

4. NON–DISCRIMINATION. It is the policy of CABQ that no services will be denied on the basis of race, color, national origin, religion, sex, age, or disability, and no special treatment will be extended to any person or group in an emergency or disaster over and above what normally would be expected in the way of municipal services. City activities pursuant to the Federal /State Agreement for major disaster recovery will be carried out in accordance with Title 44, Code of Federal Regulations (CFR), Section 205.16.—Non–discrimination. Federal disaster assistance is conditional on full compliance with this rule.

H. Emergency Management Council.

1. The CEMP establishes the City of Albuquerque Emergency Management Council composed of liaisons, at a minimum, from the primary coordinating departments for each of the ESFs and any other representatives deemed necessary to facilitate the purpose and objective of the Council. The Emergency Management Council (EMC) functions on an ongoing basis to: 1) assist the City of Albuquerque Office of Emergency Management in developing and maintaining the CEMP, ESF annexes, and supporting procedures; 2) identify and implement programs to reduce the potential for hazard incidents in the community; and 3) prepare for hazard occurrences through planning, training, and exercises. The EMC shall meet a minimum of four times per year. The Chair of the Emergency Management Council shall be the Director of the Office of Emergency Management.

BASIC PLAN
II. SITUATION

What are we planning for?

A. Statement of Cooperative Intent.

1. It is the intent of the CABQ, as a governmental enterprise duly instituted under the laws of the State of New Mexico, to exercise due diligence in assuring and preserving the health, safety and welfare of its residents, when threatened by attack, natural, human-caused, and technological hazards.

2. Pursuant to its powers and duties, the CABQ will stand ready to deploy its forces and capital resources – with full faith and commitment – to attempt the mitigation or prevention of loss of property to its residents, and to support the mutual–aid pacts with surrounding municipalities.

3. Furthermore, it is the CABQ's intention to assist other emergency management operations by supporting surrounding municipalities during emergencies and other hazards when possible. It is the desire of the CABQ to be a "full partner" with both the State of New Mexico and adjacent jurisdictions, including Tribal, in collaborating to meet the needs from any disaster event.

B. Potential Emergency Conditions.

1. A major natural, technological or human-caused related emergency may overwhelm the capabilities of the CABQ to provide prompt and effective emergency response and emergency short–term recovery measures. Transportation infrastructure may be damaged and local transportation services could be disrupted. There is the potential for widespread damage to commercial telecommunications facilities which would impair the ability of governmental response and emergency response agencies to communicate.

2. Homes, public buildings, and other critical facilities and equipment may be destroyed or severely damaged. Debris may make streets and highways impassable. The movement of emergency supplies and resources could be seriously impeded. Public utilities may be damaged and either fully or partially inoperable. Some City emergency personnel would be victims of the emergency, preventing them from performing their assigned emergency duties. Numerous separate hazardous conditions as a result of the major event can be anticipated.

3. Thousands of emergency victims may be forced from their homes and large numbers of dead and injured could be expected. Many victims will be in life–threatening situations requiring immediate rescue and medical care. There could be shortages of a wide variety of supplies necessary for emergency survival. Hospitals, nursing homes, pharmacies and other health/medical facilities may be severely damaged or destroyed. Medical and health care facilities that remain in operation will be overwhelmed by the number of victims requiring medical attention. Medical supplies and equipment will be in short supply.

4. Damage to fixed facilities which generate, produce, use, store or dispose of hazardous materials could result in the release of hazardous materials into the environment. Food processing and distribution capabilities may be severely damaged or destroyed. There could be minimal to total disruption of energy sources and prolonged electric power failure.

C. Hazard Analysis.

1. The City of Albuquerque's Hazard Identification and Risk Assessment (HIRA) is published separately in the Bernalillo County/City of Albuquerque Hazard Mitigation Plan. It describes the potential threats to the city-county, identifies hazard impacts, and proposes mitigation strategies.

2. Hazard Overview:

    - Due to its location and geological features, the CABQ is vulnerable to the damaging effects of certain hazards. A list of these hazards is found in Hazards Affecting City of Albuquerque.

3. Disaster response efforts are often hampered by equipment and facility damage, communication failures, inclement weather, responder injury and death, and many other limiting factors. In the event of an emergency or disaster that exceeds the available resources; the public should expect and be prepared for a minimum 72 hour delay for emergency response services.

Hazards Affecting City of Albuquerque

Hazards Affecting City of Albuquerque (Bold = Most Significant as per Bernalillo County / Albuquerque Hazard Mitigation Plan)		
Natural	**Technological**	**Human/Societal**
• Avalanche • **Drought/Water Shortage** • **Earthquake** • Epidemic, Human • **Flooding** • Heat, Extreme • Landslide • **Winter Storms** • **Severe Thunderstorm, Wind, Hail, Tornado** • Volcanic Eruption • **Wildland and Rangeland Fire**	• Communication Failure • Energy Emergency, Fuel/Resource Shortage • Fire, Explosion • Fire, Structural • **Hazardous Materials, Fixed Facility** • **Hazardous Materials, Transportation** • Power/Utility Failure • Transportation Accident, Aircraft, Motor Vehicle, Railroad (mass casualty)	• Civil Disturbance: Riot, Demonstration, Violent Protest, Illegal Assembly • Hostage Situation • Military Conflict • Strike • Terrorism, WMD: Biological, Chemical, Nuclear • Terrorism: Bomb Blast, Incendiary, Sabotage, Prolonged/Multiple Hostage • Workplace violence

D. Vulnerability Analysis.

CABQ has a population estimated at approximately 556,498 people (2015 estimate). CABQ could experience a loss of life and property of catastrophic proportion from a series of potential hazards. Specific hazard impacts to people, property, the economy and environment are detailed in the Bernalillo County and City of Albuquerque Hazard Mitigation Plan.

E. Persons With Access and Functional Needs.

The City recognizes the need to undertake additional and reasonable efforts to protect and assist people with access and functional needs at the time of emergencies and disasters, and especially during evacuations, sheltering and re-entry operations.

F. Emergency Management Critical Facilities.

1. The elements listed on the “Essential Services, Critical Facilities and Infrastructure," comprise the likely available emergency management support facilities or systems. CABQ has identified certain “critical facilities” that may be either emergency incident sites due to disaster impacts, or could be used as emergency management support facilities given that they are not impacted. CABQ will strive to maintain certain “essential services” and maintain/restore the community's “infrastructure” during times of disaster.

2. This chart provides a “situation summary” of the CABQ's essential services, critical facilities

and infrastructure. These are defined as follows:

a. **Essential Services:** Community services normally determined to be life-saving/preserving and those critical to the immediate economy of the region that need to be maintained or restored immediately. Each of these services are dependent upon certain critical facilities and infrastructure. CABQ will also strive to provide these services during disasters through activation of Emergency Support Functions (ESFs) as appropriate.

b. **Critical Facilities:** Specific CABQ public and private facilities essential for the delivery of vital services and for the protection of the community. The American Society of Engineers classifies critical facilities in the following categories:

- **Category I** includes buildings and other structures whose failure would represent a low hazard to human life, such as storage facilities.

- **Category II** includes all buildings not specifically included in other categories.

- **Category III** includes buildings and other structures that represent a substantial hazard to human life in the event of failure. They include buildings with higher concentrations of occupants, special population facilities, or special community events.

- **Category IV** includes essential facilities such as hospitals, fire and police stations, rescue and other emergency service facilities, power stations, water supply facilities, aviation facilities, and other buildings critical for the national and civil defense.

c. **Infrastructure:** *"Systems"* upon which critical facilities, and hence, essential services are dependent.

ESSENTIAL SERVICES, CRITICAL FACILITIES AND INFRASTRUCTURE	
ESSENTIAL SERVICES	**CRITICAL FACILITIES**
• Alert and Warning • Commodities Distribution • Communications • Community EOC • Continuity of Government Services • Emergency Medical Services • Emergency Public Information • Energy; Utilities • Financial Services • Fire Suppression • Food; Water Distribution • Health Services • Law Enforcement • Mass Care Services • Public Works; Engineering • Search and Rescue • Shelter Services • Support to Special Populations or High Occupancy Structures, Facilities, Special Events • Transportation Services	• Airports • Banks; ATMs; Credit Unions Bridges • Business Establishments • Parks; Recreation Areas • Computer Data Bases; Service Centers • Emergency Operations Centers (EOC) • Fire Stations • Food Storage Facilities • Fuel Storage Depots • Government Offices • High Occupancy Structures • Hospitals • Clinics; Pharmacies • Hotels; Motels; Resort Complexes • Microwave Towers; Satellite Ground Terminals • Public Assembly Areas • TV/Radio Stations • Detention Center; Dispatch Center • Power Plant; Sub Stations • Restaurants • Schools • Shopping Areas • Telephone Switching; Relay Stations • Pumping Stations
INFRASTRUCTURE	
• Computer and Electrical Systems • Natural Gas • Radio; TV; Print Media • Roads; Highways, Bridges • Telephone Systems • Water Supplies; Sewer	

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BASIC PLAN
III. CONCEPT OF OPERATIONS

How do we intend to work together before, during & after an emergency?

A. Emergency Management Program Phases.

Emergency management will be a comprehensive effort that will require City departments to work and cooperate effectively with many other governmental, non-governmental, and private organizations. CABQ will meet its responsibility for protecting life and property from the effects of emergency events by acting within each of the following four phases of emergency management.

1. **Phase 1: Mitigation/Prevention.**

   - Mitigation is any action that prevents an emergency from occurring or reduces the impact of an emergency on people, property and the environment. Mitigation efforts include adopting and enforcing building codes, land use planning, training and education of the public on the need for mitigation, and implementing structural and non–structural safety measures.

   - Prevention helps protect lives and property before an emergency occurs. Prevention measures help avoid emergencies, or they can intervene to stop an emergency from occurring. Measures involve applying intelligence and other analysis to a range of activities, such as heightened inspections; improved surveillance and security operations;

investigations to determine the full nature and source of the threat; public health and agricultural surveillance; immunizations, isolation or quarantine; and, specific law enforcement operations aimed at deterring or preempting illegal activity.

- All CABQ departments are expected to actively participate in recommending to the OEM mitigation/prevention strategies intended to improve the emergency resilience of Albuquerque.

- CABQ departments will carry out mitigation/prevention duties in response to a threat. Annex I: Mitigation and Prevention Program of the CEMP addresses mitigation and prevention in more detail.

2. **Phase 2: Preparedness.**

- Preparedness activities consist of almost any pre–emergency action that will improve the safety or effectiveness of emergency response. Preparedness activities have the potential to save lives, lessen property damage, and increase individual and community control over the subsequent emergency response.

- CABQ departments will prepare for emergencies by maintaining emergency plans and procedures to accomplish the tasks expected of them. Plans and procedures will allow departments to integrate their individual capabilities into the city–wide emergency response and recovery effort. CABQ departments will ensure that their employees are trained to implement emergency procedures. Departments will validate their readiness for an emergency through internal training drills and participation in exercises. Other governmental jurisdictions, private, and non-profit organization within and outside CABQ boundaries may also be encouraged to participate in these exercises. Exercise results will be documented and recommendations implemented to improve the City's preparedness for an emergency. CABQ OEM will revise the CEMP based on continuous planning and exercising.

3. **Phase 3: Response.**

- Response is the use of resources to address the immediate and short–term effects of an emergency. Emergency response efforts can minimize suffering, loss of life, and property damage, as well as maintain or hasten the restoration of essential government services. More information on the restoration of City functions can be found in the City's Continuity of Operations Plan in Section 5 of this document.

- When initiating the response operation, CABQ will conduct an initial assessment of the situation, determine the need to alert others, and take appropriate actions to reduce the risks and potential impacts of the emergency.

- Annex III: Response Program and individual departmental plans describe detailed emergency response activities. Actions may involve activating the Emergency Operations Center (EOC) for coordination of support.

- CABQ departments may assist with issuing and transmitting emergency alert and warnings, supporting first responder efforts to protect lives and property, maintaining or restoring essential services, and protecting vital resources and the environment. Annex III: Response of this CEMP guides responses to declared emergencies.

4. **Phase 4: Recovery.**

- Recovery activities return CABQ to a pre–emergency state. Examples of recovery efforts, which may include a continuation of ESFs, include conducting detailed damage assessments, removing debris, restoring essential services, critical facilities and infrastructure, rebuilding homes and providing assistance to businesses.

- There is not a definitive point after the emergency occurs where the response phase ends and the recovery phase begins. In general, most recovery and mitigation efforts occur after the deactivation of the EOC and when CABQ departments return to normal operations. Many long–term recovery programs will be integrated into the day–to–day project activities of the departments, rather than be managed from the EOC. Annex IV: Recovery of this CEMP provides more information on recovery roles and responsibilities.

CABQ Comprehensive Emergency Management Program				
Prevention/ Protection	**Preparedness**	**Response**	**Recovery**	**Mitigation**
• Access Control and Identity Verification • Cyber security • Intelligence and Information Sharing • Interdiction and Disruption • Physical Protective Measures • Risk Management for Protection Programs and Activities • Screening, Search, and Detection • Supply Chain Integrity and Security	• All hazards planning • Evacuation planning • Backup and redundant communications • Continuity of government • Emergency Alert System • Interoperable communications • Training and exercises • Mutual aid agreements • LEPC • Emergency partnerships • Warning systems • Strategic planning • Resource inventory • Public education • Public information • Intelligence • Individual responsibility • Corrective actions	• Direction and control • Disaster declarations • Emergency alert • Emergency debris removal • Emergency Operations Center • Emergency power • Emergency public information • Evacuations • Incident command • Mass care • Mass medication • Medical and social needs • Medical surveillance • Medical transport • Mutual aid • Protective actions • Search and rescue • Shelters • Situational awareness • Temporary repairs • Triage	• Claims • Crisis counseling • Damage assessment • Debris removal • Disaster assistance • Donations • Restoration • Disaster loans and grants • Temporary housing • Reconstruction • Public information • Security • Environmental cleanup • Historic Preservation • Long term recovery	• Building codes • Buyouts • Disaster insurance • Hazard analysis • Enforcement • Land use management • Litigation • Monetary Incentives/ • Disincentives • Statutes and ordinances • Vulnerability assessment • Research • Safety codes • Zoning • Planning • Law enforcement • Detection and monitoring • Access control • Outreach activities • Pre–disaster programs

B. National Framework: National Incident Management System (NIMS).

1. CABQ has formally adopted and uses the National Incident Management System (NIMS) and formal approval of this plan reaffirms adoption and institutionalization of the NIMS. NIMS provides a consistent national approach for federal, state, and local governments and non–governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among federal, state, and local capabilities, NIMS 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.

PREPAREDNESS	Effective incident management begins with a host of preparedness activities conducted on a "steady–state" basis, well in advance of any potential incident. Preparedness involves an integrated combination of planning, training, exercises, personnel qualification, and certification standards, and equipment certification standards.
COMMUNICATIONS AND INFORMATION MANAGEMENT	Incident response and management rely upon communications and information systems that provide a common operating picture to all command and coordination sites. The NIMS describes the requirement for a standardized framework for communications, information management (collection, analysis and dissemination), and information sharing at all levels of incident management.
RESOURCE MANAGEMENT	Incident managers need resources to support critical incident objectives. The flow of resources must be fluid and adaptable to the requirements of the incident. The NIMS defines standardized mechanisms and establishes requirements for processes to describe, inventory, mobilize, dispatch, track, and recover resources over the life cycle of an incident.
COMMAND AND MANAGEMENT	The Command and Management system within NIMS is designed to enable effective and efficient incident management by providing standardized incident management structures. The structure is based on three key organizational systems; (1) the Incident Command System, (2) Multi–agency Coordination Systems, and (3) Public Information System.

2. NIMS provides CABQ a framework for interoperability and compatibility, and maintains a balance between flexibility and standardization. NIMS is flexible because the system can be adjusted to manage all types of incidents, and is applicable to any incident regardless of cause, size, or complexity. NIMS provides standardization by using established organization structures (Incident Command System [ICS], Multi–Agency Coordination System, Public Information System, and consistent terminology.

3. The NIMS components were not designed to stand alone. The components work together as a system to provide the national framework for incident management. The NIMS does not yield optimal results when one of its components is absent.

4. The National Incident Management System is designed so that local jurisdictional authorities retain command, control and authority over responses. Adhering to the NIMS will allow local agencies to better utilize requested state and federal resources.

5. This plan formalizes the NIMS incident command organization and structure as mandatory for all response activities by all departments identified in this plan.

6. National Incident Management System Point of Contact. This plan establishes the Point of Contact for NIMS implementation for the City of Albuquerque as the Director of the Office of Emergency Management.

C. Incident Command System.

1. CABQ's on–scene response to emergencies follows the concepts of the National Incident Management System and the Incident Command System.

2. The person managing the incident site is the Incident Commander who is responsible for ensuring each agency on scene can carry out its responsibilities.

3. CABQ emergency responders are likely to be the first on the scene of an emergency situation. They will normally take charge and remain in charge of the incident until it is resolved or others who have legal authority to do so assume responsibility. They will seek guidance and direction from local officials and seek technical assistance from state and federal agencies and industry where appropriate.

4. The first local emergency responder to arrive at the scene of an emergency situation will implement the incident command system and serve as the incident commander until relieved by a more senior or more qualified individual.

5. Upon arriving at an incident scene, the Incident Commander should:

a. Establish an incident command post, and direct the on–scene response.
b. Isolate the scene.
c. Assess the situation and identify hazards.
d. Make initial notifications of larger emergency events (non–routine) via 911 communication center to the OEM duty officer.
e. Warn the population in the area of the incident; provide emergency instructions.
f. Determine and implement protective measures (in–place or evacuation sheltering) for the population in the immediate area of the incident.
g. Implementing traffic control arrangements in and around the incident scene.
h. Develop objectives (tasks to be done).
i. Ensure appropriate safety and personnel protective measures.
j. Develop an action plan and priorities.
k. Determine the need to activate the EOC to support field operations or coordinate response.
l. In coordination with the EOC, contact appropriate agencies or personnel with expertise and capability to carry out the incident action plan.
m. Coordinate, as appropriate, with other first responder agencies.
n. Request additional resources from the agency Department Operating Center's or EOC.

6. When more than one agency is involved at an incident scene, the agency having jurisdiction and other responding agencies shall work together to ensure that each agency's objectives are identified and coordinated.

7. Team problem solving should facilitate effective response. Other agency personnel working in support of the Incident Command system will maintain their normal chain of command, but will work under the direction of the Incident Commander.

8. The CABQ Incident Commander may designate a Public Information Officer (PIO) to coordinate with the news media at an incident. This may include coordinating agency media releases and arranging contacts between the media and response agencies. If additional support is needed, the EOC may be activated.

9. During widespread emergencies or disasters, emergency operations with different objectives may be conducted at geographically separated scenes. Incident command may be established at each site. When this situation occurs, it is particularly important that the allocation of resources to specific field operations be coordinated through the EOC.

10. In emergency situations where other jurisdictions or the state or federal government are providing significant response resources or technical assistance, it is generally desirable to transition from the normal ICS structure to a Unified Command (UC) structure. Principles of Area Command or Multi–Agency Coordinated Systems (MAC) may also apply. This arrangement helps to ensure that all participating agencies are involved in developing objectives and strategies to deal with the emergency.

D. City of Albuquerque Emergency Management Organization.

1. **Emergency Management Organization-General.**

   a. This plan establishes the CABQ comprehensive emergency management program.

   b. The emergency management plan is always in effect and available for implementation, and ensures the City is continually ready to coordinate response activities without formal activation. This is due to the fact that it incorporates principles of response to basic everyday incidents. However, it should be recognized that an order or proclamation of a local state of emergency or disaster by the Mayor or designee may activate special components of the emergency management plan when deemed necessary.

   The emergency management plan is always in effect and available for implementation…

   c. The Mayor is the ultimate authority for disaster preparedness and response and the OEM Director has the responsibility for coordinating the entire emergency management program on behalf of the Mayor (Albuquerque Code of Ordinances, Chapter 2, Article 9, parts 1-3).

   d. The CABQ OEM implements, manages and reports on all actions authorized and taken pertinent to any emergency measures pursuant to this plan.

   e. The OEM duties include the ongoing planning for and coordination of actions necessary to prepare for and manage all four phases of the emergency management program. The OEM Director also assures there is a duty officer available, on–call, 24 hours a day to oversee the emergency management response program.

   f. The OEM duties shall include the ongoing planning for and coordination of those actions necessary for the creation and maintenance of an effective emergency response capability to prepare for and manage emergency conditions.

   g. Departments with legal authority and jurisdiction, in accordance with CABQ Municipal Code or State of New Mexico Statutes respond to and manage the normal, day–to–day emergencies.

   h. The Mayor or his/her designee may order special, temporary personnel assignments that require individuals to work outside their regular department or job classifications.

   i. The Albuquerque Code of Ordinances establishes that all officers and employees of CABQ are deemed part of the emergency response organization during emergencies.

E. City Incident Management and Integration.

The following describes the flow of coordination and information between the various levels of emergency response, beginning at the Incident Command level and working up through the applicable Department Operating Centers (DOC) to the Emergency Operations Center (EOC).

1. **Office of Emergency Management.**

   The City of Albuquerque Office of Emergency Management is responsible for organizing the efforts of all City departments, in concert with regional partners, to prepare for, protect against, respond to, recover from, and mitigate against all hazards.

   a. OEM staff ensures all technical systems are maintained and tested regularly; plans are kept updated, and procedures and checklists used when the EOC is activated.

   b. An OEM duty officer monitors incidents, disseminates information, acts as an emergency management liaison to incident commanders, and processes requests to activate the EOC.

2. **On-Scene Incident Command.**

   a. Manages tactical operations at the scene of the incident.

   b. Communicates essential elements of information directly to respective agencies or Department Operating Centers (DOC) or to EOC Management depending on the scope of the incident.

   c. Requests resources via the chain-of-command or through one or more DOC's; communicates directly to the EOC Section or Branch if DOC's not available.

3. **Department Operations Centers**.

   A DOC is an operational/logistical entity designed to serve as a departmental coordinating body in support of incident management. Its function is to maintain internal department operations, and when necessary, to contribute to citywide response through communication and coordination with the EOC. The following are primary roles and responsibilities of the DOC:

   a. Serves as the point of contact for Incident Command and the EOC.

   b. Maintains departmental operations, including:

- Staffing/Finance
- Intra-department planning
- Inter-department coordination when the EOC is not activated

c. Communicates essential elements of information directly to EOC Management depending on the scope of the incident.

d. Prioritizes and manages department resources.

4. **Emergency Operations Center (EOC).**

The EOC is a centralized location where all agencies involved in an event may co-locate in order to enable citywide emergency management coordination and executive decision-making. EOC's coordinate the flow of information, prioritize incidents and critical resources, coordinate policy decisions, collect and analyze information, develop and maintain situational awareness, provide emergency public communications and disseminate warnings.

The EOC is staffed with trained personnel and is equipped with a variety of systems and tools that aid in data collection and sharing, resource allocation, and other critical functions. The EOC also serves as CABQ's Multi-Agency Coordination Center (MAC), as described in the National Incident Management System, thereby ensuring that all response systems are interconnected and complementary rather than duplicative.

F. Emergency Support Functions (ESFs).

1. Emergency Support Functions (ESFs) represent groupings or types of assistance activities that CABQ residents are likely to need in times of emergency or disaster. During emergencies, the OEM Duty Officer and/or EOC manager determines which ESF's are activated to meet the disaster response needs. See Annex III: Response, for further details.

ESF's represent functional capabilities that are most frequently needed to manage emergencies.

2. The State and Federal emergency management plans are organized by related emergency support functions. The state and federal governments will respond to CABQ requests for assistance through the ESF structure. Within the state emergency operations center requests for assistance will be tasked to the particular ESF(s) for completion. A lead agency/department for each ESF is indicated, and will be responsible for coordinating the delivery of that ESF capability to the emergency area. The lead agency/department will be responsible for identifying the resources within the ESF that will accomplish the mission, and will coordinate the resource delivery. State and federal efforts will be in "support" of CABQ.

3. This plan is based upon the concept that the ESFs for the various CABQ organizations involved in emergency operations will generally parallel their normal day to day functions. To the extent possible, the same personnel and material resources will be deployed. The day–to–day functions that do not contribute directly to the emergency operations may be suspended for the duration of the emergency.

4. A department or agency is normally designated as "the lead" for an ESF due to a statutory responsibility to perform that function, or through its programmatic responsibilities. For some, the agency's mission is very similar to the mission of the ESF, therefore, the skills to respond in a disaster can be immediately translated from the daily business of that agency. The "lead" agency also has the necessary contacts and expertise to coordinate the activities of that support function.

5. Upon activation of the CABQ EOC, the activated ESF lead agencies will designate qualified representatives in the EOC to coordinate their ESF(s).

6. The lead agency for the ESF will be responsible for obtaining all information relating to ESF activities and requirements needed for the emergency and disaster response.

7. CABQ will respond to requests for assistance through the ESF process. Within the EOC, requests for assistance will be tasked to the appropriate ESF's for completion. The lead agencies will be responsible for coordinating the delivery of that assistance.

    a. With concurrence from the CABQ EOC Manager, ESF #5 will issue mission assignments to the lead agency(s) for each ESF.

    b. The lead agency(s) for the tasked ESF's will be responsible for identifying and tasking the particular resource(s) and will coordinate the delivery of that resource(s).

Emergency Support Function Responsibilities

The ESFs:		• Serve as the coordination mechanism to provide assistance to local governments. • Provide staffing for the incident management organizations.
ESF	**ESF TITLE**	**SCOPE**
1	Transportation	a. Transportation support and safety. b. Restoration/recovery of transportation infrastructure. c. Damage and impact assessment.
2	Communications and IT	a. Coordination with telecommunications industry. b. Restoration/repair of communications infrastructure. c. Protection, restoration, and sustainment of cyber and information technology resources.
3	Public Works and Engineering	a. Infrastructure protection and emergency repair, and restoration. b. Engineering services, construction management. c. Critical infrastructure liaison.
4	Firefighting	• Provide firefighting operations.
5	Information, Analysis & Planning (Emergency Management)	a. Coordination of incident management efforts. b. Issuance of mission assignments. c. Resource management. d. Incident action planning. e. Financial management.
6	Mass Care/ Human Services	a. Mass Care - food, water. b. Disaster housing. c. Human Services.
7	Resource Support	• Resource support (facility space, equipment/ supplies, contracting services, etc.).
8	Medical Services	a. Medical health coordination. b. Mental health services.
9	Search & Rescue	a. Life-saving assistance. b. Search and rescue.
10	Oil and Hazardous Materials Response	• Environmental safety and short-and long-term cleanup.
11	Animal and Veterinary Services	a. Animal rescue and sheltering assistance. b. Animal and plant disease/pest response.
12	Energy and Utilities	a. Energy infrastructure assessment, repair, and restoration.

The ESFs:		• Serve as the coordination mechanism to provide assistance to local governments. • Provide staffing for the incident management organizations.
ESF	**ESF TITLE**	**SCOPE**
		b. Energy and utility coordination. c. Energy and utility needs forecast.
13	Public Safety and Security	a. Facility and resource security. b. Security planning and technical and resource assistance. c. Support to access, traffic, and crowd control.
14	Public Protection	a. Determine and implement protective warnings. b. Management of public alert and warning systems. c. Provide advance forecasts of threats and hazards.
15	Emergency Public Information	a. Emergency public information and protective action guidance b. Media and community relations.
16	Volunteer and Donation Management	a. Assistance in establishing a Donations Coordination Team, a Donations Coordination Center, and a donations staging area and warehouse. b. Assistance in establishing a Volunteer Coordination Team and a Volunteer Reception Center Development of a Donated Goods Facility Management Plan.
17	Life Safety and Damage Assessments	a. Coordinate initial life safety assessment. b. Provide comprehensive assessment and reporting of damage.
18	Access and Functional Needs	a. Provide guidelines/procedures for disaster planning. b. Address populations with access and functional needs.
19	Fatality Management	• Mass mortuary services.
20	Environmental and Public Health	a. Environmental quality assessment and assistance. b. Public Health.

Emergency Support Function Assignment Matrix

Emergency Support Function	ESF Lead Agency	EOC Functional Area
ESF 1 Transportation	ABQ Transit Department	Logistics Section
ESF 2 Communications and Information Technology	ABQ Department Technology & Innovation	Logistics Section
ESF 3 Public Works and Engineering	ABQ Department of Municipal Development	Operations: Infrastructure Branch
ESF 4 Firefighting	ABQ Fire Rescue	Operations: Emergency Services Branch
ESF 5 Information, Analysis & Planning (Emergency Management)	ABQ Office of Emergency Management	EOC Management/ Planning Section
ESF 6 Mass Care, Emergency Assistance, Housing, and Human Services	ABQ Department of Family & Community Services	Operations: Human Services Branch
ESF 7 Logistics Management and Resource Support	ABQ Office of Emergency Management	Logistics Section
ESF 8 Medical Services	ABQ Fire Rescue	Operations: Human Services Branch
ESF 9 Search and Rescue	Co-Lead: ABQ Fire and Police Departments	Operations: Emergency Services Branch
ESF 10 Hazardous Materials	ABQ Fire Rescue	Operations: Emergency Services Branch
ESF 11 Animal and Veterinary Services	ABQ Animal Welfare Department	Operations: Human Services Branch
ESF 12 Energy and Utilities	ABQ BC Water Utility Authority	Operations: Infrastructure Branch
ESF 13 Law Enforcement and Security	ABQ Police Department	Operations: Emergency Services Branch
ESF 14 Public Protection: Alert and Warning; Evacuation; Sheltering	ABQ Office of Emergency Management	Operations: Emergency Services Branch
ESF 15 Emergency Public Information	ABQ Office of Emergency Management	EOC Management
ESF 16 Volunteer and Donation Management	ABQ Parks and Recreation Department	Logistics Section
ESF 17 Life Safety and Damage Assessments	ABQ Risk Department	Planning Section
ESF 18 Access and Functional Needs	ABQ Senior Affairs Department	Operations: Human Services Branch
ESF 19 Fatality Management	NM Office of the Medical Investigator	Operations: Emergency Services Branch
ESF 20 Environmental and Public Health	ABQ Environmental Health Department	Operations: Human Services Branch

G. Incident Response Levels (Levels of Disaster).

Graduated Response. Most disasters will require a graduated response involving only those persons necessary to manage the situation. The City has adopted four levels of operation to classify the estimated impacts of an emergency event on the operations of the local government.

1. To determine an operation level, the incident commander or OEM duty officer may confer to make an initial determination of the event impact and classify the incident.

2. As information about an incident is gathered and assessed, the level may be modified.

3. Classification of an incident assists in determining resources, scheduling personnel, and making logistical forecasts.

EOC Incident Response Levels

Level 4	**Monitoring** The Emergency Operations Center not formally staffed This is typically a "monitoring" phase and standby for higher activations if indicated. Level 5 reflects a continuation of normal operations and an ongoing awareness of the potential for emergencies to arise. The responsibility for control of any incident rests with the City's responding agencies. The Emergency Operations Center is at normal monitoring condition.
Level 3	**Moderate** The Emergency Operations Center is staffed with limited personnel focused on situational awareness A situation or threat has developed that requires enhanced monitoring and coordination. Limited local emergency response team activation. The Emergency Operations Center will be staffed by Emergency Management personnel and other key positions as needed. A declaration of a local state of emergency may not in effect.
Level 2	**Major** The Emergency Operations Center is significantly staffed; external agency liaison support may be necessary based on the needs of the incident Potential for full activation of all Emergency Support Functions with 24 hour a day staffing at the EOC and all other operational facilities. A declaration of a local state of emergency may be in effect or anticipated. At this level of activation, representatives of federal, state and/or county agencies may report to the local EOC to provide assistance.
Level 1	**Extreme** The Emergency Operations Center is fully staffed including applicable liaison positions Major county or regional emergency incident; three or more departments with heavy resource involvement; mutual aid resources may not be available for 24 hours or more; long duration incident, several days to weeks. Full activation of all Emergency Support Functions with 24 hour a day staffing at the EOC and all other disaster operational facilities. A declaration of a local state of emergency is in effect. At this level of activation, representatives of federal, state, and/or county agencies may report to the local EOC to provide assistance.

H. Direction And Control.

1. **General.**

   a. The City retains decision making authority and control during emergencies. The local responsibility for disaster management cannot be relinquished. Field Incident Commanders exercise this authority in their role as CABQ officials. CABQ officials operating in the Emergency Operations Center (EOC) retain the coordination and commitment authority for local resources and deploy those resources as appropriate.

   City of Albuquerque retains decision-making authority and control during emergencies.

   b. When an emergency is confined to a single location within the city, the CABQ department(s) with legal authority will exercise command. The department(s) representative(s) will serve as the on–scene incident command (or Unified Command if applicable) responsible for the operation. Field Incident Commander(s), assisted by a staff sufficient for the tasks to be performed, will manage the emergency response at an incident site(s).

   c. During emergency operations, departments retain administrative and policy control over their employees and equipment. However, personnel and allocated equipment will carry out mission assignments directed by the Incident Commander or EOC Manager. Each department and agency is responsible for having its own operating procedures to be followed during response operations, but interagency procedures, such as a common communications protocol, may be adopted to facilitate coordinated effort.

2. **Role of the Emergency Operations Center.**

   a. Once activated as a multi-agency coordination entity for CABQ; the EOC directs and coordinates the City's overall strategic response to emergency events. Individual field departmental supervisors retain tactical control of resources assigned to incidents.

   b. The purpose of a multi-agency coordination point is to provide a location to collect and disseminate information, provide a common operating picture of citywide response activities, and facilitate actions necessary to protect residents and property during emergency incidents.

   c. The EOC may be partially activated to coordinate multi-agency support or for monitoring events without activating the full EOC organization.

d. The OEM is responsible for the proper functioning of the EOC and will also serve as a liaison with state and federal emergency agencies and neighboring jurisdictions. The OEM will advise other emergency officials on courses of action available for major decisions.

e. When the EOC is activated, it is essential to establish a division of responsibilities between the Incident Command Post(s) and the EOC for emergency operations. Common EOC tasks include:

(1) **EOC/ICS Interface Management:** Coordination of on-scene to EOC interaction.
(2) **Situational Awareness and Reports:** Assemble accurate information and intelligence on the emergency situation and current resource data to allow officials to make informed decisions.
(3) **Incident Prioritization:** Collaborate with representatives of emergency service agencies, determine and prioritize required response actions and coordinate their implementation.
(4) **Policy Establishment:**
- Suspend or curtail government services, recommend the closure of schools and businesses, cancellation of public events, or curfews.

(5) **Public Protection Measures:**
- Direct Shelter–In–Place
- Organize and implement large–scale evacuation.
- Organize and implement shelter and mass arrangements for evacuees.
- Coordinate traffic control for large–scale evacuations.

(6) **Resource Management:** Provide resource acquisition and management support for the unplanned incident operations.
- Acquire and Request;
- Allocate and Prioritize;
- Cost control analysis measures.

(7) **Emergency Public Warning:** Issue community–wide warnings.
(8) **Record Keeping:** Gather, process, analyze, and store incident records.
(9) **Emergency Public Information:** Issue emergency instructions; provide information to the general public and Joint Information Center Management.
(10) **Liaison Coordination:** Coordinates agency representatives assigned to the EOC, sending liaison staff to other EOC's, and liaison with other agencies and jurisdictions.
(11) **Continuity of Government and Operations:** A coordinated effort to ensure the stability and survivability of CABQ and essential City functions continue to be performed under all circumstances that may disrupt normal operations.

3. **Role of the State.**

a. The State EOC may serve as the liaison and coordinating agency between CABQ, other local governments, private, not–for–profit agencies, state government and federal

government.

b. If state and/or federal resources are made available to CABQ, they will be under the operational coordination of the Mayor, Incident Command, and the EOC.

I. Emergency Operations Center – Activation.

1. General.

a. The EOC may be activated as either a "Command" entity or as a "Coordination" entity.

- For pre-incident or for special events management the EOC may serve as a single command element for the management of operations.
- Where incidents occur across political jurisdictions, or there is more than one responding agency with incident jurisdiction, the EOC may be activated as a "Command" entity, usually using a "Unified Command" element to direct operations. As a unified command, the EOC may serve as the "Area Command".
- In its "Coordination" role it may act as a Multi-Agency Coordination Center; it provides emergency management coordination of policies and priorities established by jurisdictional policy makers.

The EOC may be activated as either a Command or Coordination entity.

The EOC may be activated at any time there is an existing or potential threat or any event deemed an Incident of Critical Significance by the OEM Director per standard operating procedures. Plan stakeholders should intend on staffing the EOC to the requested scale as soon as possible, but within two hours of notification.

b. **Scheduled Activations.**

A scheduled activation is a predetermined activation in response to various meteorological, geophysical, or planned events. Planned events may include, but are not limited to, protest/demonstrations, political events, parades, and holiday celebrations. The general or management components that are designated to staff the EOC will be expected to report to the EOC as soon as possible, but within two hours. Notifications will be made according to established policies and protocols. The type and severity of the event will dictate to which level the EOC is activated and which functions and components should staff the EOC.

c. **Unscheduled Activations.**

The EOC may also activate as a response to unanticipated events. Depending upon the incident, the appropriate ESF's or management components will be notified to staff the EOC as soon as possible but no longer than two hours from notification. OEM staff will cease conducting their daily activities and report to the EOC and prepare it for activation and operation. OEM will make the appropriate notifications.

Initial notification of an unscheduled event may come from several sources such as the public, on-scene source, media, 911 Communications Center, or another jurisdiction. If required, the Duty Officer will take appropriate action to implement EOC activation procedures. The Duty Officer may activate the EOC when an event is of such magnitude that the need for activation of the EOC is self-evident. Refer to the OEM Duty Officer Operating Guide for further details.

2. **EOC: Authority to Activate.**

a. The Emergency Operations Center (EOC) is an essential facility for successful response and recovery operations. With decision and policy makers located together, personnel and resources can be used efficiently. Coordination of activities will ensure that all tasks are accomplished and minimizing duplication of efforts.

b. Depending upon the severity and magnitude of the disaster, activation of the EOC may not be necessary, may only be partially required, or may require full activation. Partial activation would be dictated by the characteristics of the disaster and would involve only those persons needing to interact in providing CABQ's coordinated response. Upon request or the existence of circumstances threatening the City or the potential to threaten the City the EOC may be automatically activated according to the guidelines set forth in this document by the Office of Emergency Management.

EOC activation levels will generally follow the "emergency levels" as described in Paragraph J in this section.

c. The following individuals are authorized to activate the EOC for unscheduled events during situations where the need for EOC-level coordination is evident:

(1) Mayor or designee
(2) Chief Administrative Officer or designee
(3) OEM Director
(4) OEM Duty Officer

d. Any agency director, partner organization leader, or Incident Commander may request

EOC activation to coordinate or support emergencies, or for planned events being managed by their organization or in anticipation of an emergency event.

e. Any chief elected official, or designee, from a jurisdiction adjacent to the City of Albuquerque may request the EOC be activated to support an emergency occurring in or affecting their jurisdiction.

Once notified of the request to activate the EOC, the Duty Officer and the Incident Commander will make an assessment to determine what services the EOC can provide.

Factors The Duty Officer Will Consider When Determining EOC Activation:

- The nature, scale, and severity of the hazard and immediate known or possible impacts.
- The potential for the hazard and/or secondary impacts to increase.
- The degree and extent of support needed to achieve response and/or recovery objectives.
- The time of day and day of week.
- The amount of public attention generated by the event.
- The benefit achieved by coordinating departmental operations from a centralized location.
- Other unrelated incidents underway or planned events scheduled.

f. When the decision is made to activate the EOC, the OEM will notify the appropriate staff members to report to the EOC and notify CABQ leadership.

g. Notifications are also made to the state emergency management duty officer or state-EOC.

3. **When to Activate.**

Incidents of Critical Significance are those high-impact events that require a coordinated and effective response by an appropriate combination of City, private-sector, and nongovernmental entities in order to manage an emergency event. Incidents of Critical Significance which requires notification to OEM from on scene responders to determine if an EOC activation is required may include, but are not limited to the following:

a. Any incident which may require a substantial evacuation and/or temporary displacement of multiple persons (>25) or where assistance in coordinating temporary sheltering or providing transportation assistance.

b. Any event posing a potential or actual threat for a mass casualty incident of level 2 or greater (>11 victims).
c. Have significant impact and/or require significant information sharing, resource coordination, and/or assistance.
d. Attract a sizable influx of independent, spontaneous volunteers.
e. Overwhelm capabilities of government, and infrastructure owners and operators.
f. Any incidents pertaining to actual or potential significant hazardous material releases.
g. Events which create substantial media attention that may significantly impact the City of Albuquerque's corporate reputation.
h. Needs exceed authority.
i. Incidents involving actual or potential severe environmental damage.
j. Any severe weather related warning or phenomena indicating or involving serious injury or property damage.
k. Any incident which close or significantly block major thoroughfares within CABQ for an extended time period due to emergency events.
l. Any prolonged outage of public utilities:
    - Electrical: sustained electrical outage resulting in loss of power in excess of six hours.
    - Natural gas: line breaks requiring evacuation of a significant number of the general public and/or closing of a major roadway; or loss of natural gas capacity that threatens the health and safety for a significant number of residents.
    - Sewer: any spill involving significant per minute flow rates of effluent which threatens human health and safety, environmental damage, or any significant spill into any major body of water;
    - Water: any line break lowering pressure to a point requiring a 'boil water" order or a long-term disruption threatening human health and safety.
m. Wildland fires at or near the urban areas that threaten residential structures, utilities, or cause extended road closures.
n. Any incident where public resources within CABQ are depleted, being deployed out of the county (except for emergency services mutual aid) or any event posing a major environmental threat.
o. Whenever circumstances are such that an Incident Commander and/or OEM believe EOC assistance is advantageous.

4. **When Not to Activate.**

The EOC should not be activated if normal department operating guidelines, emergency plans, resources, or normally established coordination guidelines are adequate to respond to an emergency situation and no other extenuating circumstances exist.

5. **Graduated EOC Activation.**

CABQ responds to emergencies in a predictable and flexible manner to meet the demands of

the incident. The response to the emergency may require a graduated EOC activation, involving only those personnel and departments necessary to manage the situation. This graduated EOC activation provides a process whereby CABQ can react, moving from normal operations to an emergency activation level appropriate to an emergency's scope and magnitude, while not overreacting and disrupting normal operations unnecessarily.

a. **Normal Operations.** This phase is business–as–usual, where CABQ personnel are always on stand–by for higher activations when indicated. CABQ personnel monitor situations in this phase, reflecting a continuation of normal operations and an ongoing awareness of the potential for emergencies to arise.

- The responsibility for control of normal, day–to–day emergency events rests with individual responding departments. Residents usually detect these emergency events and notify departments who need to take action as part of their everyday responsibilities (such as a water main break, fire, medical emergency or criminal activity).

- Under this phase, the EOC is not activated, and OEM staff members are at their normal workplace monitoring conditions and engaging in mitigation/prevention, preparedness or recovery activities.

  – As hazardous or emergency situations arise, the 911 Communications Center or the Fire Department Alarm Center notifies the OEM Duty Officer who will determine if an EOC activation is warranted;
  – Or, the general public or any other partner agency notifies the OEM of an incident. The OEM Duty Officer will determine if an EOC activation is warranted.

b. **Initial EOC Activation.** When the OEM Duty Officer determines that an event has occurred that warrants a more detailed situation assessment or increased monitoring, s/he initiates the activation and assumes management EOC, and mobilizes staff. The Duty Officer utilizes established communications methods to:

- Send regular progress reports, situation reports, or briefings to the Mayor, Policy Team, and/or state EOC as is necessary until a decision is reached to expand the EOC activation or to end the activation, or

- Communicates EOC expanded activation and requests the assembly of additional agency members in the EOC.

c. **Expanded EOC Activation.** The OEM Duty Officer briefs the OEM Director and EOC Manager on the situation of the emerging event and, as necessary, authorizes the activation of the EOC.

- The Duty Officer/EOC Manager notifies all pertinent department heads of the emergency and assures the EOC is staffed by emergency personnel and by selected emergency support function (ESF) personnel, as needed to support field operations.
- A declaration of a local emergency may not yet be in effect, but the Duty Officer/EOC Manager will evaluate the need continuously and recommend a declaration, if necessary.

d. **Full EOC Activation.**

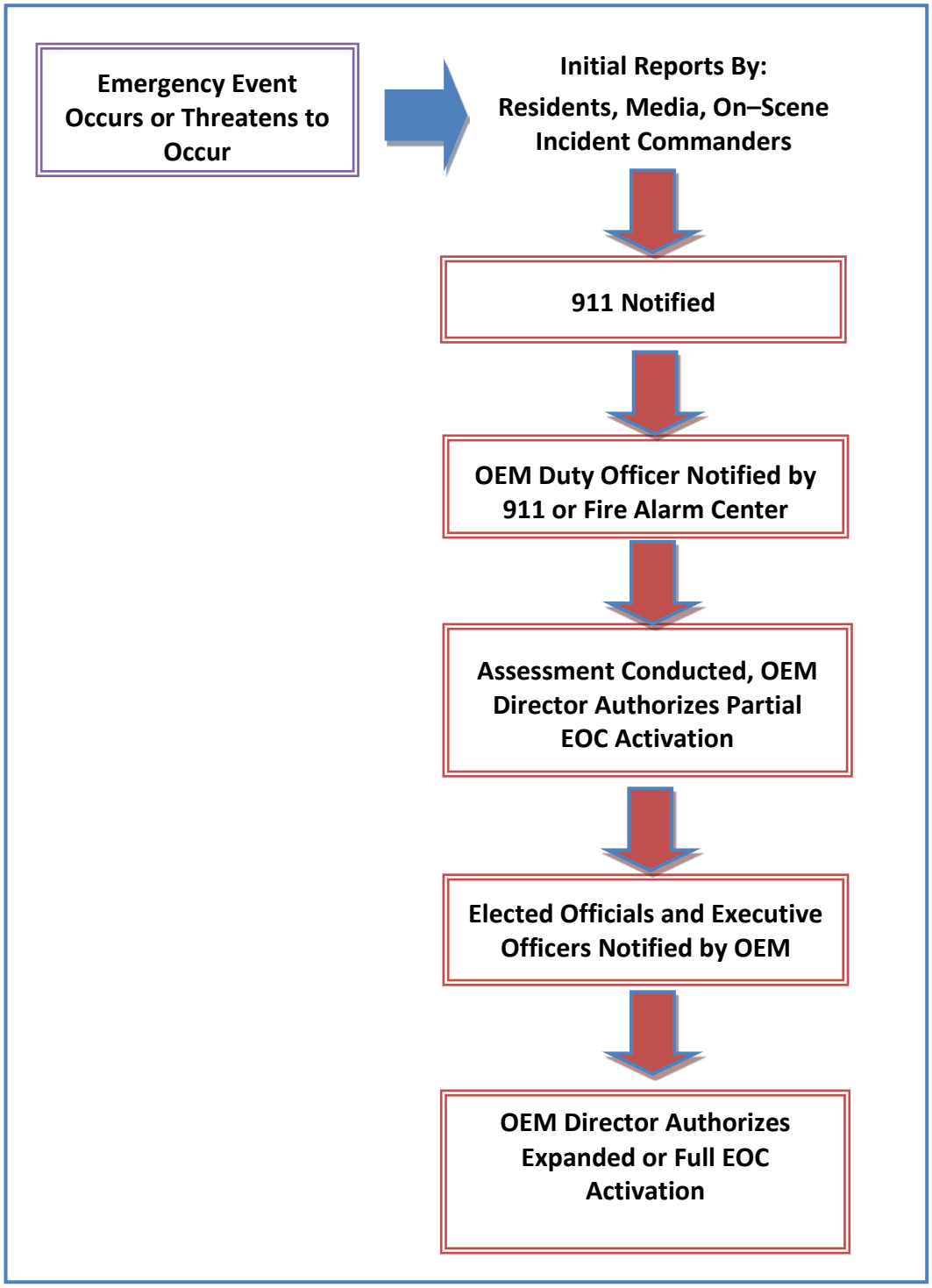
- The EOC Manager has activated most or all ESF's. Personnel are staffing the EOC and other operational facilities 24 hours a day.

- A declaration of a local emergency may be in effect or is anticipated. A Governor's declaration of a state of emergency may already exist or is anticipated.

- Full activation is initiated in anticipation of a regional or major emergency or after the impact of an event with no warning. This level is maintained throughout the response and into the recovery operations until the EOC Manager downgrades the activation to a partial activation.

- At Full EOC Activation, representatives of federal and state agencies may report to the CABQ EOC to provide assistance. The diagram on the following page illustrates the process of EOC activation.

EOC Activation Process (Notional)



Disaster Impact Level Assessment Matrix

Event Level Category	Monitor/Minor	Moderate	Major	Catastrophic
Event Numerical Level	**4**	**3**	**2**	**1**
Level of risk to persons and/or property	Minor threat to life or property	Moderate threat	Major threat	Extraordinary threat: Community's essential functions impacted
Population Affected	Minor	Limited	Widespread	Extensive
Event Magnitude	Single event with minimal threat to life or property	Single or multiple events, possible associated hazards	Single or multiple events, with other complicating factors	Single or multiple event with many additional complicating events
Geographic Impact	Defined-controlled boundaries	Defined to Expanding boundaries	Expanding boundaries	Widespread
RESPONSE	RESPONSE	RESPONSE	RESPONSE	RESPONSE
EOC Activation Level	Alert to Partial	Partial	Partial to Full Activation	Full Activation
State of Emergency	None	Potential Declaration	Probable Declaration	Declaration
Duration	Short measured in hours	Short to Moderate measured in hours to days	Prolonged multiple days	Prolonged multiple days
Command/Coordination Decisions	On scene	Combined	All coordination through EOC	All coordination through EOC
EOC Activation/Staffing	Monitor/Alert	Partial	Partial to Full Activation	Full Activation
Color Condition Advisory Guide	Condition Green	Condition Yellow	Condition Orange	Condition Red

The Incident Command System describes incident complexity as the combination of many factors that affect the probability of impact and control of an incident. Incident complexity is considered when making management level, staffing, and safety decisions.

The Disaster Impact Level Matrix has been developed to help define on-scene response personnel and resource requirements; in addition, this will influence EOC activation and staffing needs. The factors listed above will be considered in analyzing incident complexity and possible impact on response requirements. The 911 Communications Center/Fire Alarm Center/Incident Command/and the EOC will use these categories to help define the incident scale and magnitude.

J. Emergency Operations Center (EOC): Organization, Operations and Staffing.

Note: The "EOC Operations Manual" provides comprehensive details on EOC operations such as detailed job descriptions and checklists of tasks. The EOC Operations Manual is published separately.

1. **Overview.**

   a. The EOC management structure is intended to be flexible and can be modified by the Mayor, the EOC Manager and the EOC Section Chiefs, to meet the demands of any particular situation.

   b. The Mayor through the EOC Manager will implement policy directives and will have overall management responsibility for the incident.

   c. The EOC Manager directs EOC response actions to save lives and protect property and recommends/implements population protective actions. Within the framework of Emergency Operations Center (EOC), all available resources are identified and mobilized as necessary. Tasks are prioritized and resources used within this priority framework.

   d. Departments will document work assignments in an emergency situation. They submit a complete emergency action plan on staffing allocation, equipment distribution, and other emergency–related needs as requested by the EOC Manager. A department carries out its emergency duties as described in the CEMP concurrently with its essential functions as described in its Continuity of Operations Plan (COOP).

   "All City of Albuquerque officers and employees are part of the emergency management organization and may be called on to perform emergency management functions."

   e. Pursuant to the City Ordinance all officers and employees of CABQ are deemed part of the emergency management organization and may be called on to perform emergency management functions during an emergency.

2. **Use of the National Incident Management System (NIMS) and Incident Command System.**

   a. The EOC utilizes a modified organizational structure of the National Incident Management System (NIMS)/ Incident Command System (ICS) in the context of both pre–incident, post–incident and recovery activities. The EOC organization adapts to the magnitude and complexity of the situation at hand, and incorporates the NIMS principles regarding span of control and standard organizational structure.

b. Although the EOC uses a modified ICS structure, the EOC does not generally manage on–scene operations. Instead, the EOC focuses on policy decisions, providing multi–agency support to on–scene efforts, develops situational awareness for the entire city, and conducting broader operational management for activities such as mass shelter, catastrophic evacuation, and public information activities.

3. **EOC Positions.**

a. **Mayor.** The Mayor provides overall direction and control, and is responsible for making decisions necessary to meet the emergency/disaster impacts to include management of incident activities, development and implementation of strategic decisions, and approving the ordering and releasing of resources.

b. **Policy Group.** The Policy Group is comprised of elected officers and/or department leaders who provide strategic, advice and policy recommendations to the Mayor or OEM Director. This ad hoc group meets as needed and is chaired by the EOC Manager.

c. **EOC Manager.** The "EOC Manager" reports to the OEM Director or Mayor.

- The EOC Manager ensures that the EOC is adequately staffed and that appropriate ESFs are activated to meet the emergency tasks and demands.

- The EOC Manager implements the Mayor's decisions through the EOC process and ensures that the EOC is structured to meet the event demands.

- The EOC Manager supervises the Management Staff and Section Chiefs.

d. **Public Information Officer.** The "Public Information Officer (PIO)" reports to the EOC Manager and is in charge of implementing ESF #15: Public Information. The PIO Section includes various units to manage: Rumor Control; Public Enquiries; Media Enquiries; Social Media monitoring, and Public Warnings, Information and Instruction.

e. **Safety Officer.** The "Safety Officer" reports to and advises the EOC Manager on EOC and operational safety issues.

f. **Liaison Officer.** The "Liaison Officer" staffed or assigned by the EOC Manager or OEM Director is the point of contact with other agencies, and:

- Coordinates Agency Representatives assigned to the EOC as well as requests from other agencies for sending liaison personnel to other EOC's.

- Functions as a central location for incoming Agency Representatives, and will provide workspace and arrange for support as necessary.

g. **EOC Support Officer.** The "EOC Support Officer" maintains the EOC readiness, proper staffing by Emergency Management personnel, and provides/coordinates the EOC administrative, logistical, and communication support required during EOC operations.

h. **EOC Section Managers.**

- There are four EOC Sections: Operations; Planning; Logistics; Administration & Finance.

- Each of these sections will have branches or units that will be functionally oriented. The size and functions within this organization will be dictated by the magnitude and nature of the emergency.

i. **EOC Operations Section.** The EOC Operations Section is responsible for all operational command support and coordination of incident response assets.

- The Operations Chief position is staffed by the situational needs of the emergency, i.e. Fire, Law Enforcement, Public Works, etc.

- The Operation Section consists of the following branches: Emergency Services, Human Services and Infrastructure Services.

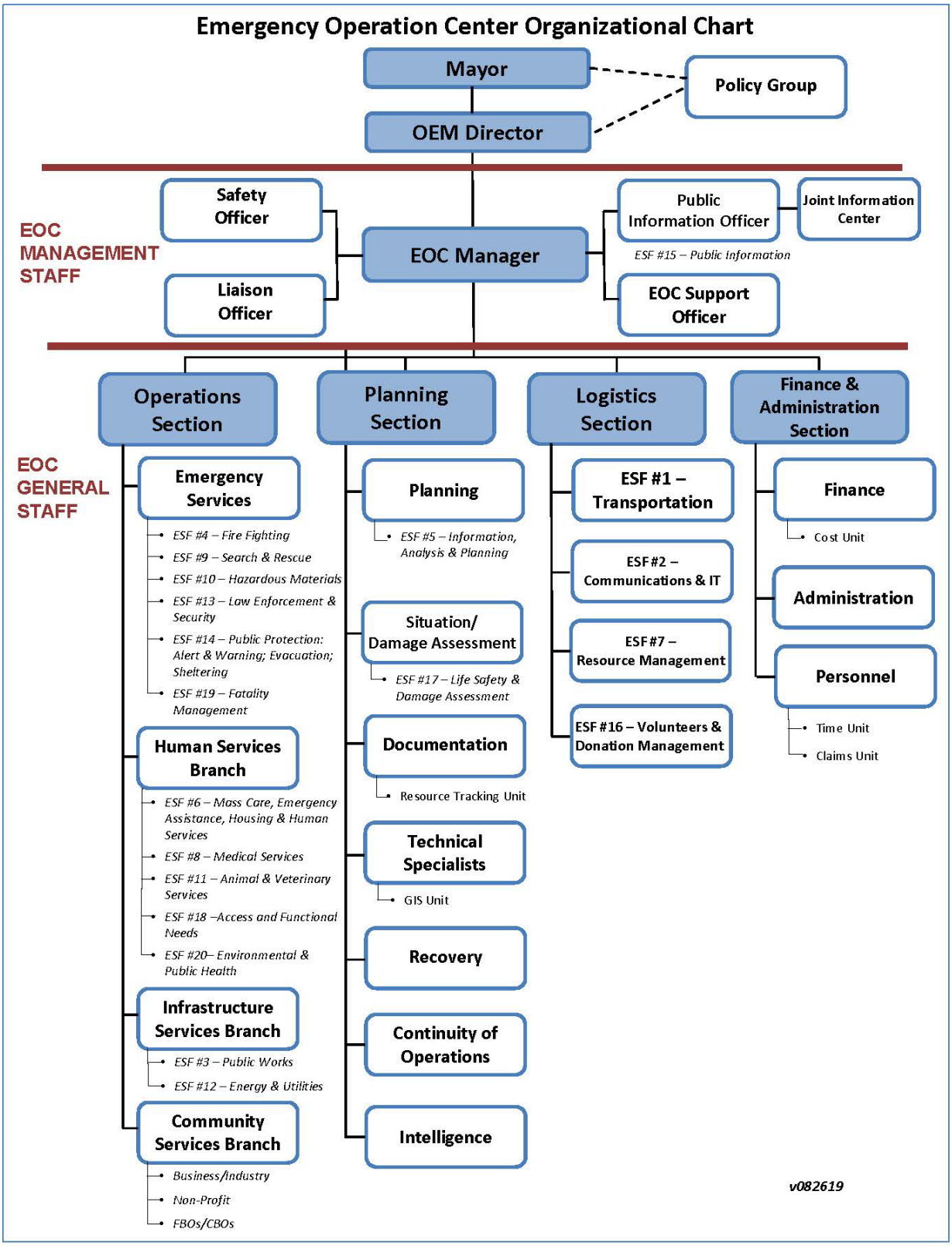
j. **EOC Planning Section.** The EOC Planning Section collects, evaluates, disseminates, and documents information about the incident, status of resources, develops the Incident Action Plans, compiles damage assessment, and develops recovery plans.

- The Planning Section consists of the following units: Situation/Damage, Planning, Documentation, Technical Services/Specialists, Recovery, Continuity of Operations, and Intelligence.

k. **EOC Logistics Section.** The EOC Logistics Section is responsible for providing all support needs to emergency incident sites, and will order all resources, and provide facilities, supplies, and services.

l. **Finance and Administration Section.** The EOC Administration and Finance Section is responsible for monetary, financial, and administrative functions.

- *See the EOC Organization Chart on the following page.*


Emergency Operation Center Organizational Chart
Mayor
Policy Group
OEM Director
EOC MANAGEMENT STAFF
Safety Officer
Liaison Officer
EOC Manager
Public Information Officer
Joint Information Center
ESF #15 – Public Information
EOC Support Officer
Operations Section
Planning Section
Logistics Section
Finance & Administration Section
EOC GENERAL STAFF
Emergency Services
ESF #4 – Fire Fighting
ESF #9 – Search & Rescue
ESF #10 – Hazardous Materials
ESF #13 – Law Enforcement & Security
ESF #14 – Public Protection: Alert & Warning; Evacuation; Sheltering
ESF #19 – Fatality Management
Human Services Branch
ESF #6 – Mass Care, Emergency Assistance, Housing & Human Services
ESF #8 – Medical Services
ESF #11 – Animal & Veterinary Services
ESF #18 –Access and Functional Needs
ESF #20– Environmental & Public Health
Infrastructure Services Branch
ESF #3 – Public Works
ESF #12 – Energy & Utilities
Community Services Branch
Business/Industry
Non-Profit
FBOs/CBOs
Planning
ESF #5 – Information, Analysis & Planning
Situation/ Damage Assessment
ESF #17 – Life Safety & Damage Assessment
Documentation
Resource Tracking Unit
Technical Specialists
GIS Unit
Recovery
Continuity of Operations
Intelligence
ESF #1 – Transportation
ESF #2 – Communications & IT
ESF #7 – Resource Management
ESF #16 – Volunteers & Donation Management
Finance
Cost Unit
Administration
Personnel
Time Unit
Claims Unit
v082619

4. **Extended Operations.**

a. The EOC may be required to operate on a 24 hour basis for the duration of an emergency. During a 24 hour operation, shifts will normally last 12 hours, but may be adjusted based on the needs created by the emergency.

b. Each position in the EOC must have a total of, at minimum, two people designated to cover shift staffing during a 24 hour period.

c. Extended operation details are broadly described in the EOC Operating Manual.

5. **EOC Objectives.**

City objectives contribute to effective response coordination. Working as a team, the OEM Director, OEM staff, Emergency Support Function Representatives, and EOC volunteers, develop a common set of strategic City objectives.

City objectives are updated each operational period (typically 12 to 24 hours). For those incidents that occur without notice, standing EOC objectives can be used until there is sufficient time to develop custom objectives based on incident needs. The EOC standing objectives and associated tasks are:

EOC STANDING OBJECTIVES AND ASSOCIATED TASKS	
Develop and maintain situation awareness.	• Collect, organize, and analyze damage assessments from departments and other partners. • Publish an Essential Elements of Information strategy each operational period or as directed. • Issue Situation Reports on regular and frequent basis. • Arrange for subject matter experts to conduct specialized analysis. • Coordinate Mapping. • Rapidly incorporate information from social media.
Develop and execute a City-wide strategy for response and recovery based on: **(1) life, safety, and health;** **(2) property protection;** **(3) environmental protection;** **(4) restoration of essential utilities;** **(5) restoration of essential program functions; and** **(6) coordination among**	• Establish and maintain the EOC Action Plan planning cycle. • Publish a City Consolidated Action Plan each operational period or as directed. • Define impacts to vulnerable populations and address through City Consolidated Action Plan. • Hold EOC briefings frequently each operational period. • Ensure areas of operation and responsibility are clearly defined at all levels. • Provide logistical support to operations.

EOC STANDING OBJECTIVES AND ASSOCIATED TASKS	
appropriate stakeholders.	• Support restoration of critical services such as utilities and healthcare. • Conduct advanced planning. • Designate the department, or departments, responsible for staffing and operating local Points of Distribution, City Staging Areas, Donation Centers and other facilities and functions.
Coordinate communication between City departments, external agencies and the community.	• Establish and maintain communications with all internal and external partners. • Support Auxiliary Communication Service. • Participate in local and regional conference calls. • Establish a Joint Information Center. • Participate in the regional Joint Information System.
Promote unity of effort with City departments and external agencies.	• With participation from all ESF Representatives, develop one City strategy. • Leverage all available City resources, as needed, based on City goals, priorities, strategy. • Include vulnerable population impacts, and how to address them, in Director and Section Chief briefing agenda. • Advocate for and support a regional approach to addressing the needs of vulnerable populations and for restoring essential services such as public transportation, mass care and healthcare. • Request jurisdictional representatives to the EOC as needed. • Coordinate requests for assistance from the City to regional, state and federal partners. • Wherever possible, provide support to neighboring jurisdictions.
Sustain public confidence and trust in response and recovery efforts.	• Ensure EOC Consolidated Action Plans, Situation Reports, and damage reports are coordinated with public and employee messages. • Develop a public conversation strategy, i.e. sharing information, being open and being informed by the community. • Ensure public messaging is available to vulnerable populations including access and functional needs such as the deaf and hard of hearing community
Address impacts to the community in a comprehensive manner.	• Utilize advanced planning to identify challenges and opportunities as early as possible. • Initiate recovery operations as soon as possible. • Closely coordinate impact analysis and planning with regional partners.

K. Facilities.

1. **Incident Command Post (ICP).**

   a. The on–scene incident command and management organization is located at the ICP. When multiple command authorities are involved, the ICP may be led by a Unified Command, comprised of officials who have jurisdictional authority or functional responsibility for the incident under an appropriate law, ordinance, or agreement. The Unified Command provides direct, on–scene control of tactical operations and utilizes a ICS incident management team organization.

   b. The ICP is usually located at or in the immediate vicinity of the incident site. The location is selected by the agency having primary jurisdictional authority for managing the incident at this level. Generally, there is one ICP established for each incident. Depending on the number and location of more than one incident, there may be multiple ICPs.

2. **Emergency Operations Center (EOC).**

   a. The City EOC is located at 11510 Sunset Gardens SW, Albuquerque.

   b. A secondary or alternate EOC is located REDACTED and will be activated by the EOC Manager if required.

   c. OEM is responsible for the readiness and support of the EOC.

   d. All departments are responsible to ensure that communication systems are in place between EOC representatives and their departments.

   e. Communications to the general public will be through the media, Emergency Alert System, and internet or telephone based notification systems. Coordination is through the on–scene Public Information Officers (PIOs) and/or the EOC Information Officer, or the Joint Information Center.

   f. A Public Inquiry Center (‘disaster hotline’) located in or near the EOC may also be used to respond to public requests for information.

   g. The EOC uses a web-enabled crisis information management system (CIMS) that provides real-time information sharing to facilitate decision making during crisis or day-to-day operations. Information, missions, and resources are coordinated and tracked in the EOC using this CIMS.

   h. RACES/ARES (Amateur) Radio is utilized during emergency/disaster situations where

normal governmental communication systems have sustained damage or when additional communications are required. A RACES /ARES station is located in the EOC and serves as a primary backup means of communication.

3. **Department Operations Center (DOC).**

A DOC is an operational/logistical entity that is designed to serve as a departmental coordinating body in support of incident management. The role of the DOC encompasses two broad functions: to maintain internal departmental operations (continuity of operations) and, when necessary, to contribute to citywide response through communication and coordination with the EOC. Some DOCs function as the coordination point for local ESFs, which may necessitate interactions through non-city entities crucial to the activated ESF (e.g., NGOs).

The following are primary roles and responsibilities of a DOC:

- Directly supports incident(s) and the Incident Commander (IC).
- Receives resource requests from Incident Command.
- Prioritizes and manages departmental resources.
- Maintains departmental operations, including:
  - Staffing/Finance.
  - Intra-department planning and cooperation.
  - Inter-departmental coordination (when EOC is not activated).
- Manages resources for incident level activities (e.g., providing resources to IC).
- Serves as a point of contact for the IC.
- Serves as a point of contact for the EOC.
  - Receives Policy Group objectives.
  - May receive resource allocation priorities.
  - Provides situation status reports.

4. **City of Albuquerque 911 Communications.**

a. Fire and Law Enforcement responders involved in disaster operations will maintain operations through the 911 Communications Center/Fire Dispatch Center until advised to communicate directly through the EOC for coordination purposes.

b. Any department operating from another location other than the EOC will maintain contact with the EOC through direct redundant communications, such as telephone, radio and fax.

5. **Joint Field Office (JFO).**

The JFO is a federal multi–agency coordination center established locally. It provides a central location for coordination of federal, state, local, nongovernmental, and private sector

organizations with responsibility for response and incident support.

6. **Joint Information Center (JIC).**

The JIC is a location where public affairs professionals from organizations involved in incident management activities work together to provide critical emergency information, crisis communications, and public affairs support. The JIC serves as a focal point for the coordination and dissemination of information to the public and media. This may also include a Public Inquiry Center that is responsible for receiving and responding to public inquiries regarding the disaster. It is normally established and managed by the EOC.

7. **Disaster Recovery Center (DRC).**

When established in coordination with state and local jurisdictions, a DRC is a federally established central facility where individuals affected by a disaster can obtain information on disaster recovery assistance programs from various federal, state, local, private sector, and voluntary organizations.

8. **Community Points of Distribution (C-POD).**

A Community Point of Distribution or C-POD is where the public goes to pick up mass commodities or emergency supplies following a disaster. The need for a C-POD is based on lack of infrastructure to support normal distribution of food, water, or other supplies. A central receiving site is established and it is at this location that incoming resources will be received, sorted and distributed to area C-POD's for public access.

L. Alert And Warning.

1. **Overview of the CABQ Warning System.**

a. The CABQ warning system is comprised of multiple communications systems and methods that include telephone, radio, internet, email 'blast' lists, conference calls, emergency meetings, web page, radio station and cable TV station.

b. The 911 Public Safety Communications Center is CABQ's Primary Warning Point and provides alerts and warnings to key officials and the public.

c. The Public is alerted by the Emergency Alert System (EAS) broadcasts, telephonic community notification systems, door–to–door notification, emergency information packets, mobile sirens and public address systems, weather alert radios, radio station, cable TV, web page or various media outlets.

- The EAS is accessed and authorized through the EOC when activated.

d. In the event of an imminent or actual disaster, CABQ will initiate actions to warn local residents and visitors by all means available. See Annex III: ESF #14: Public Protection for details.

2. **Notification.**

a. CABQ may receive initial warnings of a disaster, potential disaster, or other Incidents of Critical Significance, from CABQ departments, the National Warning System, neighboring jurisdictions, the state EOC, the National Weather Service, the news media, or the general public.

b. Upon the receipt of notification of any significant event, as defined in standard operating procedures, the 911 Communications Center will:

- Notify OEM duty officer;
- Notify county and state warning points as necessary;
- Notify appropriate response agencies per protocols;

3. **Watch, Standby Procedures.**

a. A watch/standby designation is an elevated advisory or response condition in order to make advance emergency preparations. The Mayor or OEM may issue a watch/standby order if a pending disaster has the potential of affecting CABQ. When issued, CABQ departments and partner agencies will take the following actions:
- Review this document and other emergency documents.
- Notify employees.
- Review agency specific emergency plans.
- Insure that department vehicles and equipment are serviced and ready.
- Inventory existing communication equipment. Be prepared to collect and redistribute radios, portable telephones, chargers, batteries, etc.
- Obtain maps, drawings, and other emergency aids.
- Continue to provide routine service to the public, but plan to change to emergency procedures upon warning notification.

b. Recall procedures vary by agency, and each agency has the responsibility to inform employees of proper recall procedures. Employees who are recalled are expected to secure their families and homes, and report promptly to their assigned positions.

c. Employees who are recalled should realize that the emergency may be several days or longer in duration.

d. The public will be notified that CABQ is in a watch/standby situation and will be advised to take appropriate preparedness measures.

e. CABQ Essential Employees Information.

- Essential employees are designated by department directors.
- All essential employees shall report to designated area, at the time specified by the Mayor for further instructions.
- Essential employees should come to the designated area prepared for an extended stay of at least 24 hours, perhaps lasting as long as several weeks. Essential employees should come equipped to the designated area with the necessary supplies.

4. **Warning.**

a. In the event of an imminent or actual disaster the 911 Communications Center will:

- Notify OEM duty officer.
- Notify county and state warning points as necessary.
- Notify appropriate response agencies per protocols.

b. CABQ will initiate actions to warn residents and visitors by all means available. See Annex III: ESF #14: Public Protection for details.

c. Upon notification of a warning (imminent or spontaneous event), each department will initiate internal notification actions to:

- Alert employees assigned to emergency duties.
- As appropriate to the situation or specific instructions:
  - Suspend or curtail normal business activities.
  - Recall essential off duty employees.
  - Send non critical employees home.
  - Secure and evacuate the department's facilities.
- If requested, augment CABQ's effort to warn the public.

5. **Emergency Public Information.**

a. Rapid dissemination of information is essential and vital for health and safety protection during and after emergencies and disasters. The primary means to do this is by direct contact with the media through prepared statements by OEM in coordination with the Mayor using press releases, public service announcements, and telephonic or social media networking applications. See Annex III: ESF #15: Emergency Public Information for further details.

b. Residents have the responsibility to prepare themselves and their families to cope with emergency situations and manage their affairs and property in ways that will aid the government in managing emergencies. CABQ will assist residents in carrying out these responsibilities by providing public information and instructions prior to and during emergency situations.

c. In the event an incident requires comprehensive public information, the Emergency Operations Center may establish a Joint Information Center (JIC). The JIC serves as the location representing various organizations from local, state, or federal jurisdictions to coordinate the dissemination of emergency public information. In coordinating timely and consistent information, the JIC serves to reduce information gaps, misinformation, and rumors during an emergency.

CITY OF ALBUQUERQUE ALERT & WARNING SYSTEM	
City of Albuquerque's Alert and Warning System is comprised of:	Multiple communications systems and methods that include: telephone (landline and cell), radio, internet, web page, social media, email/fax, conference calls, emergency meetings, radio station(s), TV station(s), 311 Citizen Contact Center.
The City's Office of Emergency Management receives alerts, notifications and warnings from:	• 911 communications center(s) • 311 Citizen Contact Center • WebEOC (crisis management software) • National Weather Service • State or Local EOCs • City departments • Media • General public
City departments and key officials receive alerts, notifications and warnings by the following means:	• Though 911 communications center: paging and text messages • Telephone, cell phone • Radio or pager system • Emergency management notification systems • Email • Emergency meetings
General public receive alerts, notifications and warnings by the following means:	• Media (coordinated by EOC Public Information Officer) • Emergency Alert System • TV, cable TV and radio • City's Website • Law Enforcement and fire mobile public address (PA) system • Door to door" notifications • Foreign language Closed Caption media messages • Emergency information packets, brochures • Weather alert radio • City social media • 311 Citizen Contact Center
Individuals / Groups with Access & Functional Needs receive alerts, notifications, warnings by the following means:	• Door–to–door warnings for handicapped, visually and hearing impaired • Foreign language media messages • Closed–caption television messages • Telephonic community notification systems • Personal contact • Email, other social media platforms • CABQ web site • NWS Wireless Emergency Alerts • Broadcast media • Electronic advertising displays

M. Emergency Proclamation, Request for Assistance, And Resource Requests.

Incident: An incident is an emergency situation that is limited in scope, scale, and potential effects. Normally managed successfully through departmental standard operating procedures.

Emergency: An event or occurrence requiring action by emergency personnel to prevent or; minimize loss of life or damage to property or natural resources. An emergency is a situation that is larger in scope and more severe in terms of actual or potential effects than an incident.

Disaster: The occurrence or imminent threat of widespread or severe damage, injury, loss of life or property resulting from any natural or man–made cause. A disaster involves the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the local government to manage with its traditional resources.

1. **Emergency Proclamation.**

   a. A local "Civil Emergency Proclamation" is the legal method which authorizes extraordinary measures to meet emergencies and/or solve disaster problems. A proclamation allows for the emergency appropriation of monies, emergency use of resources, the by–passing of time consuming requirements such as hearings and the competitive bid process, and activates extraordinary measures as outlined in this plan. A proclamation is usually a prerequisite for state and/or federal assistance and made at the onset of a disaster to allow CABQ to do as much as possible to help itself.

      An emergency proclamation is a prerequisite to the following actions:

      - Allow the Mayor to issue emergency orders and provide for the expeditious mobilization of City resources in responding to an emergency event to ensure the safety of life, protect property, the environment, and allow economic survival of the community.
      - Request the Governor to enact specific emergency powers.
      - Expedite the procurement of necessary resources to alleviate the emergency situation.
      - Request state or federal assistance.

   b. A written or verbal proclamation may be issued, however, after a verbal proclamation is

declared, it must be followed by a written declaration and filed with the OEM and the City Clerk's Office for official documentation as soon as the emergency conditions allow.

c. In preparing a proclamation, a description of the event and the necessary emergency authorizations need to be documented. The State EOC should be informed, and the public informed as soon as possible when an Emergency Proclamation is declared and/or signed. The emergency proclamation that contains orders regulating or prohibiting the conduct of business shall be delivered to the Albuquerque Police Department for implementation of said orders.

d. The Mayor may declare a Local State of Emergency to expedite access to local resources needed to cope with the incident. If the needed response exceeds these local capabilities, a disaster has occurred. The Mayor may further ask for a gubernatorial declaration and state and federal assistance.

e. Any civil emergency proclamation shall terminate after 48 hours from issuance or upon the issuance of a proclamation determining an emergency no longer exists, whichever occurs first.

2. **Disaster Declaration.**

a. A local "Disaster Declaration" is the legal method which authorizes extraordinary measures to meet emergencies and/or solve the consequences of a disaster. A disaster declaration is normally issued when, in the judgment of the Mayor, the threat or actual occurrence of an emergency is of sufficient severity and magnitude that local resources are insufficient to meet the needs of the event.

b. A Disaster Declaration, with or without a previous State of Emergency Proclamation, is a prerequisite to the following actions:

- Allow the Mayor to issue emergency orders and provide for the expeditious mobilization of City resources in responding to an emergency event to ensure the safety of life, protect property, the environment, and allow economic survival of the community;
- Request the Governor to enact specific emergency powers;
- Expedite the procurement of necessary resources to alleviate the emergency situation; and
- Request state or federal assistance.

3. **Request for Assistance.**

a. If the situation is beyond local capability, a request for state assistance, and/or federal

assistance may be in the original proclamation or included in a second proclamation presented to the Governor through the State EOC. The "Local Proclamation" and the "Request for Assistance" are two separate actions, although they may be combined. Part of this proclamation includes the Mayor proclaiming CABQ "a disaster area."

b. At the state level, decision-making authority and commitment of state resources is retained at the state EOC (NMDHSEM). Mission assignments coordinated by the state, are tracked in the NM-EOC by staff reporting to the EOC manager.

c. Should federal assistance be granted, a State Coordinating Officer (SCO) will be appointed to interface directly with the federal government and to coordinate federal ESFs mobilized to support local emergency operations.

d. A Federal Coordinating Officer (FCO) works with the SCO to identify requirements. A Joint Field Office (JFO) may be established to coordinate federal resources. A Principal Federal Officer (PFO) may be designated to coordinate federal interagency incident management efforts.

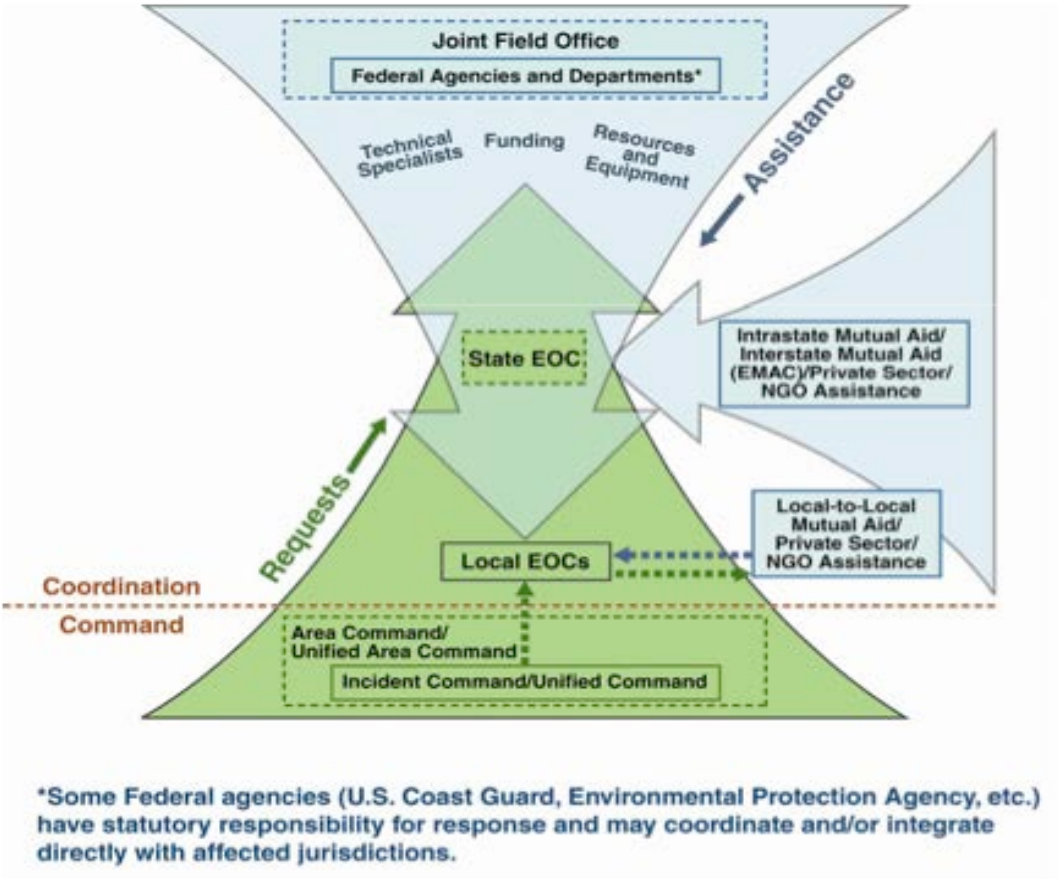
4. **Resource Requests.**

a. The CABQ EOC must validate and approve all CABQ resource requests and verify that local resources have been exhausted, and that resources are not available from the local sources including the private sector. The decision making and resource allocation process is illustrated in the diagram on the following page.

b. The CABQ EOC will attempt to support all requests for resource support from locally or regionally available resources until these have been exhausted. Unmet resource requests will be consolidated and forwarded to the State. Resource/mission requests from the CABQ EOC to the State EOC are coordinated by the EOC Logistics Section.

c. The CABQ OEM shall be the single source for incoming or outgoing Intrastate Mutual Aid System requests.

Emergency Management Resource Assistance Structure



N. Emergency Authorities.

1. **Local.**

   a. In the event of a citywide emergency or disaster, the corporate resources of the city will work together for the mutual good of all the residents of CABQ. The Albuquerque Code of Ordinances, Chapter 2, Article 9, parts 1-3, authorize the statutory authority for emergency and disaster management.

   b. The Mayor or designee may issue an order or proclamation declaring a local state of emergency or disaster if he/she finds an emergency affecting the City has occurred or that the occurrence or the threat of an emergency affecting the City is imminent.

2. **Mayor's Emergency Authorities.**

   During a declaration of a Civil Emergency, the Mayor's authorities may include any or all of the following without limitation as authorized under local ordinances and state law:

a. To declare hours of curfew upon all or any portion of the city thereby requiring all persons in such designated curfew areas to forthwith remove themselves from the public streets, alleys, parks or other public or semi-public places.

b. Request federal and/or state assistance.

c. To close any and all streets, alleys and other public ways in the City to the public.

d. Order the closing of all bars and other establishments selling intoxicating liquor or beer by the drink.

e. Order the closing of all retail package liquor stores and outlets.

f. Order the discontinuance of selling, distributing or giving away gasoline or other liquid flammable or combustible products in any container other than a gasoline tank properly affixed to a motor vehicle said sale to be limited to not more than one gallon per mother vehicle, or in the alternative, order the closing of gasoline stations and other establishments, the chief activity of which is the sale, distribution or dispensing of liquid flammable or combustible products.

g. Order the discontinuance of selling, distributing, dispensing, or giving away of any firearms or ammunition of any character whatsoever, or in the alternative, order the closing of all establishments or portions thereof where arms and/ or ammunition are kept for sale or distribution.

h. Issue such others as are imminently necessary for the protection of life and property.

The City Attorney's Office is responsible for providing legal advice to the Mayor and the OEM Director for specific declaration powers.

O. Public Protection: Evacuation and Shelter.

1. **Evacuation.**

a. The purpose of an evacuation is to move people, and where appropriate other living creatures, away from an actual or potential danger to a safer place. For this to happen safely there needs to be plans not just for alerting people and moving them, but also plans to shelter and support them through to their eventual return and recovery.

b. The overall objectives of emergency evacuation operations and notifications are to:

(1) Expedite the movement of persons from hazardous areas.

(2) Institute access control measures to prevent unauthorized persons from entering vacated, or partially vacated areas.
(3) Provide for evacuation to appropriate transportation points, evacuation points, and shelters.
(4) Provide adequate means of transportation for persons with disabilities, the elderly, other persons with special needs, and persons without vehicles.
(5) Provide for the procurement, allocation, and use of necessary transportation and law enforcement resources by means of mutual aid or other agreements.
(6) Control evacuation traffic.
(7) Account for the needs of individuals with household pets and service animals prior to, during, and following a major disaster or emergency.
(8) Provide initial notification, ongoing, and re-entry communications to the public through the Joint Information Center.
(9) Assure the safe re-entry of the evacuated persons.

c. **Evacuation Terminology.**

(1) **Mandatory Evacuation**

a. Mandatory Evacuation Orders may be initiated when residents are instructed to vacate the area due to an imminent threat.
b. All non-emergency personnel may be instructed to leave the area immediately due to an imminent threat.
c. Conditions exist that **SERIOUSLY IMPERIL** OR **ENDANGER** the lives of those in the defined area.
d. The danger is **IMMINENT!**

(2) **Voluntary Evacuation:**

a. Voluntary Evacuation Orders are issued when residents should begin preparing for a potential mandatory evacuation order to be issued.
b. Access to the area under a voluntary evacuation order may or may not be restricted by a partial or full closure.
c. The threat to lives is **NOT YET IMMINENT.**

d. Government must be prepared to manage an evacuation on a range of scales. There are no precise parameters regarding evacuation scale, however for planning purposes, it is helpful to describe evacuations on four levels.

(1) **Site Evacuation:** Is a small-scale, localized operation which may be needed as a result of a severe weather event, hazardous material incident, major fire, bomb threat or civil disturbance. Site evacuation involves a small number of people. This typically

includes workers at the site and people from adjacent occupancies or areas. Evacuation timeframes times are typically short before residents are permitted to return to their businesses or homes.

(2) **Intermediate Level Evacuation:** involves a larger number of residents and a larger area may be necessary if the event impacts a larger geographic area. This level affects off-site homes and businesses and normally affects fewer than 100 people. People may remain out of the evacuated for extended periods of time. Collecting, documenting, and managing the evacuees becomes more difficult. Off-site collection sites or shelter areas will need to be determined and managed.

(3) **Large Scale Evacuation:** could be required in the event of a significant natural or technological disaster or a local terrorist threat or attack. Thousands of people could be evacuated. Evacuees may be out of their homes and businesses for many hours if not days. Evacuation completion time frames will be extended. Evacuation shelters will need to be located, opened and managed. Documentation and tracking of evacuees becomes more important as well as more difficult. Site and evacuation perimeters become extended and require much more resources to maintain. Security of the evacuated area will be a significant concern.

(4) **Mass Evacuation:** could be required due to an event that may cause or has caused a major disaster. The situation may require the implementation of a regional, multi-jurisdictional evacuation and sheltering operations. Many thousands of people may need to be evacuated for an extended period of time. Large-scale reception operations would be required and sheltering needs would be regional in nature. Local resources would most likely be exhausted and significant state and federal assistance would be required to support the evacuation and sheltering operation.

(a) Evacuations, other than limited site or intermediate evacuations ordered by authorized response agencies to protect lives will be initiated following an evacuation order from the Mayor or, during exigent circumstances, emergency operations center.

(b) A number of CABQ residents will require special assistance during the evacuation and recovery phases of a disaster. This population will be encouraged to notify appropriate shelters, family, CABQ agencies, and transportation representatives of their needs.

(c) OEM and the Albuquerque Police Department have lead responsibility for organizing and mobilizing evacuation operations.

(d) In the event of a multi–jurisdictional or regional evacuation, the Mayor may issue

a declaration of a local state of emergency and an evacuation order. This decision will be made following consultation with the OEM Director, representatives of the jurisdictions involved or other coordinating entity.

(e) All assistance and support of such actions will be coordinated from the CABQ EOC. Decisions on issues, such as: deploying and re–deploying personnel; determining evacuation routes; directing people trapped on evacuation routes to safe shelter; ensuring the sufficiency of fuel, and addressing any matters relative to the ordered protective actions will be coordinated by the EOC.

(f) Businesses. In the event of incidents requiring regional evacuation orders, consideration will be given to designating a specific time for businesses within an evacuation zone to close and evacuate personnel. This time should be subsequent to the issuance of a general evacuation order. It is the policy of CABQ to refrain from issuing evacuation order for businesses until absolutely necessary in an effort to maximize the available resources to the general public prior to the incident or disaster.

(g) The Emergency Support Function structure promulgated in this plan will be used as appropriate to support evacuation operations.

e. **Security and Access Control.**

There will be a need to control access, ingress, and egress to the affected areas in order to limit the security risk to the damaged locations, and to minimize the impact on emergency response and recovery operations.

f. **Re-entry into Emergency Areas.**

Emergency operations such as search and rescue, damage assessments, preliminary debris removal, and other tasks will need to be performed in order to assure some degree of stability and safety. Premature permanent re-entry of the public into evacuated areas could complicate emergency response operations and leave the returning population vulnerable due to a lack of support services or safety issues.

g. Re-entry into evacuated areas shall be restricted until sufficient levels of safety, services and infrastructure are available for the returning population. The incident commander or EOC Policy Group, depending on the incident, will permit re-entry into an area according to the following guidelines:

(1) **No Damages Reported:** Upon cancellation of all warnings/watches for the local jurisdiction, and when no damage has been reported, re-entry will be authorized.

(2) **Substantial Damages and/or Injuries:** After a local emergency which has resulted in substantial injuries or harm to the population or substantial damage or loss of property, the evacuation order within those areas will be rescinded to the degree appropriate. An orderly return may be implemented in accordance with the categories and in order of priority as established below:

- **Category One:** Search and Rescue Teams, fire personnel, law enforcement personnel, transportation crews, utilities personnel and public health officials.

- **Category Two:** Damage assessment teams dispatched by the EOC for the purpose of developing damage, accessibility, and safety hazard assessments.

- **Category Three:** Clean-up teams for the purpose of clearing and repairing roads, restoring utilities, and eliminating safety hazards to the degree necessary to allow re-entry.

- **Category Four:** Individuals who possess and exhibit appropriate residency documentation shall be determined "priority class parties". Priority Class parties will be permitted a reasonable time to return to their property. A re-entry identification system should be established to accelerate the re-entry process.
- **Category Five:** Complete accessibility shall be restored as soon as practicable.

See ANNEX III - RESPONSE, Emergency Support Function #6 (Mass Care, Emergency Assistance, Housing & Human Services, Emergency Support Function #14 (Public Protection: Alert &Warning; Evacuation and Sheltering) and the OEM Evacuation Strategy (published separately) for more details.

2. **Sheltering.**

Sheltering in the City of Albuquerque starts at the local level and is driven by local needs. Residents seeking care and shelter immediately after disaster will look first to the City for assistance who will provide a range of mass care and shelter services to residents depending on the needs of the community and the type of hazard or threat. The City will provide or contract with recognized community organizations to make emergency or temporary shelter available for people made displaced by a natural disaster or other emergency. The American Red Cross is a partner with the City in helping the City to provide care and shelter for its residents. The opening of shelters is a coordinated effort between CABQ EOC, and the American Red Cross.

OEM may utilize five types of sheltering options; shelter-in-place, protective, special medical needs, pet, and host shelters.

a. **Shelter-in-Place.** This a protective action process for taking immediate shelter in a location readily accessible to the affected individual(s). Shelter-in-place is generally intended as a short term strategy for responding to disasters.

b. **Protective Shelters.** These shelters are selected to provide the maximum available protection from known hazards and threats. They are open to the general public upon activation and attempts will be made to staff with trained shelter management teams. There are two types of protective shelters:

- **Personnel Care Sites** (PCS): These provide limited services such as warming/cooling assistance, food and water, functional needs services, electrics or charging stations, etc. PCS operations do not include overnight accommodations or dormitory services.

- **Overnight Shelters:** Provide full dietary, dormitory and/or others; functional need support services.

c. **Special Medical Needs Shelter.** These shelters provide additional care for those individuals that meet the requirements of the access and functional needs program or other category criteria. Due to the critical care required for a Special Medical Needs Shelter operation, such a shelter should be the last option for the public during an emergency incident.

d. **Pet Shelter.** Provides sheltering for domestic pets.

e. **Host Shelter.** These shelters do not provide protection from the local hazards but support the temporary housing of displaced persons from other regions of the State or country. This also applies to other jurisdictions receiving City evacuees when local shelter are unavailable.

- Once activated, shelters will work closely with the local EOC to coordinate information and resources needed to operate the shelter.

- Some shelters may be opened by ARC and some may be opened by City staff and then turned over to ARC as additional resources become available to help with local response.

- Both City operated and NGO operated shelters should report their operational status as soon as possible to the EOC so they can track shelter capacity throughout the city and forecast needs for mass care and feeding such as food, supplies, equipment, personnel, etc.

- The ARC liaison in the Emergency Operations Center will provide coordination between ARC, the City, State EOC and other jurisdictions.

- Making emergency sheltering programs generally accessible is required by the Americans with Disabilities Act of 1990 (ADA).

  – State and local governments must comply with Title II of the ADA in the emergency and disaster related programs, services and activities they provide. This requirement applies to programs, services and activities provided directly by state and local governments as well as those provided through third parties, such as the American Red Cross, private nonprofit organizations and religious entities**.**

  – The ADA generally does not require state or local emergency management programs to take actions that would fundamentally alter the nature of the program, service or activity or impose undue financial and administrative burdens.

- All established shelters will require security and access control measures.

See ANNEX III RESPONSE, Emergency Support Function #6 (Mass Care, Emergency Assistance, Housing & Human Services) for more details.

P. State Of New Mexico Response.

1. The State of Mexico provides assistance to impacted counties when the resources of the affected county and its municipalities have been exhausted. Requests for and deployment of resources are approved and coordinated by the New Mexico EOC through a State–Wide Mutual Aid Agreement, the NM-EOC can coordinate mutual aid requests from the affected counties.

2. The Governor, as Chief Executive Officer for the State of New Mexico, has the inherent responsibility, constitutional and statutory authority for overseeing the state's response to any emergency or disaster. When directed, state agencies will take the appropriate actions to mobilize and deploy resources to assist in life, safety, and property protection efforts.

3. The New Mexico Department of Homeland Security and Emergency Management (DHSEM) is responsible for the coordination of the State response to an emergency or disaster. The Secretary of DHSEM will make recommendations to the Governor on matters pertaining to State Declarations, requests for federal assistance, and ongoing response and recovery activities. Other responsibilities of the state include:

- Receive, evaluate and issue information on emergency operations.
- Coordinate the activities of all state agencies.
- Coordinate the receipt, allocation and delivery of resources supplied by the state or federal government or other states.
- Coordinate emergency operations mutual aid with other states.

Q. Federal Government Response.

The federal government provides assistance to affected communities when the capabilities of the local and state governments are exceeded. The State EOC will advise FEMA Region VI that a formal request for federal assistance is to be submitted. FEMA may deploy a FEMA liaison to the State EOC, and if a Presidential Declaration of State of Emergency is made, will deploy an Emergency Response Team. See Attachment 2 – Federal Response Flowchart.

R. Defense Support of Civil Authorities.

The New Mexico Guard, being under the direct control of the Governor, is the first option for the use of military forces during an emergency or disaster within the state. When the National Guard has exhausted their capabilities or do not have a requested asset, the Governor can request U.S. military assistance. Federal military forces (Title 10) are requested and utilized under the Defense Support of Civil Authorities (DCSA). The DCSA is the process by which U.S. military personnel and resources are used in civilian missions, including response to emergencies and disasters as well as support of special events and law enforcement activities. National Guard forces can also be federalized (Title 32 status) in which case they come under the command and control of the Department of Defense (DoD). U.S. military forces can be utilized in an emergency for up to 10 days in order to preserve life and property before a Stafford Act declaration under the direction of the President and in response to a request from the Governor.

Specific considerations weighed by the DoD before deploying U.S. military forces include: cost, risk to DoD forces, availability of the forces, legality, time frame in which indeed, potential for use of lethal force, and the appropriateness of the request as well as the resource. An additional logistical consideration is that military communications equipment may not be compatible with civilian communications equipment and an interoperability solution would need to be arranged

When federal forces are authorized, there are allowable missions and specific unallowable missions. Allowable missions include:

- Rescue or recovery
- Evacuation
- Medical treatment
- Damage assessment
- Distributing food, water, and commodities
- Restoration of essential public services
- Interdiction of or response to chemical,

- Debris clearance
- Disposition of human remains

biological, nuclear, radiological and explosive hazards

When approved, US military forces can assist law enforcement with tasks such as incident assessment, search and detection, interdiction and disruption, forensics, planning, and transportation and logistics support.

However, missions that federal military forces cannot fill, except under extreme conditions (Posse Comitatus Act), are performing specific law enforcement duties, such as making arrests. In most circumstances, military forces remain under civilian control in support of the incident objectives. However, DoD will direct the response activities for releases of hazardous materials from its vessels, facilities, vehicles, munitions, and weapons.

Three key military positions that interact with the State of New Mexico are the Defense Coordinating Officer (DCO), the Emergency Preparedness Liaison Officer acts as a liaison between the New Mexico EOC, the National Guard, and the DCO in the FEMA Region 6 office. The EPLO is DoD's representative within New Mexico.

A local government (through a Memorandum of Agreement with a nearby military base) or the state may request assistance from the closest available federal military resources, such as military base, when threat to life and property exceeds available civil response capabilities. This is accomplished by a request to the appropriate military service Emergency Preparedness Liaison Officer (EPLO). The military installation Commander, or the Commander's designated representative, may be contacted directly when time considerations dictate. Under the Immediate Response Authority, individual base Commanders can authorize response to a request from civilian authorities, when time is not available to request approval through the chain of command to DoD, in order to protect lives and property. Specific procedures and liabilities between the military installation and the local jurisdiction should be outlined in Memorandum of Agreement (MOA) and Emergency Operations Plans.

S. Attachments.

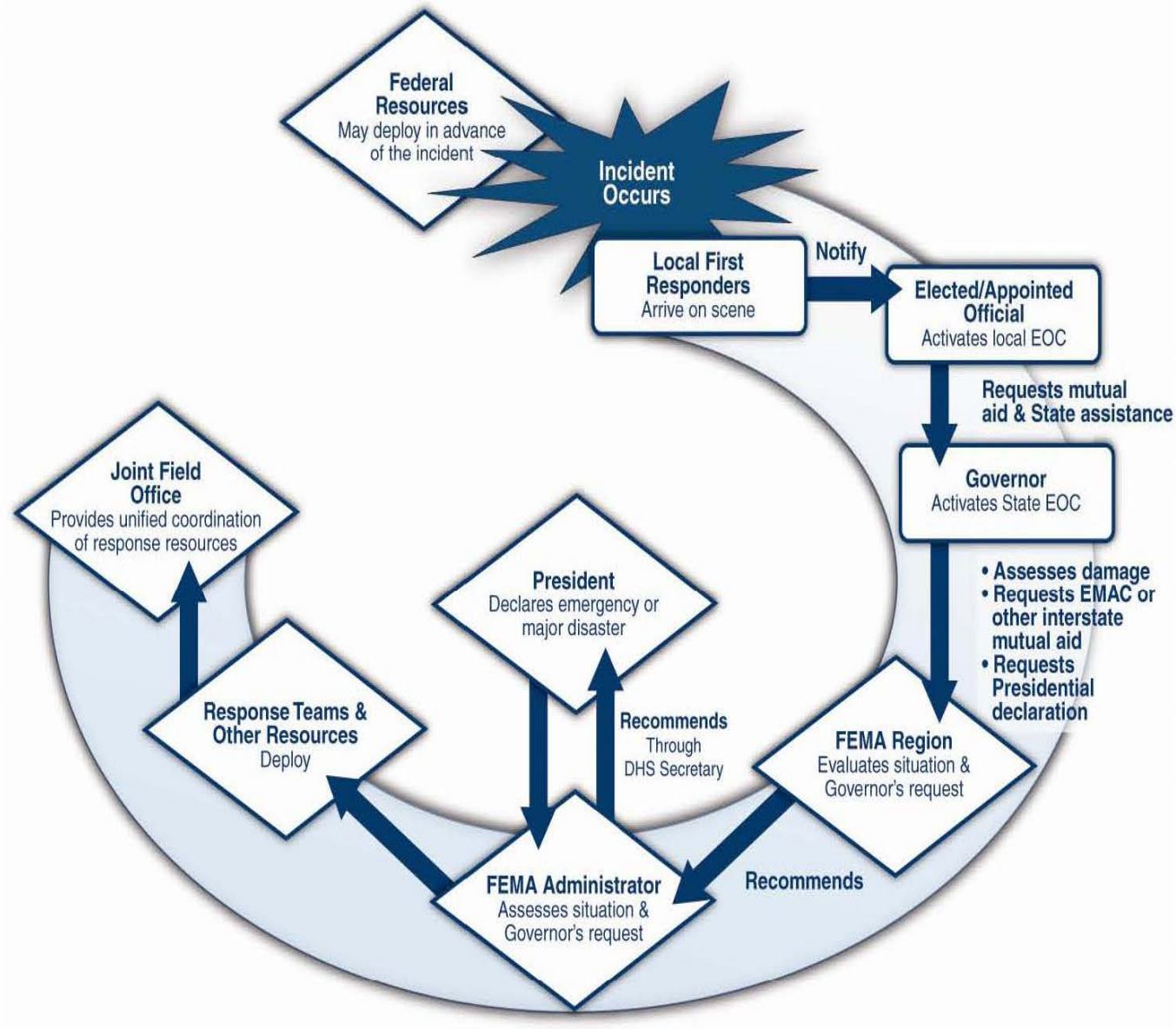
1. Federal Response Flowchart.

2. Departmental Initial Response Tactical Guidance & Policy.

Attachment 1

FEDERAL RESPONSE FLOW CHART

Federal Disaster Response Flow Chart



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Attachment 2

DEPARTMENTAL INITIAL RESPONSE TACTICAL GUIDANCE & POLICY

It is the policy of CABQ that all departments and divisions maintain Standard Operating Procedures (SOPs) as set forth in Section IV of this Basic Plan, and will ensure their emergency activation procedures conform to this "Departmental Initial Response Tactical Guidance and Policy."

Tactical (departmental) operations are expected to be managed by the various Departments and Divisions controlling their personnel and resources in accordance with their Departmental SOPs. CABQ departments, divisions and / or agencies are directed to include the following in their "emergency plans" to their personnel:

❑	1. General information to be reported from the field (or incident sites) should include: • What has happened? • What can be done? • What is needed? • Has an Incident Command System been established? Contact information. • Should Emergency Operations Center (EOC) be activated? Partial or full activation? **Note:** Activation recommendations should be made to the 911 Communications Center or Office of Emergency Management Director.
❑	2. Additionally, immediate, specific information should include the status of CABQ departments: • Personnel. • Equipment. • Vehicles. • Communications capabilities. • Facilities. CABQ managers and supervisors are expected to report this information (above) and information on damages, and tasks to be done (if applicable) to the Emergency Operations Center (EOC) if activated by whatever means possible.
❑	3. As soon as possible, CABQ departments will do a "role call" of all personnel to determine status.
❑	4. On duty personnel in the field shall evaluate their own condition and situation, and if possible, evaluate their surroundings by making a quick "windshield survey" of their area. Communicate this information to Department Directors and the EOC by any means available.
❑	5. If a unit is unable to communicate with their command or dispatch, they should:

- Attempt to contact other mobile units by any means available.
- Contact Emergency Operations Center (EOC), by any means available.
- OR report in person to the EOC or other pre–determined location(s).

6. If required, off duty personnel will be recalled to duty through normal or emergency pre–determined methods.

❑ If it is apparent that a major disaster has occurred, disrupting normal communications channels, off duty personnel are instructed to make contact with the CABQ EOC by any means available, or to another pre–determined location for instructions.

Note: Employees are encouraged to make provisions ahead of time for the safety and well– being of their family and home.

❑ 7. Further detailed response instructions and action checklists will be found within each CABQ department's response plans/procedures.

❑ 8. Mutual Aid– External. (With entities outside of CABQ). It is the policy of CABQ that CABQ personnel sent to assist other jurisdictions will maintain their own supervision and chain of command. They will accept mission assignments through a supervisor who will coordinate with the command structure of the requesting agency. It is anticipated that other jurisdiction's personnel who respond to requests for assistance from CABQ will operate the same way.

❑ 9. Public Information. The various CABQ information officers may act as spokespersons for their agency, but will take direction and coordinate with the Emergency Operations Center (EOC) Public Information section (ESF #15).

10. Other Issues.

a. The Incident Command System (ICS) will be used to manage incident sites. The person in charge of an incident site is identified as the "Incident Commander." The person in charge of the EOC is identified as the "EOC Manager."

❑ b. At the incident site, if the "command" function is transferred, there must be both a formal declaration that the "command" is being transferred, and a formal acceptance by the person/agency assuming "command."

c. All CABQ departments, divisions will track and compile documentation of their disaster costs for potential reimbursement from state or federal disaster assistance.

d. List/detail any operational policies specific to your department.

BASIC PLAN
IV. RESPONSIBILITIES

Who does what in a disaster situation?

A. General Emergency Management Responsibilities.

1. The following common responsibilities are assigned to each City department.

   a. Participate as requested in mitigation and prevention, preparedness, response and recovery activities.

   b. Provide staff members with training and exercise opportunities adequate to prepare them to carry out the responsibilities identified in this CEMP.

   c. Upon receipt of an alert or warning of an emergency, initiate notification actions to alert employees on assigned response duties.

   d. As appropriate during an alert or warning:

      (1) Suspend or curtail normal business activities as appropriate.
      (2) Recall needed off–duty employees.
      (3) Send employees that are not needed home so they can protect their families and possessions.
      (4) Secure and protect departmental facilities.
      (5) Evacuate departmental facilities if appropriate.

   e. As requested, augment the EOC's effort to warn the public through use of vehicles equipped with public address systems, sirens, employees going from door to door, etc.

   f. Keep the EOC informed of field activities and maintain a communications link to the EOC.

   g. If appropriate or requested, send a representative to the EOC.

   h. Activate a Department Operations Center (DOC) if appropriate to support and facilitate department response activities, maintain events log, and report information to the EOC.

   i. Report damages and status of critical facilities to the EOC.

   j. If appropriate or requested, send a representative to the EOC.

AGENCIES SHOULD ENSURE THAT STAFF MEMBERS TASKED TO WORK IN THE EOC HAVE THE AUTHORITY TO COMMIT RESOURCES, AND HAVE A BROAD UNDERSTANDING OF ALL THE CAPABILITIES AND FUNCTIONS OF THE DEPARTMENT.

k. Coordinate with the EOC to establish protocols for interfacing with state and federal responders.

l. Coordinate with the EOC Public Information Officer before releasing information to the media.

m. Submit reports to the EOC detailing departmental plans, emergency expenditures and obligations.

B. General Preparedness Responsibilities.

1. Many CABQ departments may have emergency–related functions in addition to their normal daily functions. Each department director is responsible for the development and maintenance of their respective department emergency and continuity of operations (COOP) plans and procedures for each division and section, and performing such functions as may be required to effectively cope with and recover from any emergency affecting their respective areas of responsibility. Specifically, the following common responsibilities are assigned to each department listed in this CEMP.

   a. Create emergency and COOP plans for their department.

   b. Create and maintain a department calling tree or other method for notification.

   c. Establish department and individual responsibilities (as indicated in these plans); identify emergency tasks.

   d. Work with other CABQ departments to enhance cooperation and coordination, and eliminate redundancy. Departments having shared responsibilities should work to complement each other.

   e. Establish education and training programs so that each division, section, and employee will know exactly where, when and how to respond.

   f. Develop site specific emergency plans for department facilities as necessary.

g. Ensure that employee job descriptions reflect their emergency duties.

h. Train personnel to perform emergency duties/tasks as outlined in the CEMP or individual department plans.

i. Identify, categorize, and inventory all available department resources.

j. Develop procedures for mobilizing and employing additional resources.

k. Establish uninterrupted communication capabilities with the EOC.

l. Prepare to fill positions in the emergency organization as requested by the Mayor or EOC Manager acting in accordance with this CEMP.

m. Prepare to provide internal logistical support to department operations during the initial emergency response phase.

C. General Response Responsibilities.

1. Implement department emergency and COOP plans when necessary:

   a. Be responsible for the call back of all personnel they intend to use in both their routine and assigned functions and directing such personnel where to report and their respective assignment.

   b. Be responsible for the safety of vital records, files and equipment assigned to their respective department/ divisions.

   c. Ensure that vital records are protected and maintained.

   d. Ensure that activity logs are initiated as a matter of record.

   e. Coordinate, where appropriate, to ensure that each of their facilities and buildings are secure before an emergency strikes.

D. Specific Responsibilities By Department.

1. The general emergency preparedness responsibilities of all City government organizations and non-government organizations are outlined in the previous sections and in the letter of agreement to this plan.

   a. Essential response and support agencies will be arranged according to a preconfigured organizational structure, as needed, when the Emergency Operations Center is activated.

b. This structure will effectively facilitate the interface between the on-scene, incident command organization and the coordination/management responsibilities of the EOC.

Roles and Responsibilities	
ELECTED OFFICIALS	
Mayor	1. Has promulgating authority for this plan. 2. Supports and encourages personal preparedness by all City employees. 3. Reviews, directs modifications to be made, and approves recommendations for improving the readiness and response capabilities of the City. 4. Provides appropriate funding for the City's emergency management program to the City Council for review and approval as part of the budget process. 5. Assumes command as the City's Chief Elected Official whenever the EOC is activated provided the Mayor is within the City and available by voice or text message contact with the EOC Director, the Mayor does not need to be physically present in the EOC to assert executive authority. 6. Defines the values and desired end state for the response and recovery. 7. Determines the strategic priorities for the City response. 8. Provides visible leadership and presence in the community during an emergency or disaster. 9. Arranges for hosting of state and federal officials, legislative delegations and other dignitaries offering disaster assistance. 10. Arranges for the Council to receive periodic briefings on the status of disaster events. 11. Keeps the Council President advised of the circumstances surrounding any imminent or emergent situation that may require the activation of the EOC. Such advice will continue to regularly occur and may include additional or all Council members should it be necessary to proclaim a "Civil Emergency," issue executive orders, and when possible, to terminate the "Civil Emergency." 12. Submits all proclamations and related executive orders to the City Council for review and appropriate legislation. This includes those for exercising "emergency powers"; ordering the use outside services, equipment, commandeered property, gifts, grants, and loans; and for dispensing with normal purchasing practices.
City Council	1. Supports and encourages personal preparedness by council staff. 2. Acts on all proclamations and executive orders issued by the Mayor. 3. Reviews emergency expenditures and makes the decision on authorization of payment.

	4. Determines the funding source for authorized emergency expenditures. 5. Facilitate resident access to emergency governmental information and services. 6. Acts on all substantive revisions to the CEMP that are submitted for review and approval by the Mayor. 7. Reviews budget submitted by the Mayor for improving the City's emergency management capability, and makes the decision on acceptance and source of funding.
Council President	1. Serves as Acting Mayor on the event of incapacitation or absence of the Mayor from the City as described in local ordinances. 2. Receives briefings arranged by the Mayor on City planning for scheduled major events and informs other Council members. 3. Conveys details of briefings from the Mayor, or designated representative, to City Council members regarding imminent or emergent situations that may require the activation of the EOC. 4. Keeps the City Council informed of the requirements to declare a "Civil Emergency", for the Mayor to use an emergency power and, when circumstances permit, the termination of the "Civil Emergency."
CITY DEPARTMENTS	
City Departments	1. Support and encourage personal preparedness of City employees. 2. Maintain a basic level of preparedness and response capabilities. 3. Develop and maintain department plans, procedures and guidance to support disaster preparedness, response and recovery and ensure that such documents are integrated with the CEMP. 4. Support the development and maintenance of the CEMP that includes the associated Incident, Support and Functional Annexes. 5. Comply with Chapter 7 of the Title II Americans with Disabilities Act (ADA) in emergency and disaster related programs, services and activities. 6. Conduct, or participate in, training and exercises to develop and maintain capability to respond and recover from an incident. 7. Contribute information, as requested by Albuquerque OEM, to the annual City NIMS Compliance Report. 8. Maintain callout lists and schedules and provide copies to Albuquerque OEM to ensure rapid and efficient notification of department personnel and ESF responders even when regular communication systems are interrupted. 9. Ensure all staff assigned to duty in the City EOC have completed required training to work in the Albuquerque EOC. 10. Coordinate all public information through the ESF #15 Coordinator when directed.

	11. Coordinate strategic operations through the EOC, when it is activated, as directed in the EOC Consolidated Action Plan and as outlined in the CEMP. 12. When requested, support the development and execution of the EOC Consolidated Action Plan and other EOC plans and documents.

BASIC PLAN
V. FINANCIAL MANAGEMENT

Who pays, when and how?

A. General.

1. After a local emergency declaration by the Mayor or a state declaration of emergency by the Governor, normal fiscal and administrative functions and regulations may need to be temporarily modified or suspended in order to support emergency operations in a timely manner.

Response and recovery costs must be properly documented…

2. Local government is responsible for first response to emergencies including the application of fiscal procedures and remedies designed to be used during local emergencies.

3. CABQ emergency response and recovery costs must be properly documented so that eligible reimbursements from state and federal sources may be possible.

4. The Finance and Administrative Services Department personnel shall facilitate the acquisition of all supplies, equipment, and services necessary to support the emergency response actions of CABQ departments and shall primarily perform these functions from the EOC when activated.

5. When circumstances dictate, emergency response field personnel may be given purchasing authority after coordination with CABQ's Finance and Administrative Services Department Director and the OEM Director. A record of all purchases shall be reported to the Finance and Administrative Services Department or the Finance Section when the EOC is activated and staffed with Finance personnel in accordance with CABQ emergency purchasing policies. A complete and accurate record of all purchases, a complete record of all properties commandeered to save lives and property, and an inventory of all supplies and equipment purchased in support of the emergency response shall be maintained.

6. Specific financial responsibilities and required paperwork during emergency response operations are detailed in the Emergency Operations Center operating manual and staffing desk books.

B. Policies.

1. All departments will make every effort possible to assure the safety of cash, checks, accounts receivable, and assist in the protection of other valuable documents/ records.

2. Departments will designate personnel to be responsible for documentation of disaster operations and expenditures. Emergency expenditures will be incurred in accordance with existing CABQ emergency purchasing procedures and those delineated in this plan.

3. During the emergency operations, non–essential administrative activities may be suspended, and personnel not assigned to essential duties may be assigned to other departments to provide emergency support.

4. Each department will keep an updated inventory of its personnel, facilities, and equipment resources as part of their emergency plans and procedures.

C. Administration.

1. During an emergency or disaster, administrative procedures may have to be suspended, relaxed, or made optional in the interest of protecting life or property. Departments are authorized to take necessary and prudent actions in response to disaster emergency incidents. Emergency Service / Public Safety officers have independent authority to react to emergency situations.

2. Financial operations will be implemented under the stress of disaster emergency timelines and political pressure, necessitating expedited procedures with sound fiscal management and accountability.

3. Normal procedures which do not interfere with timely accomplishment of emergency tasks will continue to be used. Those emergency administrative procedures which depart from "business–as–usual" will be described in detail in department emergency and disaster policies, procedures, and instructions or in their incident action plan during an EOC activation.

4. Departments are responsible for keeping records of the name, arrival time, duration of utilization, departure time and other information relative to the service of emergency workers, as well as documentation of the injuries, lost or damaged equipment, and any extraordinary costs.

D. Fiscal.

1. Due to the severity and magnitude of many emergency situations, financial operations will often be carried out under circumstances that warrant the use of non–routine procedures.

Emergency declarations and other authorities may authorize the suspension of all normal purchasing procedures and requirements during a designated emergency period for the purpose of securing needed emergency supplies and equipment. However, good accounting principles and practices are still expected and required. These standards will also apply to federal disaster relief monies which could be made available to CABQ should the city be declared a disaster area as part of a Major Disaster Declaration by the President pursuant to Public Law 93–288, as amended. Financial management by CABQ during times of disaster will be guided by the following policy considerations:

a. Approval for expenditure of funds for response operations can be given by department directors or, upon authorization, their designated purchasing coordinators in charge of assigned lead and support emergency support function agencies. Each lead or support agency is responsible for establishing effective physical and administrative controls of funds and segregation of expenditures for proper internal controls, and for ensuring that actions taken and costs incurred are consistent with the missions identified in this plan. Emergency Purchase Order forms will be used by all CABQ agencies to track emergency purchases once a declaration of a state of emergency has been made by the Mayor or designee. Processing and use of these forms will be done in accordance with established policies and procedures of the Finance and Administrative Services Department.

b. Care and attention to detail will be taken throughout the emergency response and disaster recovery period to maintain logs, formal records and file copies of all expenditures, including personnel time sheets, in order to provide clear and reasonable accountability and justification for any future reimbursement requests.

c. All records relating to the allocation and disbursement of funds pertaining to activities and elements covered in this plan are to be maintained, as applicable, in compliance with established CABQ financial procedures and emergency management powers and responsibilities.

d. Complete and accurate records are necessary:

(1) To document requests for assistance;
(2) For reimbursement under approved applications pertaining to declared emergencies or disasters;
(3) For audit reports, detailed records will be kept from the onset of an event, which include, but are not limited to:

- Work which is performed by force account.

(a) Appropriate extracts from payrolls, with any cross references needed to locate original documents.

(b) A schedule of equipment used on the job.
(c) Invoices, warrants, and checks issued and paid for materials and supplies.

- Work which is contracted.

(a) Copies of request for bids.
(b) The contract which is let.
(c) Invoices submitted by contractor.
(d) Warrants authoring check issuance.

e. Though certain formal procedures may be waived, this in no way lessens the requirement for sound financial management and accountability. Departments will identify personnel to be responsible for documentation of disaster costs and utilize existing administrative methods to keep accurate records separating disaster operational expenditures from day–to–day expenditures. Documentation will include: logs, formal records and file copies of all expenditures, receipts, personnel time sheets. Department Directors will be held responsible for deviations from the emergency purchasing procedures.

2. In the event that the facilities, personnel and/or equipment necessary for CABQ to operate its purchasing functions are unavailable and/or inoperable due to disaster conditions, purchasing of goods and services will be in accordance with the specifications of the emergency declaration, continuity of operations plans, or EOC directions until normal purchasing procedures and operations can be restored.

3. A separate Emergency Operations Center (EOC) “Finance Section” may be formed to manage the monetary and financial functions during significant emergencies or disasters. This assignment is responsible for the payment and monitoring of expenses associated with any disaster or emergency response of CABQ for which the EOC has activated. This area is responsible to ensure that all appropriate documentation and record keeping is undertaken to assure FEMA reimbursement for any specific disaster.

4. CABQ may qualify for reimbursement of certain emergency costs from state, federal disaster recovery programs. CABQ may also collect damages from its insurance carriers. Successful documentation of expenditures will maximize the reimbursements and assistance that CABQ and its residents will receive. All CABQ departments and agencies are expected to include requirements for emergency fiscal record keeping in their emergency plans and procedures.

5. Audits of emergency expenditures will be conducted following the closure of incidents. This audit will be used to support the eligibility of the costs claimed for reimbursement. If no reimbursement is anticipated or requested, the audit will be performed at the discretion of the OEM, the Mayor, or the Finance and Administrative Services Department.

E. Logistics.

1. Departments responding to emergencies and disasters will first use their available resources. When this plan is implemented, the EOC becomes the focal point for procurement, distribution and replacement of personnel, equipment and supplies. Scarce resources will be allocated according to established priorities and objectives of the Incident Commander(s). The logistics function is broadly defined and includes beyond goods and services, personnel resources and volunteer resources.

2. Logistics will be needed to support the field operations, the Emergency Operations Center (EOC) operations, and disaster victims.

3. All departments are expected to maintain an inventory of all non–consumable items, to include their disposition after the conclusion of the emergency proclamation. Items that are not accounted for or that are placed in CABQ inventory as an asset will not be eligible for reimbursement.

F. Concept of Operations.

The Finance and Administrative Section Chief is responsible for all financial, administrative, and cost analysis aspects of the emergency.

G. Financial Management.

1. Timely financial support of any extensive response activity could be crucial to protecting lives and property. Due to the nature of most emergency situations, finance operations will often be carried out within compressed time frames and other pressures, necessitating the use of non-routine procedures; this in no way lessens the requirement for sound financial management and accountability. While innovative and expeditious means of procurement are called for during emergencies, it is still mandatory that good accounting principles and practices be employed in order to safeguard the use of public funds from potential fraud, waste and abuse.

2. The threat or occurrence of a major or catastrophic emergency could result in a significant expenditure of unbudgeted dollars for resources and services to meet the situation. In the event of a Presidential Disaster Declaration, as a result of an emergency; many of these expenditures are typically reimbursable at a 75 percent federal to 25 percent local/state match.

    a. **Finance Branch.**

        (1) The Finance Branch manages the financial aspects of the incident. This is particularly

crucial in large, complex incidents involving significant funding from multiple sources. In addition to monitoring multiple sources of funds, the Finance Branch Director, through the Finance Section Chief, will track and report to the Emergency Operations Center Manager the financial accumulative totals or "burn rate" as the incident progresses. This allows the EOC to forecast the need for additional funds before operations are negatively affected.

(2) This is particularly important if significant operational assets are under contract from the private sector. The Branch Director will also monitor cost expenditures to ensure that applicable statutory rules are met. Close coordination with the Logistics Section and Planning Section is essential so that operational records can be reconciled with financial documents.

(3) The Finance/Administration Section Chief will determine, given current and anticipated future requirements, the need for establishing specific subordinate units.

b. **Cost Unit.**

- The Cost Unit provides cost analysis data for the incident. This unit must ensure that equipment and personnel for which payment is required are properly identified, obtain and record all cost data, and analyze and prepare estimates of incident costs. The Cost Unit also provides input on cost estimates for resource use. The Cost Unit must maintain accurate information on the actual costs of all assigned resources.

c. **Cost Unit Guidelines.**

(1) In concert with established City guidelines, approval for expenditure of funds for response operations will be given by officials of the lead and support agencies. Each agency is responsible for establishing effective administrative controls of funds and segregation of duties for proper internal controls, and to ensure that actions taken and costs incurred are consistent with the missions identified in this plan.

(2) Extreme care and attention to detail is imperative throughout the emergency response period to maintain logs, formal records and file copies of all expenditures (including personnel timesheets) in order to provide clear and reasonable accountability and justification for future reimbursement requests. Reimbursement for expenses is not automatic, so as much deliberative prudence, as time and circumstances allow, should be used. All records relating to the allocation and disbursement of funds pertaining to activities and elements covered in this plan must be maintained, as applicable, in compliance with appropriate State and Federal regulations.

e. **Post EOC Activation Finance Activities.**

- The CABQ Finance and Administrative Services Department will be responsible for receiving and tracking reimbursements for disaster grant funds received from the State of New Mexico or federal government.

H. Administration.

1. **Personnel Branch.**

- The Personnel Branch has the responsibility for personnel administration, human resources and employee welfare issues for City employees during the emergency. In addition, volunteers associated with the emergency response shall be accounted for and administered through this Branch.

2. **Time Unit.**

a. The Time Unit is primarily responsible for ensuring proper daily recording of personnel time, in accordance with the policies of the relevant agencies. The Time Unit also ensures that equipment usage times are captured.

b. For documentation and reimbursement purposes, personnel time records will be collected and processed for each operational period. The Time Unit leader will ensure that these records are properly maintained. These records must be verified, checked for accuracy, and posted according to existing policies. Excess hours worked must also be determined for which separate logs must be maintained.

1. **Claims Unit.**

- The Claims Unit is responsible for administering injury compensation and claims. The unit staff managing injury compensation ensures that all forms required by workers' compensation programs and local agencies are completed. This unit also maintains files on injuries and illnesses associated with the incident and ensure that all witness statements are obtained in writing. Staff assigned to the claims function assists with investigations of all civil tort claims involving property associated with or involved in the incident. The Compensation and Claims Unit maintains logs on the claims, assists obtaining witness statements, and documents investigations and agency follow-up requirements.

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BASIC PLAN
VI. ATTACHMENTS

This Section of the Basic Plan contains the following information.

A. PRIMARY/SUPPORT MATRIX.

B. GLOSSARY AND ACRONYMS.

C. AUTHORITIES.

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Attachment

A. PRIMARY/SUPPORT/COORDINATING MATRIX

Department, Agencies & Organization	Transportation	Communications & Information Technology	Public Works	Fire Fighting	Information, Analysis & Planning	Mass Care, Housing & Human Services	Resource Support	Medical Services	Search & Rescue	Hazardous Materials	Animal & Veterinary Services	Energy & Utilities	Law Enforcement & Security	Public Protection	Public Information	Volunteers & Donation Management	Life Safety and Damage Assessments	Access and Functional Needs	Fatality Management	Environmental and Public Health
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
All City Departments					S		S								S	S	S			
Albuquerque 311 Citizen Contact Center					S		S							S	S	S	S			
Albuquerque 911 Communications					S		S							S	S	S	S			
Albuquerque Animal Welfare Department					S	S	S				P				S	S	S			S
Albuquerque Area Hospitals																	S			
Albuquerque Aviation Police					S		S						S		S	S	S			
Albuquerque Bernalillo County Water Utility Authority												P								S
Albuquerque City Security					S		S						S							
Albuquerque Convention Center						S														
Albuquerque Department of Cultural Services											S									
Albuquerque Dept of Family and Community Services					S	P	S								S	S	S	S		

P = PRIMARY SUPPORT AGENCY

S = SUPPORT AGENCY

Department, Agencies & Organization	1 Transportation	2 Communications & Information Technology	3 Public Works	4 Fire Fighting	5 Information, Analysis & Planning	6 Mass Care, Housing & Human Services	7 Resource Support	8 Medical Services	9 Search & Rescue	10 Hazardous Materials	11 Animal & Veterinary Services	12 Energy & Utilities	13 Law Enforcement & Security	14 Public Protection	15 Public Information	16 Volunteers & Donation Management	17 Life Safety and Damage Assessments	18 Access and Functional Needs	19 Fatality Management	20 Environmental and Public Health
Albuquerque Department of Municipal Development			P	S	S	S	S		S	S					S	S	S		S	
Albuquerque Department of Senior Affairs	S				S		S	S							S	S	S	P		
Albuquerque Department of Technology & Innovation		P			S		S								S	S	S			
Albuquerque Environmental Health Department			S		S		S	S		S		S		S	S	S	S			P
Albuquerque Finance/ Administrative Services					S															
Albuquerque Fire Rescue	S	S	S	P	S	S	S	P	P	P	S			S	S	S	S	S	S	
Albuquerque Housing Authority					S		S								S	S	S	S		
Albuquerque Human Resources					S															
Albuquerque Metropolitan Arroyo Flood Control Authority			S																	
Albuquerque Office of Emergency Management					P		P							P	P					

P = PRIMARY SUPPORT AGENCY

S = SUPPORT AGENCY

Department, Agencies & Organization	1 Transportation	2 Communications & Information Technology	3 Public Works	4 Fire Fighting	5 Information, Analysis & Planning	6 Mass Care, Housing & Human Services	7 Resource Support	8 Medical Services	9 Search & Rescue	10 Hazardous Materials	11 Animal & Veterinary Services	12 Energy & Utilities	13 Law Enforcement & Security	14 Public Protection	15 Public Information	16 Volunteers & Donation Management	17 Life Safety and Damage Assessments	18 Access and Functional Needs	19 Fatality Management	20 Environmental and Public Health
Albuquerque Parks and Recreation Department	S		S		S	S	S	S							S	P	S			
Albuquerque Planning Department					S															
Albuquerque Police Department	S		S	S	S	S	S		P	S	S	S	P	S	S	S	S	S	S	
Albuquerque Public Schools						S		S												
Albuquerque Public Schools Police Department													S							
Albuquerque Risk Management Division					S		S								S	S	P			
Albuquerque Solid Waste Management Department	S				S		S								S	S	S			
Albuquerque Transit Department	P				S		S	S			S				S	S	S	S		
Amateur Radio Emergency Service / Radio Amateur Civil Emergency Service		S							S	S				S		S	S			
Ambulance Providers	S			S				S		S							S		S	

P = PRIMARY SUPPORT AGENCY

S = SUPPORT AGENCY

Department, Agencies & Organization	1 Transportation	2 Communications & Information Technology	3 Public Works	4 Fire Fighting	5 Information, Analysis & Planning	6 Mass Care, Housing & Human Services	7 Resource Support	8 Medical Services	9 Search & Rescue	10 Hazardous Materials	11 Animal & Veterinary Services	12 Energy & Utilities	13 Law Enforcement & Security	14 Public Protection	15 Public Information	16 Volunteers & Donation Management	17 Life Safety and Damage Assessments	18 Access and Functional Needs	19 Fatality Management	20 Environmental and Public Health
American Red Cross				S		S		S	S	S				S				S	S	
Bernalillo County Animal Care Service											S									S
Bernalillo County Health and Social Services																				S
Bernalillo County Public Works Department			S																	
Bernalillo County Sheriff's Department	S												S							
Broadcast Media (Cable, TV, and Radio)		S																		
Commercial and Private Sector Transportation Companies	S																			
Community and Faith Based Organizations	S					S					S					S		S	S	
Congregate Care Facilities																		S		
Direct and Supportive Care Providers																		S		
Funeral Directors																			S	
Health Care Centers						S		S												
Home and						S		S												

P = PRIMARY SUPPORT AGENCY

S = SUPPORT AGENCY

Department, Agencies & Organization	1 Transportation	2 Communications & Information Technology	3 Public Works	4 Fire Fighting	5 Information, Analysis & Planning	6 Mass Care, Housing & Human Services	7 Resource Support	8 Medical Services	9 Search & Rescue	10 Hazardous Materials	11 Animal & Veterinary Services	12 Energy & Utilities	13 Law Enforcement & Security	14 Public Protection	15 Public Information	16 Volunteers & Donation Management	17 Life Safety and Damage Assessments	18 Access and Functional Needs	19 Fatality Management	20 Environmental and Public Health
Community Care Providers																				
Hospitals								S												
Hotels						S														
Mayor's Office of Volunteer Engagement																S				
New Mexico Department of Health											S								S	S
New Mexico Department of Transportation	S																			
New Mexico Environment Department																				S
New Mexico Indian Health Services																				S
New Mexico National Guard Civil Support Team										S										
New Mexico Office of the Medical Investigator																			P	
New Mexico State Police										S			S							
New Mexico Wing Civil Air Patrol									S											
Regional Fire Agencies				S																

P = PRIMARY SUPPORT AGENCY

S = SUPPORT AGENCY

Department, Agencies & Organization	Transportation	Communications & Information Technology	Public Works	Fire Fighting	Information, Analysis & Planning	Mass Care, Housing & Human Services	Resource Support	Medical Services	Search & Rescue	Hazardous Materials	Animal & Veterinary Services	Energy & Utilities	Law Enforcement & Security	Public Protection	Public Information	Volunteers & Donation Management	Life Safety and Damage Assessments	Access and Functional Needs	Fatality Management	Environmental and Public Health
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
University of New Mexico Police Department													S							
Utilities Companies				S								S					S			
Veterinary Clinics											S									

P = PRIMARY SUPPORT AGENCY

S = SUPPORT AGENCY

Attachment

B. GLOSSARY AND ACRONYMS

– A –	
Access/Accessible	The suitability or adaptability of programs, services, activities, goods, facilities, privileges, advantages or accommodations provided by a public or private (for profit) or not–for–profit) entity, or by any entity to which it contracts for all members of the population, including individuals with disabilities.
Access and Functional Needs	Persons who may have additional needs before, during, and after an incident in functional areas, including but not limited to: maintaining independence, communication, transportation, supervision, and medical care. Individuals in need of additional response assistance may include those who have disabilities; live in institutionalized settings; are seniors; are children; are from diverse cultures; have limited English proficiency, non–English speaking; or transportation disadvantaged.
Activation	A process by which a facility is brought up to emergency mode from a normal mode of operation. Activation is completed when the facility is ready to carry out full emergency operations.
Agency	A division of government with a specific function offering a particular kind of assistance. In ICS, agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).
Agency Representative	A person assigned by a primary, assisting, or cooperating Federal, State, local, or tribal government agency or private entity delegated authority to make decisions affecting that agency's or organization's participation in incident management activities following appropriate consultation with the agency leadership.
Aid Agreements, Mutual (Pacts)	Written or unwritten understandings among jurisdictions, which cover methods and types of assistance available during an emergency.
Alternate EOC	A site located away from the primary EOC from which civil government officials exercise direction and control in an emergency or disaster.
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 EOC facility or at some location other than an ICP.
Available Resources	Resources assigned to an incident, checked in, and available for use, normally located in a Staging Area.
– B –	
Base Camp	A resource staging area for personnel and equipment.
Business Continuity (BC)	The capability to maintain or return to normal provision of day–today services.
– C –	
Catastrophic Incident	Any natural or human caused incident, including terrorism that results in extraordinary levels of mass casualties, damage or disruption severely affecting the population, infrastructure, environment, economy, national morale and / or government functions. A catastrophic event could result in sustained national impacts over a prolonged period of time; almost immediately exceeds resources normally available to State, local, tribal, and private sector authorities in the impacted area; and significantly interrupts governmental operations and emergency services to such an extent that national security could be threatened. All catastrophic events are Incidents of National Significance.
Chain of Command	A series of command, control, executive, or management positions in hierarchical order of authority.
CHEMTREC	"Chemical Transportation Emergency Center," a public service of the Chemical Manufacturers Association located in Washington, D. C. CHEMTREC provides immediate advice for emergency personnel at the scene of an accident or spill. A telephone hotline for emergencies is 1–800–424–9300.
Civil Disturbance	Any incident intended to disrupt community affairs and requiring law enforcement intervention and emergency management assistance to maintain public safety. These include, but are not limited to, terrorist attacks, riots, and strikes which result in violence, and demonstrations requiring police intervention and arrests.
COAD	Community Organizations Active in Disaster: an organized group of community resources (personnel and equipment) available to assist government agencies before, during and following disaster occurrence.
Command Staff	In an incident management organization, the Command Staff consists of the Incident Command and the special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report

	directly to the Incident Commander. They may have an assistant or assistants, as needed.
Community Recovery	In the context of the NRF and its annexes, the process of assessing the effects of an Incident of National Significance, defining resources, and developing and implementing a course of action restore and revitalize the socioeconomic and physical structure of a community.
Comprehensive Emergency Management (CEM)	An integrated approach to the management of emergency programs and activities for all four emergency phases (mitigation, preparedness, response, and recovery), for all types of emergencies and disasters (natural, man–made, and attack), and for all levels of government (local, state, and Federal) and the private sector.
Comprehensive Emergency Management Plan (CEMP)	Contains policies, authorities, concept of operations, legal constraints, responsibilities, and required emergency functions. Strategic document to guide development of Agency response plans, SOPs, and specific incident action plans.
Community Points of Distribution	A Community Point of Distribution or C–POD is where the public goes to pick up mass commodities, emergency supplies following a disaster
Congregate Care	Refers to the provision of temporary housing and basic necessities for evacuees.
Consequence Management	Predominantly an emergency management function and included measures to protect public health and safety, restore essential government services, and provide emergency relief to governments, businesses, and individuals affected by the consequences of terrorism. The requirements of consequence management and crisis management are combined in the NRF. See also Crisis Management.
Continuity of Government (COG)	All measures that may be taken to ensure the continuity of essential functions of the three branches of government—executive, legislative and judicial—in the event of an emergency or disaster.
Continuity of Operations Plan (COOP)	The plan includes all measures that may be taken to ensure the continuity or return to continuity of daily functions of the three branches of government—executive, legislative and judicial—in the event of an emergency or disaster. Often referred to a s Business Continuity Plan (BCP)
Credible Threat	A potential terrorist threat based on a threat assessment evaluated as credible and likely to involve WMD.
Crisis Counseling Grants	Crisis Counseling Grants
Critical Facilities	Specific structures or facilities that support the delivery of essential services.

	Critical facilities can also be defined as locations having large concentrations of people either temporarily or permanently such as high occupancy structures, special population facilities, or special community events.
Critical Infrastructures	Systems and assets, whether physical or virtual, so vital to the United States that incapacity or destruction of such systems and assets would have a debilitating impact on security, nation economic security, national public health or safety, or any combination of those matters.
Cultural Resources	Cultural resources include historic and prehistoric structures, archeological sites, cultural, landscapes, and museum collections.
Cyber	Pertaining to computers and their support systems, such as servers, routers, and switches that support critical infrastructure.
– D –	
Damage Assessment	Damage assessment is the systematic process of describing in general terms the location, nature, and severity of damage sustained by the public and private sectors in an emergency or disaster and estimating the cost of repair and restoration or replacement; Estimation of damages made after a disaster has occurred which serves as the basis of the Governor's request to the President for a declaration of Emergency or Major Disaster.
Decontamination	The reduction or removal of contaminating chemical or radioactive material from a structure, area, object or person.
Defense Support of Civil Authorities (DSCA)	Refers to DOD support, including Federal military forces, DOD civilians and DOD contractor personnel, and DOD agencies and components, for domestic emergencies and for designated law enforcement and other activities.
Deputy	A fully qualified individual who, in the absence of a superior, could be delegated the authority to manage a functional operation or perform a specific task. In some cases, a deputy could act as relief for a superior and therefore must be fully qualified in the position. Deputies can be assigned to the Incident Commander, General Staff, and Branch Directors.
Direction and Control	The assignment of missions, tasks and procedures to operate government during emergency operations; The provision of overall operational control and/or coordination of emergency operations at each level of the statewide emergency organization, whether it be direction of field forces or the coordination of joint efforts of governmental and private agencies in supporting such operations.
Disaster	Any occurrence or imminent threat of widespread or severe damage, injury, or loss of life or property resulting from a Natural, Technological, and / or National Security incident, including but not limited to earthquake, explosion, fire, flood,

	high water, hostile military actions, hurricanes, landslide, mudslide, storms, tidal wave, tornado, wind–driven water, or other disasters.
Disaster Analysis	The collection, reporting and analysis of disaster related damages to determine the impact of the damage and facilitate emergency management of resources and services to the stricken area.
Disaster Assessment	Quick, initial assessment of disaster impacts on people, property, and environment.
Disaster Field Office (DFO)	The primary federal field location in or near the disaster area for the coordination of the federal response and recovery operations; a point of coordination and control for state and federal governmental efforts to support disaster relief and recovery operations. It houses the Federal Coordinating Officer (FCO), Emergency Support Function (ESF) staff and other staff comprising the Emergency Response Team (ERT). It will operate with a schedule sufficient to sustain the federal response operations. Except where facilities do not permit, the FCO will be co–located with the State Coordinating Officer (SCO) at the DFO. A DFO will be established in each affected State.
Disaster Recovery Center (DRC)	A facility established in a centralized location within or near the disaster area at which disaster victims (individuals, families, or businesses) apply for disaster aid.
– E –	
Emergency	Any incident which requires emergency assistance to save lives and protect public health and safety or to avert or lessen the threat of a major disaster. (PL 93–288); Any occasion or instance for which, in the determination of the Governor, state assistance is needed to supplement local efforts and capabilities to save lives and protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the state.
Emergency Alert System (EAS)	Formally the Emergency Broadcast System. Consists of broadcasting stations and interconnecting facilities that have been authorized by the Federal Communications Commission to operate in a controlled manner during emergencies.
Emergency Communication Vehicle	An emergency management vehicle providing the capabilities to communicate and exercise direction and control over an emergency.
Emergency Information	Material designed to improve public knowledge or understanding of an emergency.
Emergency Instructions	Information provided to the general public during an emergency pertaining to recommendations for actions such as evacuation and sheltering.

Emergency Management	The preparation for and the carrying out of all emergency functions, other than functions for which the military forces are primarily responsible, to minimize injury and repair damage resulting from disasters caused by enemy attack, sabotage, or other hostile action, or by natural, or technological causes. To provide support for search and rescue operations for persons and property in distress; organized analysis, planning, decision–making, assignment, and coordination of available resources to the mitigation of, preparedness for, response to, or recovery from major community–wide emergencies.
Emergency Management Plans	Those plans prepared by federal, state and local governments in advance and in anticipation of disasters for the purposes of assuring effective management and delivery of aid to disaster victims, and providing for disaster prevention, warning, emergency response, and recovery.
Emergency Operations Center (EOC)	A protected site from which public officials issue warnings and exercise direction and control during an emergency / disaster. It is equipped and staffed to provide support in coordinating and guiding emergency / disaster operations.
Emergency Protective Measures	Those efforts to protect life and property against anticipated and occurring effects of a disaster. These activities generally take place after disaster warning) and throughout the incidence period.
Emergency Public Information (EPI)	Information disseminated to the public by official sources during an emergency, in anticipation of an emergency, or at the actual time of an emergency; in addition to providing information as such, frequently directs actions, instructs, and transmits direct orders. Includes rumor–control processes.
Emergency Response Plan (ERP)	The "steady–state" plan maintained by various jurisdictional levels for managing a wide variety of potential hazards.
Emergency Response Provider	Includes Federal, State, local, and tribal emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel. Agencies and authorities. (See section 2(6), Homeland Security Act of 2002, Public Law 107–296, 116 Stat. 2135 (2002).) Also known as "emergency responder."
Emergency Response Team (ERT)	An interagency team, consisting of the lead representative from each Federal department or agency assigned primary responsibility for an ESF and key members of the FCO's staff, formed to assist the FCO in carrying out his/her coordination responsibilities. The ERT provides a forum for coordinating the overall Federal response, reporting on the conduct of specific operations, exchanging information, and resolving issues related to ESF and other response requirements. ERT members respond to and meet as requested by the FCO.

	The ERT may be expanded by the FCO to include designated representatives of other Federal Departments and agencies as needed.
Emergency Support Function (ESF)	A grouping of government and certain private–sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are most likely to be needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents.
Emergency Support Team (EST)	An interagency group operating from the Federal Emergency Management Agency (FEMA) headquarters. The EST oversees the national–level response support effort and coordinates activities with the ESF primary and support agencies in supporting Federal response requirements in the field.
Emerging Infectious Diseases	New or recurring infectious diseases of people, domestic animals, and/or wildlife, including identification, etiology, pathogenesis, zoonotic potential, and ecological impact.
Energy Management	The technology involving the analysis of energy use resulting in appropriate techniques and methods to ensure more efficient utilization of energy resources.
Environment	Natural and cultural resources and historic properties as those terms are defined in this glossary and in relevant laws.
Environmental Response Team	Established by EPA, the Environmental Response Team includes expertise in biology, chemistry, hydrology, geology and engineering. The Environmental Response Team provides technical advice and assistance to the OSC for both planning and response to discharges and release of oil and hazardous substances into the environment.
Essential Services	Services which local government must at a minimum strive to provide at all times.
Evacuation	Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.
Exercise	Maneuver or simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and / or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of the CEMP.

– F –	
Facility Management	Facility selection and acquisition, building services, information systems, communications, safety and health, and physical security.
Federal / State Agreement	The agreement signed by the Governor and the Regional Director of the Federal Emergency Management Agency, specifying the manner in which federal assistance will be made available for a Presidential Declaration of Emergency, Fire Suppression, or Major Disaster, and containing terms and conditions consistent with applicable laws, executive orders, and regulations as the Administrator of FEMA may require.
Federal Assistance	Aid to disaster victims or state or local governments by federal agencies authorized to provide assistance under federal statutes.
Federal Coordinating Officer (FCO)	The person appointed by Federal Emergency Management Agency to coordinate all federal disaster assistance programs to ensure their maximum effectiveness and take appropriate action to help local residents and public officials obtain the assistance to which they are entitled.
Federal Disaster Assistance	Aid to disaster victims or state and local governments by federal agencies under provisions of the Robert T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93–288) as amended.
Federal Hazard Mitigation Officer (FHMO)	Person appointed by the FCO responsible for managing federal hazard mitigation programs and activities.
Federal Interagency Hazard Mitigation Team (I–Team)	Activated by the FHMO immediately following a Presidential Disaster Declaration, and made up of appropriate federal, state, and local government representatives to identify opportunities for hazard mitigation.
Federal On–Scene Coordinator (FOSC or OSC)	The Federal official pre–designated by the EPA or the USCG to coordinate responses under subpart D of the NCP, or the government official designated to coordinate and direct removal actions under subpart E of the NCP.
FEMA	Federal Emergency Management Agency
First Responder	Local and nongovernmental police, fire, and emergency personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers as described in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency management, public health, clinical care, public works, and other skilled support personnel (such as equipment operators) who provide immediate support services during prevention, response, and recovery operations. First responders may include personnel from Federal, State, local, tribal, or nongovernmental organizations.

Functional Needs	The needs of an individual who under usual circumstances is able to function on their own or with support systems. However, during an emergency, their level of independence is challenged.
– G –	
Governor's Authorized Representative (GAR)	That person named by the Governor in the Federal / State Agreement to execute on behalf of the state all necessary documents for disaster assistance following the declaration of an emergency or a major disaster, including certification of applications for public assistance.
Grantee	The state agency that is eligible to receive federal dollars in a Presidential Disaster.
– H –	
Hazard	Any situation that has the potential for causing damage to life, property, and / or the environment.
Hazard Mitigation	Any cost–effective measure which will reduce the potential for damage to a facility from disaster event.
Hazard Mitigation Grant Program	Federal government may contribute up to 75 percent of the cost of hazard mitigation measures which the President has determined are cost–effective and which substantially reduce the risk of future damage, hardship, loss, or suffering in any area affected by major disaster. (Stafford Act, Sec. 404)
Hazard Mitigation Plan	Section 409 of the Stafford Act requires the state and affected local governments to prepare a hazard mitigation plan that evaluates the natural hazards within the disaster area(s) and recommends appropriate measures to reduce the risks from future disasters.
Hazardous Materials (HazMat)	A substance or material in a quantity or form that may pose an unreasonable risk to health and safety or property when released to the environment.
Hazardous Substance	As described by the NCP, any substance designated pursuant to section 311 (b)(2) (A) of the Clean Water Act; any element, compound, mixture, solution, or substance designated pursuant section 102 of the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA); any hazardous waste having the characteristics identified under or listed pursuant to section 3001 the Solid Waste Disposal Act (but not including any waste the regulation of which under the Solid Waste Disposal Act (42 U.S.C. § 6901 et seq.) has been suspended by act of Congress); any toxic pollutant listed under section 307(a) of the Clean Water Act; hazardous air pollutant listed under section 112 of Clean Air Act (42 U.S.C. § 7521 et seq.); and any imminently hazardous chemical substance or mix with respect to which the EPA

	Administrator has taken action pursuant to section 7 of the Toxic Substances Control Act (15 U.S.C. § 2601 et seq.).
Hazards, Natural	"Acts of God" such as earthquakes, tornadoes, floods, hurricanes, wildfires, landslides, or avalanches.
Hazards, Technological	Man–made incidents such as toxic chemical releases, nuclear power plant accidents, dam failures or bridge collapses.
Historic Property	Any prehistoric or historic district, site, building, structure, or object included in or eligible for inclusion in the National Register of Historic Places, including artifacts, records, and remains which are related to such district, site, building, structure, or object [16 U.S.C. § 470(w) (5)].
Host Area	A specified area relatively unlikely to experience direct effects of a hazard or an area designated for evacuees following a major event.
– I –	
Incident Command System (ICS)	A standardized on scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents. ICS is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, for organized field–level incident management operations.
In–Kind Donations	Donations other than cash (usually materials or professional services) for disaster survivors.
Incident	An occurrence or event, natural or human–caused that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war–related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.
Incident Action Plan IAP)	Contains objectives reflecting the overall incident strategies for the next operational period, includes specific actions, assignments, and supporting information as appropriate.
Incident Command Post (ICP)	The field location for performance of the primary tactical–level, on–scene incident command functions.

Incident Commander	The person responsible for the management of all operations at the incident site.
Incident Management Team (IMT)	The Incident Commander and appropriate Command and General Staff personnel assigned to an incident.
Incident Mitigation	Actions taken during an incident designed to minimize impacts or contain the damages to property or the environment.
Incident of Critical Significance	*Incidents of Critical Significance* are those high-impact events that require a coordinated and effective response by an appropriate combination of City, private-sector, and nongovernmental entities in order to manage an emergency event, save lives and minimize damage, and provide the basis for long– term community recovery and mitigation activities.
Incident Period	For Emergencies or Major Disasters declared pursuant to PL 93–288, those days or parts thereof officially designated by the President or a representative as the dates upon which damages occurred.
Individual Assistance	Financial or other aid provided to private residents to help alleviate hardship and suffering intended to facilitate resumption of a normal way of life prior to disaster.
Individual Assistance Officer	State Human Services officer designated to coordinate individual assistance programs.
Infrastructure	The manmade physical systems, assets, projects, and structures, publicly and/or privately owned, that are used by or provide benefit to the public. Examples of infrastructure include utilities, bridges, levees, drinking water systems, electrical systems, communications systems, dams, sewage systems, and roads.
Initial Actions	The actions taken by those responders first to arrive at an incident site.
Initial Response	Resources initially committed to an incident.
Intermediate Recovery	Phase of recovery which involves returning individuals, families, critical infrastructure and essential government or commercial services to a functional, if not pre–disaster, state. Such activities are often characterized by temporary actions that provide a bridge to permanent measures.
– J –	
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 JOC, the FEMA DFO, and the JIC within a single Federal facility.
Joint Information Center (JIC)	Integrates incident, information and public affairs into a cohesive organization designed to provide consistent, coordinated, timely information during a crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort.
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, and is managed by the SFLEO. The JOC becomes a component of the JFO when the NRF is activated.
Jurisdiction	A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authorities. Jurisdictional authority at an incident can be political or geographical (e.g., city, county, tribal, State, or Federal boundary lines) or functional (e.g., law enforcement, public health).
– K – L –	
LEPC	Local Emergency Planning Committee: A committee appointed by the State emergency response commission (SERC), as required by Title III of SARA, to formulate a comprehensive emergency plan to deal with Hazardous Materials for its district. (See SARA)
Liaison Officer	A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.
Local Emergency	The duly proclaimed existence of conditions of a disaster or of extreme peril to the safety or health of persons and property within local jurisdictional boundaries. The emergency may be declared by a mayor or his/her designee and would normally be issued prior to requesting state and / or federal assistance.
Local Government	A county, municipality, city. town, township, local public authority, school district, special district, intrastate district, council of governments (regardless of whether the council of governments is incorporated as a nonprofit corporation under State law), regional or interstate government entity, or agency or instrumentality of a local government; an Indian tribe or authorized tribal organization; or a rural community, unincorporated town or village, or other public entity. (As defined in section 2(10) of the Homeland Security Act of 2002,

	Public Law 107– 296, 116 Stat. 2135, et seq. (2002).)
Long–Term Recovery	Phase of recovery that may continue for months or years and addresses complete redevelopment and revitalization of the impacted area, rebuilding, or relocating damaged or destroyed social, economic, natural and built environments and a move to self–sufficiency, sustainability and resilience.
– M –	
Major Disaster	As described by the Stafford Act, any natural catastrophe (including any hurricane, tornado, storm, high water, wind–driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this act to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.
Materiel Management	Requisitioning and sourcing (requirements processing); acquisition, asset visibility (resource tracking), receipt, storage, and handling; security and accountability; inventory, deployment, issue, and distribution; and recovery, reuse, and disposition.
Mitigation	Activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often developed in accordance with lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard–related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.
Mobile Command Post	A transportable command cell capable of exercising direction and control from a forward deployed location during an emergency. The emergency communications vehicle normally provides the necessary equipment to perform this role.
Mobilization	The process of marshaling appropriate resources.
Mobilization Center	An off–site temporary facility at which response personnel and equipment are received from the Point of Arrival and are pre–positioned for deployment to an incident logistics base, to a local Staging Area, or directly to an incident site, as required. A mobilization center also provides temporary support services, such

	as food and billeting, for response personnel prior to their assignment, release, or reassignment and serves as a place to out process following demobilization while awaiting transportation.
Monitoring	The procedure of locating and measuring radioactive contamination by the use of survey instruments capable of detecting and measuring ionizing radiations.
Multiagency Coordination System (MACS)	The combination of personnel, facilities, equipment and procedures and communications integrated into a common system. When activated, MACS has the responsibility for coordination of assisting agency resources and support in a multi– agency or multi–jurisdictional environment. A MAC Group functions within the MACS. (as defined by NWCG National Training Curriculum)
Multijurisdictional Incident	An incident requiring action from multiple agencies that each have jurisdiction to manage certain aspects of an incident. In ICS, these incidents will be managed under Unified Command.
Mutual Aid Agreement	Written agreement between agencies, organization, and/or jurisdictions that they will assist one another on request by furnishing personnel, equipment, and/or expertise in a specified manner.
– N –	
National Disaster Medical System (NDMS)	A coordinated partnership between DHS, HHS, DOD, and the Department of Veterans Affairs established for the purpose of responding to the needs of victims of a public health emergency. NDMS provides medical response assets and the movement of patients to health care facilities where definitive medical care is received when required.
National Incident Management System (NIMS)	A system mandated by HSPD–5 that provides a consistent, nationwide approach for Federal, State, local, and tribal governments; the private sector; and NGOs to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD–5 identifies these as the ICS; multiagency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.
National Response Center	A national communications center for activities related to oil and hazardous substance response actions. The National Response Center, located at DHS/USCG Headquarters in Washington, DC, receives and relays notices of oil and hazardous substances releases to the appropriate Federal OSC.
National Response	Pursuant to the NCP, the mechanism for coordinating response actions by all

System	levels of government (40 CFR § 300.21) for oil and hazardous substances spills and releases.
National Response Team (NRT)	The NRT, comprised of the 16 Federal agencies with major environmental and public health responsibilities, is the primary vehicle for coordinating Federal agency activities under the NCP. The NRT carries out national planning and response coordination and is the head of a highly organized Federal oil and hazardous substance emergency response network. EPA serves as the NRT Chair, and DHS/USCG serves as Vice Chair.
National Security and Emergency Preparedness (NS/EP)	Telecommunications. NS/EP telecommunications services are those used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international) that causes or could cause injury or harm to the population or damage to or loss of property, or could degrade or threaten the NS/EP posture of the United States.
National Special Security Event (NSSE)	A designated event that, by virtue of its political, economic, social, or religious significance may be the target of terrorism or other criminal activity.
National Strike Force	The National Strike Force consists of three strike teams established by DHS/USCG on the Pacific, Atlantic, and Gulf coasts. The strike teams can provide advice and technical assistance for oil and hazardous substances removal, communications support, special equipment, and services.
National Warning System (NAWAS)	A nationwide, dedicated, voice warning network. Its primary purpose is to provide the American population with information of an impending attack upon the United States.
National Weather Service (NWS)	Under the National Oceanic and Atmospheric Administration (NOAA), of the Department of Commerce, the NWS is responsible for providing weather service to the nation. It is charged with responsibility for observing and reporting the weather and with issuing forecasts and warnings of weather and floods in the interest of national safety and economy.
Natural Resources	Natural resources include land, fish, wildlife, domesticated animals, plants, biota, air, water. Water means salt and fresh water, surface and ground water, including water used for drinking, irrigation, aquaculture, and recreational purposes, a well as in its capacity as fish and wildlife habitat, including coral reef ecosystems as defined in 16 U.S.C. 64501. Land means soil, surface and subsurface minerals, and other terrestrial features.
Nongovernmental Organization (NGO)	A nonprofit entity that is based on interests of its members, individuals, or institutions and that is not created by a government, but may work cooperatively with government. Such organizations serve a public purpose, not a private benefit. Examples of NGOs include faith–based charity organizations

	and the American Red Cross.
Nuclear Incident Response Team (NIRT)	Created by the Homeland Security Act to provide DHS with a nuclear/radiological response capability. When activated, the NIRT consists of specialized Federal response teams drawn from DOE and/or EPA. These teams may become DHS operational assets providing technical expertise and equipment when activated during a crisis or in response to a nuclear/radiological incident as part of the DHS Federal response.
–O–	
On–Scene Coordinator (OSC)	See Federal On–Scene Coordinator.
Operating Conditions (OPCONS)	Increasing levels of preparedness (from 5 to 1) requiring performance of predetermined actions in response to a real or perceived threat.
– P –	
Preparedness	The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process involving efforts at all levels of government and between government and private–sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources.
Prevention	Actions taken to avoid an incident or to intervene to stop an incident from occurring. Prevention involves actions taken to protect lives and property. It involves applying intelligence and other information to a range of activities that may include such countermeasures as deterrence operations; heightened inspections; improved surveillance and security operations; investigations to determine the full nature and source of the threat; public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and, as appropriate, specific law enforcement operations aimed at deterring, preempting, interdicting, or disrupting illegal activity and apprehending potential perpetrators and bringing them to justice.
Principal Federal Official (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.
Private Sector	Organizations and entities that are not part of any governmental structure. Includes for–profit and not–for–profit organizations, formal and informal structures, commerce and industry, private emergency response organizations,

	and private voluntary organizations.
Public Assistance	Financial or other aid provided to political subdivisions and Indian tribes to facilitate restoration of public facilities to pre–disaster functions and capabilities.
Public Assistance Officer	State Infrastructure Officer designed to facilitate, manage restoration of public facilities to pre–disaster functions and capabilities.
Public Assistance Program	The program administered by FEMA that provides supplemental Federal disaster grant assistance for debris removal and disposal, emergency protective measures, and the repair, replacement, or restoration of disaster damaged, publicly owned facilities and the facilities of certain private nonprofit organizations.
Public Facility	Any flood control, navigation, irrigation reclamation, public power, sewage treatment and collection, water supply and distribution, watershed development, airport facility, non–federal aid street, road or highway, and any other public building, structure or system including those used exclusively for recreation purposes.
Public Health	Protection, safety, improvement, and interconnections of health and disease prevention among people, domestic animals and wildlife.
Public Information Officer (PIO)	An individual responsible for releasing accurate official information to the public through the news media.
Public Service Announcements (PSA)	Media announcements usually of ten, twenty, or thirty second duration providing timely information to the public. This is normally provided by the media as a public service.
Public Works	Work, construction, physical facilities, and services provided by governments for the benefit and use of the public.
– Q – R –	
Radiological Emergency Response Teams (RERTs)	Teams provided by EPA's Office of Radiation and Indoor Air to support and respond to incidents or sites containing radiological hazards. These teams provide expertise in radiation monitoring, radionuclide analyses, radiation health physics, and risk assessment. RERTs can provide both mobile and fixed laboratory support during a response.
Rapid Response Teams (RRT)	Teams comprised of trained individuals in specific fields (law enforcement, fire, public works, building officials, etc.). RRT's are organized from local governments when activated, operates under the state as an operating unit of the State Emergency Response Team.
Re–entry	Return to evacuated areas by resident populations which may be constrained

	by time or function based on the existing situation.
Recovery	The development, coordination, and execution of service and site restoration plans for impacted communities and the reconstitution of government operations and services through individual, private sector, nongovernmental, and public assistance programs that: identify needs and define resources; provide housing and promote restoration; address long term care and treatment of affected persons; implement additional measures for community restoration; incorporate mitigation measures and techniques, as feasible; evaluate the incident to identify lessons learned; and develop initiatives to mitigate the effects of future incidents.
Regional Response Teams (RRTs)	Regional counterparts to the National Response Team, the RRKs comprise regional representatives of the Federal agencies on the NRT and representatives of each Stat within the region. The RRTs serve as planning and preparedness bodies before a response, and provide coordination and advice to the Federal OSC during response actions.
Resources	Personnel and major items of equipment supplies, and facilities available or potentially available for assignment to incident operations and for which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.
Response	Activities that address the short–term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of incident mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include: applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into the nature and source of the threat, ongoing public health and agricultural surveillance testing processes; immunizations, isolation, or quarantine; and specific law enforcement operation aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.
– S –	
Shelter	Pre–identified sites in existing structures or temporary facilities used to house personnel displaced as a result of an emergency evacuation or the effects of a natural or man–made disaster.
Shelter Management	The internal organization, administration and operation of a shelter facility by either pre–trained or emergent leadership.
Short–Term	Phase of recovery which addresses the health and safety needs beyond rescue,

Recovery	the assessment of the scope of damages and needs, the restoration of basic infrastructure and the mobilization of recovery organizations and resources including restarting and/or restoring essential services for recovery decision making.
Situation Assessment	The evaluation and interpretation of information gathered from a variety of sources (including weather information and forecasts, computerized models, GIS data mapping, remote sensing sources, ground surveys, etc.) that, when communicated to emergency managers and decision makers, can provide a basis for incident management decision–making.
Situation Report	Initial impact, damage assessment report.
Special Populations	People who feel they cannot comfortably or safely access and use standard resources offered in disaster preparedness relief and recovery. They include, but are not limited to those who are physically or mentally disabled, blind, and deaf, cognitively disabled, mobility limited, non–English speaking, geographically/culturally isolated, medically or chemically dependent, homeless, frail/elderly and children.
Stafford Act	**("Robert T. Stafford Disaster Relief and Emergency Assistance Act" P.L. 93–288, as amended)** Provides authority for response assistance under the Federal Response Plan, and which empowers the President to direct any federal agency to utilize its authorities and resources in support of state and local assistance efforts.
Staging Area	Facility located in the disaster impact area at the local jurisdictional level where arriving personnel and resources are staged pending assignment to an operational site within the affected jurisdiction.
Standard Operating Procedure (SOP)	A ready and continuous reference to those roles, relationships and procedures within an organization which are used for the accomplishment of broad or specialized functions which augment the Comprehensive Emergency Management Plan; Set of instructions having the force of a directive, covering features of operations which lend themselves to a definite or standardized procedure without loss of effectiveness, and implemented without a specific direct order from higher authority.
State Coordinating Officer (SCO)	The person appointed by the Governor for the purpose of coordinating state and local disaster assistance efforts with those of the federal government.
State Emergency Plan	As used in Section 201(b) of PL 93–288; that state plan which is designed specifically for state–level response to emergencies or major disasters and which sets forth actions to be taken by the state and local governments including those for implementing federal disaster assistance. (Known as the Comprehensive Emergency Management Plan or State Emergency Operations

	Plan) Execution of the State Comprehensive Emergency Management Plan is a prerequisite to the provision of federal assistance authorized by PL 93–288.
State Hazard Mitigation Officer (SHMO)	State official responsible for coordinating the preparation and implementation of the State Hazard Mitigation Plan (pursuant to Section 409 of the Stafford Act) and implementation of the Hazard Mitigation Grant Program (pursuant to Section 404 of the Stafford Act).
State of Emergency	An emergency proclaimed as such by the Governor pursuant to state law.
Strategic	Strategic elements of incident management are characterized by continuous, long term, high–level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long–range goals and objectives, the setting of priorities, the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.
Strategic Plan	A plan that addresses long–term issues such as impact of weather forecasts, time– phased resource requirements, and problems such as permanent housing for displaced disaster victims, environmental pollution, and infrastructure restoration.
– T –	
Telecommunications	The transmission, emission, or reception of voice and/or data through any medium by wire, radio, other electrical electromagnetic or optical means. Telecommunications includes all aspects of transmitting information.
Telecommunications Service Priority (TSP) Program	The NS/EP TSP Program is the regulatory, administrative, and operational program authorizing and providing for priority treatment (i.e., provisioning and restoration) of NS/EP telecommunications services. As such, it establishes the framework for NS/EP telecommunications service vendors to provide, restore or otherwise act on it priority basis to ensure effective NS/EP telecommunications services.
Transportation Management	Transportation prioritizing, ordering, sourcing, and acquisition; time–phasing plans; fleet management; and movement coordination and tracking.
Tribe	Any Native American tribe, band, nation, or other organized group or community, including any Alaskan Native Village as defined in or established pursuant to the Alaskan Native Claims Settlement Act (85 Stat. 688) [43 U.S.C.A. and 1601 et seq.], that is recognized as eligible for the special programs and services provided by the United States because of their status as Native American.
– U – V – W –	
Unaffiliated	An individual who is not formally associated with a recognized voluntary

Volunteer	disaster relief organization; also known as a "spontaneous" or "emergent" volunteer.
Unified Command	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 Unified Command to establish their designated Incident Commanders at a single ICP and to establish a common set of objectives and strategies and a single Incident Action Plan.
Uniform Disaster Situation Report (UDSR)	The damage assessment reporting form.
Unsolicited Goods	Donated items offered by and/or sent to the incident area by the public, the private sector, or other source, that have not been requested by government or nonprofit disaster relief coordinators.
Urban Search and Rescue (USAR)	The process of locating, extricating and providing immediate medical treatment of victims trapped in collapsed structures.
Vulnerability or Risk	The degree to which people, property, environment, and social and economic activity are susceptible to injury, damage, disruption, or death.
Weather Warning	The alerting of public officials, emergency support services, and the general public to the threat of extraordinary danger and the related effects of both technological and natural disasters.
Weather Watch	Usually issued by the National Weather Service when some type of weather hazard is possible in your area, i.e. flood, tornado, thunderstorm. Means “be on the lookout for —.” A watch is upgraded to a “warning” when the hazard has been sighted or is indicated on weather radar.
Wireless Priority Service (WPS)	WPS allows authorized NS/EP personnel to gain priority access to the next available wireless radio channel to initiate calls during an emergency when carrier channels may be congested.
Voluntary Organizations Active in Disaster (VOAD)	A VOAD coordinates planning efforts by the many voluntary organizations responding to disaster.
Volunteer	Any individual accepted to perform services by an agency that has authority to accept volunteer services when the individual performs services without promise, expectation, or receipt of compensation for services performed.
Volunteer and Donations Coordination Center	Facility from which the Volunteer and Donations Coordination Team operates. It is best situated in or close by the State EOC for coordination purposes. Requirements may include space for a phone bank, meeting space, and space for a team of specialists to review and process offers.

Attachment

C. AUTHORITIES

PRIMARY/SUPPORTING LEGAL AUTHORITIES

The following provides emergency authorities for conducting and/or supporting emergency management operations. These authorities form the basis for the organizational planning principles presented in this CEMP.

AUTHORITIES

1. LOCAL.

a. Albuquerque Code of Ordinances, Chapter 2, Article 9, parts 1-3.
b. Bernalillo County Code of Ordinances, Chapter 22, Article II - Civil Emergency Preparedness; sections 22-31 through 22-34.

2. STATE.

a. §11-15-1 and 11-15-2 New Mexico Statutes Annotated (NMSA) 1978, Emergency Management Assistance Compact (EMAC).
b. §12-10-1 et seq, NMSA 1978, All Hazard Emergency Management Act.
c. §12-10-17, NMSA 1978, Proclamation of emergency.
d. §12-10A-1 through12-10A-19 NMSA 1978, Public Health Emergency Response Act.
e. §12-10B-1 through 12-10B-10 NMSA 1978, Intrastate Mutual Aid Act.
f. §12-11-1 through 12-11-10 NMSA 1978, Disaster Succession Act.
g. §12-11-23 through 12-11-25 NMSA 1978, Disaster Relief Act.
h. §12-12-1 through 12-12-9 NMSA 1978, Energy Emergency Powers Act.
i. §12-12-17 through 12-12-30 NMSA 1978, Hazardous Materials Emergency Response Act.
j. § 20-2-1 through 20-2-4 NMSA 1978, Martial Law.
k. § 25-15A-1 et seq, NMSA 1978, Search and Rescue.
l. §74-4E-1,et seq, Hazardous Chemicals Information Act.
m. State Executive Order 2005-0014 (NIMS/ICS).

3. FEDERAL.

a. Code of Federal Regulations, Title 44, Chapter 1, Federal Emergency Management Agency, October 1, 2007.
b. Hazardous Materials Transportation Uniform Safety Act of 1990.
c. Homeland Security Act of 2002, 6 U.S.C. 101, et seq., as amended.
d. Homeland Security Presidential Directive 5, Management of Domestic Incidents, February 28, 2003.

e. Natural Disaster Recovery Act, Public Law 81-606, as amended.
f. Oil Pollution Act of 1990 (OPA 90).
g. Post-Katrina Emergency Management Reform Act of 2006, Public Law 109-295.
h. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988, 42 U.S.C. 5121, et seq., as amended.
i. Superfund Amendments and Reauthorization Act of 1986, Public Law 99-149, as amended.
j. Health Insurance Portability and Accountability Act (HIPAA). Public Law 104-191.
k. F. Federal Volunteer Protection Act. 42 U.S.C. §14501, et. seq.
l. G. DOD Directive 3025.18, Defense Support of Civil Authorities (DSCA) (Dec. 29, 2010).

REFERENCES.

1. LOCAL.

a. East Mountain Community Wildfire Protection Plan (EM CWPP)**.**
b. Middle Rio Grande Community Wildfire Protection Plan (MRG CWPP).
c. Albuquerque-Bernalillo County Hazard Mitigation Plan, 2007.

2. STATE.

a. New Mexico All-Hazards Emergency Operations Plan, 2007.
b. New Mexico Intrastate Mutual Aid System (IMAS) Implementation Guide, 2007.

3. FEDERAL.

a. Comprehensive Preparedness Guide (CPG) 101, Producing Emergency Plans, FEMA 2008.
b. FEMA 322, Public Assistance Guide, 2007. (http://www.fema.gov/pdf/government/grant/pa/paguide07.pdf)
c. FEMA 323, Public Assistance Applicant's Handbook, 1999. (http://www.fema.gov/pdf/government/grant/pa/apphndbk.pdf)
d. FEMA Disaster Operations: A Handbook for Local Government, CPG 1-6.
e. FEMA Guide for the Development of State & Local Emergency Operations Plans, CPG 1-8.
f. FEMA Guide for the Review of State & Local Emergency Operations Plans, CPG 1-8A.
g. National Incident Management System (NIMS), 2008.
h. National Infrastructure Protection Plan (NIPP), 2004.
i. National Response Framework (NRF), 2007.
j. Nuclear/Radiological Incident Annex to the NRF, 2008.
k. Protective Action Guides for Radiological Dispersal Device (RDD) and Improvised Nuclear Device (IND) Incidents, FEMA Preparedness Directorate, 2006.

4. AGREEMENTS.

a. Sandia National Laboratory. 2014. Letter of Agreement (LOA) between the United States Department of Energy (DOE) and the City of Albuquerque Concerning Mutual Assistance and Emergency Response Mutual Aid.
b. Memorandum of Understanding between Lovelace Health System, Inc and City of Albuquerque. 2015.

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