



Emergency Support Function (ESF) #14

Public Protection: Alert & Warning; Evacuation; Sheltering

Primary Agency

Albuquerque Office of Emergency Management



City of Albuquerque, New Mexico
Emergency Support Function (ESF) #14
PUBLIC PROTECTION: ALERT & WARNING; EVACUATION; SHELTERING

Purpose:

1. Alert & Warning: Provide rapid alert and warnings to key City of Albuquerque (CABQ) and other officials, and to the public, of an impending or occurring natural emergency, technological emergency, hostile action, or impending conditions that could be hostile or unfriendly to public welfare or safety.
2. Evacuation: To provide for the evacuation/in place shelter of part or all of the population from any threatened or stricken disaster area within the CABQ to locations providing safety and shelter and to provide guidance for in--place sheltering when evacuation is not feasible.
3. Shelter: Identify shelters/in--place sheltering and other mass care facilities and provide resources for the care displaced general and access and functional needs populations.

Primary:

- Albuquerque Office of Emergency Management

Support:

- Albuquerque 311 Citizen Contact Center
- Albuquerque 911 Communications Center
- Albuquerque Environmental Health Department
- Albuquerque Fire and Rescue
- Albuquerque Police Department
- Amateur Radio Emergency Service / Radio Amateur Civil Emergency Service
- American Red Cross

Likely Tasks:

ALERT AND WARNING:

- Maintain a 24--hour primary warning point for the receipt of warning information
- Develop and maintain a system to disseminate emergency alerts and warnings to government officials and the public.
- Disseminate warnings initiated at local government level.
- Disseminate warnings by methods including: mobile public address (PA) systems; outdoor warning devices; flyers e.g. door to door notifications; print and electronic media; Emergency Alert System (EAS); telephone; text messaging, Web page.
- Serve as the point of contact for CABQ and state ordered shelter--in--place and evacuation efforts.
- Provide redundant, 24--hour communications and warning capabilities and procedures.

Likely Tasks Continued:

EVACUATION:

- Draft, approve, initiate, and enforce evacuation orders.
- Coordinate the implementation of locally ordered evacuations:
 - Identification of areas potentially in need of evacuation (i.e. flood plains, areas near hazardous materials, etc.).
 - Identification of required transportation resources.
 - Establishing traffic and perimeter control as needed.
 - Ensuring public information activities are developed and implemented.
 - Ensuring security for evacuated areas.
 - Designating reception areas/facilities if necessary.
 - Obtain special resources to support evacuation upon request.
 - Coordinate effort to evacuate and shelter persons with access and functional needs.
 - Assist support agencies with addressing pet issues.

SHELTERING:

- Identification of shelters,
- Coordination of shelter operations.
- Coordinate with the Human Services function to support local officials with evacuating and sheltering persons with access and functional needs upon request.
- Assist local efforts with addressing pet issues upon request.

RE-ENTRY:

- Develop and implement plans for re-entry which include:
 - Providing traffic control from shelters to communities
- Inspect and certify evacuated areas safe before re-entry.

State of New Mexico

Primary:

- NM Department of Homeland Security and Emergency Management

Support:

WARNING

- Utilization of equipment and personnel essential to coordinate and disseminate information before and during an impending or actual disaster situation.
- Coordinates with all appropriate departments/ agencies and organizations to ensure warning readiness in time of a man-made or natural disaster or emergency.

Likely Actions:

EVACUATION

- Develop State and regional evacuation plans.
- Monitor conditions that have the potential to require the evacuation of any area(s) of the state.
- Coordinate with affected counties, appropriate state agencies, federal agencies, other states, and appropriate private sector sources in developing an evacuation recommendation for the governor.
- Coordinate evacuation routing to shelters, provision of transportation, shelter and congregate care, and provide public information to deal effectively with the situation.

Federal Government

Primary:

- Federal Emergency Management Agency
- U.S. Department of Homeland Security

Support:

- State agencies as required

Likely Actions:

- FEMA will provide Warnings and warning information to the State of New Mexico over the National Warning System (NAWAS).

EMERGENCY SUPPORT FUNCTION #14

PUBLIC PROTECTION: ALERT & WARNING; EVACUATION; SHELTERING

Primary Agency: Albuquerque Office of Emergency Management

Primary Coordinator: Albuquerque Office of Emergency Management Director

Support Organizations:

- Albuquerque 311 Citizen Contact Center
- Albuquerque 911 Communications Center
- Albuquerque Environmental Health Department
- Albuquerque Fire Rescue
- Albuquerque Police Department
- Amateur Radio Emergency Service / Radio Amateur Civil Emergency Service
- American Red Cross

I. Introduction.

A. PURPOSE.

1. Alert and Warning: To provide rapid alert and warnings to the public and key CABQ and other officials of an impending or occurring natural emergency, technological emergency, hostile action, or impending conditions that could be hostile or unfriendly to public welfare or safety.
2. Alert: Provides notification of an occurring or imminent emergency situation
3. Evacuation: To provide evacuation information and warning to the residents of Albuquerque
4. Shelter: To provide a protective warning action to go to a designated public shelter or to shelter-in-place.

B. SCOPE.

1. Alert and Warning: Based on incoming notification of an occurring or imminent emergency situation, provide relevant populations with timely alert and warning, including information on protective actions such as shelter in place or evacuation, as well as where additional information can be obtained.
2. Evacuation: Based on an emergency and/or incident that requires all or part of the city population to be relocated away from the threat. The magnitude and location of the event will dictate the establishment of evacuation routes.
3. Shelter: Based on information received from existing and evolving evacuation operations and encompasses general and access and functional needs populations. Sheltering can occur in-place and/or in designated, equipped shelters to support displaced populations or until incident(s) are mitigated and recovery operations can be implemented. The sheltering function is designed to meet day-day needs of the displaced population and staffed to register and track all evacuees.

C. SITUATION.

1. Alert and Warning.
 - a. The use of any one or all available forms of warning and notification may not provide sufficient warning to the entire general public and the access and functional needs population.
 - b. It is possible for neighborhoods and jurisdictions within the CABQ to be isolated from communications for extended periods of time.
 - c. Special consideration needs to be given to hearing impaired and non-English speaking individuals when disseminating warnings.
2. Evacuation.
 - a. The use of any one or all available forms of warning and notification may not provide sufficient warning to the entire general public and the access and functional needs population.
 - b. It is possible for neighborhoods and jurisdictions within the CABQ to be isolated from communications for extended periods of time.
 - c. Special consideration needs to be given to hearing impaired and non-English speaking individuals when disseminating warnings.

3. Shelter.
 - a. The incident may cause irreparable damage to identified shelters.
 - b. Shelters may not be easily accessible to evacuees.
 - c. Threat and hazards may require individuals to shelter-in-place for extended periods of time.
 - d. Resources to support sheltering operations may not be readily available, due to the magnitude of the disaster/incident
4. Re-entry.
 - a. Populations may be displaced for long periods of time before re-entry.
 - b. Use of temporary housing may be necessary.
 - c. Special consideration must be given to access and functional needs populations.

D. POLICIES.

1. Alert and Warning.
 - a. Unless specifically allowed elsewhere in this plan, the decision to send a citywide alert and warning will be made by the Office of Emergency management (OEM) Director or designee, or the Mayor or his/her designee.
 - b. The criteria for issuing an alert and warning are:
 - Public Safety: Dissemination of information which will aid in reducing loss of life or substantial loss of property.
 - Official Information: The source of information is a local, state or federal government agency that directly supports federal responsibilities concerning the protection of life and property.
 - Time-Critical: An event that requires immediate public knowledge to avoid adverse impact.
 - c. Once an emergency has ended, a message indicating that the emergency incident has concluded must be sent.

- d. Response agencies may authorize the use of public address systems on vehicles, megaphones, face-to-face communications, and pre-scripted messages for time-critical notifications.
 - e. Requests to issue a citywide emergency alert and warning are accepted from any agency director, partner organization leader, or Incident Commander.
 - f. Warning to the affected populace will be made by any expeditious methods available at the time to include, but not limited to, sirens, telephone, fax, radio, EAS, amateur radio, media, and police and fire mobile units.
2. Evacuation.
- a. Residents are advised to follow evacuation instructions. Those who do not wish to comply are encouraged to provide “next-of-kin” information.
 - b. Consideration will be given to access and functional needs populations during the evacuation process.
3. Shelter.
- “Shelter-in-Place” is the preferred option for sheltering protective actions whenever possible. Shelter-in-place is a protective action that means to take immediate shelter where ever you are out in the open, at home, work, or school.

II. Concept Of Operations.

A. GENERAL.

1. Alert and Warning.
- a. To reduce loss of lives and protect property, adequate and timely warnings must be provided whenever possible. Appropriate action-oriented information must be supplied.
 - b. A warning period will be available for most emergency situations although the amount of lead time will vary from hazard to hazard. Proper use of this warning period will save lives, reduce injuries, and protect property.
 - c. The National Weather Service notification system is the primary system used by the federal and state government to notify Albuquerque of emergency situations.

- d. When a warning is received for CABQ, the information is relayed within the CABQ and to the community through all available methods. CABQ may receive initial warning of an emergency or pending emergency from other sources, including the State EOC, neighboring jurisdictions, the National Weather Service, the news media, or the general public.
2. Evacuation.
- a. A emergency proclamation may be considered to facilitate implementation of evacuation warnings.
 - b. Instructions for large-scale evacuation of part or all of the population will normally be issued by or through the EOC.
 - c. Smaller scale evacuations will normally be ordered or conducted by law enforcement agencies and/or fire services when exigencies dictate immediate actions to protect lives and property.
 - d. Provisions for evacuation of access and functional needs populations will be included in evacuation decisions.
 - e. The CABQ Evacuation Strategy contains specific planning criteria and procedures for mass evacuation operations
3. Shelter.
- a. Decisions for sheltering displaced populations will be made in conjunction with information from field operations and situation reports from support agencies.
 - b. Provisions for sheltering access and functional needs populations will be made on a case-case basis.
 - c. Instructions for sheltering will be coordinated by the EOC.
 - d. The EOC will coordinate the safety and suitability of potential shelters.
 - e. In place sheltering is the preferred method, where conditions are suitable.
 - f. Provision of needed resources for shelters will be coordinated through ESF #6, Mass Care and ESF #7, Resource Support

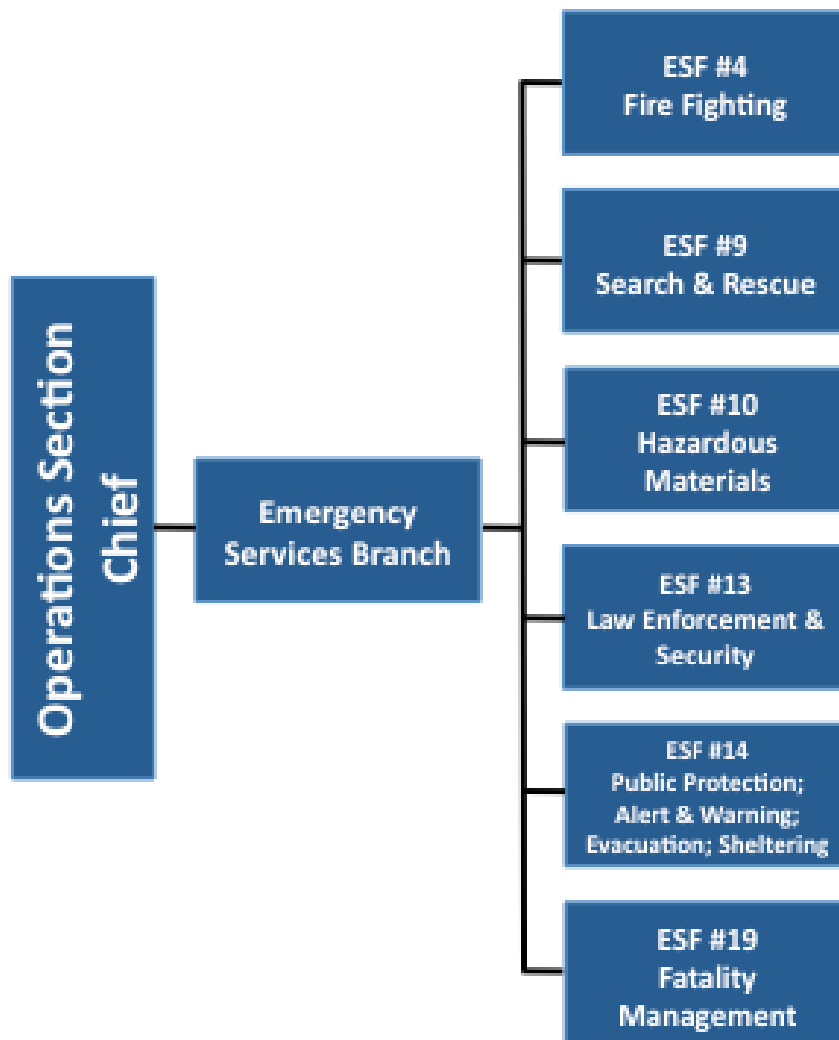
4. Recovery.

- a. The mayor retains the ultimate authority and responsibility for deciding when to allow the displaced population to reenter an evacuated area, including issuing directives to rescind the evacuation warnings.
- b. The Base Plan of the Comprehensive Emergency Management Plan describes the reentry guidelines.
- c. Recovery decisions will be based on information from field sources.
- d. Phasing of re-entry operations will be made in conjunction with field information on the safety of entry routes and assurance that the threat is over and homes and infrastructure have been inspected and deemed safe.
- e. EOC, if activated, will coordinate the release of messages to instruct re-entry procedures and any remaining hazards to sheltered populations.
- f. Disaster Recovery Centers will be established in numbers and locations as needed.

B. RESPONSE ORGANIZATION & STRUCTURE.**1. Organizational Chart.**

- ESF #14 is positioned within the Emergency Services Branch during an EOC activation, each ESF under the Emergency Services Branch will be headed by a CABQ representative carrying out their ESF role.

The Organizational Structure Of The Emergency Services Branch



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C. PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
ALBUQUERQUE OFFICE OF EMERGENCY MANAGEMENT	
Pre-Emergency	<ul style="list-style-type: none"> Alert and Warning: <ul style="list-style-type: none"> Develop and maintain a system to disseminate emergency alerts and warnings to the public. Develop and maintain a system to notify key officials and agencies in the event of an emergency. Develop and maintain procedures and SOP's for warning access and functional needs populations and locations, such as schools, hospitals, nursing homes, major industries, institutions, and places of public assembly. Evacuation: <ul style="list-style-type: none"> Identify and sign evacuation routes within the CABQ. Conduct public education about evacuation procedures. Develop and maintain procedures and SOP's for implementing evacuation operations, including evacuation routing. Shelters-in-place: <ul style="list-style-type: none"> Identify locations/capacities of shelters. Stock and replenish the shelter-in-place kits Ensure the plastic in the shelter-in-place kits is pre-cut to fit shelter windows. Clearly mark or tag any switch or lever used to shut down the heating, ventilation, and air conditioning system. Re-entry: <ul style="list-style-type: none"> Develop procedures and SOP's for providing notification to sheltered populations regarding re-entry/re-location issues.
Emergency	<p>Primary and support agencies will:</p> <ul style="list-style-type: none"> Notify the OEM Director or Duty Officer immediately when they become aware of a situation that could potentially cause harm to the community and should be disseminated to other CABQ agencies or to the public. Alert employees assigned to emergency duties.
Emergency Operations Center (EOC)	<p>Provide Alert and Warning:</p> <ul style="list-style-type: none"> Monitors the situation for EOC activation. Ensure Mayor and executive staff are notified. Notify CABQ departments and agencies to activate agency response efforts, as necessary to ensure 24-hour capability. Coordinate alert and warning notification with other CABQ agencies and adjoining jurisdictions.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE	
ALBUQUERQUE OFFICE OF EMERGENCY MANAGEMENT	
	<ul style="list-style-type: none"> Utilize all means available to effectively disseminate notification and warnings to public. Monitor all alert and warning systems to evaluate functionality. Maintain records of cost and expenditures to accomplish this ESF and forward them to the EOC Finance/ Administration Section Chief. <p>Provide Evacuation Operations:</p> <ul style="list-style-type: none"> Serve as the CABQ point of contact for state or federal initiated evacuation warnings. Initiate evacuation warnings when necessary. Coordinate the implementation of local evacuations, warnings; warnings actions include: <ul style="list-style-type: none"> Identify areas potentially in need of evacuation (i.e. flood plains, areas near hazardous materials, etc.). Identify evacuation routes and provide signage. Identify required transportation resources. Establish traffic and perimeter control as needed. Ensure public information activities. Ensure security for evacuated areas. Designate reception areas if necessary. Determine transport needs for access and functional needs populations. Develop and disseminate evacuation instructions. <p>Provide Shelters for Displaced populations:</p> <ul style="list-style-type: none"> Shelter In-Place. Safe and quick evacuations may not be possible due to time, weather, and other factors. An option to evacuation is “shelter in place,” e.g. notifying occupants of buildings, facilities, homes, to seek protection indoors and stay inside until notified that it is safe to exit. When people cannot evacuate before a hazardous material plume arrives, public officials must advise them to stay indoors and reduce the ventilation from outside air as much as possible. For in-place sheltering to be effective, the decision-making authority must be clearly defined, warning to the public must be timely, and the sheltered population must know how to reduce shelter ventilation rates. Publicize shelter locations.

PRIMARY DEPARTMENT RESPONSIBILITIES/TASKS BY PHASE

ALBUQUERQUE OFFICE OF EMERGENCY MANAGEMENT

Recovery Actions

- Provide Re-Entry Operations:
- Plans for recovery to include:
 - Notices rescinding evacuation warnings
 - Instructions for re-entry for distribution.
 - Process for re-entry.
 - Traffic control
 - Public information activities.
 - Certify evacuated area(s) safe for re-entry.

D. SUPPORT ORGANIZATION'S RESPONSIBILITIES AND TASKS.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS

Albuquerque 311
Citizen Contact
Center

- Provide an inquiries and services call center for the City of Albuquerque.
- Disseminate alert and warning notifications as directed by the Office of Emergency Management or other warning points.

Albuquerque 911
Communications
Center

- Assist in notifying CABQ departments and agencies to activate agency response efforts, as necessary to ensure 24-hour capability.
- Assist with alert and warning notifications with other CABQ agencies and adjoining jurisdictions.
- Utilize all means available to effectively disseminate warning and notifications.

Albuquerque
Environmental
Health Department

- Coordinate with OEM to provide health warnings.
- Provide communicable disease surveillance.
- Disseminate message via mass notification methods when directed.
- Coordinate monitor public health related condition in shelters.
- Record costs and expenditures and forward them to ESF's Group supervisor.

Albuquerque Fire
Rescue

- Coordinate with Office of Emergency Management and law enforcement to assist with and assign evacuation routes, traffic control points, blockages, etc.
- Assist with the identification of appropriate evacuation routes.
- Provide siren-equipped and/or public address mobile units.
- Assist with evacuation/notification, when necessary.
- Assist with coordinating on-scene evacuations as a result of fire, hazardous materials spill, transportation accidents, etc., as necessary, whenever there is immediate threat to life and safety.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
	<ul style="list-style-type: none"> • Order evacuation whenever necessary to protect lives and property. • Disseminate public warnings messages when requested. • Record costs and expenditures and forward them to this ESF's Group Supervisor.
Albuquerque Police Department	<ul style="list-style-type: none"> • Assist in the identification of evacuation routes. • Ensure emergency orders are implemented. • Issue evacuation warnings when necessary to protect lives and property and maintain law and order. • Initiate, coordinate and monitor evacuation activities. <ul style="list-style-type: none"> – Designate primary and alternate evacuation routes based on characteristics of known hazardous event and/or upon the parameters of predictable hazards. – Coordinate with Public Works to identify potential problems along evacuation routes and to ensure safety of evacuation routes following an event. • Identify, establish and maintain entrance and exit control points. • Coordinate with health officials for the transportation of elderly, homebound, handicapped/disabled, and mobility-impaired persons. • Assist in conducting evacuations. • Provide traffic and crowd control. • Provide security in rest areas, reception centers, and shelters. • Establish a perimeter and control area around the evacuated area. <ul style="list-style-type: none"> – Establish a law enforcement pass system. • Provide security in evacuated areas, as safety requirements allow. • Provide traffic and movement control. <ul style="list-style-type: none"> – Maintain and coordinate two-way traffic on all evacuation routes to allow continued access for emergency vehicles. – Designate traffic control points at the time based on anticipated traffic volume and identifiable problem areas. • Coordinate with ESF #3 Public Works and keep evacuation routes clear of stalled vehicles and equipment. • Provide siren-equipped and/or public address mobile units. • Provide staff for door-to-door warning. • Disseminate messages via the telephone emergency notification system when directed. • Record costs and expenditures and forward them to this ESF's Group Supervisor.
Amateur Radio Emergency Service /	<ul style="list-style-type: none"> • Assist with warning and emergency information dissemination as needed.

SUPPORT ORGANIZATIONS' RESPONSIBILITIES AND TASKS	
Radio Amateur Civil Emergency Service	
American Red Cross	<ul style="list-style-type: none"> • Coordinate evacuation and shelter planning with the EOC and respective agencies. • Assist with planning for populations with access and functional needs with the respective institution administrators to determine specific transportation and shelter needs. Assist with the development and maintain lists of access and functional needs population. • Develop and maintain list of shelter facilities • Assist with emergency public information dissemination. • Establish shelter agreements with the school districts and private businesses within the county. • Coordinate and provide mass care, congregate care, food coupons and commodities, monetary grants, and crisis counseling. • Coordinate other volunteer agency activities. • Provide health care services to designated rest areas during evacuation. • Provide health care and emergency medical services to emergency workers. • Open and close public shelters.

III. Response Actions.

A. NOTIFICATION.

1. CABQ may receive initial warnings of a disaster or pending disaster from the State EOC, neighboring jurisdictions, the National Weather Service, the news media, or the public.
2. Upon notification by CABQ OEM Director or designee of an incident, the ESF coordinator will notify support departments and organizations of potential need for ESF #14 response in accordance with ESF #14 procedures and checklists. Notification may occur via landline, cell phones, electronic means, and/or two-way radios.

B. ACTIVATION / WATCH, STANDBY PROCEDURES.

1. Activation of ESF #14 will be determined by the OEM Duty officer, by the OEM Director or by request of the ESF responding agency based on the needs of the incident.
2. Watch.

- a. The Office of Emergency Management will issue a “standby” or other enhanced readiness level order if a pending disaster has the potential of affecting CABQ. Departments will take the following actions:
 - Review this document.
 - Notify employees as necessary.
 - Review department emergency plans.
 - Ensure 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 work job aids.
 - Continue to provide routine service to the public, but plan to change to emergency procedures upon warning notification.
3. Warning.
 - a. Upon notification of a warning (imminent or spontaneous event), each department will initiate as needed internal notification actions to:
 - Alert employees assigned to emergency duties.
 - As appropriate to the situation:
 - Suspend or curtail normal business activities.
 - Recall essential off-duty employees.
 - Send non-critical employees home.
 - Evacuate the department’s facilities.
 - If requested, augment the local government’s effort to warn the public through use of vehicles equipped with public address systems, sirens, employees going door-to-door, etc.
 - b. During an emergency alert, all local government employees maybe placed on standby status. Recall procedures vary by department, and each department 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. ONGOING ACTIVITIES.

1. ESF #14 departments and organizations participate in activities throughout the emergency management cycle:
 - Implement this alert and warnings ESF by assuming the position of Public Protection, Alert & Warning, Evacuation, Sheltering Group Supervisor within the EOC Operations Section.

- Coordinate with the EOC manager, and ESF #15 to disseminate alerts and warnings, as appropriate
- Incident commanders may authorize the use of public address systems on vehicles, megaphone loud speakers, face-to-face communications, and pre-scripted messages for time-critical notifications.
- Coordinate with the EOC manager in order to notify all CABQ departments to activate agency response efforts, as necessary to ensure 24-hour capability.
- Coordinate the implementation of locally ordered evacuation warnings. Use developed SOP's for response and:
 - Initiate evacuation warnings when necessary.
 - Identify areas potentially in need of evacuation (i.e. flood plains, areas near hazardous materials, etc.).
 - Identify evacuation routes and provide signage.
 - Identify required transportation resources.
 - Establish traffic and perimeter control as needed.
 - Ensure public information activities.
 - Ensure security for evacuated areas.
 - Designate reception areas if necessary.
 - Determine transport needs for access and functional needs populations.
 - Develop and disseminate evacuation instructions.

D. DEACTIVATION.

1. The EOC will be deactivated or the response level will be lowered when the event needs have decreased. Deactivation or change in response level may also occur as a result of a transition of the EOC mission from response to recovery. EOC activation status may be changed when determined appropriate by the EOC Manager.
2. Upon EOC deactivation, ESF #14 responsibilities will either be deactivated or assumed by an appropriate department. Once the decision to deactivate the EOC has been reached, the following activities may be necessary:
 - Complete or transfer remaining coordinating activities to the appropriate department operation center or ESF(s).
 - Coordinate the physical closing of the EOC, to include staff release, equipment pack up, return and inventory.
 - Coordinate the release of a public deactivation announcement with the JIC.
 - Provide deactivation information and a final status report to all involved response departments and/or coordinating and supporting ESF departments.

IV. Attachments And References.

A. ATTACHMENTS.

1. CABQ Alert/Warning/Notification System
2. Evacuation Planning Factors
3. Public Protection Decision Tree

B. REFERENCES.

1. New Mexico Emergency Alert System (EAS) Plan (Oct 2011).
2. CABQ Evacuation Strategy.

C. PROVISIO.

1. This support annex has been prepared in accordance with the standards of the National Incident Management System and other Federal and State requirements and standards for emergency plans applicable of the plan's preparation date.
2. The plan provides a broad planned framework for response and recovery; it is intended for use in further development for response capabilities, implementation of training and exercises, and defining the general approach to incident response. The actual response to an incident is dependent on:
 - a. The specific conditions of the incident, including incident type, geographic extent, severity, timing, and duration;
 - b. The availability of resources for response at the time of the incident;
 - c. Decisions of incident command staff and political leadership;
 - d. Actions taken by neighboring jurisdictions, the State, and the Federal Government.
 - e. These and other factors may result in unforeseen circumstances, prevent the implementation of plan components, or require actions that are significantly different from those described in the plan.

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Attachment 1

CABQ ALERT/WARNING/NOTIFICATION SYSTEM

A. SYSTEM DESCRIPTION.

1. National Warning System (NAWAS).

NAWAS is a nationwide private telephone communications system funded by the Federal Emergency Management Agency. It operates on three levels of government: Federal, State and Local. The system has network nodes located at strategic locations in each state. States, in turn, coordinate a system connecting system nodes in various counties. The primary warning point for the CABQ is the City of Albuquerque's 911 Communications Center, located at 11510 Sunset Gardens SW Albuquerque, NM 87121.

2. National Weather Service (NWS).

Current weather information and warnings are received via telephone voice and text and internet based products. Radio broadcasts are received over the NOAA weather radio broadcasting.

3. Emergency 911 Communications Center.

The 911 Emergency System is a locally operated telephone system capable of receiving emergency information from the public and disseminating such information to the various emergency response agencies, such as police, fire and rescue units within the local area. The 911 Communications Center is the designated local Public Safety Answering Point (PSAP).

4. Outdoor Digital Signage.

CABQ has a memorandum of Understanding with Clear Channel Outdoors to utilize their 500 plus digital signs throughout the metro area for emergency messaging. Activation of the outdoor signage can be accomplished by approval of the deputy chief of staff in the Mayor's Office.

5. School Warning System.

A specific talk group communication and/or warning system has been established between School District Administration and individual schools on local communication radio frequencies. These radios enable those on the network to communicate directly with 911 Communication Center, the Emergency Operations Center, and local emergency response agencies. Emergency alert, warning and public protection notifications can be disseminated through this system.

6. Flood Warning System.

The National Weather Service has a network of rain and river gauges that are strategically placed on regional rivers and collect data used for flood warning purposes. These gauges have automatic alarms that warn of threatening flood conditions and conditions are reported to the National Weather Service. Additionally, the City has developed a flood action plan with the AMAFCA where standard operating procedures establish notification phases and levels.

7. Emergency Alert System (EAS).

The Emergency Alert System is composed of AM, FM, and TV broadcast stations and non-government industry utilities operating on an organized basis during emergencies at national state, and local levels. It provides for the alerting of participating stations, dissemination of standardized emergency information, and/or termination of non-emergency station activities until the emergency subsides.

The FCC, in conjunction with Federal Emergency Management Agency (FEMA) and the National Oceanic and Atmospheric Administration's National Weather Service (NWS), implements the EAS at the federal level. The President has sole responsibility for determining when the EAS will be activated at the national level, and has delegated this authority to the director of FEMA. The EAS provides an official means for supplying emergency information to the public. Local radio and television broadcast stations participate in EAS based upon a contractual agreement between the station and the FCC.

In cases where there is an immediate threat to life or property that justifies immediate notification of the public, local emergency management officials may choose to issue a Civil Emergency Message (CEM) through EAS.

Procedures for EAS Activation for Non-Weather Emergency Messages (State or Local):

- A Designated local Official identifies a risk to life or property that justifies immediate notification of the general public;
- Designated local Officials create a message for dissemination;
- Message is provided to appropriate National Weather Service (NWS) office(s), by fax or verbally. Activation of the EAS for CABQ is facilitated through the National Weather Service of Albuquerque;

Authentication and Issuance.

- NWS authenticates by calling back and confirming message with Designated Official or dispatch;
- NWS enters and sends out the message, activates EAS and broadcasts message over

NOAA Weather Radio;

- Broadcasters receive message from NWS and can automatically broadcast message over radio and television networks, even those that are unattended;
- NOAA Weather Radios automatically alarm.

8. Print Media and Electronic Media.

When time is sufficient, warnings and emergency information are provided through the print and electronic media, and the CABQ's web page.

9. Neighborhood Warning Procedures.

In some instances, additional warning must be provided to certain areas. Methods used include, but limited to, vehicle mounted public address and door-to-door warning.

Law enforcement and fire service vehicles, which are equipped with sirens and/or public address systems, will augment fixed warning devices.

10. Amateur Radio Network (ARES/RACES).

This network provides a means to disseminate emergency public protection messages to various local and statewide amateur radio users and groups. This system supplies a vital radio communication link between the EOC and local governments throughout the state.

11. Health Alert Network.

The Health Alert Network (HAN) is a strong national program, providing vital health information and the infrastructure to support the dissemination of that information at the State and Local levels, and beyond. The HAN Messaging System currently transmits Health Alerts, Advisories, Updates, and Info Service Messages.

12. 511 System.

The New Mexico Department of Transportation operates a traveler advisory system accessible by calling 5-1-1. The system can be used to advise motorists on state highways of travel related information or warnings.

- 13. 311 System.** The Citizen Contact Center is a centralized call center for the City of Albuquerque. The 311 service is a single telephone number for all non-emergency City of Albuquerque inquiries and services. Hours of operation are Monday through Saturday - 6 a.m. to 9 p.m. Sunday - 9 a.m. to 6 p.m. (Animal welfare calls and fixed bus times)

- 14. Mass Notification System.** The Office of Emergency Management operates a mass notification system for internal and external partners. Messages can be delivered on various platforms at one time.

B. SYSTEMS TESTING.

Components of the warning system are tested on a regular basis, some daily, weekly, or monthly.

C. ACCESS AND FUNCTIONAL NEEDS POPULATIONS.

Evacuation Sheltering, Re-entry

GENERAL EVACUATION ISSUES.

1. Issues that have greatest impact on those with access and functional needs include notification, evacuation, emergency transportation, access to medical care and medications, access to mobility devices or service animals while in transit or at shelters and access to information.
2. Access and functional needs populations must be identified, so neighbors, couriers, or the police can make personal contact with them to ensure they are aware of the alert conditions. These groups include, but not limited to those with; physical and/or mental impairments, the elderly, homeless individuals, non-English speaking individuals, etc.
3. Agency support for identifying access and functional needs populations include CABQ Developmental Disabilities Office, Public Health, Community Based Organizations, state and federal agencies.
4. Access and functional needs populations have a greater vulnerability to disasters and consideration must be given high priority for evacuation and sheltering actions. This also includes institutional groups and other congregated populations.
5. Evacuation SOP's need to ensure all residents have access to public education and information materials in appropriate formats, tailored to access and functional population needs, both prior to and during the event.
6. Warning procedures should ensure that all residents, including the blind or those with low vision, and the hearing impaired receive information in an appropriate format. Often this will require several forms of alert and notification and may even include sign language interpreters on local media channels.

7. Some access and functional needs populations will not or cannot comply with mandatory evacuation orders, because of transportation constraints, mobility impairments, or for a variety of other reasons.

TRANSPORTATION.

1. Transportation demands of access and functional needs populations can vary and requires careful planning and assessment of types of transport required, since type of transport provided can expedite or complicate the process. In addition, collaboration between providing agencies is critical, since response vehicles may have to be acquired from a variety of public and private agencies
2. First responders should be trained to recognize cognitive impairments by routinely screening for signs of confusion among evacuees and other signs.

SHELTERING.

1. Shelter staff should be trained to work with people with disabilities, including those with guide or service animals.
2. SOP's for sheltering and transport should include, but not be limited to; accommodations for walkers, wheelchairs, crutches, people with scooters, and bedridden populations.
3. Access and functional needs shelter may have to be identified and utilized for large-scale evacuation.
4. Shelter security plans should include procedures for addressing loss of law enforcement during and following hazardous events.
5. Coordinating efforts with social service agencies to provide intervention counselors at shelters will help reduce stress on evacuees, especially those with medical needs who may be without familiar services.
6. Individuals with access and functional needs and associated care takers may choose to or have to shelter-in-place during emergencies, because of the potential trauma associated with acquiring needed resources at the shelter.
7. Issues may arise if the person is unable to effectively react to hazardous conditions.

RE-ENTRY.

1. Access and functional needs populations may require additional follow-up counseling measures in schools or other institutions, due to trauma from evacuation and sheltering issues.

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Attachment 2
EVACUATION PLANNING FACTORS

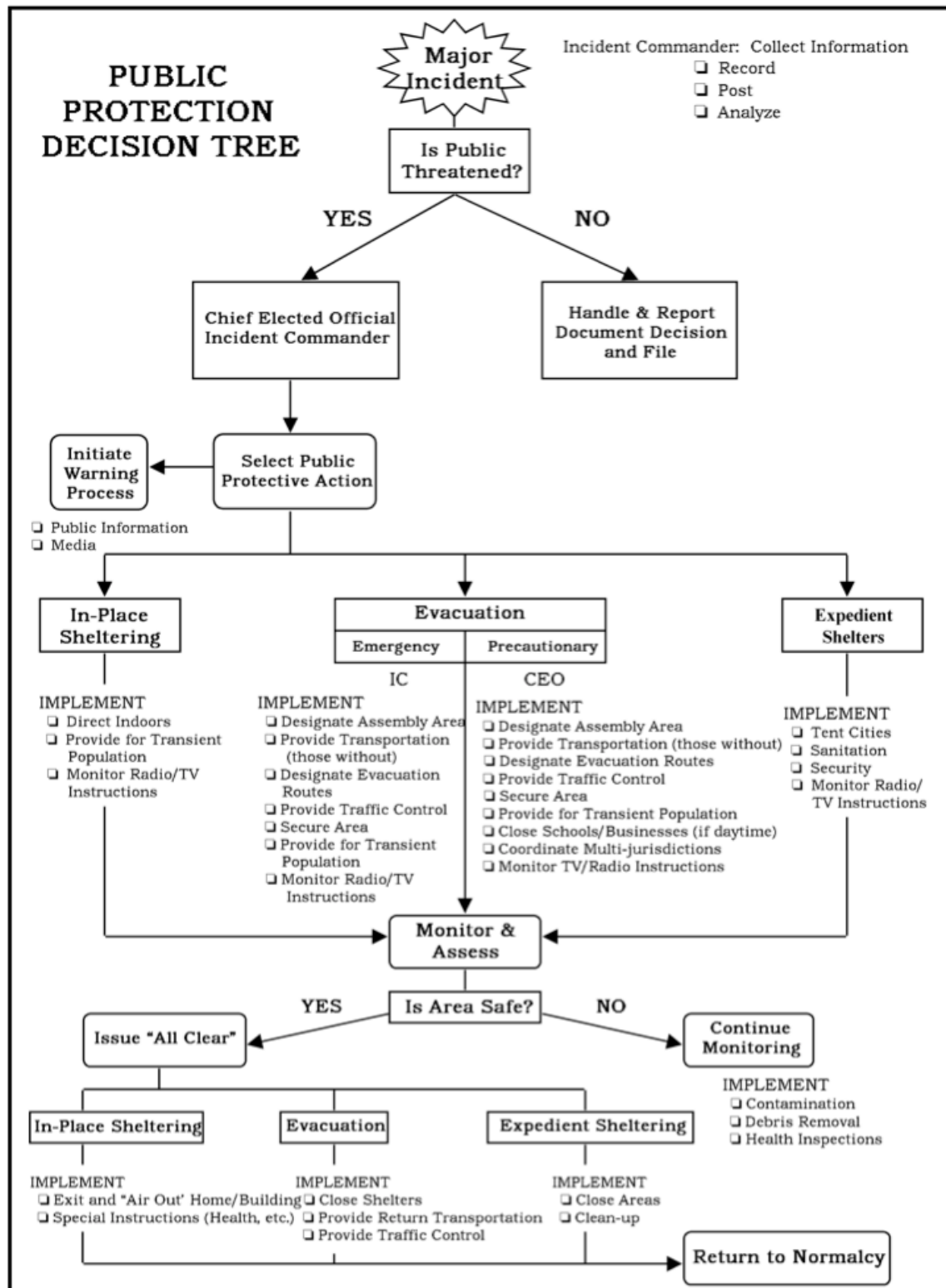
Evacuation Planning Factors

- A.** City-wide Evacuations. Should it be necessary to evacuate for CABQ-wide events (i.e. earthquake or hazardous materials accident), the EOC will coordinate its efforts with the State EOC.
- B.** Neighborhood or Area Evacuation. Certain events can occur with little or no warning (i.e. hazardous materials event, large fire, hostage/terrorism event) requiring immediate public protection efforts. A “time and circumstances” evacuation plan will be implemented by the Incident Commander at the scene, with support by the CABQ EOC as requested and time allows. The following planning factors should be considered in preparing an evacuation plan:
- Consider the characteristics of the hazard/ threat: magnitude, intensity, speed of onset, duration, impact.
 - Determine area to be evacuated.
 - Establish a perimeter. Consider access and functional needs equipment:
 - Barricades with flashing lights.
 - Barricade tape.
 - Evacuation route signs.
 - Determine the number of people to be evacuated, time available in which to effect the evacuation, and the time and distance necessary to insure safety.
 - Establish entry and exit control points.
 - Identify access and functional needs populations:
 - Schools.
 - Day care centers.
 - Nursing homes.
 - Handicapped persons (hearing, sight, mentally, mobility impaired).
 - Non-English speaking persons.
 - Hospitals, health care facilities.
 - Transient populations (street people, motel/hotel guests).
 - People without transportation.
 - Animals: Kennels, veterinary hospitals, pet stores, animal shelters.
 - Identify assembly areas for people without transportation.
 - Estimate numbers of people requiring transportation.
 - Identify evacuation routes. Consider: traffic capacity, risk areas.
 - Plan for “what ifs,” i.e. vehicle breakdowns, bridge/road damages, secondary hazards along evacuation routes, etc.
 - Consider need for animal control, care, evacuation.
 - Identify mass care facilities, safe areas.
 - Plan for security: Perimeter control, property protection, etc.
 - Minimize family separation. Consider how to reunite families.
 - Is an “evacuation order” from the Mayor needed?
 - Determine reentry procedures.
 - Issue specific evacuation instructions to include:
 - Situation: Emphasize hazard/threat/risk.
 - The life/death consequences for not evacuating.
 - Services that will be discontinued or interrupted within the evacuation area.
 - Legal consequences for re-entering the area.
 - Identification of the specific area(s) to be evacuated.
 - List of items that evacuees should take with them (such as food, water, medicines, portable radio, fresh batteries, clothing, sleeping bags).
 - Departure times.
 - Pickup points for people requiring transportation assistance.
 - Evacuation routes (give easy to understand instructions using major roads, streets, highways, rivers, etc.).
 - Location of mass care facilities outside of the evacuation area.
 - Where family members go to be united.
 - How access and functional needs populations are being assisted.
 - What to do with animals.
 - Keep animals secured, on leash, etc.
 - Remember to keep evacuees and the general public informed on evacuation activities and the specific actions they should take.

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Attachment 3

PUBLIC PROTECTION DECISION TREE



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