

City of Spokane
Comprehensive
Emergency Management
Plan (CEMP)
2025



PROMULGATION STATEMENT

The City of Spokane is committed to establishing a robust emergency response framework aimed at mitigating the impact of incidents, ensuring life safety, protecting property, and facilitating community recovery. Our emergency management and allied resources are strategically organized to ensure a prompt and orderly restoration of normalcy following any disaster within the City of Spokane.

The City of Spokane Comprehensive Emergency Management Plan (CEMP) establishes the special policies, guidelines, and procedures that will provide response personnel with the information and guidance to function quickly and effectively in a disaster situation.

Emergencies and disasters are dynamic events that require flexibility and the ability to solve challenges that are presented. Circumstances may dictate deviation from this plan to have the best possible response. This plan may be supplemented by the Spokane County Comprehensive Emergency Management Plan and the Washington State Comprehensive Emergency Management Plan.

All city departments are directed to take proactive measures to implement and uphold this plan, ensuring readiness to effectively respond to emergencies and disasters. We call upon all non-city entities involved in this plan to collaborate closely with the city, fostering coordinated disaster response efforts throughout the community.




Mayor, City of Spokane



Date



Emergency Management Director, City of Spokane



Date

Record of Changes

Change Number	Summary of Changes	Date of Change	Name, Title
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Table of Contents

PROMULGATION STATEMENT.....	2
Record of Changes	3
Table of Contents	4
Basic Plan	9
Introduction	9
Concept of Operations	11
Direction, Control and Coordination	15
Organization.....	16
Responsibilities	23
Communications	26
Administration	28
Finance.....	28
Logistics and Resource Management	31
Development and Maintenance.....	32
Authorities and References	36
Glossary	38
Acronyms.....	47
Emergency Support Function 1: Transportation.....	49
Introduction.....	49
Situation Overview	50
Concept of Operations	51
Responsibilities	53
Resources Requirements	56
References	56
Terms and Definitions.....	56
Appendices.....	56
Emergency Support Function 2: Communications	57
Introduction.....	57
Situation Overview	58
Concept of Operations	59
Responsibilities	62

Resources Requirements	65
References	65
Terms and Definitions.....	65
Appendices.....	65
Emergency Support Function 3: Public Works	66
Introduction.....	66
Situation Overview	68
Concept of Operations	69
Responsibilities	72
Resource Requirements	75
References	75
Terms and Definitions	75
Appendices.....	75
Emergency Support Function 4: Fire Fighting	76
Introduction.....	76
Situation Overview	79
Concept of Operations.....	80
Responsibilities	83
Resource Requirements.....	87
References	87
Terms and Definitions	87
Appendices.....	87
Emergency Support Function 5: Information and Planning	88
Introduction.....	88
Situation Overview	90
Concept of Operations	90
Responsibilities	92
Resource Requirements.....	96
References	96
Terms and Definitions	96
Appendices.....	96
Emergency Support Function 6: Mass Care, Emergency Assistance, Housing and Human Services	97
Introduction.....	97
Situation Overview	100

Concept of Operations	101
Responsibilities	105
Resource Requirements	109
References	110
Terms and Definitions	110
Appendices	110
Emergency Support Function 7: Logistics Management and Resources Support	112
Introduction	112
Situation Overview	114
Concept of Operations	115
Responsibilities	117
Resource Requirements	121
Terms and Definitions	121
References	121
Appendices	122
Emergency Support Function 8: Public Health & Medical Services	124
Introduction	124
Situation Overview	126
Concept of Operations	127
Responsibilities	130
Resource Requirements	135
References	135
Terms and Definitions	135
Appendices	135
Emergency Support Function 9: Search and Rescue	136
Introduction	136
Situation Overview	138
Concept of Operations	138
Emergency Support Function 10: Oil and Hazardous Materials Response	144
Introduction	144
Situation Overview	147
Concept of Operations	149
Responsibilities	152
Resource Requirements	157

References.....	158
Terms and Definitions.....	158
Appendices.....	159
Emergency Support Function 11: Agriculture and Natural Resources.....	160
Introduction.....	160
Situation Overview	162
Concept of Operations	163
Responsibilities	167
Resource Requirements	171
References	171
Terms and Definitions	171
Appendices.....	171
Emergency Support Function 12: Energy.....	172
Introduction.....	172
Situation Overview	173
Concept of Operations	174
Responsibilities	176
Resource Requirements	178
References	178
Terms and Definitions	178
Appendices.....	178
Emergency Support Function 13: Public Safety and Security.....	179
Introduction.....	179
Situation Overview	181
Concept of Operations	181
Responsibilities	183
Resource Requirements	185
References	185
Terms and Definitions	185
Appendices.....	185
Emergency Support Function 15: External Affairs / Emergency Public Information.....	186
Introduction.....	186
Situation Overview	188
Concept of Operation	189

Responsibilities	193
Resource Requirements	197
References and Resources	197
Terms and Definitions	198
Appendices	198
Damage Assessment Annex	199
Introduction	199
Situation Overview	203
Concept of Operations	204
Responsibilities	206
Resource Requirements	208
References	208
Terms and Definitions	208
Appendices	208
Maps Annex	209

Basic Plan

Introduction

This plan outlines the City of Spokane's organized response to disaster situations stemming from natural disasters, technological incidents, and national security emergencies affecting or involving Spokane. It does not encompass routine emergencies handled by standard departmental procedures. Rather, it focuses on operational strategies tailored for large-scale disasters that pose significant threats to life, property, and the environment, necessitating extraordinary emergency responses.

Key objectives of this plan include:

- Establishing an emergency management organization capable of mitigating major emergencies or disasters affecting Spokane.
- Defining roles and responsibilities to safeguard residents, visitors, public and private property, and the environment during natural, technological, and human-caused emergencies.
- Outlining operational concepts for on-site emergency responses, activities at the City of Spokane Emergency Operations Center, and the subsequent recovery process.

Purpose

The City of Spokane's government commits to responding to disasters to protect life, property, and the environment within its jurisdiction. This involves actions to mitigate, prepare for, respond to, and recover from such events.

An emergency, for the purposes of this plan, is defined as any event—whether natural or human-caused—that exceeds the capacity of one or more city departments to manage effectively. This comprehensive, all-hazards plan details how Spokane will prepare for, prevent, mitigate, respond to, and recover from emergencies that could adversely impact residents, visitors, property, and the environment. The ongoing maintenance of this plan ensures the city's readiness to utilize current resources and capabilities for effective emergency response.

The CEMP includes the Basic Plan, Emergency Support Function (ESF) plans, and hazard specific annexes. The plan describes how city departments coordinate emergency management related actions, resources, and activities with other federal, state, county, regional, private-sector, and nongovernmental organizations. The city utilizes the Incident Command System (ICS) principles to ensure that all lead and support agencies are assigned appropriate roles and responsibilities as per the National Incident Management System (NIMS).

This plan is designed to provide an overview of how to implement emergency management details and responsibilities in relation to federal and state laws, rules, and regulations as described in Washington Administrative Code 118-30 and Revised Code of Washington Chapter 38.52.

The desired outcome of following the plan is for the city to be sufficiently prepared for emergencies so that when an incident occurs the response is efficient and effective to protect, life, property, the environment, and economy. Much of the focus of this plan is to restore essential services and the processes and resources which will support that end state goal.

Scope

This plan establishes a mutual understanding of authority, responsibilities, and functions of local government and proves a basis for incorporating essential non-governmental agencies/organizations into the emergency management organization. All directions contained in this plan are activated accordingly to apply to preparedness and emergency activities of the City of Spokane and supporting organizations required to minimize the effects of emergency events and to facilitate response and recovery activities.

This plan identifies Emergency Support Functions (ESF) as areas that are federally defined as essential emergency functions that must be carried out by local governments to efficiently respond to a disaster. All supporting organizations listed in this CEMP have been made aware of their responsibilities as outlined in the plan through a review and feedback process.

This plan considers the emergencies and disasters that are likely to occur within the City of Spokane that have been identified in the Spokane County Hazard Mitigation Plan. This plan follows federal guidance and supporting plans, including the National Prevention, Protection, Mitigation, Response, and Disaster Recovery Frameworks, as well as FEMA's National Incident Management System (NIMS) and Comprehensive Planning Guide 101v2. This plan applies within the City of Spokane municipal boundaries and is compatible with the State of Washington CEMP and the Spokane County CEMP.

Situation Overview

Hazard Assessment Summary

Through hazard and vulnerability identification, risk ranking, and risk assessment, the primary hazards that could potentially impact the city have been identified. The assessments have determined that the City of Spokane is vulnerable to certain natural, technological, and human-caused hazards. In addition to these hazards, the potential exists for emergencies to occur outside of the jurisdiction with negative impacts to the City of Spokane. The potential effects of these hazards could disrupt public services, damage property, and cause injury or death of persons within affected areas.

Hazards addressed in the Spokane County Hazard Annex include droughts, dam failures, earthquakes, floods, landslides, severe weather, and wildfires. Additionally, the city is subject to major transportation disruptions and accidents, utility and infrastructure failures or collapses, public health emergencies, cyber incidents, hazardous materials releases, acts of terrorism or civil disturbance and mass casualty incidents from any cause. For maps of various hazard risks across the city, see the "maps annex" at the end of this plan.

The City of Spokane participates in a regional capability assessment led by Spokane County. The capabilities of the City of Spokane specifically are addressed within each ESF. Each discipline has access to a limited number of resources, which are adequate in normal circumstances but can rapidly become overwhelmed in a disaster or emergency. Therefore, the City of Spokane relies upon mutual aid and other external resources to fill resource gaps. All personnel are trained in the NIMS ICS system and the technicalities of executing their department and division responsibilities.

Planning Assumptions

This plan has been developed based on the best available information and planning assumptions at the time of preparation. Given the unpredictable nature of disasters, the City of Spokane acknowledges that the actual impacts and outcomes of an emergency may differ from those anticipated. Therefore, the city will strive to respond effectively based on the situation, available information, and resources at hand.

It is assumed that any emergency situation has the potential to result in significant loss of life, injuries, property damage, and disruption of essential services throughout Spokane. Such incidents can also lead to considerable financial, psychological, and social impacts on both residents and governmental organizations. For foreseeable events such as storms and floods, advance warnings are expected, allowing some time for preparation. However, other emergencies may occur suddenly without prior notice.

In the event of a severe disaster localized within the city, Spokane may receive support through mutual aid from regional agencies such as the County. However, for incidents affecting a broader region or requiring extensive resources, significant assistance from neighboring communities, counties, and State or Federal agencies may not be available for at least two weeks or longer. In such scenarios, the city will need to rely on its own resources, alongside support from private organizations, businesses, and residents, to initiate and sustain initial response operations.

Concept of Operations

General

The concept of operations provides an overview of the emergency management structure and procedures for the City of Spokane to respond to an emergency or disaster situation. The primary intent of Spokane leadership is the protection of life, property, the environment, and the economy. As such, the emergency management objectives of the CEMP are to:

1. Protect the health and safety of resident and visitors affected by emergencies.
2. Contain and stabilize the emergency.
3. Minimize damage to City of Spokane property, facilities, the environment, and the economy.
4. Minimize disruption to the City of Spokane operations.
5. Resume normal City of Spokane activities and operations in a timely manner.

Whole Community Involvement

The “Whole Community” includes individuals, families, households, communities, and private and non-profit sectors, faith-based organizations, and local, tribal, state, and federal governments. The “whole community” is defined in the National Preparedness Goal as follows:

“A focus on enabling the participation in national preparedness activities of a wider range of players from the private and nonprofit sectors, including nongovernmental organizations and the general public, in conjunction with the participation of Federal, state, and local governmental partners in order to foster better coordination and working relationships.”

The “whole community” approach refers to a strategy by which residents, community leaders, and government officials assess the unique needs of each community and work together to organize and strengthen their assets, capacities, and interests. This non-discriminatory approach requires engagement with public, private, and non-profit partners. This includes people, businesses, faith-based and disability organizations, and the public, including individuals who are covered by the Americans with Disabilities Act (ADA), people with Access and Functional Needs (AFN), people with Limited English Proficiency (LEP), and culturally diverse populations. Hereafter, every Emergency Support Function (ESF) annex will include a Whole Community statement.

Access and Functional Needs (AFN) refers to those who may have additional needs before, during, or after an incident including the general encompassing populations: individuals who have disabilities, those who live in retirement or assisted living facilities, elderly populations, children, those from lower socio-economic classes, those who are transportation disadvantaged, and Limited English Proficiency (LEP) communities. The city recognizes that these populations require ongoing support, special considerations, and accommodations as they may be more vulnerable during and after an emergency or disaster. Children in a disaster may have limited understanding of circumstances, may be more emotionally distressed, and require supervision and additional assistance due to their limited capabilities.

Supporting individuals with LEP may require providing language assistance services, including oral interpretation and written translation services. The [RCW 38.52.070](#) requires emergency communications to be translated into languages spoken by “significant populations”. The City of Spokane will strive to work with LEP populations to identify resources and strategies to ensure they are able to fully benefit from emergency preparedness, response, mitigation, and recovery efforts.

The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act to ensure state and local emergency preparedness operational plans address the needs of individuals with household pets and service animals following a major emergency or disaster. ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services, and ESF 11 – Agriculture and Natural Resources, address pets, service animals, and livestock.

City leadership will strive to make every reasonable effort to ensure actions are compliant with applicable laws related to accessibility, including the Americans with Disabilities Act (ADA). Persons with access and functional needs should receive the same standard of services and care as the rest of the population. No services or assistance will be denied or withheld based on race, color, national origin, religion, sex, economic status, age, disability, or Limited English Proficiency.

Operational Objectives

Operational objectives are based on the following priorities: life safety, incident stabilization, protection of property, protection of the environment, and protection of the economy when possible.

NIMS Components

Incident management priorities include saving lives, stabilizing the incident, and protecting property and the environment. To achieve these priorities, incident personnel apply and implement NIMS components in accordance with the principles of flexibility, standardization, and unity of effort.

Flexibility – allows NIMS to be scalable and applicable for incidents that vary in terms of hazard, geography, demographics, climate, cultural, and organizational authorities.

Standardization – defines standard organizational structures that improve integration and connectivity among jurisdictions and organizations, defines standard practices that allow personnel to work together effectively and foster cohesion among the various organizations involved, and includes common terminology to enable effective communication.

Unity of Effort – coordinating activities among various organizations to achieve common objectives. Unity of effort enables organizations with specific jurisdictional responsibilities to support each other while maintaining their own authorities.

Integration - The National Incident Management System (NIMS) is part of the National Response Framework (NRF) that establishes a standardized incident response. NIMS provides a systematic, proactive approach to guide departments and agencies at all levels of government to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents.

To be compliant with the National Incident Management System, the City of Spokane uses the Incident Command System (ICS) to respond to incidents. ICS is a standardized all-hazards incident management approach that is flexible to the size and demands of the incident.

Request for Emergency Proclamation

A proclamation of a local emergency is made by the mayor and is the legal method that authorizes the use of extraordinary measures to accomplish tasks associated with responding to an incident. An emergency proclamation can suspend normal operating rules, e.g., waive competitive bidding requirements during the initial emergency ([RCW 39.04.280](#)). The Spokane City Council is advised of the proclamation as soon as practical.

Any contract awarded to address the emergency in lieu of competitive bidding shall require a written finding by the city council or its designee of the existence of an emergency to be duly entered of record within two weeks following the award of the contract. The proclamation

authorizes the city to take necessary measures to respond to an incident to protect lives, property, the environment, and the economy and exercise the powers vested in [RCW 38.52.070](#).

The EOC Director, or their designee is responsible for working with the city attorney to prepare an emergency proclamation. Once signed, the EOC Director is responsible for the notification of appropriate county, state, and federal agencies following the proclamation. Requests to the Governor to proclaim a State of Emergency are made by the mayor through the Spokane County Department of Emergency Management. Proclamation by the Governor is necessary to pursue a Presidential Disaster Declaration and federal disaster relief funds.

EOC Activation

Authority to Activate

The City of Spokane EOC may be activated by any of the following city officials or their designated alternates: Mayor, or their delegate; City Administrator ; or Emergency management director or delegate.

Authority to Request Activation

Any City of Spokane division or department head may request activation of the EOC:

Procedures to Activate EOC

To activate the EOC, the requesting individual should notify the emergency management director or the fire chief.

Activation Levels

The Spokane city's EOC is organized into functional levels that coordinate with one another as well as with external agencies and resources. The EOC director oversees all functions as well as public information activities. The administrator from the lead incident command department coordinates with key officials at the executive and policy level.

COS EOC Activation Levels		
Activated	level 1	Incident/event requires significant resources Full staffing, and all ESFs agencies/organizations are active Full activation
	level 2	Incident/event requires moderate resources Full staffing, and some ESF agencies/organizations active Partial or full activation
	level 3	Incident/event requires active monitoring or resources Partial staffing, as needed, few ESF agencies/organizations active Partial activation or remote activation
Not Activated	Enhanced Monitoring	Incident/event requires enhanced situation monitoring or awareness State of readiness & mobilization
	Normal Operations	Routine operations, with no anticipated incidents/events State of readiness

EOC Primary and Alternate Locations

The emergency management director is responsible for ensuring the operational readiness of the primary EOC and coordinating the readiness of the alternate EOCs.

Restoration of City Services

Efforts to restore city/public services to a basic functioning level shall be generally prioritized as defined in the Continuity of Operations/ Continuity of Government Disaster Recovery Plan.

Direction, Control and Coordination

Multi Jurisdiction Coordination

Key concepts of this plan include Incident Command System (ICS), Emergency Support Functions (ESFs), reliable and redundant communication systems and processes, Department Operations Centers (DOCs), Emergency Operations Center (EOC) responsibilities, resource management, mutual aid agreements, and memoranda of agreement or understanding.

Horizontal Integration

This plan is one of a series of emergency plans created by the City of Spokane to provide the policy framework by which other emergency plans are guided. This plan provides the city with guidance in preparing for, responding to, and recovering from an incident. It discusses guidelines on how city departments organize, direct, control, and coordinate their actions to continue essential functions during incidents.

Vertical Integration

This plan uses the Incident Command System (ICS), a federally mandated command and control structure implemented during an incident. The Plan is compliant with FEMA's Comprehensive Preparedness Guide for uniformity with local and federal government and the National Response Framework.

Preparedness Mission

Preparedness actions develop operational capabilities in advance of an emergency or incident to mitigate or prevent an imminent or actual incident and to protect residents, visitors, business owners, assets, systems, and networks against threats and hazards.

The Spokane city CEMP addresses all hazards planning to guide actions before, during, and after a disaster regardless of the hazard type. It defines who does what, when, and where in order to mitigate, prepare for, respond to, and recovery from the effects of natural, technological, and human-caused hazards or threats.

Mitigation Mission

Mitigation actions reduce or eliminate long-term risk to people, property, the environment, and the economy from natural and technological hazards. The Spokane County Regional Hazard Mitigation Plan considers the impact of hazards in the region and identifies hazard mitigation goals, objectives, and actions to reduce injury and damage from hazards. The City of Spokane may also participate in the Federal Emergency Management Agency (FEMA) Hazard Mitigation Grant Program which provides funding to state, local, tribal, and territorial governments so they can develop hazard mitigation plans and rebuild in a way that reduces or mitigates future disaster losses in their communities.

Response Mission

The response mission emphasizes saving and sustaining lives, stabilizing the incident, rapidly meeting basic human needs, restoring basic services and technologies, restoring community functionality, providing universal accessibility, establishing a safe and secure environment, and supporting the transition to recovery. The ESF and additional annexes to this plan identify primary and support agency response activities which may include actions such as activation of the Spokane Emergency Operations Center (EOC) for coordination and information sharing.

Recovery Mission

Recovery includes capabilities necessary to assist communities affected by an incident to recover effectively. Support for recovery ensures a continuum of care for individuals to maintain and restore health, safety, and resiliency, with a focus on those who experience financial, emotional, and physical hardships. Recovery capabilities support the well-coordinated, transparent, and timely restoration, strengthening, and revitalization of infrastructure and housing; an economic base; health and social systems; and a revitalized cultural, historical, and environmental fabric.

Organization

General

The City of Spokane employs a director of emergency management to execute emergency management activities. Housed within the mayor's office, Emergency Management coordinates the implementation of emergency planning, training, exercise, outreach and education, and operational readiness for the city.

Day-to-day Organizational City Structure

During blue sky operations, the city of Spokane is organized through a strong mayor form of government. The citywide organizational chart is outlined below.

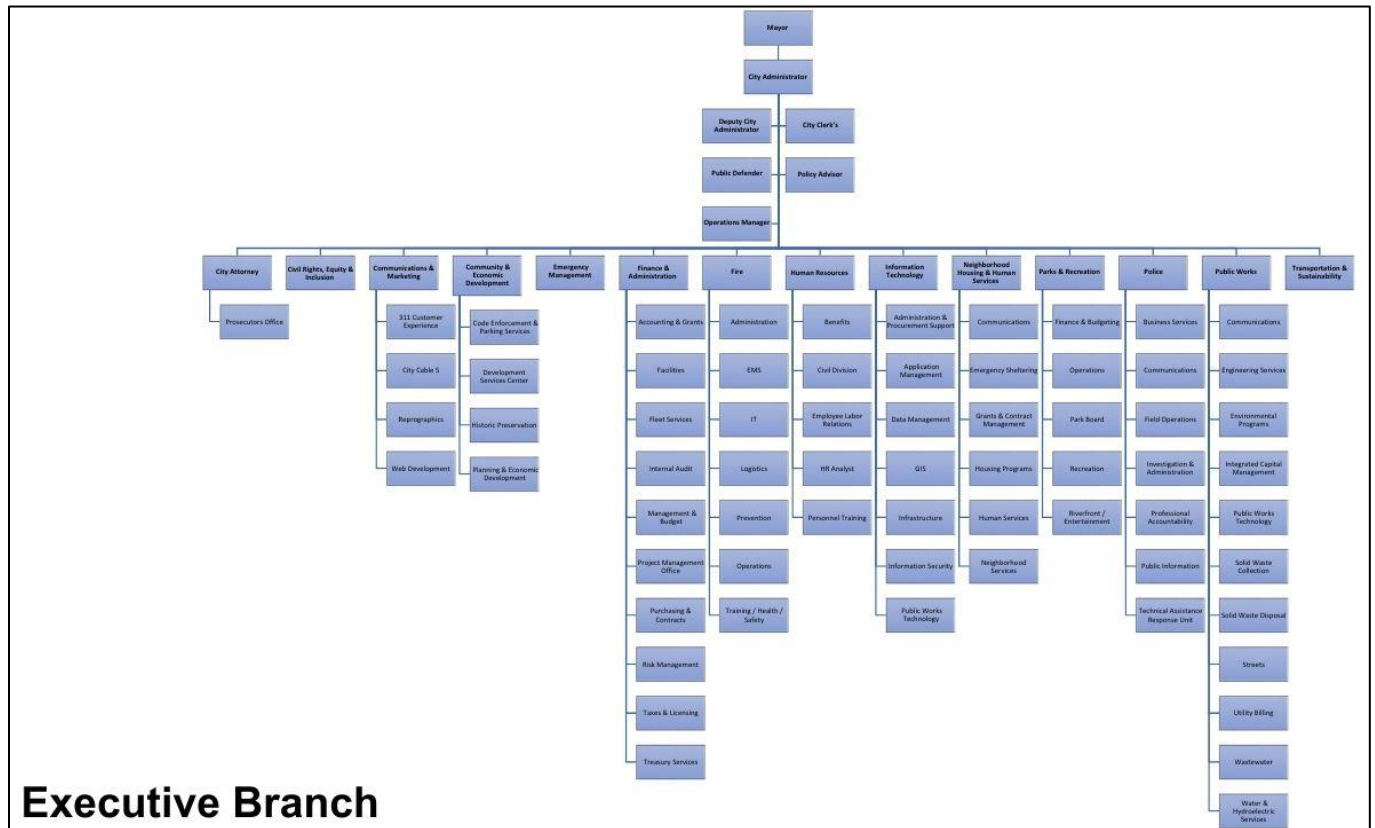


Figure 1: City Executive Branch Org Chart 2025

Disasters and Emergencies

The Director of Emergency Management coordinates the incident management activities through the Spokane Emergency Operations Center (EOC) as the EOC Director. The Spokane EOC is comprised of trained representatives from various city departments and responding partner agencies to fulfill the ICS positions pictured below.

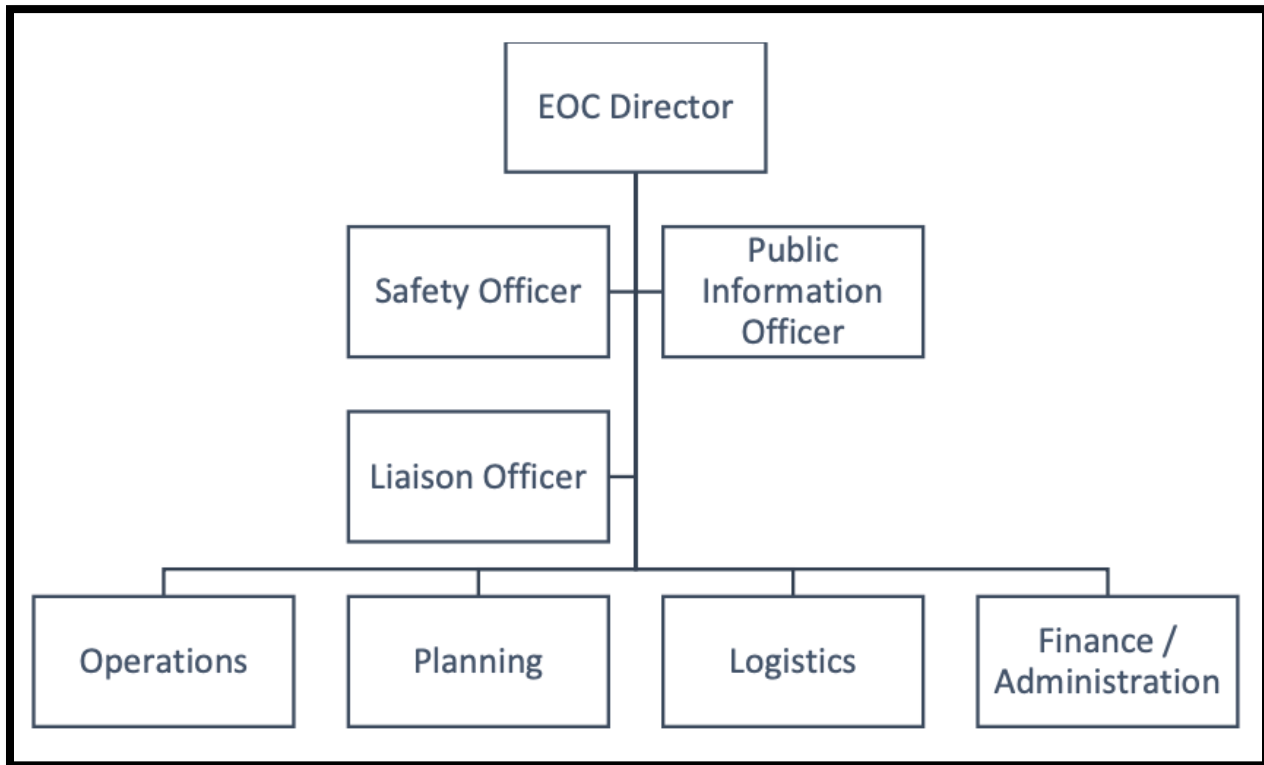


Figure 2: City EOC ICS Organization

EOC Director

The EOC Director is responsible for the coordination of EOC activities; interfacing with the Policy Advisory Group, Incident Command, and other government agencies and private organizations; and may also authorize support staff to perform functions such as public information, liaison, safety, and security.

Operations Section

The Operations section is responsible for the initial receipt and coordination of information and requests related to field response. This section also maintains communication with field representatives and shares vital information with other EOC workers.

This section is headed by the Operations Section Chief, who reports to the EOC Director. The Operations Section Chief is drawn from the lead incident response department. Department or ESF representatives coordinate resources and information with their own department personnel and may work together to ensure the best possible coordination of effort for the overall response. Incident-specific agencies, such as a pipeline company, can be added as needed. If necessary, the following branches may be created to maintain the appropriate span of control for the Operations Section Chief:

- **Emergency services branch** (fire, emergency medical services, and law enforcement representatives)
- **Human services branch** (community services, hospital, mental health, public health, schools, and Community Organizations Active in Disaster (COAD) representatives may be added)

Planning Section

The Planning section is responsible for the collection, evaluation and dissemination of information related to the incident or emergency and for the preparation and documentation of EOC Action Plans and Situation Reports. This section also maintains information on the current and forecasted situation related to the emergency. This section is headed by the Planning Section Chief, who reports to the EOC Director.

Information collected is incorporated into organized Situation Reports, which are then distributed to recipients within and outside the EOC. Information within the EOC may also be shared through overhead projected display, web-based data displays, or oral briefings. The Planning Section also engages technical specialists such as mapping, hydrology, weather, and hazardous materials (HazMat) experts to provide specialized information to assist in incident planning. They work with the Operations Section to advise on upcoming issues and develop a plan for resolving them. When ready, the Demobilization Unit coordinates the de-escalation of the EOC response.

Logistics Section

The logistics section is responsible for providing service, support, supplies, equipment, personnel, and other resources. This section is headed by the Logistics Section Chief, who reports to the EOC Director. The Logistics Section handles food service, EOC security, technical assistance with phones and computers, communications, and other general support functions within the facility. Within the Supply Unit, staff handle both internal and

external resource requests. They identify needed resources and work with Finance and Administration to procure them. If local resources are exhausted, resource requests are forwarded to the Spokane County EOC after EOC Director approval. The Logistics Section may also help with volunteer and donations management coordination.

The city uses several different methods for procurement, including obtaining price quotes, leveraging state contracts, obtaining Requests for Qualifications (RFQ), Requests for Proposals (RFP), and obtaining informal or formal bids. The purchasing method used is defined by the type and dollar amount of the purchase, and all purchasing processes are governed by Washington State Law and the Spokane Municipal Code.

Finance/Administration Section

The Finance and Administration section is responsible for monitoring costs, procurements, contracts, and other financial considerations. This section is co-located with the Logistics Section. It is headed by the Finance and Administration Section Chief, who reports to the EOC Director. Staffed by representatives from the City of Spokane's Finance and Human Resources and Risk Management departments, the Finance and Administration Section issues checks and purchase orders and expends public funds to secure emergency resources located by the Logistics Section. They track impact of the disaster by documenting damage assessment and personnel costs, as well as injuries or damage to city personnel or equipment, or even claims against the city by outside agencies or individuals.

Coordination

The purpose of this section of the plan is to establish procedures to be followed when an incident occurs within the City of Spokane that necessitates the activation of the EOC. The organization of the EOC and the degree of activation will depend upon the severity and nature of the emergency and anticipated requirements for support.

The purpose of the EOC is to provide centralized coordination for the community in the event of a disaster, large-scale emergency, or regional event that could overwhelm emergency resources. Specifically, the EOC is primarily involved with:

- Collection and documentation of event information-situational awareness/common operating picture (critical infrastructure surveys, information about major incidents, casualties, shelters, damage assessments, response readiness by city assets)
- Processing and distribution of event information (situation reports to city officials) the Spokane County ECC, neighboring jurisdictions, other emergency services, information releases to the media and public)
- Coordination of resource support (locate and procure resources as requested by Incident Command, including requesting items or support from the county or state as needed, prioritize, and allocate scarce resources according to policy direction)
- Technical information gathering and support (forecast flood mapping, incident mapping, etc.)
- Operations representatives for field operations (collection of event information from various departments with field operations)

Incident Command may choose to delegate extended functions to EOC staff, but staff in the EOC do not normally make operational decisions regarding management of the incident. Rather, they coordinate with, and support Incident Command as requested.

EOC Coordination

Although field Incident Command controls on-scene activities related to the disaster, the city EOC coordinates the overall city response to the disaster, which includes obtaining an emergency proclamation from the mayor and requesting additional local, state, and Federal aid to respond to the disaster. Coordination will generally be through the following means:

- Identification of a lead city department based on the nature of the disaster. The lead city department will provide an Incident Commander to the field Incident Management System, and a qualified representative to the Spokane EOC.
- Coordination of multiple agencies and resources required to accomplish goals.
- Effective public information.
- Procurement of technical expertise to assist in the response and coordination.
- Provision of financial and administrative resources and support to accomplish the goals of the developed strategy.

Emergency Support Function Matrix

This plan, with the ESF annexes that follow, assigns response and preparedness roles and responsibilities for city departments. Each department's role is identified with the understanding that roles may change depending on the situation. Primary agencies have significant authorities, roles, resources, and capabilities for a particular function with a capability. Support agencies have specific capabilities or resources that support primary agencies in executive capabilities and other missions.

This matrix identifies the Emergency Support Functions (ESFs) and the corresponding primary agency. Corresponding support agencies can be found within each ESF.

Emergency Support Function (ESF)	Primary Department / Agency	ESF Lead
ESF 1: Transportation	City Public Works Division	City Public Works Director
ESF 2: Communications	City Communications Department	City Communications Director
ESF 3: Public Works and Engineering	City Public Works Division	City Public Works Director
ESF 4: Firefighting	City Fire Department	City Fire Chief
ESF 5: Information and Planning	City Communications Department	City Communications Director
ESF 6: Mass Care, Emergency Assistance, Housing and Human Services	Neighborhood, Housing and Human Services Division (NHHS)	NHHS Director
ESF 7: Logistics Management and Resource Support	City Public Works Division	City Public Works Director
ESF 8: Public Health and Medical Services	City Fire Department, Spokane Regional Health District (SRHD)	City Fire Chief, SRHD leadership
ESF 9: Search and Rescue	City Fire Department	City Fire Chief
ESF 10: Oil and Hazardous Materials Response	City Fire Department	City Fire Chief
ESF 11: Agriculture and Natural Resources	Parks and Recreation Division	City Parks and Recreation Director
ESF 12: Energy	City Public Works Division / Avista	City Public Works Director, Avista
ESF 13: Public Safety and Security	City Police Department	City Police Chief
ESF 15: External Affairs/Emergency Public Information	Mayor's Office	City Communications Director

** Please note, there is no ESF 14 at the time of this plan development.

Responsibilities

This plan assigns responsibilities to city departments related to preparedness, response, mitigation, continuity, and recovery. These responsibilities may vary depending on the scope and complexity of the situation. Departments are also responsible for complying with their responsibilities as defined in current Mutual Aid Agreements (MAA), Memorandums of Agreement (MOA), and Memorandums of Understanding (MOU).

Elected Officials

The city council's overall role is to annually review policies and appropriate funds to allow the emergency management director and staff to plan and implement an emergency management program.

During an incident, the council will be advised of the response and recovery plan by the mayor, the fire chief and/or the emergency management director. During an emergency, the mayor may authorize the imposition of required emergency powers, such as evacuation orders and bans, and may authorize necessary condemnations. Spokane City Council may be presented with special legislation proposals to facilitate the disaster response or recovery and may be asked for special budget allocations accordingly.

Policy Advisory Group

The Policy Advisory Group, led by the mayor, and consisting of department administrators, the communications director, the fire chief, the police chief and others if so requested, will advise city council of policy-level decisions that require their direction and emergency legislative or budgetary actions, and will oversee the implementation of those decisions.

The role of the Policy Advisory Group is to stay current on the most recent incident information from the Emergency Operations Center (EOC), to inform one another of disaster conditions and implications for each department and to make necessary policy decisions related to operational challenges.

The Policy Advisory Group's role is to:

- Recommend necessary policy decisions that require resolution by a jurisdiction executive head or legislative body, such as priorities for resource allocation; management of jurisdiction resources; clarification of command authority; suspension of functions; and programs of city government.
- Provide guidance to incident managers and establish administrative objectives, including communicating legal and policy restraints, limitations on authority, political and social concerns, environmental issues, and cost considerations.
- Provide guidance to Incident Commanders and PIOs regarding key messages to integrate into the overall public message.
- Propose emergency budget actions if required for response and recovery, evaluate, and prioritize other department and city responses to balance them with future project needs to ensure adequate funding is provided to the disaster response.

- Recommend the discontinuation of non-essential government operations, to keep employees off the roads and free up personnel and other resources for use in disaster response.
- Provide a liaison to local, state, and congressional elected officials during and after a disaster to ensure appropriate assistance is brought to the local response effort and coordinate contacts to collect damage estimates and response costs.

The Policy Advisory Group is initially assembled with full activation of the EOC or at the request of any Policy Advisory Group member. The Policy Advisory Group will convene at the appointed time at Spokane City Hall 7th conference room 7B, or other location deemed appropriate at the time based on the incident and related facility damage.

Department/Division Heads

All city divisions and departments collaborate in the development and maintenance of the Comprehensive Emergency Management Plan (CEMP). The following responsibilities are not a comprehensive list but rather necessary responsibilities for mitigation, preparedness, response, and recovery from an incident. For complete roles and responsibilities for city departments, refer to the Emergency Support Function (ESF) annexes to this plan.

At the direction of the City Administrator, division and department heads may be required to take the following steps:

Department/Division Heads

- Cancel scheduled employee leave
- Require personnel to work beyond normal shifts for an extended period
- Call back department personnel
- Alter normal organization structure to complete required tasks
- Reassign staff to their disaster assignments
- Suspend, reschedule, or restore normal operations

Legal

- Emergency powers and legislative review
- Legal support and advice

Community and Economic Development

- Agency coordination (utilities, contractors, and special purpose districts)
- Food and water coordination (with vendors/supply chain)
- Recovery coordination
- Damage assessment

Municipal Court

- Assist in procuring translation and interpreter services if needed

NHHS

- Mass care services support
- Assessing and securing housing options
- Provide access to human services to support mass care needs

Mayor's Office

- Emergency management
- Communications and warning
- Emergency powers
- Continuity of government
- Intergovernmental coordination
- Policy Group coordination
- Request military support
- Public information
- EOC technical support

Finance and Administration

- Financial documentation
- Procurement
- Inventory records
- Cost recovery

Human Resources

- Staff reassignment
- Disaster claims
- Employee care

Parks and Recreation

- Provide shelter and mass care
- Transportation coordination for public needs
- Food and water coordination (direct delivery to populations in need)
- Support integrated pet/human co-sheltering where possible
- Volunteer coordination

Police Department

- Public safety and security
- Evacuation
- Transportation accidents
- Public demonstrations/civil unrest
- Crime scene response (bombs, terrorism, WMDs etc.)
- Pet sheltering and evacuation

Fire Department

- Damage assessment
- Fire suppression

- Multiple/Mass Casualty Incidents
- Hazardous materials
- Search and Rescue
- Resource support

Public Works

- Maintain transportation/evacuation routes
- Flood response
- Maintain city utility services

Information Technology

- Cyber protection & attack response
- Information systems management
- Restoration of systems/data
- Communications hardware support

Communications

Communications and information management support incident managers in maintaining a constant flow of information during an incident. The principles of which are: (1) interoperability; (2) reliability, scalability, and portability; (3) resilience and redundancy; and (4) security.

Information and intelligence management includes identifying Essential Elements of information (EEI) to ensure personnel gather the most accurate and appropriate data, translate it into useful information, and communicate it with appropriate personnel. Each Emergency Support Function (ESF) annex to this plan includes EEIs to support communication and information management for incident response.

The city will conduct after-action reviews and develop After-Action Reports (AARs) to evaluate incidents or exercises, identify communication challenges, propose solutions, and outline the resources needed for improvement.

Interoperable Communications Plans

Federal

National Emergency Communications Plan (NECP)

The NECP is the nation's strategic plan for emergency communications that promotes communication and sharing of information across all levels of government, jurisdictions, disciplines, and organizations for all threats and hazards, as needed and when authorized.

State

The Alert and Warning Center (AWC)

The AWC is a function of the State Emergency Operations Center (SEOC), which provides 24-hour, seven days a week coverage for notifications, alerts, and warnings of emergency events and incidents affecting Washington State. The AWC provides continuous situational monitoring during non-emergency periods as well as in times of disaster and

emergency. Federal, state, local and tribal officials are then responsible for further dissemination or action as needed.

Information Management Systems

Washington State maintains information management systems, such as WebEOC, to manage emergencies and support public safety information sharing. The system provides the SEOC and local jurisdictions with a platform to receive, process, and manage information. The system is used as a gateway to share information and provide communications among county/city/EOCs, the SEOC, and state, federal, and local public safety entities. This information sharing allows authorized users to make informed decisions regarding public safety operations during disasters or emergencies and supports statewide collaboration.

State Radio Amateur Civil Emergency Services (RACES)

RACES is an organization of dedicated licensed amateur radio volunteers who provide radio communications in support of state and local government agencies during times of an emergency or disaster. RACES provides essential communications and warning links to supplement state and local government assets during these emergency situations. The City has links to RACES through Spokane County Department of Emergency Management.

Emergency Support Function 15

ESF 15, External Affairs and Emergency Public Information, illustrates communicating with Limited English Proficient and Access and Functional Needs Populations.

Language Assistance Services

During and after disasters, the city will collaborate with language assistance providers, including spoken-language interpreters, American Sign Language (ASL) interpreters, and written translators, to ensure emergency communications and notifications are accessible to the whole community.

ASL Interpreters

Below is a list of regional ASL interpretation services:

- American Language Services: Offers ASL and CART services, including video remote interpreting (VRI). Contact information: interpreting@alsglobal.net or by phone at (800) 951-5020.
- A2Z Interpreting: Specializes in ASL interpreting and offers both on-site and virtual services. Contact information: info@a2zinterpretingservices.com.

Interpretation & Translation Services

Below is a list of interpretation services:

- Linguabee: Offers interpreting and translation services. Contact information: by phone at (844) 546-4822 or by text at (855) 585-0801.
- ASAP Translations: Offers interpreting and translation services. Contact information: info@spokanetranslate.com or by phone at (509) 747-5121.

Administration

Documentation

During emergency response, the Washington Military Department, Emergency Management Division (EMD), and other governmental leaders require information concerning the nature, magnitude, and impact of a disaster or emergency. This information allows for the evaluation of how to best distribute resources and services during the response to and recovery from a disaster or emergency. State agencies, local jurisdictions, and other organizations provide these reports, which include but are not limited to:

- Situation reports (SitReps)
- Requests for proclamations of emergency
- Requests for assistance
- Costs/expenditures reports
- Damage assessment reports
- After-Action Reports

Retention

Records will be kept in such a manner to separately identify incident-related expenditures and obligations from general programs and activities of local jurisdictions or organizations. Complete and accurate records are necessary to document requests for assistance, for reimbursement under approved applications pertaining to declared emergencies or major disasters, and for audit reports.

Preservation

Local government offices may coordinate the protection of their essential records with the state archivist as necessary to provide continuity of government under emergency conditions pursuant to [RCW 40.10.010](#). It is the responsibility of each department to establish policies for the identification, preservation, and retention of essential records.

Finance

Local

Local jurisdictions requesting assistance should assume the resources requested will need to be paid out of local funding. Local jurisdictions may incur disaster-related obligations and expenditures in accordance with the provisions of [RCW 38.52.070](#), applicable state statutes, and local codes, charters, and ordinances, which may include but are not limited to the following:

- Emergency expenditures for cities with populations less than 300,000, [RCW 35.33.081](#)
- Emergency expenditures for towns and cities with an ordinance providing for a biennial budget, [RCW 35.33.081](#)
- Emergency expenditures for code cities, [RCW 35A.33.080](#) and [RCW 35A.34.140](#)
- Emergency expenditures for counties, [RCW 36.40.180](#)

Federal

The Federal Emergency Management Agency (FEMA) requires that state and local governments receiving federal financial assistance under the Stafford Act comply with FEMA's rules prohibiting discrimination, as provided [in 44 Code of Federal Regulation \(CFR\) § 206.11](#). As a result of this federal requirement, state and local governments seeking to receive federal disaster assistance will follow a program of non-discrimination and incorporates FEMA's Whole Community approach.

All personnel carrying out federal major disaster or emergency assistance functions, including the distribution of supplies, the processing of applications, and other relief and assistance activities, shall perform their work in an equitable and impartial manner, without discrimination on the grounds of race, religion, sex, color, age, economic status, physical and sensory limitations, Limited English Proficiency (LEP), or national origin.

As a condition of participation in the distribution of assistance or supplies under the Stafford Act, government bodies and other organizations shall provide a written assurance of their intent to comply with regulations relating to nondiscrimination promulgated by the President or the administrator of the Federal Emergency Management Agency (FEMA), and shall comply with such other regulations applicable to activities within an area affected by a major disaster or emergency as the administration of FEMA deems necessary for the effective coordination of relief efforts.

The Pets Evacuation and Transportation Standards (PETS) Act amends the Robert T. Stafford Disaster Relief and Emergency Assistance Act. The PETS Act is operational when a federal disaster declaration is made and can provide reimbursement for allowable, documented services used in the declared emergency. Eligible costs related to pet evacuations and sheltering are in FEMA's Public Assistance Program and Policy Guide (PAPPG).

Incurred Costs

The city finance & administration department will follow guidelines for the FEMA process for reimbursement of disaster-related expenses and will coordinate the reimbursement process with other departments as needed.

Cost Recovery

Disaster-related expenditures and obligations of state agencies, local jurisdictions, and other organizations may be reimbursed under several federal programs. The federal government may authorize reimbursement of approved costs for work performed in the restoration of certain public facilities after a major disaster declaration by the President of the United States under the statutory authority of certain federal agencies.

Federal Assistance Programs

Public Assistance Program

FEMA's Public Assistance (PA) grant program provides federal assistance to government organizations following a Presidential disaster declaration. PA provides grants so that communities can quickly respond to and recover from major disasters or emergencies. The PA program also encourages the protection of damaged facilities from future events by providing assistance for hazard mitigation measures during the recovery process. The federal share of assistance is not less than 75 percent of the eligible cost. The Recipient (usually the state) determines how the non-federal share (up to 25 percent) is split with the subrecipients (eligible applicants).

Individual Assistance Program

FEMA provides assistance to individuals and households through the Individual Assistance Program, which includes all of the following:

- Mass Care and Emergency Assistance (MC/EA)
- Crisis Counseling Assistance and Training Program (CCP)
- Disaster Unemployment Assistance (DUA)
- Disaster Legal Services (DLS)
- Disaster Case Management (DCM)
- Individuals and Households Program (IHP). IHP is comprised of two categories of assistance: Housing Assistance (HA) and Other Needs Assistance (ONA)

Small Business Loans Resources

The Small Business Administration offers low-interest loans to help homeowners recover from disasters. The city will share and promote this resource to community home owners following disasters.

State Assistance Programs

Public Assistance Program: The Public Assistance State Administrative Plan (SAP) outlines the procedures used by the Military Department Emergency Management Division staff (as Grantee) to administer the Public Assistance Program. Audits of state and local jurisdiction emergency expenditures will be conducted in the normal course of state and local government audits. Audits of projects approved for funding with federal disaster assistance funds are necessary to determine the eligibility of the costs claimed by the applicant.

Individual Assistance and Other Needs Assistance Programs: The Individual Assistance (IA) State Administrative Plan (SAP) for the Other Needs Assistance (ONA) Program is used by the State Emergency Management Division staff (as Grantee) to administer the Individual Assistance Program. The IA SAP sets forth the organization, staffing, and procedures for the administration of the Individuals and Households Program and the Other Needs Assistance Program in Washington State after a major disaster declaration by the President.

Logistics and Resource Management

NIMS Resource Management

NIMS resource management guidance enables many organizational elements to collaborate and coordinate to systematically manage resources—personnel, teams, facilities, equipment, and supplies. Most jurisdictions or organizations do not own and maintain all the resources necessary to address all potential threats and hazards. Effective resource management includes leveraging each jurisdiction's resources, engaging private sector resources, involving volunteer organizations, and encouraging further development of mutual aid agreements.

Specialized Resources

Resource typing defines and categorizes incident resources by capability. Resource typing definitions establish a common language for discussing specialized resources by outlining minimum capabilities for personnel, teams, facilities, equipment, and supplies. Resource typing enables communities to plan for, request, and have confidence that the resources they receive have the capabilities they requested. FEMA leads the development and maintenance of resource typing definitions for resources shared on a local, interstate, regional, or national scale. Jurisdictions can use these definitions to categorize local assets.

Emergency Worker Program/Liability Protection

[RCW 38.52](#) authorizes the use of emergency workers as outlined in state law. "Emergency Worker" is defined in [RCW 38.52.010](#), while provisions addressing the registration, use, classification, and coverage of emergency workers are addressed by [RCW 38.52.180](#), [RCW 38.52.310](#), and [WAC 118.04](#).

Debris Management Plan

In addition to city public works resources (i.e., public works apparatus/vehicles, staff, equipment), the city of Spokane has existing contracts with various businesses that are able to support debris management and cleanup responsibilities' following a disaster. See the Spokane County Debris Management Plan 2021 for more information.

Procurement and Resource Requesting

Authorities and Overview

The Washington Intrastate Mutual Aid System (WAMAS), established in [RCW 38.56](#), provides for in-state mutual assistance among member jurisdictions, including every county, city, and town. Out-of-state mutual aid resources are requested through the Emergency Management Assistance Compact (EMAC), established in [Public Law 104-321](#), or the Pacific Northwest Emergency Management Arrangement (PNEMA), established in [Public Law 105-381](#), both coordinated through Washington Emergency Management Division.

Methods

Resource requests are tracked throughout their life cycle, from the time submitted, until filled (if consumable) or until the resource is demobilized and returned (if non-consumable). Supply chain elements, such as state and local staging areas, reception and integration centers, movement coordination centers, and movement control points, activate as appropriate to the situation. State and local staging areas serve as temporary storage areas for the movement of resources to affected areas. Reception and integration centers provide reception, integration, onward movement, and accountability for out-of-state resources. Resources should deploy only when appropriate authorities request and dispatch them through established resource management systems. Resources that authorities do not request should refrain from spontaneous deployment to avoid overburdening the recipient and compounding accountability challenges.

Demobilization

Demobilization should be a planned and coordinated effort with the Department Operations Centers (DOC), Emergency Operations Center (EOC), and all other involved departments and agencies. Demobilization planning should begin when an incident begins.

Resource Gaps

Comprehensive and integrated planning can help other levels of government plan their response to an incident within a jurisdiction. By knowing the extent of the jurisdiction's capability, supporting planners can pre-identify shortfalls and develop pre-scripted resource requests.

Unsolicited Donations Management

The logistics section will assign people to oversee the management of unsolicited donations, to ensure that the donations are organized, and dissemination of the donations is well coordinated.

Development and Maintenance

CEMP Core Planning and Development Team

Planning Process

Planning is a continuous process that does not stop when this plan is published. The planning team develops a rough draft of the basic plan or annexes. As the planning team works through successive drafts, they add necessary tables, charts, and other graphics.

The team prepares a final draft and circulates it for comment to organizations that have responsibilities for implementing the plan. The written plan should be checked for its conformity to applicable regulatory requirements and the standards of Federal or state agencies and for its usefulness in practice. Once validated, the planning team presents the plan to the appropriate officials for signature and promulgation. The promulgation process should be based on a specific statute, law, or ordinance. Once approved, the planner should arrange to distribute the plan to stakeholders who have roles in implementing the plan.

This plan must be updated with new planning and policy goals and objectives in order to remain current. Updates to the plan will occur at a minimum of every five years. The CEMP will be available to the public through the revision process online.

Review Process

Commonly used criteria can help decision-makers determine the effectiveness and efficiency of plans. These measures include adequacy, feasibility, and acceptability. Decision-makers directly involved in planning can employ these criteria, along with their understanding of plan requirements, not only to determine a plan's effectiveness and efficiency but also to assess risks and define costs.

Adequacy – a plan is adequate if the scope and concept of planned operations identify and address critical tasks effectively; the plan can accomplish the assigned mission while complying with the guidance; and the plan's assumptions are valid, reasonable, and comply with the guidance.

Feasibility – a plan is feasible if the organization can accomplish the assigned mission and critical tasks by using available resources within the time contemplated by the plan. The organization allocates available resources to tasks and tracks the resources by status. Available resources include internal assets and those available through mutual aid or through existing state, regional, or Federal assistance agreements.

Acceptability – a plan is acceptable if it meets the requirements driven by a threat or incident, meets decision-maker and public cost and time limitations, and is consistent with the law. The plan can be justified in terms of the cost of resources and if its scale is proportional to mission requirements. Planners use both acceptability and feasibility tests to ensure that the mission can be accomplished with available resources without incurring excessive risk regarding personnel, equipment, material, or time. They also verify that risk management procedures have identified, assessed, and applied control measures to mitigate operational risk.

Compliance – the plan should comply with guidance and doctrine to the maximum extent possible because these provide a baseline that facilitates both planning and execution.

Revisions

Plans should evolve as lessons are learned, new information and insights are obtained, and priorities are updated. Evaluating the effectiveness of plans involves a combination of training events, exercises, and real-world incidents to determine whether the goals, objectives, decisions, actions, and timing outlined in the plan led to a successful response.

Changes to any part of the plan may be minor or major in nature. Minor, administrative changes do not require signature and promulgation. All substantive changes will be briefed

to City administrative leadership, Spokane Emergency Management Division, and any city employees or external partners who may have a part in disaster response.

Substantive changes will require a readoption of that section of the plan by the city council. Spokane Emergency Management is ultimately responsible for updates and changes to the CEMP and will submit a revised CEMP to the Washington State Emergency Management Division and Spokane city council for approval and formal adoption. The emergency management director shall promulgate the revised CEMP.

Planning Committee

The emergency management director for the city shall maintain an ongoing Emergency Management Group. The Emergency Management Group shall consist of personnel from departments with significant relevant responsibilities and expertise. The Emergency Management Group should also participate in the planning for, at a minimum, an annual emergency management exercise that exercises the plan and includes all appropriate city departments and partner agencies.

The Emergency Management Group is charged with contributing to overall emergency planning for the city and to the continued development and readiness of the EOC. The Emergency Management Group shall ensure that this plan is consistent with the Spokane County Comprehensive Emergency Management Plan, and the Washington State Comprehensive Emergency Management Plan.

Training and Exercise Program

Through the implementation of the Homeland Security Exercise and Evaluation Program (HSEEP), organizations can use training and exercises to improve current and required Core Capability levels, identify gaps, and overcome shortfalls. A Capabilities Assessment provides a gap analysis, by Core Capability, for each desired outcome and capability target; each of the Homeland Security Regions is required to complete an assessment. After the Capabilities Assessment is completed, it is referenced to determine the priority capabilities for training and exercise planned activities and should be coordinated with the Training and Exercise Plan (TEP) of the state.

Training Program

The City of Spokane maintains a roster of NIMS trained city employees who may be called to assist in an appropriately skilled position other than their primary role during a response. To understand this obligation, staff must take ICS 100 and ICS 700, which are available online. Some staff are also required to take ICS 200, 300, 400, and 800. Additional training may be required for certain disaster assignments and is specified in the Disaster Assignment document maintained by City Emergency Management

Exercise Program

Applying the following principles to both the management of an exercise program and the execution of individual exercises is critical to the effective examination of capabilities:

- **Capability-based, Objective Driven** – through HSEEP, organizations can use exercises to examine current and required core capability levels and identify gaps; exercises focus on assessing performance against capability-based objectives.
- **Whole Community Integration** – encourage exercise planners to engage the whole community throughout exercise program management, design and development, conduct, evaluation, and improvement planning.
- **Risk Informed** – identifying and assessing risks and associated impacts helps organizations identify priorities, objectives, and core capabilities to be evaluated through exercises.

To comply with Emergency Management Performance Grant (HMPG) requirements, the City of Spokane plans to conduct an annual exercise to HSEEP standards if no disaster has impacted the jurisdiction during the calendar year of planning, training, and exercises.

After-Action Reporting

An After-Action Report (AAR) summarizes key exercise-related evaluation information, including the exercise overview and analysis of objectives and core capabilities. The AAR should include an overview of performance related to each exercise objective and associated core capabilities while highlighting strengths and areas for improvement.

The Emergency Management Group will aid in the draft of the Improvement Plan and Corrective Action Items. All impacted city departments will participate in an After-Action Review Meeting (AARM), to include lessons learned and areas for improvement (IP – Improvement Plan), and as soon as possible for review after an incident. Upon completion, the exercise evaluation team provides the draft AAR to the players and relevant agencies.

Corrective Actions

Corrective actions are concrete, actionable steps that are intended to resolve capability gaps and shortcomings identified in exercises or real-world events. In developing corrective actions, City Emergency Management and involved departments should first review and revise the draft AAR, as needed, to confirm that the issues identified by evaluators are valid and require resolution. The reviewer then identifies which issues fall within their organization's authority and assume responsibility for acting on those issues. Finally, they determine an initial list of appropriate corrective actions to resolve identified issues.

Maintenance and Availability

Emergency Management may revise the City CEMP including ESFs and other Annexes at a minimum of every five years from the date of last publication. The current Spokane CEMP may be available to the public through the City of Spokane's public facing website.

Changes in Law

City Emergency Management monitors updates from the State and Spokane County regarding changes in legal requirements for the program. The city also retains employees who monitor and advocates for the city's position in all matters that are addressed by the State Legislature.

Authorities and References

Continuity of Government

Emergency Interim Successors for Elected Officials

[RCW 42.14.070](#) provides that the legislative authority shall adopt rules and regulations providing for appointment of temporary interim successors to the elected and appointed offices of the city. During the emergency, for a period of less than 30 days, the council president shall automatically assume the authority and duties of the mayor when the mayor is unavailable. If both the mayor and council president are unavailable during an emergency or disaster, the city council president pro-tem will serve in the role of mayor.

City Council Meeting Location

[RCW 42.14](#) provides that in the event of an emergency the city council may meet at any place within or outside the territorial limits of the city on the call of the City Council President or any two members of the governing body and shall lawfully conduct the city's affairs for the duration of the emergency.

In the event that a special meeting of the council is called, the Council Liaison, in communication with the city clerk, is primarily responsible for coordinating the notification of each council member and notifying the public as soon as practical. The Communications Director or designated Public Information Officer (PIO) shall work with the Council Liaison and city clerk to notify the media and to complete the public posting of the meeting. Circumstances may necessitate that city government will not be able to meet normal posting requirements for emergency Council meetings.

Emergency Interim Successor for the City Administrator

If the City Administrator is unavailable during an emergency, the Deputy City Administrator shall fulfill the responsibilities of that role. If both the CA and the Deputy CA are unavailable during an emergency, the person specified in the city's Continuity Of Operations / Continuity of Government (COOP/COG) Plan shall fulfill the responsibilities of that role.

Emergency Interim Successors for Department Heads

If the department administrator is unavailable during an emergency, the COOP/COG Plan will identify the interim successor. In the event no further successors are identified in the COOP/COG Plan, the position in authority over that role will appoint an interim successor.

Governing Laws and Authorities

- The City of Spokane Comprehensive Emergency Management Plan has been developed and is maintained under the following authorities: State Revised Code of Washington (RCW)
 - [35.33.081, Emergency Expenditures – Nondebtable Emergencies](#)
 - [35.33.101, Emergency Warrants](#)
 - [38.52, Emergency Management](#)
 - [38.56, Intrastate Mutual Aid System](#)
 - [39.34, Interlocal Cooperation Act](#)
 - [39.04.280, Competitive Bidding Requirements - Exemptions](#)
 - [49.60.400, Discrimination, Preferential Treatment Prohibited](#)
- Washington Administrative Code (WAC)
 - [118-04, Emergency Worker Program](#)
 - [118-30, Local Emergency Management/Services Organizations, Plans and Programs](#)
 - [296-62, General Occupational Health Standards](#)
- Federal Public Law
 - [93-342, Disaster Relief Act of 1974, as amended by Public Law 100-707, the Robert T. Stafford Disaster Relief and Emergency Assistance Act.](#)
 - [96-342, Improved Civil Defense Act of 1980](#), as amended
 - [Federal Civil Defense Act of 1950](#), as amended
 - [99-499, Superfund Amendments and Reauthorization Act of 1986](#)

Glossary

After Action Report (AAR): A narrative report that presents issues found during an incident or exercise along with recommendations on how those issues can be resolved.

American Red Cross (ARC): Non-profit organization that provides support of mass care, sheltering, communication, and other services in times of disaster. Relies on volunteers to carry out operations.

Annex: The purpose of an annex is to describe operations for a particular function. It defines the function and shows how activities of various participants in the functional organization are coordinated. The annex is action oriented. It is written for, and preferably by, the person responsible for controlling resources available to accomplish the objectives of the function in any large-scale emergency. It is a substantial, freestanding plan that is specific to carry out a task.

Appendix: An appendix contains details, methods, and technical information that are unique to specific hazards identified as being likely to pose a threat of disaster in the community. Appendices are supplementary, helper documents, frequently changing but without specific direction.

Area Command: An organization established to oversee the management of (1) multiple incidents that are each being handled by an ICS organization, or (2) large or multiple incidents too 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. May be established at an EOC or some location other than an ICP.

Command Staff: The Command Staff consists of the Safety Officer, Liaison Officer, and Public Information Officer, who report directly to the Incident Commander.

Communications Unit: In Incident Command structure, responsible for providing communication services at an incident, whether it be by phone, in person, radio, etc.

Comprehensive Emergency Management Plan (CEMP): A required plan which addressed the mitigation, preparation, response, and recovery activities associated with emergency situations.

Concept of Operations (CONOPS): User-oriented document that describes the characteristics for a proposed asset or system from the viewpoint of any individual or organizational entity that will use it in their daily work activities or who will operate or interact directly with it. Continuity Plan An internal effort within individual components of a government to ensure the capability exists to continue essential functions across a wide range of potential emergencies.

Continuity of Government (COG): Measure taken by a government to continue to perform required functions during and after a severe emergency. COG is a coordinated effort within each branch of the government to continue its minimum essential responsibilities in a catastrophic emergency.

Damage Assessment: The process of determining the magnitude of damage and the unmet needs of the community as the result of a hazardous event.

Debrief/Debriefing: A meeting held after an event or disaster to discuss what happened, lessons learned, and what may or may not be shared with the public.

Delegated Authority: An official mandate calling on the individual holding a specific position to assume responsibilities and authorities not normally associated with that position when specified conditions are met.

Direction and Control: Defines the management of emergency response and recovery.

Disaster Assessment: An event expected or unexpected, in which a community's available, pertinent resources are expended, or the need for resources exceeds availability, and in which a community undergoes severe danger, incurring losses so that the social or economic structure of the community is disrupted and the fulfillment of some or all of the community's essential functions are prevented.

Emergency: A sudden, usually unexpected event that does or could do harm to people, resources, property, or the environment. Emergencies can range from localized events to human, natural, or technological events that damage or threaten to damage local operations.

Emergency Alert System (EAS): A federally mandated program established to enable the President, federal, state, and local jurisdiction authorities to disseminate emergency information to the public via the Commercial Broadcast System. Formerly known as the Emergency Broadcast System (EBS), it requires broadcaster to relay emergency information. This system is for immediate action emergencies where the public needs to be informed.

Emergency Management: The preparation for and the carrying out of all emergency functions to mitigate, prepare for, respond to, a recover from emergencies and disasters, to aid victims suffering from injury or damage resulting from disasters caused by all hazards, whether natural or technological, and to provide support for search and rescue operations for persons and property in distress.

Emergency Management Assistance Compact (EMAC): Agreements that provide for jurisdictions in different states to provide resources or other support to one another during an incident.

Emergency Management Division (EMD): Washington State Emergency Management Division, responsible for coordinating state-wide emergency management activities.

Emergency Medical Services (EMS): Emergency Medical Services provides care to the sick and injured at the scene of any medical emergency or while transporting any patient in an ambulance to an appropriate medical control, including ambulance transportation between medical facilities. It commonly includes trained and licensed emergency care providers and specialized transportation vehicles.

Emergency Coordination Center (ECC): See “EOC”

Emergency Operations Center (EOC): A central location from which overall direction, control, and coordination of a single community's response to a disaster will be established. The EOC is generally equipped and staffed to perform the following functions: collect, record, analyze, display, and distribute information; coordinate public information and warning; coordinate government emergency activities; support first responders by coordinating the management and distribution of information and resources and the restoration of services; conduct appropriate liaison and coordination activities with all levels of government.

Emergency Proclamation: A statement by a top official in a jurisdiction that identifies the nature of an emergency and impacts upon the jurisdiction and authorizes the suspension of normal operations or rules in order to manage the emergency.

Emergency Support Function: The grouping of government capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services, and critical infrastructure, and help victims and communities recovery from incidents.

Emergency Work: Work that must be done immediately to save lives and to protect improved property and public health and safety to avert or lessen the threat of a major disaster.

Emergency Worker: Emergency worker means any person, including but not limited to, an architect registered under [Chapter 18.08 RCW](#), a professional engineer registered under [Chapter 18.43 RCW](#), or a volunteer registered under [RCW 38.52](#) / [WAC 118.04](#) who is registered with a local emergency management organization for the purpose of engaging in authorized emergency management activities or is an employee of the state of Washington or any political subdivision thereof who is called upon to perform emergency management activities.

Essential Functions: Those functions, stated or implied, that jurisdictions are required to perform by statute or executive order or are otherwise necessary to provide vital services, exercise civil authority, maintain the safety and well-being of the general populace, and sustain the industrial/economic base in an emergency.

Essential Operations: Those operations, stated or implied, that state departments and local jurisdictions are required to perform by statute or executive order or are otherwise deemed necessary.

Essential Personnel: Staff of the department or jurisdiction that are needed for the performance of the organization’s mission-essential functions.

Evacuation: A protective action which involves leaving an area of risk until the hazard has passed.

Event: A planned, non-emergency activity. ICS can be used as the management system for a wide range of events, e.g., parades, concerts, or sporting events.

Federal Emergency Management Agency (FEMA): Agency created in 1979 to provide a single point of accountability for all federal activities related to disaster mitigation and emergency preparedness, response, and recovery. FEMA provides technical advice and funding for state and local emergency management agencies, manages the President’s Disaster Relief Fund, and coordinates the disaster assistance activities of all federal agencies in the event of a Presidential Disaster Declaration.

Finance Section Chief: Responsible for all costs and financial/administrative considerations of the incident. Part of the Command and General Staff, reporting to the Incident Commander.

Finance/Administration Section: Responsible for all costs and financial/administrative considerations of the incident. Section Chief reports directly to the Incident Commander.

First Responders: Those in occupations that require they respond immediately to an emergency event. Example: firefighters, law enforcement officers, emergency medical services personnel, public works.

Government Emergency Telecommunications Service (GETS): A service providing priority access telephone dialing during circuit overload conditions.

Governor's Proclamation of a State of Emergency: A proclamation by the Governor in accordance with [RCW Chapter 43.06](#) and [RCW Chapter 38.52](#) which activates the State of Washington Comprehensive Emergency Management Plan and authorizes State resources to be used to assist affected political jurisdictions.

Hazard Identification and Vulnerability Analysis (HIVA): The HIVA is a comprehensive plan that is the result of a systematic evaluation of a jurisdiction’s existing natural and technological hazards. It includes a vulnerability assessment to such hazards and provides guidance for mitigation efforts.

Hazard Mitigation: Any measure that will reduce or prevent the damaging effects of a hazard.

Hazmat: Hazardous Materials.

Hazmat Team: Team with specialized training to respond to hazardous materials incidents.

Incident: An occurrence or event, either human-caused or natural phenomena, that requires action by emergency services personnel to prevent or minimize loss of life or damage to property and/or the environment.

Incident Action Plan (IAP): The strategic goals, tactical objectives, and support requirements for the incident. All incidents require an action plan.

Incident Command Post (ICP): A centralized base of operations established near the site of an incident. That location at which primary command functions are executed; usually collated with the incident base.

Incident Command System (ICS): The combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure for the purpose of coordinating the response to any event. An all-hazard, on-scene functional management system that establishes common standards in organization, terminology, and procedures, provides a means (unified command) for the establishment of a common set of incident objectives and strategies during multi-agency/multi-jurisdiction operations while maintaining individual agency/jurisdiction authority, responsibility, and accountability, and which is a component of the National Interagency Incident Management Systems (NIMS). An equivalent and compatible all-hazards, on-scene, functional management system.

Incident Commander: (IC) The individual responsible for the management of operations at the scene of an incident.

Incident Period: The time spent during which an incident or event occurs.

Individual Assistance (IA): Supplementary Federal assistance available under the Stafford Act to individuals, families, and businesses; includes disaster housing assistance, unemployment assistance, grants, loans, legal services, crisis counseling, tax relief, and other services or relief programs.

Integrated Public Alert & Warning System (iPAWS): It is a modernization and integration of the nation's alert and warning infrastructure. Provides public safety officials with an effective way to alert and warn the public about serious emergencies using EAS, WEA, NOAA, and other public alerting systems from a single interface.

Interoperable Communications: Alternate communications that provide the capability to perform minimum essential departmental or jurisdictional functions, in conjunction with other agencies, until normal operations can be resumed.

Joint Information Center (JIC): A facility that may be used by affected utilities, state agencies, counties, local jurisdictions, and/or federal agencies to jointly coordinate the public information function during all hazard incidents. May also be conducted virtually.

Liaison Officer: The point of contact for assisting or coordinating agencies.

Local Emergency Planning Committee (LEPC): A local planning group appointed by the State Emergency Response Commission (SERC) to fulfill the planning requirements for a Local Planning District under the Superfund Amendments and Reauthorization Act (SARA) of 1986. As the planning body for preparing local hazardous materials plans.

Local Resources: The combined resources, of the type needed to respond to a given hazardous event, of the city and of the private sector. In any request for state or federal resources, the requesting jurisdiction must certify that local resources have been, or soon will be, exhausted.

Logistics Chief: In the incident command structure, responsible for resource management and responding to resource requests. Oversees Logistics Section. Reports directly to the Incident Commander.

Logistics Section: In Incident Command structure, responsible for providing facilities, services, and materials for an incident or event.

Major Disaster: As defined in 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."

Mitigation: Any sustained actions taken to eliminate or reduce the degree of long-term risk to human life, property, and the environment from natural and technological events. Mitigation assumes our communities are exposed to risks whether or not an emergency occurs. Mitigation measures include but are not limited to building codes, disaster insurance, hazard information systems, land use management, hazard analysis, land acquisition, monitoring and inspection, public education, research, relocation, risk mapping, safety codes, statutes and ordinances, tax incentives and disincentives, equipment or computer tie downs, and stockpiling emergency supplies.

Multi-Agency Coordination (MAC): A system by which multiple agencies coordinate response and limited resources.

Mutual Aid Agreement (MAA): A formal or informal agreement for reciprocal assistance for emergency services and resources between jurisdictions.

National Incident Management System: A set of national principles expressly adopted by the City of Spokane for use in this plan and the management of future events. NIMS provides a systematic, proactive approach guiding government agencies at all levels, non-government organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life or property and harm to the environment. This system ensures that those involved in incident response/recovery understand what their roles are and have the tools they need to be effective.

National Incident Management System (NIMS): A concept that provides for a total approach to all risk incident management; NIMS addresses the Incident Command System (ICS), training, qualifications and certification, publications management, and supporting technology. NIMS outlines a standard incident management organization called Incident Command System (ICS) that establishes five functional areas-- command, operations, planning, logistics, and finance/administration--for management of all major incidents. To ensure further coordination and during incidents involving multiple jurisdictions or agencies, the principle of unified command has been universally incorporated into NIMS. This unified command not only coordinates the efforts of many jurisdictions, but provides for and assures joint decisions on objectives, strategies, plans, priorities, and public communications.

National Response Framework (NRF): The plan that establishes the basis for the provision of federal assistance to a state and the local jurisdiction impacted by a catastrophic or significant disaster or emergency that result in a requirement for federal response assistance.

National Warning System (NAWAS): The federal portion of the Civil Defense Warning System, used for the dissemination of warnings and other emergency information from the National or FEMA Region Warning Centers to Warning Points in each state. Also used by the State Warning Points to disseminate information to local Primary Warning Points. Provides warning information to state and local jurisdictions concerning severe weather, earthquake, flooding, and other activities affecting public safety.

Operations Chief: In an incident command structure, a representative of the principal first response agency having overall incident management responsibilities in the field; responsible for coordinating support to individual incident commanders. Oversees the Operations Section. Reports to the Incident Commander.

Operations Section: In an Incident command structure, responsible for all tactical operation at the incident.

Planning Chief: In an incident command structure, responsible for situation analysis and anticipating future response or recovery needs and activities. Oversees the Planning Section. Reports to the Incident Commander.

Planning Section: In incident command structure, responsible for the collection, evaluation, and dissemination of information related to the incident, and for the preparation and documentation of IAPs.

Preliminary Damage Assessment (PDA): The joint local, state, and Federal analysis of damage that has occurred during a disaster and which may result in a Presidential declaration of disaster. The PDA is documented through surveys, photographs, and other written information

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. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

Presidential Disaster Declaration: Formal declaration by the President that an Emergency or Major Disaster exists based upon the request for such a declaration by the Governor and with the verification of Federal Emergency Management Agency preliminary damage assessments.

Public Assistance (PA): Supplementary federal assistance provided under the Stafford Act to state and local jurisdictions, special purpose districts, tribes, or eligible private, nonprofit organizations.

Public Information Officer (PIO): The person designated and trained to coordinate disaster related public information and media relations.

Recovery: A short-term and long-term process. Short-term operations restore vital services to the community and provide for the basic needs of the public. Long-term recovery focuses on restoring the community to its normal, or improved, state of affairs, including some form of economic viability. Recovery measures include, but are not limited to, crisis counseling, damage assessment, debris clearance, decontamination, disaster application centers, disaster insurance payments, disaster loans and grants, disaster unemployment assistance, public information, reassessment of emergency plans, reconstruction, temporary housing, and full- scale business resumption. Also, the extrication, packaging, and transport of the body of a person killed in a search and rescue incident.

Regional Coordination Framework (RCF): A mutual aid agreement specific to Spokane County, which encompasses government agencies, non-profit organizations, and private businesses.

Response: The actual provision of services during an event. These activities help to reduce casualties and damage and to speed recovery. Actions taken immediately before, during, or directly after an emergency occurs, to save lives, minimize damage to property and the environment, and enhance the effectiveness of recovery. Response measures include, but are not limited to, emergency plan activation, emergency alert system activation, emergency instructions to the public, emergency medical assistance, staffing the emergency operations center, public official alerting, reception and care, shelter and evacuation, search and rescue, resource mobilization, and warning systems activation.

Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 93-288, as amended): The act that authorizes the greatest single source of federal disaster assistance. It authorizes coordination of the activities of federal, state, and volunteer agencies operating under their own authorities in providing disaster assistance, provision of direct federal assistance as necessary, and provision of financial grants to state and local jurisdictions as well as a separate program of financial grants to individuals and families. This act is commonly referred to as the Stafford Act.

Search and Rescue (SAR): The act of searching for, rescuing, or recovering by means of ground, marine, or air activity any person who becomes lost, injured, or is killed while outdoors or as a result of a natural or human-caused event, including instances of searching for downed aircraft when ground personnel are used. Includes Disaster, Urban and Wildland Search and Rescue.

Shelter in Place: A protective action that involves taking cover in a building that can be made relatively airtight. Generally, any building suitable for winter habitation will provide some protection with windows and doors closed and heating, ventilation, and air conditioning system turned off. Increased effectiveness can be obtained in sheltering by methods such as using an interior room or basement, taping windows and doors, and other more elaborate systems to limit natural ventilation. To be used as a protective action, sheltering requires the ability to communicate to the public when it is safe and/or necessary to emerge from the shelter.

Stafford Act: See Robert T. Stafford Disaster Relief and Emergency Assistance Act.

Staging Area: In an Incident Command structure, the location where incident personnel and

equipment are assigned on an immediately available status.

Task Force: A group of any type and kind of resources with common communications and a leader temporarily assembled for a specific mission.

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 a common set of objectives and strategies and a single IAP.

Warning and Information: Advising the public of a threatening or occurring hazard and providing information to assist them in safely preparing for and responding to the hazard.

Washington State Mutual Aid Agreement (WAMAC/WAMAS): Mutual aid agreement covering all cities, counties, and state agencies in Washington State.

Wireless Emergency Alerting (WEA): An alerting system which notifies all wireless phones within a specified geographic boundary regardless of enrollment in the local jurisdiction's alerting system.

Wireless Priority Service (WPS): A priority routing system for cellular phones that gives priority to government and other critical workers during an emergency.

Acronyms

CED: Community and Economic Development
COAD: Community Organizations Active in Disasters
ECC: Emergency Coordination Center
EOC: Emergency Operations Center
EPA: Environmental Protection Agency
EPCRA: Emergency Planning and Community Right-To-Know Act
ESF: Emergency Support Function
FBI: Federal Bureau of Investigation
FBOD: Finance & Business Operations Division
FEMA: Federal Emergency Management Agency
GIS: Geographic Information System
GMA: Growth Management Act
HAZMAT: Hazardous Materials
HHS: Department of Health and Human Services
HIVA: Hazard Identification and Vulnerability Assessment
HMP: Hazard Mitigation Plan
HSEEP: Homeland Security Exercise Evaluation Program
HSPD: Homeland Security Presidential Directive
HVA: Hazard Vulnerability Analysis
IC: Incident Commander
ICS: Incident Command System
IMS: Incident Management System
IO: Information Officer
JFO: Joint Field Office
JIC: Joint Information Center
JIS: Joint Information System
LEP: Limited English Proficiency
LEPC: Local Emergency Planning Committee
MAC: Multi Agency Coordination Group
MCI: Mass Casualty Incident

MOU: Memorandum of Understanding
MS-ISAC: Multi-State Information Sharing and Analysis Center
NCH: Natural, Cultural, and Historic
NGO: Non-Governmental Organizations
NICC: National Interagency Coordinating Center
NIFC: National Interagency Fire Center
NIMS: National Incident Management System
NOAA: National Oceanic Atmospheric Association
NRF: National Response Framework
NWCG: Northwest Coordination Group
OEM: Office of Emergency Management
OSHA: Occupational Safety and Health Administration
PDA: Preliminary Damage Assessment
PIO: Public Information Officer
PSAP: Public Safety Answering Point
RCW: Revised Code of Washington
RDP: Regional Disaster Plan
RFA: Regional Fire Authority
RSF: Recovery Support Function
SAR: Search and Rescue
SARA: Superfund Amendments and Reauthorization Act
SBA: Small Business Administration
SERC: State Emergency Response Commission
SOG: Standard Operating Guidelines
SOP: Standard Operating Procedure
WAC: Washington Administrative Code
WAEMD: Washington State Emergency Management Division
WASART: Washington State Animal Response Team
WSDA: Washington State Department of Agriculture
WSDOT: Washington State Department of Transportation
WSP: Washington State Patrol

Emergency Support Function 1: Transportation

Primary Agency: Spokane Public Works Department

Primary Lead: Public Works Director

Support Agencies: Spokane Police Department
Spokane Parks and Recreation Department
Spokane Fire Department
City Emergency Management
Spokane Regional Transit Authority
Washington State Patrol
Private Rail Carriers
Avista
Spokane Public Schools

Introduction

Purpose

Emergency Support Function (ESF) 1 is to coordinate the provision of resources (human, technical, equipment, and facility materials / supplies) of internal and external departments and agencies to support emergency transportation needs during an emergency or disaster impacting the city. The following Core Capabilities support the roles and responsibilities of ESF 1. The primary and supporting core capabilities are defined below to support the execution of critical transportation operations for this ESF.

Support Response Core Capabilities	
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and

Support Response Core Capabilities	
	linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Situational Awareness	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

Local transportation planning is focused on the safe and efficient operation of the city transportation system. Local transportation planning employs the most effective means of transporting resources including commercial transportation capacity, and capacity owned or operated by neighboring jurisdictions or state agencies. As mandated by [RCW 38.52.070](#), the city will perform emergency management functions within its jurisdictional boundaries.

Transportation planning, as directed by City Public Works, will lead three operational areas:

- Identify and ensure the integrity of local transportation routes for emergency response.
- Coordinate transportation resources with city departments and mutual aid partners.
- Fill an incident management role within the EOC, ensuring a smooth operational transition towards large event management.

The city EOC will coordinate with county, state, and federal agencies to supplement the transportation resource needs of city departments. Priorities for these resource requests and their allocation will also be determined in coordination with the EOC. These priorities will be established consistent with the mission of this plan that calls first for the protection of life, then property, the environment, and finally the economy.

Situation Overview

Local transportation systems and activities could be hampered by damaged infrastructure and disrupted communications. Specific hazards of note that would affect transportation infrastructure include earthquakes (direct damage), windstorms (debris blocking roads), storms (making roads impassable), wildfires (making roads impassable) and flooding (direct damage, debris deposits, or impassable roads). Local communities and neighborhoods can become “islanded populations” when transportation systems and infrastructure are disrupted and/or impacted. Spokane County Regional Hazard Mitigation Plan further identifies the natural and technological emergencies or disasters that could severely damage transportation systems within the region.

Critical transportation operations involving roadways, bridges, and overpasses will continue to increase in sprawling urban areas with population growth. Natural and technological disasters will greatly increase the damage to the transportation system causing delays in delivery of outside resources which may include personnel, equipment, and goods and services. Critical infrastructure

within the city may be disrupted or impacted by a disaster causing negative affects to basic human needs and community functionality.

Concept of Operations

The regional public transportation authorities are responsible for restoring transportation systems under their control. City Public Works is the primary agency responsible for the assessment of damages to highway and road transportation routes within the city. Additional functions of ESF 1 may include transportation modes management and control, transportation safety, stabilization of transportation infrastructure, and movement restrictions.

Transportation Management and Control

- Establish physical access through appropriate transportation corridors and deliver required resources to save lives and to meet the needs of disaster survivors.
- Clear debris from primary and secondary routes to facilitate response operations.
- Coordinate debris removal in the city.
- Mobilize all available critical resources to re-establish critical infrastructure within the affected area.
- Facilitate the coordination, response, use, and recovery of the transportation system across neighboring jurisdictions.
- Establish ingress and egress routes to facilitate movement restrictions and transportation safety.
- In smaller incidents, transportation resource requests will be managed through an Incident Command Post or Departmental Operations Center (DOC).
- Requests for additional assistance from private, county, state, and federal agencies will filter through the City EOC when capabilities exceed local resources to support response and recovery efforts.
- Procedures for the coordination of transportation resources are located under the Logistics Section of the EOC.

Incident management measures will be implemented by the following lead agencies in the event of disruption to transportation systems:

- **Pipeline:** City public works, city fire department
- **Railroad:** City public works, city fire department
- **Surface Roadways:** City public works

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 1 includes communicating with the Whole Community during transportation and critical infrastructure preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

City public works is responsible for the assessment of transportation systems in the city and identification of functional and non-functional components of the systems. Public transportation authorities are responsible for the restoration of transportation systems under their control.

The logistics section in the city EOC will organize transportation resources and maintain liaison with transportation authorities. The city EOC will provide support to the lead agency for this ESF.

Notification

This ESF can be activated for city EOC Support through the following agencies:

- City public works
- City police department
- City fire department
- City EOC director

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information. This list is not exhaustive. As an event progresses, information, population needs, available resources and support, and situational awareness will develop and change.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Transportation	Information about the status of all transportation systems (land, sea, air, rail) within the city?	City public works	City EOC, city police, city fire
	What is the status of all primary and secondary routes? Status of evacuation routes? Shelter routes? Pathways to hospitals or other critical infrastructure?		
	What is the status of bridges (critical and non)?		
Safety and Security	Information about transportation systems need to be closed or detoured to protect for safety and security?	City public works, city police, city fire	
Hazardous Materials	What is the status of any hazardous materials (ex: pipelines) that may disrupt transportation or have an impact upon transportation systems?		

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To determine mitigation strategies to increase the integrity of transportation and infrastructure while reducing risk of damage within the region.		
Core Capability	Activity	Responsible Agency
Infrastructure systems	Mitigate transportation systems to increase integrity and decrease potential damage.	City public works

Preparedness		
<i>Purpose:</i> To develop and maintain primary and alternative transportation plans, resources and procedures that can be implemented in the event of a disaster or disruption.		
Core Capability	Activity	Responsible Agency
Planning	Develop an inventory of primary and alternative transportation resources that can be implemented when infrastructure or systems are damaged, unavailable, or overwhelmed.	City public works
	Participate in emergency management trainings, drills and exercise in support of this ESF.	
	Develop and maintain departmental standard operating procedures and checklists in accordance with this plan.	
	Identify and build transportation routes that would support an efficient and safe evacuation.	
	Coordinate with city public works to ensure operational readiness.	City emergency management

Response		
<i>Purpose:</i> To coordinate and mobilize resources to support the assessment of and stabilization of infrastructure transportation systems.		
Core Capability	Activity	Responsible Agency
Operational Coordination	Activate the city EOC as requested to support information collection and dissemination, and city priority objectives.	City emergency management
	Notify the county or state of the need for activation of the Emergency Alert System (EAS) and the potential need for	

	transportation resources.	
	Coordinate the mobilization of personnel and equipment necessary for the assessment of transportation systems.	
	Brief deployed personnel on the known hazards and designated assignments.	
	Coordinate through the city EOC Logistics section to ensure the delivery of requested resources and supplies.	
	As available, provide a liaison to the city EOC through the county or state EOC.	WSDOT
	Provide personnel and equipment, when requested, for engineering services as related to the state transportation system.	
	Coordinate response efforts with utilities as needed to provide personnel and equipment, to restore city transportation routes affected by utility damage under their control.	Avista, city public works
	Provide personnel and equipment, when requested, to restore city transportation systems affected by rail damage under their control.	Private rail carriers
Situational Assessment	<p>Develop a process for monitoring and reporting the status of or damage to the transportation system to include:</p> <ul style="list-style-type: none"> • Field staff or crew conduct windshield inspections to verify the status of transportation systems and infrastructure • Supplement field verifications with video cameras at traffic signals, if operational. • Receive and respond to calls from community members and local agencies regarding infrastructure and road conditions. • Monitor and provide status updates through the city website and social media platforms of transportation systems and infrastructure delays, impacts, or damages. 	City public works
	<p>Coordinate regular communication with the city EOC and streets director to monitor the status of and report damage of impacted transportation systems:</p> <ul style="list-style-type: none"> • Complete situation reports and deliver on a regular or consistent schedule through the duration of the incident period. Suggested: approximately every 4 hours. • Conduct regular damage assessments to arterials, highways, and other road transportation routes and infrastructure. 	

	<ul style="list-style-type: none"> Coordinate, process, and examine transportation and infrastructure damage assessment information, as outlined in the Damage Assessment Annex, with partner departments and agencies. 	
	As outlined in the Damage Assessment Annex, identify, and communicate information of damaged transportation systems and emergency response routes to the city EOC, and other necessary departments/agencies as consistent with the Incident Management System.	City police, city fire, city public works
	Coordinate the release of public information and warning regarding transportation safety and emergency routes.	City emergency management
Critical Transportation	As resources are available, conduct aerial reconnaissance and photographic missions, as requested, if resources are available.	WSDOT
	Coordinate alternative transportation solutions that can be implemented when systems or infrastructure are damaged, unavailable, or overwhelmed: city fleet pool of vehicles for out of service and/or damaged vehicles.	City public works
	Provide transportation support to the city through coordinating school buses for the movement of people.	Spokane Regional Transit Authority, Spokane Public Schools

Recovery		
Purpose: To coordinate the restoration and recovery of the transportation systems and infrastructure in alignment with ESF 14.		
Core Capability	Activity	Responsible Agency
Planning	Provide documentation to the city EOC or designated Applicant Agent for the city, of costs incurred for the response and recovery efforts of city transportation systems.	City public works
	Coordinate with the city EOC for transportation systems and infrastructure recovery priority objectives.	
	Coordinate teams for the restoration and recovery of transportation systems and infrastructure.	
	<ul style="list-style-type: none"> Assign project managers and inspectors for transportation restoration and recovery. Deploy inspectors to the field to relay contractor information to the project managers. Project managers will coordinate designs. Field information and administer the restoration and recovery process. 	

Situational Assessment	Conduct damage assessments of city transportation systems and facilities, as a member of the Preliminary Damage Assessment (PDA) team.	
Critical Transportation	Provide information identifying alternate transportation routes to the city EOC.	
	Reconstruct, repair, and maintain the city transportation system, including the designation of alternate routes in coordination with the county and state.	
	Provide support and coordination with the State Department of Transportation for the assessment and restoration of state transportation systems through the city EOC, if activated or through the emergency management director.	
Operational Coordination	Support the city public works department by providing available resources for emergency traffic control of transportation systems.	City police

Resources Requirements

None

References

- Spokane County Hazard Mitigation Plan
- CEMP Damage Assessment Annex
- CEMP Evacuation Annex
- EOC Standard Operating Procedures
- Spokane County Comprehensive Emergency Management Plan
- Washington State Comprehensive Emergency Management Plan
- Washington State Department of Transportation Comprehensive Emergency Management Plan

Terms and Definitions

See Basic Plan

Appendices

None

Emergency Support Function 2: Communications

Primary Agency: City Communications & Marketing

Primary Lead: City Communications Director

Support Agencies: City Police Department
City Fire Department
City Public Works Department
City Communications & Marketing Department
City Information Technology (IT)
Spokane Regional Emergency Communications (SREC)
Spokane County Emergency Coordination Center (ECC)
Cellular providers / Telecommunications companies

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 2 is to provide guidance for coordinating, maintaining, and reestablishing the communications capabilities necessary for the operational requirements for preparing for, responding to, and recovering from emergencies and disasters. ESF 2 also identifies the guidance for rapid alerting and warning of city officials and the general public of an impending emergency or disaster.

The following Core Capabilities support the roles and responsibilities of ESF 2. The primary and supporting core capabilities are defined to support the execution of communication, information systems, and warning for this ESF as follows:

Primary Response Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by all means available, among and between affected communities in the impact area and response work.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and effectively restore and revitalize systems and services to support a viable, resilient community.
Logistics and Supply	Deliver essential commodities, equipment, and services in support of

Primary Response Core Capabilities	
Chain Management	impacted communities and survivors, to include emergency power and fuel support, as well as the coordination and access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

Support Response Core Capabilities	
Planning	Conduct a systematic process of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

ESF 2 applies to city departments as well as private and volunteer organizations that take action to establish and maintain communication, information system and warning support in preparation for, response to, and recovery from an emergency or disaster. [Substitute Senate Bill 5573 \(RCW 43.105.331 and RCW 43.105.020\)](#) addresses implementing two-way voice via the State Communications Interoperability Plan to ensure interoperability between federal, state, and local agencies. Special considerations for communicating with significant segments of the population with Limited English Proficiency (LEP) and those with Access or Functional Needs (AFN) is addressed in this ESF with compliance to:

- [Civil Rights Act of 1964](#): Unlawful discrimination against race, color, or national origin.
- [RCW 38.52.070](#): Requirement for emergency management organizations to include and communications plan which identifies “significant population segments” that have LEP and AFN and how information will be disseminated to those populations during an emergency or disaster.
- [WAC 118-30](#): LEP and AFN populations are components of the Whole Community which is discussed as a requirement for inclusion throughout the planning process.
- [WAC 118-04](#): Registration of volunteers through the Emergency Worker Program.

Situation Overview

The Basic Plan portion of this plan identifies the emergencies or disasters the city may experience that require full support of their communication systems.

Alert and Warning

Following an emergency or disaster, people will expect to be informed of the actions the city is taking to protect life and property loss. The nature of the incident may not allow sufficient time to provide for warning. The city would likely need to use multiple systems and approaches to alert the population of an emergency or disaster. Alerting systems may include the activation of the ALERT Spokane mass notification system or the Integrated Public Alert and Warning System (IPAWS). The city is reliant on the county for use of ALERT Spokane, and the city

does not control the use of IPAWS. IPAWS can issue alerts through the Emergency Alert System (EAS), Wireless Emergency Alerts (WEA), and on the National Oceanic and Atmospheric Administration (NOAA) Weather Radio.

These alerting systems provide authenticated emergency and life-saving information to the public through mediums such as mobile or landline telephones, TTY/TDD devices, radio, television, or Weather Radio. Emergency information or warning relayed to the media is publicized at the discretion of the broadcasters. It is important to note that not all warning and emergency notification messages will reach the intended audiences due to disruptions in communication systems. Additionally, system databases will not include all telephone numbers of affected individuals, as many such systems are based on “opt-in” status.

Technological limitations may prevent communication with the general public, including those with LEP and those with AFN. The city recognizes that members of these communities will have additional difficulties in receiving and understanding warning and emergency notification messages if special efforts are not made to reach them.

Communication Systems

The city’s primary concern will be with lifesaving responses and the restoration of vital city services necessitating the use of communication systems. The city’s communication systems may be overwhelmed, damaged, or destroyed by a disaster. As backup communication is limited, it will be necessary to assess, prioritize and allocate the use of all working systems. It is important to note that communication systems may not have sufficient capacity to handle the traffic generated by emergency conditions, therefore, the city may be forced to rely on alternate communication systems when normal communication systems are overwhelmed or inadequate.

Concept of Operations

It is essential for the city to have reliable communications and information system capabilities for day-to-day communications, warning capabilities, response and recovery efforts, and coordination with other organizations. Such capabilities must be available to the city for operations from the primary or alternate EOC as well as any other location selected. The city will prioritize available communications and information systems with life safety first, followed by critical government functions, the protection of property, the environment, and the economy. If communication support is needed beyond available capabilities, the city will request assistance through the Spokane County ECC or directly to Washington State EOC.

Coordination

- Ensure the capacity to communicate with internal city staff, external agencies and both the emergency response community and the affected populations are established and interoperable between responders and coordinators at the Federal, tribal, state, and local levels.
- Reestablish sufficient communications infrastructure within the affected areas to support ongoing response activities.
- Reestablish critical information networks including cybersecurity information sharing networks to maintain situational awareness, inform incident response, and support the resiliency of key systems.

- The Incident Commander or their delegate will establish a communications plan for the field units and other organizations responsible for response and recovery efforts.
- The city EOC may assist Incident Command in communications coordination.

Provision

Communication capabilities presently available to support emergency operations and/or provide emergency alert and warning are listed below.

Internal to the City

- City webpage, city SharePoint/one drive, and MySpokane311.
- ALERT Spokane electronic emergency notification system to notify opted-in individuals via telephone, text message, email, and TTY/TDD of emergencies that may require action.
- Telephones including landlines, cellular, and satellite.
- Facsimile machines (fax).
- Radio Systems, including 800 MHz and VHF.
- City e-mail (internal notification system only).
- National Warning System (NAWAS) - a federal landline warning system connecting the state warning network.
- Spokane Regional Emergency Communications – regional 9-1-1 public safety dispatch center.
- Use of message runners or couriers to convey written or verbal messages between locations if all communications are disrupted.
- Use of social media sites such as X (Twitter), Facebook, Instagram, and NextDoor.
- Neighborhood information centers / community centers – publicized locations where written messages can be posted for the public when electronic and media communications are unavailable.
- Leveraging community-based social networks, which may include word of mouth, email, social media, and other means of informal information sharing by the public.
- Utilizing interpreters and/or translators to provide messaging that can be understood by significant segments of the population with LEP or AFN.

External Requests

Communication resources that may be obtained through external requests such as the Spokane County ECC, Washington State Emergency Management Division, or Public Access include:

- Radio and television broadcasts including city Cable Channel 5. Commercial broadcasts are at the discretion of the media broadcaster.
- National Oceanic Atmospheric Association (NOAA) weather radio for announcement of weather forecasts.
- National Weather Service (NWS) issuance of weather warnings, watches, and advisories, including alerts sent to NOAA Weather Radio.

- Emergency Alert System (EAS) Relay Network. A national warning system which disseminates emergency alerts and warning messages via radio, satellite, and broadcast television.
- Wireless Emergency Alerts (WEA), a public safety system that allows customers who own compatible mobile devices to receive geographically targeted messages alerting of emergencies that may require action.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 2 integrates with ESF 15: External Affairs/Public Information to ensure communication with the whole community during preparedness, response, recovery, and mitigation activities are appropriately disseminated. ESF 2 focuses on establishing and maintaining the necessary core communication systems that ESF 15 utilizes. The Whole Community includes populations with LEP, AFN, and individuals with disabilities.

Organization

The responsibility for development, coordination, and maintenance of communication systems for day-to-day operations rests with individual departments.

Notification

This ESF can be activated through city public works or through the city EOC director. Activation may occur due to the severity of the event or perceived threat, unmitigated risk to the community, or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Extent of Incident	Information regarding the extent of the incident.	City EOC	City EOC
Assessment	Are communication capabilities operational? Determine status and availability of communication resources (landlines, cellphones, internet, radios, satellite, 911 dispatch).	City EOC, city police, SREC	
Information Analysis	Information gathered through reporting tools and to determine the veracity of the information.		
Impacts	What area is impacted? <ul style="list-style-type: none">Confirm geographic location/ borders and boundaries.	City EOC, city police, city public	

	<ul style="list-style-type: none"> Determine population impacted. <p>Is there any impact to life safety? Confirm access to Emergency Notification Systems and status of broadcasting, internet, and other communication structures or facilities.</p>	works, city fire, SREC	
--	--	------------------------	--

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To undertake activities to ensure the mitigation of preventable or limitable impacts to the systems and resources upon which ESF 2 capabilities rely.		
Core Capability	Activity	Responsible Agency
Infrastructure Systems/Long – Term Vulnerability Reduction	<p>Stabilize, restore, and revitalize systems and services to support a resilient community through:</p> <ul style="list-style-type: none"> Mitigation programs for all city computer and communication systems to protect them from the effects of an emergency or disaster. New technologies designed to improve the reliability of communication systems. <p>Mitigation programs for all radio and wireless communications systems to protect them from the effects of an emergency or disaster.</p>	City public works, SREC, city IT, city police dispatch

Preparedness		
<i>Purpose:</i> To undertake planning and redundancy activities to ensure the preparedness and readiness of systems and resources upon which ESF 2 rely.		
Core Capability	Activity	Responsible Agency
Infrastructure Systems	Prepare and design reliable, redundant, and robust communication systems for daily operations capable of quickly reconstituting normal operations in the event of disruptions or destruction.	City IT, city public works, SREC, city police dispatch
Operational Coordination	Participate in communication exercises, trainings, and drills in support of this ESF that evaluate plans and capabilities.	All city departments

	Develop, facilitate, and promote communication training, drills, and exercises that evaluates plans and capabilities in support of this ESF with the inclusion of relevant public information officer roles and whole community partners.	
	Ensure social media accounts and passwords are up to date and accessible.	City communications
	Maintain and regularly test the 800 MHz radio system for local emergency responders.	City fire, city public works, city police, SREC
Logistics and Supply Chain Management	Maintain an inventory and record of assigned communications equipment. Document damages or necessary repairs.	City IT, city fire, city public works, city police, SREC
Planning	Establish standard operating and reporting procedures for emergency communications, alerts, and warning both internally for city employees and externally for the public.	City EOC, city communications
	Align plans, procedures, and systems that support required communications with all Federal, State, local, and tribal governments, and agencies.	
	Pre-stage relevant emergency messages and/or maps with the automated emergency notification system.	
	Consult Spokane County CEMP for alternative communication options specific to addressing LEP and AFN populations.	

Response

Purpose: To undertake the coordination of response activities to ensure the systems and resources upon which ESF 2 capabilities rely are maintained and operable.

Core Capability	Activity	Responsible Agency
Infrastructure Systems	Reestablish critical information networks, including cybersecurity and information sharing networks to inform situational awareness, enable incident response, and support the resilience of key systems.	City IT
	Reestablish sufficient communications infrastructure within the affected areas to support ongoing life-sustaining activities, provide basic human needs, and a transition to recovery.	City public works, city IT
Operational Communication	Manage communications throughout response organizations on-scene through coordinating the establishment of interoperable voice and data communications between local and out-of-area responders.	City EOC

	Relay critical incident information from the city EOC. The EOC will provide support and coordinate communications throughout duration of the event.	
	Relay incident information to the Spokane County ECC and/or the Washington State EOC.	
	Assist in identifying and maintaining directories of compatible frequencies used by organizations throughout the incident.	City fire, city public works, city police, SREC
Logistics and Supply Chain Management	Mobilize staff and/or volunteers to assist in the communications function as needed.	All city departments
	Anticipate and communicate resource requests to include communication equipment, maintenance, personnel, technical support, and other services or commodities.	
	Provide communications resource support to include commodities, personnel, services, and moving and delivering of resources, if requested.	City EOC, county ECC
Situational Assessment	Through emergency notification or alternative call-out system, notify city officials/ departments of emergency or disaster situation.	City EOC
	Establish and maintain a common operating picture to analyze and deliver critical information sufficient to inform policy and decision making and stabilize the incident.	
	Expand situational awareness and inform and notify neighboring jurisdictions when an incident has occurred as timely as possible.	
Public Information and Warning	Activate and disperse public messaging through ALERT Spokane and other alerting systems.	County ECC
	Update and publish information to the emergency information web page if the necessary systems are accessible and operational.	City communications
	Coordinate an external messaging strategy that meets the needs of LEP/ AFN populations.	City EOC, county ECC
	Provide technical information regarding fire, hazardous materials, or other hazards to the city EOC to assist in crafting appropriate emergency messages.	City public works, city fire, city police
Planning	Implement incident communication interoperability plans and protocols and consider: <ul style="list-style-type: none"> • Information relay • Radio transmission clarity • Notification for internal staff Plan to provide notifications for general public.	city fire, city public works, city police

Recovery

Purpose: To undertake activities to ensure the recovery effort returns the systems and resources upon which ESF 2 capabilities rely to a steady state.

Core Capability	Activity	Responsible Agency
	Repair and restore or coordinate and direct the restoration of communication systems within the scope of their access and expertise.	All city departments, Cellular Providers / Telecommunications Companies
	Coordinate the repair and restoration of overall communication systems through the city EOC.	City IT, city fire, city police, city public works
	Coordinate the maintenance and repair of respective radio communication equipment.	City public works, city fire
Operational Communication	Continue to provide communication support for emergency operations, as needed.	County ECC
Public Information and Warning	Support and amplify ongoing public information messaging content	County ECC

Resources Requirements

Technical and support staff will be necessary to expedite the establishment of critical communication systems. Equipment and supplies should be cached to support operations for a minimum of 3 days. Alternate power sources should be available to operate electricity dependent systems.

References

- Spokane County Comprehensive Emergency Management Plan
- Washington State Comprehensive Emergency Management Plan

Terms and Definitions

None

Appendices

None

Emergency Support Function 3: Public Works

Primary Agency:	City Public Works Department
Primary Lead:	City Public Works Director
Support Agencies:	City Community and Economic Development Division City Parks and Recreation Department City Police Department Avista City Fire Department SREC Spokane County ECC Spokane Regional Transit Authority Washington State Department of Transportation US Army Corps of Engineers

Introduction

Purpose

Emergency Support Function (ESF) 3 is developed for the coordination of engineering and public works activities. This may include:

- Emergency construction, demolition, and repairs.
- Operation and management of water, wastewater, storm water, and transportation systems (traffic systems and airport).
- Inspection of facilities for structural condition and safety.
- Maintenance and repair of city vehicles.
- Coordination of heavy equipment resources required to support emergency operations.

The following Core Capabilities support the roles and responsibilities of ESF 3. The primary and supporting core capabilities are defined to support the execution of emergency construction, operations, and management for this ESF as follows:

Primary Response Core Capability	
Infrastructure Systems	Stabilize critical public works infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Supporting Response Core Capability	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Critical Transportation	Provide transportation for response priority objectives, including the evacuation of people and animals and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/ Health & Safety	Conduct appropriate measures to ensure that protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Logistics and Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Mass Care Services	Provide life-sustaining and human services to the affected population to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

City public works capabilities include technical advice and evaluations, engineering services, construction management and inspection, emergency contracting, emergency repair of water, stormwater, and wastewater facilities, emergency response to transportation route systems, provision of potable water, and emergency power. Activities within the scope of these capabilities include:

- Coordination of mitigation activities including seismic retrofitting.
- Assists in damage assessment information collection immediately following the event.
- Emergency clearance of debris to allow access for emergency first responders.
- Removal of debris from public streets and roads.
- Temporary repair or replacement of emergency access routes to including damaged streets, roads, bridges, and any other facilities necessary for passage of emergency first responders.
- Emergency restoration of critical utility systems including temporary restoration of water supply and distribution systems, wastewater collection systems, and drainage systems.
- Emergency contracting to support public health and safety.
- Assist in the preparation of Preliminary Damage Assessment reports as requested.
- Support other ESF's as outlined in this plan.

The city will provide public works response service capabilities to lands and facilities under its jurisdiction. The Community and Economic Development (CED) division may provide a structural engineer to assess conditions on private property if there is an immediate threat to life.

The following Revised Codes of Washington (RCW) and Washington Administrative Codes (WAC) apply to ESF 3 guidelines, authorities, and policies as follows:

Revised Code of Washington (RCW):

- **43.155.065, Emergency public works projects:** Establishes low-interest or interest-free loans for emergency public works projects.
- **57.08.170, Emergency Water Use Restrictions:** Establishes the authority to restrict water use and fine violators.
- **77.55, Department of Fish and Wildlife, Construction Projects in State Waters:** Reviews laws and regulations pertinent to a construction project that effects state salt and fresh waterways.
- **86.16.035, Department of Ecology – Control of dams and obstructions:** Empowers Department of Ecology to supervise and control all dams and obstructions of streams, including regulation of these structures.

Washington Administrative Code (WAC):

- **173-175-610, Department of Ecology, Dam Safety Emergencies:** Provides guidance to Department of Ecology for responding to dam emergencies.

Federal

- **Public Law 93-288, the Disaster Relief Act**

Situation Overview

The Spokane County Regional Hazard Mitigation Plan identifies the natural and technological emergencies or disasters that the region may experience that could overwhelm regional public works. An emergency or disaster could damage or destroy structures, streets, signals, or water, storm drainage and sewer utility systems in city limits.

City public works personnel may also be affected by the event and unable to work or obtain the necessary equipment to perform their standard operations. Additional resources may not be available to the city to meet emergency requirements. County, state, or federal assistance may be necessary to ensure a timely, efficient, and effective response.

Planning Assumptions

- Debris clearance and emergency road repairs will be given priority to support immediate lifesaving emergency response.
- Water supplies and infrastructure for firefighting will be evaluated, and priority may be given to areas determined most critical.
- City public works engineering personnel and construction equipment may become overwhelmed and require resource assistance from outside the jurisdiction of the city.
- Emergency supplies of potable drinking water will be coordinated system wide or at pre-designated locations such as functional water reservoirs.
- Previously inspected structures and city utility systems may require re-evaluation when after-shocks occur following an earthquake or, in other disasters, whenever conditions of the disaster substantially worsen.

Concept of Operations

General

City public works will coordinate engineering and construction activities and communicate with support agencies such as city departments, the city Emergency Operations Center (EOC), and the Washington State Department of Transportation (WSDOT) as necessary.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 3 includes communicating with the whole community throughout preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

The primary responsible for the coordination of this ESF is the city public works department, which will provide public works and engineering assistance, as resources allow, meeting the city's needs in an emergency or disaster. In the event of an emergency, ESF 3 will function within the operations section of the city EOC.

Notification

This ESF can be activated through the following channels:

- City public works
- City police
- City fire
- City EOC director

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Resources	Status and location of public works response teams, equipment and materials needed for response.	City public works	City EOC
Extent of Incident	<p>Situational reports regarding the type and extent of the incident and impact to public works infrastructure.</p> <p>Determine the number and locations of impacted persons without access to wastewater, potable water, and transportation access/ “islanded populations”.</p> <p>Determine the status of public works infrastructure operational capabilities:</p> <ul style="list-style-type: none"> ○ Upriver dam ○ transportation systems ○ airport ○ bridges ○ water supply ○ wastewater treatment facilities ○ reservoirs and water distribution systems ○ pump stations and lift stations ○ wastewater collection systems ○ drainage collection systems ○ condition of public works ○ maintenance and operation facilities 	Incident commander	
Disaster Impact Numbers	<p>Information about the number and location of drainage systems impacted, areas flooded, number of homes flooded.</p> <p>Information about the number of buildings/ facilities/ systems needing inspection.</p>	Incident commander, city public works, city fire, city police	
Public Works Structures and Facilities	Information about the status, number, location, and approximate restoration date for city owned and operated facilities and structures.	Incident commander, city public works	

Transportation Systems	Information about the status, number, location, and approximate restoration date for street closures, non-operable traffic signals, transportation systems including bridges.	Incident commander, city public works, city fire, city police
Dams	Information about the status, location, and approximate restoration date for flow of rivers and streams and weather forecast conditions and the Upriver Dam.	Incident commander, city public works, Army Corps of Engineers
Raw Water Supply, Storage Systems, and Facilities	Information about the status, location, and approximate restoration date and environmental status of water source, and quantity of potable water available.	Incident commander, city public works
Waste Treatment Facilities	Information about the status of the waste to energy facility, and estimated restoration times.	
Treated (finished) Water Storage systems and Facilities	Information about the status, location, and approximate restoration date for the quantity of water available.	
Treated Water Distribution Systems and Facilities	Information about the status, location, and approximate restoration date for water distribution system breaks, water customers without potable water.	
Water Treatment Facilities	Information about the status, location, and approximate restoration date for water treatment facilities.	
Wastewater Treatment Facility and Interceptors	Information about the status, location, and approximate restoration date for wastewater treatment facilities and interceptors.	
Wastewater Collection Systems and Facilities	Information about the status, location, and approximate restoration date for wastewater collection system breaks, and for impacted wastewater collection facilities.	
Drainage Collection Systems and Facilities	Information about the status, location, and approximate restoration date for impacted drainage collection systems and facilities.	

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies listed in this ESF. These actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To Determine mitigation strategies to increase the integrity of critical infrastructure and related systems thus reducing damage potential within the city.		
Core Capability	Activity	Responsible Agency
Infrastructure Systems	Mitigate city utility systems to increase integrity and decrease damage potential.	City public works
	Implement hazard mitigation in the development of policy, issuing of permits, and the design and construction of city facilities, including water, sewer, drainage, and street facilities and structures. This mitigation program will include the designation of methods to support emergency power sources for city wells, sewer pumping stations and fuel supplies necessary to public works operations.	

Preparedness		
<i>Purpose:</i> To develop and maintain primary and alternative critical infrastructure and related systems plans, policies, procedures, and trainings that can be implemented in the event of an emergency, disaster, or disruption.		
Core Capability	Activity	Responsible Agency
Planning	Provide and participate in emergency management training, drills, and exercises.	City public works
	Develop policies and procedures for emergency response and recovery for public works activities.	
	Work with neighboring jurisdictions and water districts to establish mutual aid and inter-local agreements.	
Environmental Health and Safety	Ensure that field personnel have training, proper protection, and equipment necessary for response to an emergency or disaster.	
	Provide a public works liaison to support Washington State Department of Transportation and Avista as requested.	

Response

Purpose: To coordinate and mobilize resources to support the assessment and stabilization of impacted public works systems and infrastructure.

Core Capability	Activity	Responsible Agency
Logistics and Supply Chain Management	Provide personnel to conduct post disaster safety evaluation of buildings in accordance with the Damage Assessment Annex.	CED, city public works
	Organize trained personnel to perform preliminary damage assessment of city roads, bridges, and utility systems.	
	Coordinate the provision of light and heavy construction equipment, supplies and personnel.	
	Provide operational control of traffic signals and flashers under the city's jurisdiction.	
	Maintain, inspect, and repair essential equipment and vehicles.	
	Provide resources to maintain the flood defense operations.	
Situational Assessment	Assess the impacted areas for conditions that deem an immediate threat to life safety and deploy necessary resources.	City public works
	Assess impacted areas for contaminated soils and deploy necessary resources.	
Critical Transportation	Coordinate and provide the placement of traffic control signs and barricades for road closures, detours, and potential road hazards. Provide operational control of traffic signals and flashers under city jurisdiction.	City public works, WSDOT
Infrastructure System	Monitor city water supply for possible contamination.	City public works
	Provide for emergency restoration of city roads, water and storm/sewer systems, construction equipment, and emergency vehicles.	
	Complete damage assessment of city infrastructure structures in accordance with the Damage Assessment Annex.	
	Provide debris clearance (except on private property), emergency protective measures, emergency, and temporary repairs and/or construction on city lands, roads, dikes, drainage, storm/sanitary sewer and water systems, and facilities.	
	Perform or contract major recovery work to restore damaged public facilities under Public Law 93-288, the Disaster Relief Act.	City public works, WSDOT

	Coordinate operational permitting and engineering support for the emergency construction, demolition, repair, operation and management of essential facilities, and the inspection of those facilities during or following an emergency or disaster.	
Operational Coordination	Provide resources, personnel, and technical support for response and recovery activities to include repair and restoration of local services (gas, electric, telephone) as well as water and wastewater systems.	All agencies
	Reconstruct, repair, and maintain state transportation systems. Notify city public works department regarding the status of the state transportation systems through the region.	WSDOT
	Coordinate with the city public works department on the designation of alternate transportation routes.	STA
	Provide regulatory information, technical and resource support for the city public works response and recovery activities.	WSDOT
	Identify, prioritize, and coordinate repair work for local roads, local bridges, and utilities (in coordination with ESF 12).	CED, city public works
	Provide damage assessment evaluations to city EOC if activated, to include identification of outages and main breaks, their locations, and probable restoration times on the utility systems within the city.	Avista
	Provide personnel to be part of the preliminary damage assessment team for city public works transportation systems and facilities, when requested.	All city departments
	Request public works resources from neighboring jurisdictions or districts through pre-existing agreements.	City EOC
	Activate city EOC and damage assessment teams, as needed.	City public works

Recovery		
Purpose: To Coordinate the restoration and recovery of the public works systems and infrastructure		
Core Capability	Activity	Responsible Agency
Planning	Provide documentation of costs incurred for the response and recovery efforts of city public works operations to the city EOC.	City public works

Resource Requirements

- ATC-20 Post Earthquake Safety Evaluation of Buildings

References

- Spokane County Comprehensive Emergency Management Plan
- Washington State Comprehensive Emergency Management Plan
- Spokane County Regional Hazard Mitigation Plan
- ATC-20 Post Earthquake Safety Evaluation of Buildings
- Spokane County Debris Management Plan 2021

Terms and Definitions

See Basic Plan

Appendices

None

Emergency Support Function 4: Fire Fighting

- Primary Agency: City Fire Department
- Primary Lead: City Fire Chief
- Support Agencies: City of Public Works Department
City Community and Economic Development Division (CED)
City Police Department
City Emergency Operations Center (EOC)
City Emergency Management
Avista
Fire Mutual Aid Agencies (County Fire Districts)
Spokane Regional Emergency Communications (SREC)
Washington State Department of Natural Resources (DNR)
Washington State Patrol (WSP)
Washington State Office of the Fire Marshal

Introduction

Purpose

The purpose of Emergency Support Function 4 (ESF 4) Firefighting is to describe the framework for response, preparedness, mitigation, and recovery from natural, human caused or catastrophic events requiring a fire response within the city. This will provide for the coordinated use of fire department resources in suppressing urban, rural and wildland fires. ESF 4 is developed to provide an organizational framework that will effectively utilize all available firefighting apparatus and personnel within the city, to describe the dispatching of such equipment and manpower to locations where needed, and to provide for effective operations at the scene during an emergency or disaster.

The following Core Capabilities support the roles and responsibilities of ESF 4. The primary and supporting core capabilities are defined to support the execution of firefighting operations for the ESF as follows:

Primary Response Core Capabilities	
Fire Management and Suppression	Provide structural, wildland, and specialized firefighting capabilities to manage and suppress fires of all types, kinds, and complexities while protecting the lives, property, and the environment in the affected area.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Environmental Response/Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
On-Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and for response personnel engaged in lifesaving and life-sustaining operations.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The procedures to be used during fire and other emergencies requiring fire service resources are defined in the Washington State fire mobilization plan, [RCW 43.43.962](#): State Fire Services Resource Mobilization Plan (Formally [RCW 38.54.030](#)). Consistent with Department of Homeland Security National Incident Management System, the fire department or authority must implement the Incident Command System in accordance with [WAC 296-305-05000](#): Incident Management (2019). Fire suppression management and procedures are identified in [WAC 296-305-05002](#): Fire Suppression (2019).

Accountability for wildland firefighter and firefighter safety standards are outlined in [WAC-296-305-07012](#): Wildland Fire Personnel Accountability (2019) and [WAC 296-305](#): Safety Standards for Firefighters (2019).

The guidelines established in the Spokane Fire Operation Procedures shall be followed in responding to an emergency or disaster. This includes the activation of the fire Department Operating Center (DOC) to establish operational control and:

- All activities within ESF 4 will be conducted in accordance with the National Incident Management System (NIMS) and the National Response Framework (NRF) and will utilize the Incident Command System (ICS).
- Priority shall be given to life safety, incident stabilization, property conservation, environmental protection, and economic considerations, in that order.
- In the event the Spokane Fire department has exhausted all resources, mutual and automatic aid agreements will be activated, in compliance with the Washington State Fire Services Resource Mobilization Plan ([RCW 43.43.962](#)).
- The city EOC, if activated, will be informed when resources are reasonably expected to be exhausted.
- SREC is the designated public safety answering point (E 9-1-1 dispatch center) for the dispatch of fire mobilization resources.
- Each local, state, or federal agency will assume the full cost of protection of the lands within its respective boundaries unless other arrangements are made. Fire protection agencies should not incur costs in jurisdictions outside their area without reimbursement unless there is a local mutual aid agreement between those jurisdictions. It is essential that the issue of financial limitation be clarified through proper official channels for efficient delivery of fire services.
- Coordination with and support of state and local fire suppression organizations is accomplished through the state forester, in cooperation with the state fire marshal, Washington State Emergency Management Division (WA EMD), or other appropriate fire suppression organizations operating under NIMS/ICS.
- National support for local and state firefighting operations is coordinated through the National Interagency Coordinating Center (NICC) located at the National Interagency Fire Center (NIFC) in Boise, ID. This is coordinated between the Washington State Fire Marshal or WA EMD and the Joint Field Office (JFO)

The city fire department policies and procedures outline mutual aid partners and DOC guidelines to be used for large incidents. Within these policies are disaster specific standard operating procedures (SOPs).

Situation Overview

Emergencies or disasters may occur, resulting in fires of all types and complexities; human suffering, injury, and death; public and private property damage; environmental damage; economic hardship to businesses, families, and individuals; and disruption of local government services. Urban and rural fires may result from or occur coincidentally or as the result of another significant event.

Under ideal conditions, the management of large firefighting operations is complex and involves an immense staff, several different agencies, and jurisdictions. Normal response will be hampered by occurrences like bridge failures, landslides, traffic congestion, fallen debris, or flooding. Fire and life safety response times will be delayed and responses for life safety will be prioritized. Extremely large fires and those resulting from, or coinciding with another disaster will place extraordinary demands on available resources and logistics support systems. Availability of fire service personnel may be limited due to injuries, personal concerns, needs or limited access to work location. Agencies which commonly support large fire suppression operations (mutual aid, fire mobilization, police, public works, the Department of Ecology, the American Red Cross, etc.), will receive many fire and non-fire related requests. Many of the resources normally available for use in fighting large fires may be unavailable. Support that is normally given by electric, gas and water utility companies may be hampered by the magnitude of the incident. Also, utility failure such as the disruption of suppression water supply may compound or add to the complexity of the incident.

A significant natural or technological event may result in many fire emergencies throughout the city. In any major fire, airborne burning materials can be distributed over a wide area, complicating the response. Under the worst conditions, wildfires will have the potential to spread rapidly, cause extensive damage, and pose a serious threat to life, property, and the environment. Intra-jurisdiction and mutual aid firefighting resources may be difficult to obtain and utilize due to massive disruption of communications, transportation routes, utilities, and water systems. Communication channels will likely be disrupted, and the attempted use of these systems may be overwhelmed due to heavy traffic. If communications are completely down, it will be necessary for the city to manage its own resources through the implementation of the city EOC and the city fire DOC.

Concept of Operations

General

Firefighting involves the organization and management of fire scene activities to suppress fires of all types, kinds, and complexities while protecting the lives, property, and the environment in the affected area. This includes the resource assistance of other agencies through the countywide mutual aid agreement and the statewide mobilization plan.

For this ESF, fire service is considered fire suppression and control. Basic emergency medical care and immediate life safety services, such as rescue and hazardous materials response, although delivered by the city fire department, are detailed in other ESFs (ESF 8 – Public Health and Medical Services, ESF 9 – Search and Rescue and ESF 10 – Hazardous Materials Response). Additional capabilities of the city fire department include Water Rescue, Technical Rescue, Wildland firefighting and HazMat response.

The resources and logistics utilized to fight fires depend on the type or category of the fire incident. The differences are described below:

- **Urban Fires** - A fire of natural or human-caused origin that results in the destruction of property, homes, businesses, and other structures in populated, urban, or suburban areas. These fires occur primarily in cities or towns with the potential to rapidly spread to adjoining structures.
- **Rural Fires** - A fire of natural or human-caused origin that occurs in or near forest or grassland areas where isolated homes, subdivisions, and small communities are located. These uncontrolled fires can start as, or grow into, a wildland fire that can extend to urban areas.
- **Wildland Fires** - A fire of natural or human-caused origin that results in the uncontrolled destruction of forests, field crops, and grasslands. Wildland fires can be identified by their severity as Type 5 being the least complex and Type 1 as the most complex. Such fires can also occur across the wildland-urban interface (WUI), affecting both wildland areas and urban areas.

City fire will manage and coordinate firefighting activities within the city. Other city fire functions may be carried out concurrently and by the same personnel during the course of firefighting. The city fire department is signatory to a countywide mutual aid agreement. The fire service also cooperates in a statewide mobilization plan defined as the Washington State Fire Services Resource Mobilization Plan.

The fire chief or designee will activate the Departmental Operations Center (DOC) to manage and support complex or significant field incidents, or high call volume events. The tour commander or on-duty Battalion Chief/Safety Officer will be an overall coordinator of fire service activities during or following a disaster. The DOC will coordinate with the field command post and the city EOC as necessary. The primary location of the DOC is city station 1 (Headquarters). The back-up location will be the city of Spokane fire training center.

Communications will be maintained through established channels. Secondary communications include Site Trucking, State Ops, VHF radios, MDC, pagers and amateur radios (HAM radios).

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 4 includes communicating with the Whole Community during firefighting preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

The city fire department is responsible for firefighting activities in city service area. There are currently 16 fire stations that have pre-designated response areas and provide backup as necessary to the other stations. The response Operations Division is responsible for all Suppression, Technical Rescue, Water Rescue, and Hazardous Material activities. The Office of the Fire Marshal is responsible for providing International Fire and Building Code inspections, plans checking, public education and fire investigation. The Logistics Division and Administration are responsible for fleet, facilities, logistics, finance, security and other support needs. The EMS/ Division is responsible for Emergency Medical Services (EMS). The Training Division is responsible for occupational injury, illness and exposure of first responders.

The city EOC will support the ongoing efforts of ESF 4 through the Operations section as detailed below.

Notification

ESF 4 can be activated through the following channels:

- Incident commander
- Battalion chief/safety officer (BC/SO)
- Fire duty chief/deputy chief
- Fire chief
- Zone fire coordinator
- Tour commander
- Spokane County fire coordinator
- EOC director

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Extent of Incident	Information regarding the extent of the incident: <ul style="list-style-type: none">- Is it growing or stable?- Where are lives at risk?- What are the weather conditions?	Incident Commander	City EOC
Logistics	Number, location, and mission assignments of ESF 4 staff deployed to incident coordination locations: <ul style="list-style-type: none">- Spokane County ECC- City EOC- Joint Field Office (JFO)- Other field sites	Incident commander or designated fire leadership	
Resources	Information on the number of, location of, and role of pre-positioned and deployed ESF 4 resources.	Incident commander or designated fire leadership	

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies listed in this ESF. These actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To reduce fire hazards of all types through implementing fire prevention programs through building inspections, code enforcement, community outreach and public awareness/education.		
Core Capability	Activity	Responsible Agency
Planning	Develop and implement fire prevention and fire safety programs.	City fire, city community and city CED
	Review building plans, issue permits and perform inspections of general businesses, fire code permitted occupancies, multi-family housing and other licensed facilities to reduce the risk of fire.	
	Review, evaluate, inspect and issue permits for the storage and use of hazardous materials to reduce the risk of a release or spill.	
Operational Communications	Work with regional emergency communications entities, as described in ESF 2 (Communications).	City fire
Environmental Response/ Health and Safety	Identify, evaluate, and implement measures to prevent and minimize impacts to the environment, natural and cultural resources, and historic properties from all-hazard emergencies and response operations.	City fire, city CED
Fire Management and Suppression	Monitor conditions and when appropriate, issue burn bans and/or restrictions to reduce human-caused wildfires during extremely hot and dry weather conditions.	City fire marshal's office
	Issue and enforce firework ban within city limits to reduce fires and associated damages to property and injuries.	City fire
	Implement fire mitigation programs to educate homeowners and businesses on fire prevention and protection measures.	City fire marshal's office
Planning	Develop and implement fire prevention and fire safety programs.	City fire

Preparedness

Purpose: To develop emergency plans and resource lists for use in a major emergency or disaster while referencing updated SOPs and pre-incident plans of target hazard facilities within the city; and to assess equipment and evaluate training needs based on after action reviews and lessons learned from drills and actual incidents of a large magnitude.

Core Capability	Activity	Responsible Agency
Planning	Provide training and exercises to fire personnel responsible for suppression operations, including ICS, safety procedures, and communications.	City fire
	Prepare pre-incident fire surveys of large and/or high hazard facilities to enhance response capabilities.	
	Review the Washington State Fire Services Resource Mobilization Plan annually and update this plan appropriately.	
	Develop and maintain interstate/intrastate firefighting assistance agreements. Review interlocal agreements.	
Planning; Environmental Response/Health and Safety	Coordinate preparedness and planning efforts with hazardous material facilities under the Superfund Amendment and Reauthorization Act (SARA) Title III Program. The SARA Title III Program is covered in ESF 10 – Hazardous Materials Response.	
Environmental Response/Health and Safety	Identify, assess, and mitigate worker health and safety standards, and disseminate health and safety guidance and resources to response and recovery workers.	
Operational Communications	Review mobilization communication needs annually per the Washington State Fire Services Resource Mobilization Plan. Participate in 800 MHz radio communications drills and exercises with other mutual aid partners.	

Response

Purpose: To manage and support firefighting and emergency medical activities to provide immediate life safety services regarding potential or actual emergencies/disasters that could impact the city.

Core Capability	Activity	Responsible Agency
Fire Management and Suppression	Detect and assume full responsibility for fire suppression and immediate life safety services within the service area combating urban fires and wildland fires utilizing the Incident Management System (ICS).	City fire
	Confine and extinguish fires, conduct technical rescue operations, and provide command structure to	City fire, DNR, WSP

	emergency operations within the response area in accordance with the category and type of fire. Conduct expanded or extended attack firefighting and support operations through coordinated response of fire management and specialized fire suppression resources.	
	Perform damage assessments and relay information to the city EOC.	City fire, region 9 tactical response team
	Support firefighting activities of the city fire department.	DNR, WSP
Planning	Develop and implement strategic incident action plans.	City fire
	Assist in the coordination and documentation necessary for the recovery of disaster expenses following a State Fire Mobilization or a Presidential Disaster Declaration.	
	Provide documentation of costs incurred for the response and recovery efforts to the EOC.	City fire
Public Information and Warning	Deliver credible and actionable messages through the Joint Information System to inform ongoing emergency services and the public about protective measures and other life-sustaining actions and facilitate the transition to recovery.	City fire
Operational Coordination	Maintain operational command and control over field activities through the fire DOC.	City fire
	Respond to assist mutual aid signatories when requested if staffing levels and the situational demands for service allow the rendering of aid, without reducing the level of protection in that service area.	
	Request the support of mutual aid agreements.	
	Deploy a fire liaison to the city EOC.	
	Request additional personnel and resources as needed beyond mutual aid agreements, through the county ECC.	City fire
	Utilize the ICS for all emergency/disaster response activities in accordance with the NIMS and the National Response Framework.	
	Manage debris removal and provide transportation and infrastructure support.	City fire, city public works
	Provide equipment and personnel to support fire suppression activities when requested, as available.	City EOC, county ECC
	Manage evacuations of impacted areas as necessary.	City fire, city police
	Establish a safe and secure environment in an affected area.	
Operational Communication	If activated, provide a liaison to the Spokane County ECC.	City fire
	Provide communications support to firefighting operations as requested.	County ECC
	Serve as a Public Safety Answering Point (PSAP),	SREC

	providing call receiving and dispatch services, and procure additional firefighting resources.	
Situational Assessment	Request to activate the city EOC.	City fire

Recovery		
Purpose: To ensure the recovery effort returns the systems and resources upon which ESF 2 capabilities rely to a steady state.		
Core Capability	Activity	Responsible Agency
Planning	Conduct a post-incident analysis to evaluate the incident.	City fire
	Compile the appropriate documentation for the incident report.	
	Continue to assist in the coordination and documentation necessary for the expense recovery process associated with a Presidential Declaration or state Fire Services Resource Mobilization.	
	Provide estimates for damage and costs incurred by the incident to the designated city personnel tasked with tracking eligible expenses for reimbursement.	City fire
	Assist the city fire department in evaluating the incident and providing information for the incident report.	City fire, Avista
Situational Assessment	Conduct windshield surveys for large-scale disasters to assess damage to the community and surrounding structures.	City fire

Resource Requirements

Prior to requesting additional resources through the Washington State Fire Services Mobilization Plan, the primary and support agencies will provide the available personnel, facilities, and equipment to support firefighting activities. Special teams include:

- HazMat
- Water Rescue
- Wildland Response
- Technical rescue (region 9 technical rescue team)

References

- Spokane Fire Department Standard Operating Guidelines, 2019
- Spokane County Field Operations Guide & Spokane County Fire Resource Plan, 2017
- Spokane HazMat Guidelines, 2019

Terms and Definitions

See basic plan

Appendices

None

Emergency Support Function 5: Information and Planning

Primary Agency: City Communications Department

Primary lead: City Communications Director

Support Agencies: All Other City Departments
City Fire Department
City Emergency Management
City Emergency Operations Center (EOC)
Spokane County Emergency Coordination Center (ECC)
Washington State Emergency Management Division
Department of Homeland Security (DHS)

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 5 is to support and facilitate multiagency planning and coordination for operations during incidents requiring city internal and external coordination. ESF 5 does this by ensuring proper execution of several Core Capabilities: Planning, Operational Coordination, and Situational Assessment. ESF 5 also supports the following Core Capabilities in conjunction with other ESFs: Public Information and Warning; Logistics and Supply Chain Management, and Operational Communications. Descriptions of each are found below.

City emergency management leads the effort to collect, analyze, and share information about and coordinate planning efforts on potential or actual emergencies or disasters. Emergency management supports overall activities for incident management in the city and liaises with county, state, and federal emergency management agencies for multi-agency coordination. Emergency Management maintains the city Emergency Operations Center (EOC) in a state of readiness.

Primary Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Supporting Response Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.

Authorities and Policies

This ESF applies to city departments as well as private and volunteer organizations that commonly report to the EOC during an activation.

- ESF 5 facilitates information flow in the pre-incident preparedness phase to place assets on alert or to pre-position assets for quick response.
- During the response phase, ESF 5 transitions and is responsible for operational coordination, situational awareness, and planning capabilities.

ESF 5 activities include those critical to support and facilitate multiagency planning and coordination of operations for large scale incidents. This includes alert and notification, staffing of the EOC, incident action planning, provide support operations, logistics and material direction and control, information management, facilitation of requests for assistance, resource acquisition and management, worker safety and health management, facilities management, financial management, and other support as required. [RCW 38.52](#): Emergency Management is a chapter that encompasses the purpose, definitions, requirements, authorities, and policies of Emergency Management functions for the state of Washington. The Local Emergency Management or Services [WAC 118-30](#) outlines local approaches to emergency plans and programs.

The following policies established by city emergency management operate as guidelines for responding to an emergency or disaster including:

- The National Incident Management System (NIMS), including the Incident Command System (ICS), will be used in any size or type of disaster.
- Management of response personnel, facilities, finances, and equipment will be coordinated through the Planning, Operations, Finance and Administration, and Logistics Sections within the EOC using the ICS structure.
- ESF 5 is responsible for the communication and coordination of infrastructure supporting effective response to the affected area in the anticipation of requirements

for preparedness, response, and recovery and in support of additional response activities.

- ESF 5 is responsible for the request, coordination, analysis, and dissemination of necessary information from city departments to support response and recovery efforts.
- ESF 5 will provide guidance for each city department in making their reports during a response, if needed.
- Incidents should be handled at the lowest level. If the city becomes overwhelmed and in need of outside support, existing mutual aid agreements will be used. Support beyond or in addition to mutual aid will be coordinated through ESF 5 up to the county, state, federal and non-governmental organizations. Conversely, ESF 5 will facilitate requests for support from these agencies.
- In circumstances that include a component of terrorism, civil disturbance, or other law-enforcement sensitive intelligence, city police will be the lead agency in information coordination to ensure proper intelligence-handling procedures are established and enforced. ESF 5 will support their direction.

Situation Overview

Emergencies or disasters may occur in a local jurisdiction at any time causing significant human suffering, injury, and death; public and private property damage; environmental degradation; economic hardship to businesses, families, and individuals; and disruption of local government. These hazards are identified in the risk assessment included in the county hazard mitigation plan (HMP).

The hazards identified in the Hazard Mitigation Plan could disrupt public services, damage property, and cause injury or death of persons within affected areas. The urgency of the event may direct the focus toward response operations and EOC activation. As a result, initial reporting to outside agencies may be delayed.

Primary hazards include dam failure, floods, severe weather (excessive heat, winter storms, and windstorms), landslides, sink holes and ground subsidence hazards, hazardous materials releases, and acts of terrorism or civil disturbance.

Additionally, the city is subject to major transportation disruptions and accidents, utility and infrastructure failures or collapses, public health emergencies, and mass casualty incidents from any cause. Early during the event, little information will be available, and information may be vague and inaccurate. Reporting to outside agencies will improve as the event matures. Normal communication channels may be disrupted in part or entirely.

Concept of Operations

During disasters or emergencies, the need for rapid decisions and actions may require that emergency management plans and procedures supersede normal business operations.

The departments and outside agencies operating in the EOC will work to develop situational awareness/common operating picture for the incident. This will include receiving periodic reports from field representatives and requesting information from other agencies, public and private. It will also be conducted by monitoring social media and other media platforms.

The city EOC Planning Section is responsible for the collection, analysis, synthesis, and distribution of information gathered. This will be delivered in the form of a Situation Report (SitRep). The SitRep may be shared with the field command, city departments, partner agencies, and the media as appropriate. The Planning Section is responsible for ongoing maintenance of situational awareness/common operating picture and distribution of this information as it changes throughout the event. All city department representatives in the EOC will develop reporting procedures with their field representatives and/or Departmental Operations Centers (DOC) to facilitate information flow between the field and the EOC.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 5 includes communicating with the Whole Community during all phases of emergency preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and other Access and Functional Needs (AFN).

Organization

The city EOC is organized utilizing the basic concepts of the National Incident Management System (NIMS) and consists of the functional areas needed for coordination of the event, which could include Operations, Planning, Logistics, and Finance/Administration sections, and other core functions such as Public Information and Communications.

Notification

The ESF can be activated through several channels:

- Incident commander
- City mayor, city administrator, or designee
- Emergency management director or designee

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; in a planned event situation; or in support of mutual aid partners. If communications are not impeded, notification may be sent by email, text, or phone call using available employee contact information.

Information Collection

ESF 5 is concerned with establishing situational awareness and a common operating picture. There are Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Extent of Incident	Information regarding the extent of the incident; is it growing or stable? Are lives at risk – if so, where? Is an evacuation order needed?	Incident commander, city EOC	City EOC, relevant partner agencies and city departments
Damage Assessment	Information regarding extent of physical damage resulting from the incident.	City damage assessment team	
Population Status	Information regarding life/safety impacts; displacement; specific community impacted; animal population impacted; immediate needs identified; etc.	City EOC, American Red Cross	
Resource Requests	Immediate resource requests from the field or other responders to the event to be fulfilled through the EOC.	Incident commander, city EOC	
Community Impact and Response	Information on the state of the community gathered from social media, traditional media, and other community-based sources.	City EOC	
Responding Entities	Who is responding to the incident? External partners or agencies are offering help? Other responding resources?	Incident commander, city EOC, county ECC	

This list is not exhaustive. As an event progresses, information regarding responder or EOC staff needs, population needs, available resources and support, and supplemental situational awareness will develop and change.

Information on community groups, relevant social media sites, partner agencies across the community, and other sources of direct information are available in the relevant ESFs. Information regarding community partners is in ESF 6 and ESF 8 as it relates to public health and human services, mass care, and sheltering.

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation

Purpose: To ensure the mitigation of preventable or limitable impacts to the tangible systems upon which ESF 5 capabilities rely

Core Capability	Activity	Responsible Agency
Planning	Regularly update and validate EOC access for designated EOC staff.	City emergency management
Operational Communications	Ensure ALERT Spokane is functional and in compliance with licensing requirements.	County ECC
	Ensure Emergency Management is included in coordination and communication system changes.	City public works, city fire, city police

Preparedness

Purpose: To ensure the Core Response Capabilities which allow us to coordinate the collection, evaluation, documentation, and dissemination of information in regard to potential or actual emergencies or disasters that could affect the city are up to date; fully resourced; and disseminated to appropriate partners.

Core Capability	Activity	Responsible Agency
Planning	Prepare standardized reporting formats for citywide use.	City emergency management
	Establish reporting procedures for all departments.	
	Support departments and agencies to maintain and review relevant emergency plans.	
	Ensure emergency plans and procedures align with regional county, and state related responsibilities and plans.	
	Identify, promote, and facilitate emergency management training, drills, and exercises in support of this ESF.	
	Design and train appropriate staff on EOC-specific roles, processes, and procedures.	
	Participate in emergency management training and exercises in support of this ESF.	All city departments
	Provide and/or share regional and state training opportunities. Facilitate review of County CEMP, roles, and responsibilities. Participate in training and exercises that evaluate plans and capabilities.	County ECC
Operational Communications	Conduct training and exercise communication platforms.	City communications

Response		
<i>Purpose:</i> To coordinate the collection, evaluation, documentation, and dissemination of information in regard to potential or actual emergencies or disasters that could affect the city.		
Core Capability	Activity	Responsible Agency
Planning	Coordinate the collection, evaluation, documentation, and dissemination of information regarding potential or actual emergencies or disasters that could affect the city.	City EOC
	Coordinate and prepare periodic situation reports for dissemination to inside and outside partners and stakeholders.	
	Coordinate preparation of the mayor's Proclamation of Emergency.	
	Provide briefings on the incident periodically to the EOC and city departments/divisions as appropriate.	City police, city fire, city public works
	Request information from city departments, volunteer organizations and the private sector, as necessary.	
Operational Coordination	Provide emergency management staff to the city EOC and/or field operations as needed.	County ECC, Washington State EMD
	Collect, analyze, and disseminate information regarding regional impacts with internal and external partners, including the city EOC/	
	Engage with and solicit input from stakeholders and partners, including the City of Spokane, regarding regional decision-making based on the best available information.	City emergency management
	Activate city EOC and coordinate the activation level and needed staffing.	
	Establish communication and coordinate with the Spokane County Emergency Coordination Center (ECC).	
	The city police department may contact federal agencies to include the Department of Homeland Security/CISA Region 10, Washington State Fusion Center (WSFS), or the Federal Bureau of Investigation to solicit information related to the current incident.	City police
	Support the city emergency management in the collection, evaluation, and dissemination of information in regard to potential or actual emergencies or disasters that could affect the city activities.	All city departments, Department of Homeland Security/CISA Region 10, county ECC,
	Collect and disseminate information from a variety of	

	<p>sources to assist local jurisdictions with decision making and resource allocation. Provide a liaison to the city EOC, as requested and as available.</p> <p>Analyze information specific to their department/agency and make recommendations to the city EOC.</p> <p>Provide personnel to the city EOC.</p>	Washington State EMD
Public Information & Warning	Coordinate ALERT Spokane public warnings if necessary. Activate ESF 2, ESF 15 as needed.	City EOC, county ECC
	Coordinate external messaging and approval process in line with ESF 2, ESF 15 procedures.	City EOC
	Send emergency notifications and alerts through AlertSpokane on behalf of the city if requested.	County ECC
Logistics & Supply Chain Management	<p>Anticipate and communicate needs for critical resources.</p> <p>Establish and communicate resource coordination process from responders, EOC staff, and external agencies as required by the incident scope.</p> <p>Assess and determine needs for 24+ hour operations of City EOC.</p>	City EOC
Situational Assessment	Compile damage assessments and other relevant field data reported into situational assessment reports.	City EOC
	Facilitate collection of damage assessment information through a variety of partners to send to the state for PDAs and requests for declarations.	City EOC

Recovery

Purpose: To undertake activities to ensure the Core Response Capabilities of ESF 5 are continued throughout the recovery effort, working to coordinate the collection, evaluation, documentation, and dissemination of information in regard to the recovery from emergencies or disasters

Core Capability	Activity	Responsible Agency
Planning	Continue compiling information, documentation, and situation reports as necessary.	City EOC
	Review and revise procedures and processes and document lessons learned through After-Action Reports.	All city departments, city EOC
	Prepare, submit, and track all documentation necessary for federal and state reimbursement of Presidentially declared disasters.	All city departments
	Facilitate regional long-term recovery planning and workgroups.	County ECC
Situational	Continue to collect and disseminate incident information	All Agencies

Assessment	to appropriate response partners.	
	Track resource deployments. Prepare demobilization of resources and stand-down of the city EOC.	City EOC
Public Information & Warning	Amplify public information produced by lead recovery agency.	City communications
	Support efforts of public information content in meeting the needs of Limited English Proficiency populations.	City EOC
Operational Coordination	Receive, review, and request resources necessary for recovery.	
	Coordinate resources through processes and procedures established in ESF 7.	

Resource Requirements

EOC Requirements:

- Standard office machines, computers, printers, facsimile machines, charts, maps, boards, and communications equipment
- City staff assigned and trained to positions within the EOC
- Liaison from the support agencies to the city EOC
- Communication links between the city EOC and the support agencies that are not located within the EOC
- ALERT Spokane/CodeRED support from Spokane County ECC
- WebEOC portal access

References

- Spokane County Comprehensive Emergency Management Plan
- Spokane County Regional Hazard Mitigation Plan
- Washington State Comprehensive Emergency Management Plan
- Emergency Management Assistance Compact

Terms and Definitions

See Basic Plan

Appendices

None

Emergency Support Function 6: Mass Care, Emergency Assistance, Housing and Human Services

- Primary Agencies:**

City Neighborhood, Housing and Human Services Department (NHHS)
City Parks and Recreation Department
- Support Agencies:**

American Red Cross
City Emergency Management
City Police Department
Spokane Community Organizations Active in Disaster (COAD)
Washington State Animal Response Team
Spokane Regional Transit Authority (STA)
Spokane Regional Health District (SRHD)
Spokane County Emergency Coordination Center (ECC)
Inland Northwest Behavioral Health
Spokane Public Schools (SPS)

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 6 is to coordinate and provide emergency life-sustaining services in a mass care setting. This is accomplished through the collection, operation, receipt, and information reporting for emergency disaster response assistance for:

- Emergency sheltering (humans and pets)
- Feeding
- Emergency first aid
- Survivor status
- Family reunification
- Bulk distribution of emergency relief supplies

The following Core Capabilities support the roles and responsibilities under ESF 6. The primary and supporting core capabilities are defined to support the execution of Mass Care, Emergency Assistance, and Health and Human Services operations for this ESF as follows:

Primary Response Core Capabilities	
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, tactical and operational approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance available.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
Environmental Response/Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public / response workers and the environment from all hazards.
Fatality Management Services	Provide fatality management services, including human remains recovery and victim identification, and work with government authorities to provide mortuary processes, temporary storage, or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
On-Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and for response personnel.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, among and between affected communities in the impacted area.
Public Health, Healthcare, and Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The Federal Emergency Management Agency (FEMA) National Response Framework (NRF): [Mass Care, Emergency Assistance, Temporary Housing and Human Services Annex](#) outlines mass care standard activities as follows:

- Mass Care: Congregate sheltering, feeding, distribution of emergency supplies, and family reunification for people displaced from their living situations.
- Emergency Assistance: Coordination of voluntary organizations and unsolicited donations, management of unaffiliated volunteers, essential community relief services, non-congregate and transitional sheltering, support to individuals with disabilities and others with access and functional needs, mass evacuation support, and essential needs of children, household pets and service animals in a disaster.
- Temporary Housing: Housing rentals, repairs, loan assistance, replacement, factory-built housing, semi-permanent construction, safe and secure physically accessible housing, and access to other sources of temporary housing assistance.
- Human Services: Disaster assistance programs that help survivors address unmet disaster-caused needs and/or non-housing losses through loans and grants. Also includes supplemental nutritional assistance, crisis counseling, disaster case management, disaster unemployment, disaster legal services, and other state and Federal human services programs and benefits to survivors.

Federal Public Law: Pets Evacuation and Transportation Standards Act of 2006

Authorizes FEMA to provide rescue, care, shelter, and essential needs for individuals with household pets and service animals, and to the household pets and animals themselves following a major disaster or emergency.

City Sheltering Policies

In adhering to mass care standard activities and accordance with Washington Administrative Code ([WAC](#)) [118-30-060](#) and [RCW 38.10.010](#), the city has developed internal policies and procedures as they relate to mass care, sheltering, and human services.

During a disaster and when requested to support a jurisdiction's sheltering efforts, the city will make every reasonable effort to provide facilities that are compliant with applicable laws pertaining to accessibility. The city accommodates for persons with access and functional needs as described in this ESF. Persons with access or functional needs shall receive the same standard of care and services as afforded to all others, regardless of the venue in which they are sheltered. All persons, regardless of access or functional need, shall have equal access to available state supported general population shelter if they are able to meet their own needs, have a reliable caretaker(s), or can be housed in a general population shelter with some assistance from volunteers to assist with personal and/or medical care. Persons requiring acute or skilled medical care cannot be accommodated in general population shelters and may be sheltered under ESF 8 in a medical shelter.

The city recognizes individuals in need of response assistance may include those with disabilities, those living in institutionalized settings, the elderly, children, folks from diverse cultures, folks with Limited English Proficiency (LEP) / non-English speaking, and those who are transportation disadvantaged. The special needs of children, particularly as they relate to issues of safety and welfare in the shelter setting, may call for the need to expedite reunification with families.

- In coordination with the Damage Assessment Annex, shelter facilities may receive priority consideration for structural inspections prior to occupancy to ensure the safety of occupants.
- The city will make every effort to coordinate the training of employees to staff general shelters. All persons involved in the direct provision of disaster case management services shall be subject to criminal history background checks and verification of appropriate training.
- The city may choose to co-locate people with their pets vs housing pets separately in a nearby animal shelter. Shelters may accommodate service animals that accompany persons with access or functional needs.
- **Federal Public Law: Pets Evacuation and Transportation Standards Act of 2006**
Authorizes FEMA to provide rescue, care, shelter, and essential needs for individuals with household pets and service animals, and to the household pets and animals themselves following a major disaster or emergency.

Situation Overview

Depending on the emergency or disaster, a significant percentage of the city population could be displaced from their homes. Thousands of people could be forced from their living spaces, depending on factors like the time of occurrence, area demographics, building construction, and existing weather conditions. There may be transient or tourist populations who are unfamiliar with the hazards in the area. Many impacted persons will remain with or near their damaged homes. Some will go to mass shelters, others will find shelter with friends and relatives, and some will also go to public areas such as fire stations looking for assistance.

In some disaster events, structures may be damaged and unsafe for occupancy (i.e., landslides, flooding). In many disasters, roads may be disrupted or blocked, preventing access to individual homes. Disruption of roads may make it difficult for displaced residents to reach shelter services. Although homes may be undamaged, the absence of utilities could also drive people from their homes to seek shelter. The amount of damage to structures, essential systems and services could rapidly overwhelm the capacity of responders to assess the event and respond effectively to basic and emergency human needs. Damage to roads and communications systems could hamper emergency response effort, affecting restoration times. The movement of supplies could be seriously impeded. Many professional emergency workers and others who normally would help during an event could be unable to reach their assigned posts.

Planning for ESF 6 is based on a worst-case scenario in which an event occurs without warning at a time of day that will produce maximum casualties. Consideration should also be given to other events that could cause numerous casualties and require the temporary relocation of impacted persons. The magnitude of the event will determine the need for large, long-term shelters.

As the population increases, the magnitude of mass care, sheltering, feeding, housing, health and human services, and other related service needs will also increase. The city has limited facilities that can support mass care and sheltering operations. In the event of an emergency, the city has numerous parks, open spaces, and ball fields that could accommodate recreational vehicles, tents, and other temporary shelter spaces.

Concept of Operations

The city neighborhoods, housing, and human services department (NHHS), in coordination with the city Parks and Recreation department, has been designated the primary agency responsible for managing the activities described within ESF 6. Resources from the private sector will also be applied to the response and recovery effort. Agreements with private sector entities may be established to include the American Red Cross, other non-profit organizations and faith-based organizations. Initial response activities will focus on meeting urgent needs of impacted persons on a mass care basis with available resources. FEMA (the Federal Emergency Management Agency) and other government and private agencies may provide disaster assistance such as loans, grants, and temporary housing. Coordination of these assistance programs will be administered by long-term recovery work.

As part of the NRF, the American Red Cross largely operates through the utilization of volunteers, to plan and prepare to support local jurisdictions in regional mass care needs. City Parks and Recreation will coordinate with the American Red Cross in addition to local partners organized through the regional Community Organizations Active in Disaster (COAD) group, to facilitate delivery of the following mass care services defined by the American Red Cross and supported by their volunteers. City Parks and Recreation will be the primary department responsible for coordinating the operation and delivery of the following efforts as they relate to ESF 6:

Sheltering

The primary mass care site will be the Spokane Arena, pending inspection to confirm it is accessible, safe for occupancy, not at imminent risk due to the primary hazard or secondary hazards (e.g., dam failure following earthquake), has basic services (water, sewer, electricity, etc.) or an identified replacement for such essentials. The provision for emergency shelter includes the use of designated shelter sites in existing structures, the construction of temporary shelters, or designation of specially zoned areas to allow residents to self-shelter in recreational vehicles or portable shelter structures where permitted. It should be noted that in situations where self-sheltering is undertaken by community members, the provision of sanitation and other basic services may need to be arranged to prevent negative public health consequences.

Types of shelters provided by the city or community partners may include but are not limited to:

- General population shelters/dormitory
- Warming/cooling/safer air, daytime sheltering
- Disaster meal sites
- Special populations shelters
- Pet shelters
- Mass care staff shelters
- Emergency responder shelters

The city may partner with other cities or the county to participate in regional mass sheltering efforts or to support populations with medical, functional and/or access needs.

The city will attempt to provide emergency shelter training for staff and volunteers adhering to the standards set forth by the American Red Cross. Under emergency circumstances, and to augment staffing, it may be necessary to provide “just-in-time” training to meet the needs of the community.

The capability of the American Red Cross to provide representation to the EOC is not assumed.

Feeding

The provision for feeding the public and emergency workers is through a combination of fixed sites, mobile feeding units, and bulk food distribution. This function is highly dependent on restoration of supply chains, as the city does not maintain a stockpile of non-perishable foods. Partnering with key feeding resources in the region (i.e., Second Harvest) will be key to ensuring volume of need is being met.

Emergency First Aid

Emergency first aid services may be provided to impacted persons and workers at mass care facilities and at designated sites within the affected area as described in ESF 8, Health and Medical Services.

Disaster Welfare Information

Disaster welfare information regarding individuals residing within the affected area will be collected and provided (as capabilities allow) to immediate family members outside the area, through a disaster welfare information system, coordinated through the American Red Cross. This will also help in the reunification of family members within the area who were separated at the time of the event.

Bulk Distribution of Emergency Relief Items

Sites may be established within the affected area for distribution of emergency relief items. The bulk distribution of these items may be accomplished regionally and will be determined by the requirements to meet urgent needs of impacted persons for essential items.

Transportation to Shelters

Facilitate providing transportation for the general population, including individuals with functional and access needs that either do not have caretakers or cannot otherwise provide their own transportation. Regional transit systems (STA) or public school bus resources (SPS) will be leveraged for mass transportation needs. Transportation for people needing specialized transportation for medical needs will be coordinated through ESF 8.

Animal Shelters

Domestic animal sheltering may be established at location(s) determined depending on the location and scope of the event. City Parks and Recreation will work in concert with NHHS for people who have pets but that cannot be housed in the shelter by arranging housing vouchers with hotels and apartments that allow pets. Livestock and non-domestic pet needs will be coordinated with Spokane County and the Washington State Animal Response Team (WASART) to accommodate pet and animal shelters in the event of an emergency.

Emergency Worker Care

The needs of emergency workers and the general population are often the same during times of disaster. An emergency worker care program may be established to meet these needs. This program will be established with the guidance and assistance of the American Red Cross but will not be dependent upon the American Red Cross for delivery.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 6 includes communicating with the Whole Community during Mass Care and Human Service needs in preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

The city department of neighborhoods, housing and human services (NHHS) is the lead agency responsible for coordinating agencies and departments in preparedness, response, recovery, and mitigation actions as they relate to ESF 6. The NHHS department supports these efforts alongside internal agencies like the city parks and recreation department, and external agencies and partners such as the American Red Cross and Community Organizations Active in Disasters (COAD). Within the city EOC, ESF 6 falls under the Operations Section.

Notification

The ESF can be activated through several channels:

- Incident commander
- Mayor, city administrator, or designee
- City EOC director

Activation may occur due to the severity of the event or perceived threat, unmitigated risk to the community, in a planned event situation, or in support of mutual aid partners.

Information Collection

ESF 6 describes establishing providing life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies. There are Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Extent of Incident	Information regarding the extent of the incident: <ul style="list-style-type: none"> - Is it growing or stable? - Are individuals and families in need of shelters, temporary housing, hydration, feeding and emergency supplies? 	Incident commander, city EOC	City NHHS, city parks and recreation
Status of Facilities	Information regarding the operational/ structural status of: <ul style="list-style-type: none"> - Human Shelter locations - Pet Shelter locations - Feeding sites and/or mobile units <p>Assess critical infrastructure surrounding shelter and feeding locations (roads, bridges, etc.)</p>	City public works, city police, city fire	
Activation	Complete an activation call out and determine available resources such as: <ul style="list-style-type: none"> - Shelter Staff - Shelter supplies - Volunteers 	City parks and recreation, city EOC, city NHHS	City NHHS, city EOC, American Red Cross
Shelter Operations	What is the operational status of the shelter(s) facility? What is the location of the shelter(s)? When will the shelter(s) be opened to the public, and how will the public be informed of the shelter locations? How will the public get to the shelter locations? – Address transportation	City NHHS, city parks and recreation, American Red Cross confirmed shelter sites	City EOC

	<p>issues. Ensure resources are available for language and access and functional need.</p> <p>Determine additional support capabilities from volunteers.</p>		
Feeding Operations	<p>What is the operational status for feeding?</p> <p>Location: fixed site or mobile unit?</p> <p>Meals: how many prepared and served daily?</p>	City EOC, city NHHS, city parks and recreation, SRHD	
Family Reunification	Has a family reunification facility or process been identified?	SRHD	

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies listed in this ESF. These actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To ensure the mitigation of preventable or limitable impacts to the tangible systems upon which ESF 6 capabilities rely.		
Core Capability	Activity	Responsible Agency
Planning	Maintain connections (contracts, relationships etc.) with local shelter sites for activation during activation of ESF 6.	City NHHS, city EOC

Preparedness

Purpose: To ensure the Core Response Capabilities allow for the coordination of life-sustaining and human services to the affected population, are up to date; fully resourced; and disseminated to appropriate partners.

Core Capability	Activity	Responsible Agency
Planning	Assign shelter specific roles and responsibilities to city employees. Roles include: <ul style="list-style-type: none"> - Shelter manager - Shelter shift supervisor - Shelter general staff 	City emergency management
	Develop internal plans, standard operating procedures, and training programs (ex: shelter management) for disaster shelter operations.	City emergency management, city NHHS
	Develop plans and procedures for the alert and assignment of city staff during an emergency or disaster.	City emergency management
	Develop plans and procedures for the alert, assignment, and registration of volunteers during an emergency or disaster	
	Facilitate partnerships with other agencies to ensure pet sheltering needs are met.	City emergency management, county ECC
	Conduct physical shelter visits. Develop and conduct shelter qualification and shelter inspection methodology. Produce shelter agreements with non-city sites.	City NHHS
	Produce alternative housing agreements with non-city sites.	City NHHS
	Develop and/or participate in emergency management training, drills, and exercises in support of ESF 6. Facilitate and develop partnership plans in support of ESF 6.	City parks and recreation, city NHHS, American Red Cross

Response <i>Purpose:</i> To coordinate life-sustaining and human services to the affected population.		
Core Capability	Activity	Responsible Agency
Mass Care Services	Activate and operate the following services to the community: <ul style="list-style-type: none"> - Human shelter - Family reunification/reception centers - Feeding services - Temporary housing - Referrals for emergency assistance and human services 	City NHHS, city EOC, American Red Cross
	Activate and operate the pet sheltering capability to the community.	City EOC
	Assist in the distribution of food and potentially other emergency relief supplies to the community.	City EOC, American Red Cross, COADs/VOADs
	Coordinate referrals for emergency assistance and human services to the community.	American Red Cross
Operational Coordination	Establish and maintain a unified operational picture of mass care operations across internal and external city partnerships to successfully execute the capabilities of ESF 6.	City EOC
Operational Communications	Collect and continuously disseminate situational awareness and other time sensitive information between disaster responders to the city EOC, operated shelters, and off-site organizations.	City fire, city police
Public Information and Warning	Ensure a coordinated message is provided between shelters and evacuees and the shelters and media outlets relaying/addressing: <ul style="list-style-type: none"> - Hazard information - Evacuation and reunification - Transportation requirements/needs - Human Shelter location/operations - Pet Shelter location/operations - Feeding location/operations 	City EOC, SRHD
Situational Assessment/ Infrastructure Systems	Conduct preliminary and detailed damage assessments of the pre-determined shelter facilities.	City public works, city NHHS
	Collect additional information to aid in determining number of community members in need of family reunification, shelter, or	

	feeding support.	
Environmental Health and Safety	Provide effective Personal Protective Equipment (PPE) and other appropriate disaster health, safety, and environment protection for employees.	All city departments
On-Scene Security, Protection, and Law Enforcement	Provide a safe, secure, and protected facility and working environment for responding personnel and community members.	City Police
Public Health, Healthcare, and Emergency Medical Services	Address disaster health and mental health services through partner organizations and complete initial triage to ensure the following basic needs are met: <ul style="list-style-type: none"> - Injury/Medical Services - Mental Health - Prescription Medication Replacement 	City fire, American Red Cross, SRHD, Inland Northwest Behavioral Health
Fatality Management Services	Work with partner agencies to assist fatality management services through: <ul style="list-style-type: none"> - Victim identification - Missing persons - Family reunification - Next of Kin alerting 	SRHD, city police

Recovery <i>Purpose:</i> To ensure the Core Response Capabilities of ESF 6 are continued throughout the recovery effort, working to coordinate the life-sustaining and human services to the affected population regarding the recovery from emergencies or disasters.		
Core Capability	Activity	Responsible Agency
Planning	Implement long-term recovery and demobilization procedures. <ul style="list-style-type: none"> - Closing Shelters - Agency referrals for additional services 	City EOC, city NHHS, American Red Cross
Mass Care Services	Operate human and pet shelters as capabilities allow; make strides towards long-term recovery considerations: <ul style="list-style-type: none"> - Resources for health/medical needs, housing, pets, employment, cultural/religious practices or ongoing service needs. 	City EOC, city NHHS, American Red Cross, COADs
Public Information and Warning	Ensure an updated, coordinated message is provided to the public and media outlets relaying/addressing: <ul style="list-style-type: none"> - Hazard information - Evacuation and reunification - Transportation requirements/needs - Human shelter location/operations - Pet shelter location/operations - Feeding location/operations 	City EOC
Operational Coordination	Ensure all mass care capabilities are being met and begin a coordinated demobilization process of all responding agencies/departments.	City EOC

Resource Requirements

- Resources that may have to be mobilized in support of mass care activities include the transportation of cots, blankets, sleeping bags, portable toilets, water containers, registration forms, tables, chairs, medical supplies, animal kennels and food dishes, tents, fencing, and transport vehicles. Many of these supplies will already be in shelter locations or can be obtained through normal supply channels.
- Personnel resources will include American Red Cross staff, volunteers such as veterans' groups, labor unions, scouting organizations, professional associations, the medical reserve corps and private organizations with whom the American Red Cross has agreements.

References

- American Red Cross Disaster Service Program Guidance
- Spokane Municipal Code chapter 18.05

Terms and Definitions

- **Animal:** animals include household pets, service, and assistance animals, working dogs, livestock, wildlife, exotic animals, zoo animals, research animals, and animals housed in shelters, rescue organizations, breeding facilities, and sanctuaries.
- **Household pet:** a domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.
- **Service animal:** any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Except as provided in [RCW 49.60.218](#), other species of animals, whether wild or domestic, trained, or untrained, are not service animals. The work or tasks performed by a service animal must be directly related to the individual's disability.

Appendices

Appendix A: American Red Cross Regional Services Model

Appendix A: American Red Cross Regional Services Model

As resources allow, and potentially in a regionalized model, provides the following services:

- Food, Shelter, and Emergency Supplies: During a disaster, priority is to ensure that people have a safe place to stay, food, and emergency supplies. Red Cross works with government and community partners to open shelters where residents will find comfort with a hot meal, recovery information, and a place to rest. For emergency workers and people returning to their homes, the Red Cross mobilizes emergency response vehicles from which disaster workers distribute food, water, and essential clean-up items that might not be immediately available in the community.
- Welfare Information: Disasters often disrupt regular communication channels and can separate families. Through the Red Cross' nationwide network of chapters, family members may request welfare information regarding loved ones. The Red Cross "Safe and Well" Web site enables people within a disaster area to let their families and friends outside of the affected region know that they are all right. Clients register on Safe and Well, by going to <http://redcross.org/safeandwell>. Red Cross call agents at 1-800-RED-CROSS will register individuals without computers or connectivity.
- Client Casework and Recovery Planning and Assistance: To help people with disaster-caused needs, Red Cross provides individualized client services through casework. Particular attention is given to those who have experienced significant damage or loss of their homes. This casework process consists of an in-depth interview that allows the worker to assess the client's immediate needs. With this information, the caseworker can connect the client with items, financial assistance and/or referrals to local resources which can meet those immediate needs. The caseworker also engages the client in a brief planning process which can help identify action steps for the client to follow in the first few days or weeks after a disaster. Red Cross caseworkers work closely with local, state, and federal government to ensure clients have access to all available resources.
- Disaster Health and Mental Health Services: After an emergency, injuries can ensue, essential prescription medicines lost, and the shock and stress of sudden loss can overwhelm a person's normal coping skills. The Red Cross deploys licensed health and mental health professionals who are specifically trained and equipped for disaster responses to help. Disaster health professionals are available for emergency first aid, medical assessment, triage, and replacement of emergency medications. The Disaster Health Services team meets these needs through item distribution, financial assistance, or referrals to community partners. Disaster mental health professionals in shelters and service locations provide mental health assignments, crisis intervention, and a sympathetic ear to those in need.
- Coordinates, within its agreements, the provision of relief efforts by any volunteer organizations actively engaged in providing relief assistance to disaster survivors.
- Coordinates its relief activity with participating and support agencies and affected areas through liaisons to the state, county, and local jurisdiction EOCs.
- Makes recommendations to the city EOC.

Emergency Support Function 7: Logistics Management and Resources Support

Primary Agency: City Public Works

Primary Lead: City Public Works Director

Support Agencies: All City Departments
City Emergency Management
Spokane County Emergency Coordination Center (ECC)
Private Sector Organizations
Washington State Emergency Management Division
Voluntary Organizations

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 7 is to coordinate the centralized management of resources and logistics capabilities prior to, during, and after a disaster.

The following Core Capabilities support the roles and responsibilities of ESF 7. The primary and supporting core capabilities are defined to support the execution of logistical operations for this ESF as follows:

Primary Response Core Capability	
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.

Support Response Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.
Environmental Response/Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, and Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Critical Transportation	Provide transportation (including infrastructure access and accessible transportation services) for response priority objectives, including the evacuation of people and animals, and the delivery of vital response personnel, equipment, and services into the affected areas.

Authorities and Policies

As defined by the National Incident Management System (NIMS), resources include personnel, teams, facilities, equipment, and supplies. All activities within ESF 7 will be conducted in accordance with NIMS using the Incident Command System (ICS) structure. State law authorizes local jurisdictions to establish local emergency management programs in accordance with the state comprehensive emergency management plan and program ([RCW 38.52](#)). In carrying out the provisions of this chapter, political subdivisions shall have the power to exercise powers vested under

said section considering an emergency ([RCW 38.52.070](#)). [RCW 35A.33.146](#) outlines the creation of the contingency fund to meet any municipal expense of which could not have been foreseen or reasonably evaluated preceding the budget year.

In accordance with [RCW 35A.33.080](#), the city council is granted the authority to approve expenditures without public notice or hearing. Under the policy direction of the mayor, the Logistics and Finance Sections within the city EOC are responsible for city emergency procurements. The Logistics Section of the city EOC has the responsibility for locating and ordering resources. The city EOC Finance and Administration Section will offer support, documentation, and handle actual purchase arrangements in the process.

Within the city, departments may utilize their own resources or mutual aid agreements before requesting outside resources. It is not necessary to wait to make a request for outside resources until the city is already out of resources. The request may be initiated earlier to coordinate delivery of outside resources to arrive at the point in time when exhaustion of city resources is anticipated. Lastly, identified volunteers supporting the EOC within the ESF 7 function will be registered as Emergency Workers in accordance with [WAC 118.04](#) and [RCW 38.52](#).

Situation Overview

A significant emergency or disaster may damage or limit the existing resources needed to maintain vital city services or to care for the public in need of disaster assistance. The city may not have all the resources required, either in type or quantity, to respond to a disaster. These insufficiencies may be created by one or more of the following conditions:

- The extent of the damage overwhelms available resources
- Normally available resources are damaged, lost, or unable to be moved from one place to another due to the incident
- The nature of the event requires resources not normally used within the city
- Personnel are injured or unable to report to work due to impacts of the emergency or disaster
- Disruptions in the vendor supply chain and/or increased regional demand may make regularly available resources unavailable or in short supply

Resource support involves the procurement and allocation of resources beyond normal day to day operations. These resources include equipment, materials, facilities, contracted services, supplies, and personnel required to support the city's departments during the response and recovery phases of an emergency or disaster. Resource replacement or supplementation will likely need to come from outside sources. Certain disasters may significantly impact transportation infrastructure and/or vendor operations and may inhibit the availability and flow of resources into and within the city. Outside resources may not be immediately available.

Depending upon the area affected by the disaster, resources may have to be procured from out of state. The normal process is to request resources first from Spokane County Emergency Management, which will attempt to fill the request with local resources or elevate a request to the state. However, **cities in Washington can make requests directly to the state**. Resource support may continue until the demobilization or disposition of all resources is complete.

Concept of Operations

The management and organization of resources to include personnel, teams, facilities, equipment, and supplies is primarily coordinated through this ESF. Department and EOC resource lists and directories will be used to identify locations within the city, as well as vendors, suppliers, or other outside sources where resources may be procured to replace or supplement those needed to fulfill the responsibilities of this ESF. Whenever possible, resources should be procured from local businesses.

Internal Operations

City departments will first utilize normal procedures for their day to day or mutual aid resources before requesting outside assistance. The city finance division may assist departments by providing procedural guidance for emergency resource procurement. The Policy Advisory Group, in consultation with the city finance division, will provide policy guidance on financial limits which may be applied to resource procurement.

Department Operations Centers (DOC) may be established by any department to manage the dispatch and coordination of department-controlled or related resources. A DOC will maintain close communication with the Incident Commander and/or the city EOC regarding incident priorities and resources status to ensure overall incident objectives are met. Any procurement done at the DOC level needs to be coordinated with the finance and administration department which maintains all procurement documentation for the incident.

Supporting agencies and departments of this ESF assist by providing department resources, procurement lists, and personnel to staff the ESF 7 function in the EOC. Personnel within non-mission critical functions in their own city departments may be reallocated to disaster assignments as needed.

City EOC Operations

City EOC procedures identify the process for the emergency procurement of resources. The Logistics Section of the city EOC is responsible for the locating and ordering of emergency resources. The Finance and Administration Section may offer support to document the resource procurement process and handle the actual purchasing/payment for the transaction.

In a single incident response, emergency resource requests may be handled through the field Incident Command organization but may be delegated to the city EOC at the discretion of the Incident Commander.

Unsolicited Donations Management

The logistics section will assign people to oversee the management of unsolicited donations, to ensure that the donations are organized, and dissemination of the donations is well coordinated.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and federal governments. ESF 7 includes communicating with the Whole Community during Logistics and Resource preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

City public works is responsible for the centralized management and coordination of Logistics and Resource Support within the jurisdiction. ESF 7 will be represented in the city EOC under the Logistics Section and coordinated by the Logistics Section Chief when the city EOC is activated.

The Logistics Section is responsible for coordination of the city EOC emergency or disaster resource requests and procurement. The Finance and Administration Section is responsible for the contracts and documentation of resources procured through the city EOC as well as spending limits and payment options. The Policy Advisory Group, in concert with city Finance Division will establish limits and guidance on resource procurement parameters if needed.

Individual departments will determine quantities and use of equipment, personnel and supplies based on need. The emergency management director may hold a briefing during the response and recovery phases of an emergency or disaster to assist in determining departments’ needs as well as determine the necessity of a city EOC activation.

Notification

This ESF can be activated through the city EOC director, Department Operation Centers, or an Incident Commander. Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Resource Request	What resources are currently available?	City EOC, city public works	City EOC
	What resources are nearby or accessible through mutual aid?		
	What methods for resource delivery are available?		
Resource Procurement	Where are the resources located?	City EOC	
	Are there supplies/ vendors/ other sources to procure from?		
	Are these resources considered emergency procurement?		
Resource Purchase	What is the cost of the resource?	City EOC, city finance	
	How will the resource be purchased?		
	What funding will be used to purchase the resources?		
Resource Management	How quickly are these resources needed?	City EOC	
	What is the priority level?		
	Where are the resources going and who is responsible?		

Procedures

- Resource requests beyond the capability of normal day to day operations will be received and processed through the city EOC. Requests for resources may be initiated by the Incident Command organization in the field or by DOCs.
- Resource procurement will be driven by the operational needs of the incident. Therefore, normal procurement procedures established by the city may be waived to support the urgencies of the emergency or disaster. Waiver of these procedures is supported by Spokane City Municipal Code.

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation

Purpose: To ensure the mitigation of preventable or limitable impact to the tangible systems upon which ESF 7 capabilities rely.

Core Capability	Activity	Responsible Agency
Planning	Establish departmental programs that preserve and safeguard resources from the effects of an emergency or disaster.	All city departments
	Work toward the reduction of outside resource needs and the facilitation of resource procurement during an emergency or disaster through: <ul style="list-style-type: none"> • Educational programs that encourage area populations including businesses to be self-sufficient for two+ weeks. • Training for city departments that emphasize the need to safeguard city resources from the effects of an emergency or disaster. • The collection and compilation of resource inventories, and procurement data. 	City emergency management, city finance

Preparedness

Purpose: To ensure the Core Response Capabilities which allow us to coordinate the centralized management and logistical *resource services*.

Core Capability	Activity	Responsible Agency
Planning	Develops and maintains this plan, identifying existing department and division resources and coordinating which city department has responsibility for each ESF/Annex capability.	City emergency management
	Develops and maintains the Continuity of Operations / Continuity of Government (COOP/COG) Plan for the city.	
	Provide public education, encouraging residents to be prepared and self-sufficient to be at least two weeks ready.	
	Provide emergency management training, drills, and exercises in support of this ESF to city department/divisions.	
	Ensure all resources are typed according to the National Incident Management System (NIMS).	City EOC
	Plan to administer a personnel resource registration	

	program as outlined in Chapter 118-04 WAC Emergency Worker Program .	
	Establish a program or plan to coordinate the overall reassignment and deployment of non-continuity personnel from city departments as requested.	City human resources
	Work with primary and support agencies to establish and review policies and procedures governing procurement and purchasing	City finance
	Prepare plans and/or maintain data that facilitates the procurement of available resources, which are likely to be needed during an emergency or disaster.	
	Identify and establish procedures to relocate essential resources away from hazard potential areas specific to the city department specific mission.	All city departments
Operational Coordination	Maintains the EOC to be ready at any time for an activation.	City emergency management
Logistics and Supply Chain Management	Coordinates acquisition, development, and maintenance of shared resource lists, directories, and databases.	City IT and city emergency management
	Coordinates the strategic placement of critical emergency supplies within the city.	City EOC
	Ensure resource typing and inventory records are maintained for the city.	City EOC
	Assist in maintaining vendor and supplier records to identify where department resources may be supplemented, replaced, or repaired during an emergency or disaster.	All city departments
	Maintain inventory records to accurately represent departmentally controlled assets and resources.	
	Identify existing departments/divisions resources available to assist in the response and recovery activities of an emergency or disaster.	

Response		
Purpose: To coordinate the centralized management and logistical resource capabilities in response to an emergency or crisis.		
Core Capability	Activity	Responsible Agency
Operational Coordination	Provide available personnel and resources for emergency or disaster work.	All city departments
	Adhere to Washington State Emergency Worker Registration Program.	
	Provide representative or subject matter expert to the EOC when requested.	
	Attend department/division briefing to coordinate	

	disaster information and request resources needed to accomplish response and recovery activities.	
	Ensure that operational response and recovery activities are properly coordinated.	City EOC
	Receive direction from the Policy Advisory Group and the Finance Department on any limits or other parameters established for procurement.	City EOC, all city departments
	Conduct a department/division briefing to determine the scope of the emergency or disaster, resource needs, EOC activation, and status of city response and recovery capabilities.	City EOC
	Organize and register civilian volunteers to be utilized in the field when requested.	
	Provide coordination to perform damage assessment activities.	
Logistics and Supply Chain Management	Maintain departmentally controlled resources inventories.	All city departments
	Relocate essential resources away from hazard areas if vulnerable to the disaster.	
	Coordinate or delegate the procurement of resources.	City EOC
	Make city parks facilities available for personnel registration, staging, relocation, donations management, debris removal, and emergency worker or general population shelters.	City parks and recreation
	Provides resource support as available to assist in the response and recovery phases of an emergency or disaster.	Washington State EMD
Situational Assessment	Forward situation reports and resource requests to the Spokane County ECC or the Washington State Emergency Management Division and other partner agencies.	City EOC

Recovery		
Purpose: To ensure the Core Response Capabilities are continued throughout the recovery effort working to coordinate the centralized management and logistical resource services.		
Core Capability	Activity	Responsible Agency(s)
Situational Awareness	Continue communication with the county and state through situation reports.	City EOC
Planning	Revise policies and procedures to correct deficiencies learned from the emergency or disaster.	All city departments
	Submit revised inventory lists of departmentally controlled assets and resources for inclusion in the city EOC documentation.	

	Submit a revised resource list of vendors and other suppliers or locations for inclusion in the city EOC documentation.	
	Follow appropriate policies and procedures in completing the required documentation to justify emergency services, contracts, purchases, and expenditures.	All city departments, city EOC
	Update resource lists with information gained as a result of the disaster.	All city departments
	Update inventory lists of departmentally controlled assets and resources.	
	Forward completed documentation for departmental costs incurred to the city EOC.	
	Assist departments/divisions with disaster insurance claims for personnel injuries/death, damaged or destroyed city resources.	City EOC
	Work with the City Attorney to handle documentation of liability claims filed against the city.	City EOC
	Compile documentation for departmental costs incurred. Revise internal policies and procedures to correct deficiencies learned from the emergency or disaster.	All city departments
	Coordinate FEMA reimbursement process if a Presidential Disaster Declaration is issued for the event.	City EOC
	Coordinate revision of the city EOC, CEMP and other emergency management policies and procedures to correct deficiencies learned from the emergency or disaster.	City emergency management
	Continue to coordinate response and recovery activities through the city EOC, if activated.	City emergency management

Resource Requirements

- Spokane Regional Community Organizations Active in a Disaster (COAD) contacts list
- City department-specific inventory records
- City vendor records

Terms and Definitions

See Basic Plan

References

- Washington State Comprehensive Emergency Management Plan
- Spokane County Comprehensive Emergency Management Plan
- Spokane County Regional Hazard Mitigation Plan
- Spokane County Disaster Recovery Framework
- City Emergency Operations Center (EOC) Standard Operating Procedures (SOP) for Finance/Administration Section and Logistics Section

- Spokane County Debris Management Plan 2021

Appendices

Appendix A: WebEOC Resource Request Form (WA 213 RR)

Appendix A: WebEOC Resource Request Form (WA 213 RR)

WA RESOURCE REQUEST FORM (ICS 213 RR)								
Requestor	1. Mission Number & Incident Name:		2. Requesting Agency:		3. Date & Time: (mm/dd/yy - 00:00)		4. Requester Tracking Number:	
	5. Resource Requested					SHADED AREA TO BE FILLED BY LOGISTICS SECTION		
	a. Qty.	b. Kind (if known)	c. Type (if known)	d. Detailed item description and/or of task to be accomplished: (<i>Vital characteristics, brand, specs, experience, size, etc.</i>) and, if applicable, purpose/use, diagrams and other info.		Needed Date & Time		g. Cost
					e. Requested	f. Estimated		
	6. Additional Personnel/Support Needed: (<i>Driver/Fuel Etc.</i>)					7. Duration needed:		
	8. Requested Delivery/Reporting Location: (<i>Address/landmarks etc.</i>)				9. POC at Delivery/Reporting Location: (<i>Name & Contact info</i>)			
	10. Suitable Substitutes and/or Suggested Sources: (if known)				11. Priority: <input type="checkbox"/> Life Saving <input type="checkbox"/> Incident Stabilization <input type="checkbox"/> Property Preservation			
	12. a. Have all commercial resources been exhausted: <input type="checkbox"/> Yes <input type="checkbox"/> No b. Have all local resources been exhausted: <input type="checkbox"/> Yes <input type="checkbox"/> No c. Have all mutual aid resources been exhausted: <input type="checkbox"/> Yes <input type="checkbox"/> No				13. Requestor is willing to provide Funding: <input type="checkbox"/> Yes <input type="checkbox"/> No If "No", explain:			
	14. Requested by Name/Position & phone/email:				15. Request Authorized by:			
Logistics	16. EOC/ECC Logistics Tracking Number:		17. Name of Supplier/POC, Phone/Fax/Email:					
	18. Notes:							
	19. Approval Signature of Authorized Logistics Representative:					20. Date & Time: (mm/dd/yy - 00:00)		
	21. Order placed by (check box): <input type="checkbox"/> ORD UNIT <input type="checkbox"/> PROC UNIT <input type="checkbox"/> OTHER							
	22. Elevate to State: <input type="checkbox"/>		23. State Tracking #:			24. Mutual Aid Tracking #:		
Finance	25. Reply/Comments from Finance:							
	26. Finance Section Signature:					27. Date & Time: (mm/dd/yy - 00:00)		
Original to: Documentation Unit Copies to: Logistics Section, originating ESF/agency, and Finance & Administration Section								

Emergency Support Function 8: Public Health & Medical Services

Primary Agency:	City Fire Department
Primary lead:	City Fire Chief
Support Agencies:	Spokane Regional Health District (SRHD) American Medical Response (AMR) All city departments City Emergency Operations Center (EOC) Spokane County Emergency Coordination Center (ECC) MultiCare Hospital Spokane County Medical Examiner American Red Cross Providence Hospital State Department of Health

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 8 is to outline the organization and operational concepts, responsibilities, and procedures to accomplish coordinated public health, mortuary, and medical services to reduce death and injury during emergency situations and restore essential health, mortuary, and medical services within a disaster area.

ESF 8 will identify and meet the health and medical needs of individuals and communities impacted by an emergency or disaster through coordination across the city of Spokane and the Spokane Regional Health District.

The following Core Capabilities support the roles and responsibilities of ESF 8. The primary and supporting core capabilities are defined to support the execution of Public Health and Medical operations for this ESF as follows:

Primary Response Core Capabilities	
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.
	Provide fatality management services, including decedent remains

Primary Response Core Capabilities	
Fatality Management Services	recovery and victim identification, and work with local, state, tribal, territorial, insular area, and federal authorities to provide mortuary services, including temporary decedent storage or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Environmental Response / Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
On-Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and for response personnel engaged in lifesaving and life-sustaining operations.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The city fire department will operate under the Spokane County Comprehensive Emergency Management Plan, ESF 8 for disaster. The Incident Command System (ICS) should be used in any size or type of disaster to manage response personnel, facilities, and equipment. Emergency Medical Technicians (EMT) or other responders who provide emergency medical assistance shall operate under regional best practice guidelines. The city fire department will use mutual aid agreements when the city's resources are depleted or committed. Primary and supporting agencies will follow the guidelines and policies also stated in the Spokane County EMS policies.

Situation Overview

Emergencies or disasters may occur in a local jurisdiction at any time causing significant human suffering, injury and death, public and private property damage, environmental degradation, economic hardship to business, families, and individuals, and the disruption of local government.

Hazards such as disease outbreaks, or chemical and radiation emergencies may also cause significant impacts on the overall health of the population. The city may seek county, state, and federal public medical care assistance if a natural, man-made, or technological disaster exceeds local resources.

Hospitals, nursing homes, pharmacies and other medical or health care facilities may be structurally damaged or destroyed. The facilities that sustain little or no structural damage may be rendered unusable or only partially usable because of interruptions to utilities (power, water, sewer), or the inability of staff to report for work. Medical and health care facilities that remain operational and have the necessary utilities and staff may be overwhelmed by the "walking wounded" and/or other seriously injured patients who are transported to these facilities in the immediate aftermath of an emergency or disaster. Medical supplies and equipment will likely be in short supply. Most health care facilities maintain only inventory stock to meet their short-term (24 to 36 hours) normal patient load needs, though some facilities may stock inventory to last longer in duration.

Disruptions in local communications and transportation systems could prevent timely resupply. Uninjured persons who require daily medications such as insulin, antihypertensive drugs, and other lifesaving and health protecting medications may have difficulty in obtaining these medications because of damage to transportation and distribution routes, normal supply locations, and general shortages within the disaster area. Patients who are dependent on critical medical services, such as kidney dialysis or chemotherapy, may also be put at risk by the interruption to medical supply chains, staffing shortages, or compromised facilities.

Healthcare facilities and EMS will deliver medical countermeasures to exposed populations and will complete triage and initial stabilization of casualties while beginning definitive care for those likely to survive injury and/or illness. In the event of loss of life, fatality management services may include proper recovery, handling, identification, transportation, tracking, storage, and final disposition of human remains and effects.

Additionally, these agencies, alongside the lead regional public health agency (SRHD) will mobilize and/or request all critical resources to establish command, control, and coordination within the affected communities to meet basic human needs, stabilize the incident, and transition to recovery

Concept of Operations

It is likely that public demand for health information and health and medical services will increase during disasters. Primary and secondary agencies will coordinate information and work to identify, manage, and obtain medical resources including but not limited to medications, supplies, equipment, transportation, facilities, and staffing. Collaboration with local and county Emergency Operating Centers (EOCs) to provide logistical support for medical needs shelters, alternate care facilities, medication centers, mortuary operations, family assistance centers, and other field response locations will be essential.

Public Health, Mortuary and Medical Services

- The provision of basic and advanced life support services shall be provided per existing standard operating procedures, patient care guidelines, and treatment/transfer protocols as promulgated or coordinated regionally.
- Activation of the health and medical Joint Information System (JIS) may be needed to coordinate the content and timing for release of accurate and consistent health and medical information to the public, media, and community response partners.
- Resources within the affected area may be inadequate to transport casualties from the scene or treat them in local hospitals. Additional medical capabilities will urgently be needed to supplement and assist in triage and treat casualties in the affected area and to transport to the closest appropriate hospital or other health care facility. Medical resupply will be needed throughout the event area.
- The health officer will establish the overall health and medical response and recovery objectives in consultation with the incident commander.
- The damage and destruction caused by a natural or technological event will produce urgent needs for mental health crisis counseling for victims, their families, and emergency responders.
- Health and medical services will be restored during the recovery period as soon as practical and within the capabilities of affected agencies.
- Primary agencies will lead investigations into the cause and manner of death resulting from an emergency or disaster.
- Public health emergencies may require implementation of public health measures to contain and control communicable diseases or spread of environmental hazards.
- Implement local medication distribution strategies directed by the local health officer.
- Public health emergencies may require implementation of public health measures to oversee regional health and medical surge capacity measures associated with added capacity or mobilization of volunteer personnel and manage communicable disease and environmental health investigation and mitigation.

Mass Care Services

- The American Red Cross may support the emergency medical services response with additional resources within the scope of their mission and as resources are available.
- The city EOC will work to identify potential shelter and mass care sites within the region.
- Vulnerable community members (seniors, children, disabled, homeless, non-English speakers, low-income etc.) will need more support than other groups during and after an emergency. A partnership approach will be needed between government, private industry, volunteer agencies and the media to ensure essential health-related information and services reach vulnerable residents during an emergency.
- The use of gymnasiums and community centers as temporary, alternate care facilities, and family assistance centers may be necessary.

Environmental Response

- Damage to chemical and industrial plants, sewer lines and water distribution systems, along with secondary hazards such as fires, may result in toxic environmental and public health hazards to the surviving population and response personnel.
- Disruption of sanitation services and facilities, loss of power, and mass congregating of people in shelters may increase the potential for disease and injury.
- Hazardous materials incidents will present unique problems to patient care as the patients themselves may be contaminated and considered hazardous. Damages to the transportation systems may delay medical transports and outside assistance from other agencies. Impacted drinking and wastewater systems may complicate health care and possibly add to the victim or patient totals.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 8 includes communicating with the Whole Community during public health, mortuary, and medical response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs.

Organization

The regional public health agency, the Spokane Regional Health District, is responsible for coordinating public health, healthcare, emergency medical within the city. The city EOC will provide support to the lead agencies for this ESF.

Notification

ESF 8 can be activated through the following channels:

- The Spokane Regional Health District
- Spokane fire department
- EOC Director

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; in a planned event situation; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Patients	Determine the number and location of: impacted patients and patients on ventilation or other life-sustaining medical support devices.	City fire, MultiCare, Providence	City fire, MultiCare, Providence, city EOC
Medical Facilities	Determine the number and location of: <ul style="list-style-type: none">• Medical facilities operating on generator power.• Evacuated medical facilities.• Closed medical facilities.	City fire, MultiCare, Providence	City fire, MultiCare, Providence, city EOC

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To determine and outline mitigation strategies and activities to increase the public health and emergency medical services thus reducing potential human catastrophe within the city.		
Core Capability	Activity	Responsible Agency
Environmental Response Health and Safety	Promote environmental health protective actions such as vector control, environmental sampling, and food product embargoes.	SRHD
	Reduce medical worker and first responder exposures through identified and procured personal protective equipment (PPE).	
Planning	Maintain access to the Strategic National Stockpile (SNS).	SRHD
	Monitor communicable diseases through surveillance, investigation, and community containment.	
Public Health, Healthcare, and Emergency Medical Services	Minimize the spread of diseases through public health interventions such as vaccinations and/or booster shots.	

Preparedness

Purpose: To develop and maintain primary and secondary potential sources for medical and general health supplies and resources including training, personnel, facilities, and medical related equipment that can be implemented in the event of a disaster or other disruption.

Core Capability	Activity	Responsible Agency
Planning	Provide first aid training classes to the public.	American Red Cross
	Provide health training and educational classes to the public.	Hospitals
	Identify potential sources for medical and general health supplies that will be needed during a disaster.	SRHD, hospitals
	Work with local health care providers to establish disaster treatment centers.	City emergency management
	Establish transport procedures to facilitate disaster operations.	City fire, AMR
	Coordinate and manage health and medical training and exercise opportunities for healthcare providers throughout the region.	Hospitals
	Develop operational and tactical plans for health and medical response.	Hospitals, city fire
	Assess the region's vulnerability to the health impacts of emergencies and disasters.	SRHD, city emergency management
	Provide ongoing health protection activities such as vaccinations, provider education, and food and water safety assurance.	SRHD
	Adhere to the Americans with Disabilities Act (ADA) and ensure Access and Functional Needs (AFN) standards are met in public health and medical needs to individuals.	All stakeholders

Response

Purpose: To coordinate and mobilize resources to support the assessment and stabilization of impacted human health concerns during a disaster or emergency.

Core Capability	Activity	Responsible Agency
Operational Coordination	Establish Incident Command for on-scene emergency operations.	City fire
	Provide representatives to the city EOC as necessary.	
	Request additional resources and other assistance via the city EOC.	
	Activate the ESF 8 Area Command Center, Joint Information System and MAC Group as appropriate.	SRHD
	Provide leadership and direction in responding to health and medical emergencies consistent with the authority of the Local Health Officer.	
	Maintain 24/7 Duty Officer program and serve as the primary point of notification for health and medical emergencies in Spokane County.	
	Coordinate requests for medical resources with private vendors with the county ECC and the state EOC, as needed.	
	Request non-medical resources, as identified.	City EOC
	Coordinate internal communication related to employee health and safety in alignment with county, state, and federal guidance.	City human resources
	All supervisors, managers, and leaders at every level will promptly disseminate health and safety messages downward within their respective departments, divisions, and work groups to ensure they are received and understood by all employees.	All city departments
	Provide basic life support (BLS) to ill or injured persons.	City fire
	Coordinate the transport of ill or injured persons.	City fire, AMR
	Request additional medical services as needed; determined by incident casualties.	City fire
	Establish first aid stations where necessary.	
	Provide logistical support for evacuation of medical facilities and medically fragile residents during an evacuation order.	
	Request and coordinate the arrival of critical incident stress debriefing teams.	
	Provide advanced life support (ALS) services in response to ill or injured persons.	
	Provide direct medical care to injured and ill persons at	Hospitals

	appropriate fixed and other facilities.	
	Provide epidemiological surveillance, case investigation, and follow-up to control infectious disease, including acts of bioterrorism and outbreaks of food borne illness.	SRHD
	Provide medical advice and treatment protocols regarding communicable diseases and other biological hazards to EMS, hospitals, and healthcare providers.	
	Coordinate assessment and response to disaster consequences affecting food safety, water quality, and sanitation.	
	Direct response activities to vector-borne public health emergencies.	
	Direct and manage medical surge capabilities including alternate care facilities, medication centers and temporary morgues.	
	Direct and manage regional isolation, quarantine, and other control measures necessary in response to disease outbreaks.	
	Direct and manage mass vaccination and antibiotic dispensing operations.	
	Assist in the transportation of injured.	AMR
Environmental Response/Health and Safety	Implement disease control measures at the direction of the Local Health Officer.	City fire
	Coordinate and collaborate with community response agencies in identifying environmental impact, remediation, and recovery activities.	SRHD
	Assess the health and medical impacts and potential consequences posed by emergencies and disasters and determines appropriate courses of action.	City EOC
Mass Care Services	Coordinate through the city EOC to transition city owned facilities into medical sites (medication centers, family assistance centers, etc.)	City fire
	Coordinate through the city EOC to transition medical patients as needed to a mass casualty or fatality management site including the managing and tracking of patients.	
	Support mass care sheltering plans throughout the county in coordination with the American Red Cross and ESF 6 Mass Care agencies. Public Health's role in mass care sheltering will focus on assisting with environmental health assessments at shelters.	SRHD
	Oversee a family assistance center to provide a private, safe, and secure place for loved ones of deceased disaster victims and survivors.	County ECC
	Provide emergency first aid, supportive counseling,	American Red

	health care for minor illnesses and injuries to individuals in mass care shelters if qualified personnel are available, and coordinates support activities at other sites with SRHD.	Cross
	Acquaint families with available health resources and services and make appropriate referrals.	
Planning	Conduct outreach with communities during public health emergencies to continue education of health impacts and recommended protective actions.	City fire, SRHD, hospitals
	Coordinate the planning and response activities for medical and health assistance in the event of an emergency or disaster.	SRHD
Situational Awareness	Coordinate and manage incident information and medical resources for healthcare agencies across Spokane County.	SRHD
	Monitor and assure the city drinking water supply is safe.	City public works
Public Information and Warning	Direct the development and dissemination of health messages to the public, media, response partners, and community-based organizations.	SRHD
	Activate the Public Health Information Call Center as needed.	
	Amplify Public Health messaging and communicate all official public health media alerts to the community.	City communications
On-Scene Security, Protection, and Law Enforcement	Secure medical scenes as needed and the provision of law and order for emergency utility, medical, and response support services.	City police
Fatality Management	Track incident related deaths resulting from emergencies and disasters.	County medical examiner
	Authorize the release of remains of the deceased.	
	Provide notification of emergency morgue locations.	
	Coordinate transportation of the deceased.	
	Manage human remains related to the disaster.	City police
	Assist the Medical Examiner with the identification of deceased persons.	
	Provide supportive counseling for the family members of the dead and injured.	American Red Cross, city police and city fire chaplains
	Assist in the transportation of the deceased.	AMR

Recovery

Purpose: To continue response and recovery efforts to begin restoration of the health and medical service systems.

Core Capability	Activity	Responsible Agency
Operational Coordination	Continue response and recovery efforts in support of ESF 8.	All stakeholders
Planning	Participate and support the compilation and debriefing of an after-action review process.	

Resource Requirements

- Personal Protective Equipment (PPE)
- Medications and Pharmaceuticals
- Other Medical Supplies as needed to support the execution of ESF 8.
- Access to the Strategic National Stockpile.

References

- Spokane County Comprehensive Emergency Management Plan, ESF 8, Public Health and Medical Services
- Spokane County Family Assistance Center Plan
- Spokane Fire Department Standard Operating Guidelines, 2019

Terms and Definitions

- **Mass Casualty Incident (MCI):** an incident in which emergency medical services resources, such as personnel and equipment, are overwhelmed by the number and severity of casualties.
- **Pandemic:** a widespread occurrence or epidemic of an infectious disease over a whole country or the world at a particular time affecting a substantial number of individuals.
- **Strategic National Stockpile:** The United States' national repository of antibiotics, vaccines, chemical antidotes, antitoxins, and other critical medical supplies.

Appendices

None

Emergency Support Function 9: Search and Rescue

Primary Agency: City Fire Department

Primary Lead: City Fire Chief

Support Agencies: City Police Department
City Public Works Department
City Community and Economic Development Division
Spokane County Emergency Coordination Center
Spokane County Sheriff's Office
Mutual Aid Agencies
Voluntary Organizations
Washington State Military Department, National Guard
Washington State Department of Transportation
Washington State Emergency Management Division

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 9 is to coordinate the rapid deployment of search and rescue (SAR) resources to provide specialized life-saving assistance and for the coordination and effective utilization of all available resources in the conduct of SAR operations, including:

- Structural collapse (urban) search and rescue
- Waterborne search and rescue
- Land search and rescue

The National Response Framework (NRF) covers disaster SAR, specifically operations following a presidential disaster declaration, and provides information on urban search and rescue (USAR), waterborne SAR and land SAR.

The following Core Capabilities support the roles and responsibilities of ESF 9. The primary and supporting core capabilities are defined to support the execution of Search and Rescue operations for this ESF as follows:

Primary Response Core Capabilities	
Mass Search and Rescue Operations	Deliver search and rescue capabilities, including personnel, services, animals, and assets to survivors in need, with the goal of saving the greatest number of lives in the shortest time possible.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Environmental Response/Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers and the environment from hazards in support of responder operations and the affected communities.
Fatality Management Services	Provide fatality management services, including decedent remains recovery and victim identification, and work with local, state, tribal, territorial, and federal authorities to provide mortuary processes, temporary storage, or permanent internment solutions, sharing information with mass care services for the purpose of reunifying family members and caregivers with missing persons/remains, and providing counseling to the bereaved.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, among and between affected communities in the impact area and all response forces.
Public Health, Healthcare, and Emergency Medical Services	Provide lifesaving medical treatment via emergency medical services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

- State law encompasses both wildland and disaster search and rescue within the definition of land search and rescue, [RCW 38.52.010](#) Section 7. The federal government separates the two and covers wildland search and rescue in the National Search and Rescue Plan, and disaster search and rescue, specifically urban search, and rescue, in the National Response Framework. In the event of a catastrophic incident, local authorities may be overwhelmed and in accordance with [RCW 38.52.050](#), it may be necessary for the State Emergency Operations Center (SEOC) to assume operational coordination of SAR operations until such time as local authorities regain control.
- Land search and rescue operations are primarily initiated, conducted, and directed by the city police department.

- Water search and rescue operations are primarily initiated, conducted, and directed by the city fire department.
- Air search and rescue for missing for downed civil aircraft is the responsibility of the Washington State Department of Transportation (WSDOT) as defined by [Chapter 47.68 RCW](#) and [Chapter 468.200 WAC](#).

Situation Overview

The wide range of and easy access to outdoor recreational activities in the region and the large number of people who participate in those activities can result in people becoming lost, injured, killed, or in need of rescue. The region is vulnerable to airline crashes, terrorist activities, earthquakes, floods, landslides, and severe weather. Such disasters can result in large, multi-jurisdictional search and rescue operations.

SAR missions will increase as the population and recreational opportunities continue to grow. Natural and technological disasters will potentially cause great damage to the transportation system causing delayed outside resources, and thus will increase the scope and urgency of SAR operations. The widely differing terrain and climatic conditions in the state mandate a locally based SAR first response system.

Concept of Operations

Land search and rescue operations are primarily initiated, coordinated, and directed by the city police department in accordance with state and local jurisdiction plans using local resources registered in accordance with [Chapter 118-04 WAC](#). Requests for additional resources, including special skills, expertise, or equipment are coordinated through the city EOC and the city fire Department Operations Center (DOC) when requested. Land search and rescue services may be requested through the regional dispatch system), the Spokane County Emergency Coordination Center (ECC), Washington State Emergency Management Division, or the city emergency operations center. The National Incident Management System will be utilized for the on- scene management of search and rescue operations

Land SAR

- City police will request search and rescue resources when requested by the on-scene incident commander via regional dispatch.
- City public works is responsible for providing heavy equipment in support of search and rescue operations.
- City community and economic development division will provide engineers from the development services center to give technical advice concerning building safety and structural stability, as requested.
- The Washington State Emergency Operations Center (WA SEOC) Alert and Warning Center (AWC) will issue a state mission number when notified of a SAR mission by an authorized official. The issuance of this mission number authorizes the employment of local volunteers under the provisions and protection of [Chapter 38.52 RCW](#).
- The WA SEOC, upon receiving a request for assistance from an authorized official, will coordinate the resources in support of meeting the needs of the requesting jurisdiction. The State SAR Coordinator may be deployed to the scene to provide this coordination.

Air SAR

- Air search and rescue for missing or downed civil aviation aircraft is the responsibility of Washington State Department of Transportation, Aviation Division ([Chapter 47.68 RCW](#)).
- The Washington State Emergency Management Division will issue a mission number to an authorized official in response to a downed or missing aircraft and will coordinate this with the Washington State Department of Transportation, Aviation Division. The Aviation Division Incident Commander may obtain the mission number on behalf of the city to facilitate response.
- Upon location of downed aircraft, the incident becomes a land search and rescue operation under the direction and control of city police. The Washington State Department of Transportation Aviation Division Incident Commander provides support as available, and the National Transportation Safety Board and Federal Aviation Administration assume responsibility for the crash site for investigatory purposes.

Waterborne SAR

- Water search and rescue operations are primarily initiated, coordinated, and directed by the city fire department.
- City fire requests search and rescue services through zone coordinator and/or dispatch for additional resources.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 9 involves communicating with the Whole Community during Search and Rescue preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

The city police department and city fire department are responsible for search and rescue operations within the city jurisdiction. The city EOC will provide support to the lead agencies for this ESF through the Operations Section.

Notification

This ESF can be activated through several channels:

- City police department
- City fire department
- City EOC director

Activation may occur due to the severity of the event or perceived threat unmitigated risk to the community or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
SAR Mission	Status of SAR Mission to include: <ul style="list-style-type: none">○ Number of rescues (anticipated and actual)○ Number of search areas○ Number of search areas completed○ Number of personnel assigned○ Number of search dogs○ Number of current areas of operation○ Limiting factors or shortfalls	City police, city fire	City EOC
	SAR Resources to include:		

Resources	<ul style="list-style-type: none"> ○ Type ○ Assignment ○ Status 		
Medical	Local casualty collection point (assessed by medical personnel) to include: <ul style="list-style-type: none"> ○ Injury status ○ Confirmed deaths 	City fire	City police, city fire
	Local hospital status to include: <ul style="list-style-type: none"> ○ Hospital capacity ○ Availability of beds 		

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies listed in this ESF. These actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
<i>Purpose:</i> To undertake activities to ensure mitigation of preventable or limitable impacts to search and rescue operations and capabilities.		
Core Capability	Activity	Responsible Agency
Planning	Develop and present preventative SAR programs through public awareness and school education programs.	City police, city fire, county sheriff’s office
	Ensure all search and rescue resources are appropriately maintained in a state of readiness for rapid mobilization.	

Preparedness		
<i>Purpose:</i> To undertake activities to ensure planning for preventable or limitable impacts to search and rescue operations and capabilities.		
Core Capability	Activity	Responsible Agency
Planning	Develop standard operating procedures to coordinate water search and rescue operations.	City fire, city police
	Develop programs to provide education to the community and training for search and rescue personnel.	
	Participate in emergency management training, drills, and exercises in support of this ESF.	
	Appoint and maintain a liaison with the city EOC, mutual aid agencies, and area search and rescue teams.	
	Plan for the arrival and coordination of spontaneous and/or unsupervised volunteers.	City EOC

Response

Purpose: To undertake responsibilities to ensure rapid response or deployment of resources for search and rescue operations and capabilities.

Core Capability	Activity	Responsible Agency
Mass Search and Rescue Operations	Initiate, coordinate, and direct search and rescue operations to locate persons in distress, within the geographical area of the city.	City police, city fire
	Ensure the synchronized deployment of local, regional, or national resources to reinforce ongoing search and rescue efforts.	
Operational Coordination	Mobilize all critical resources and establish command, control, and coordination structures within the affected community throughout the duration of the incident.	City police, city fire, county sheriff's office
	Appoint a Search and Rescue (SAR) Coordinator/Liaison to field operations.	City police, city fire
	Appoint liaison to the city EOC Operations section.	
	Provide trained personnel for technical advice concerning damage assessment of structures through the Damage Assessment Annex of this plan.	City community and city CED
	Provide personnel, equipment, and resource support to search and rescue missions.	Washington State EMD, WSDOT
Public Health, Healthcare, and Emergency Medical Services	Complete triage and initial stabilization of casualties.	City fire
	Deliver life saving treatment to exposed populations.	
Situational Assessment	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities and engage governmental, private, and civic sector resources within and outside the affected area to meet basic human needs and stabilize the incident.	All agencies

Recovery		
<i>Purpose:</i> To undertake recovery activities for search and rescue operations and capabilities		
Core Capability	Activity	Responsible Agency
Planning	Compile appropriate documentation and costs incurred by the incident.	All agencies
	Participate in post incident after action review process.	
	Assist in returning all organizations and personnel to a state of readiness.	

Resource Requirements

Training

FEMA independent study (IS) courses 100, 200, 700, 800
City fire tech rescue trainings

References

- Spokane Fire Department Standard Operating Guidelines, 2019
- Spokane County Field Operations Guide & Spokane County Fire Resource Plan, 2017
- National Response Framework, ESF 9
- National Search and Rescue Plan
- U.S. Department of Defense Joint Publication 3-50.1: National Search and Rescue Manual
- Washington State Comprehensive Emergency Management Plan
- Spokane County Comprehensive Emergency Management Plan

Terms and Definitions

See Basic Plan

Appendices

None

Emergency Support Function 10: Oil and Hazardous Materials Response

Primary Agency:	City Fire Department
Primary lead:	City Fire Chief
Support Agencies:	City Public Works Department City Police Department City Emergency Management National Weather Service Fuel Providers and Pipeline Companies Spokane County Emergency Coordination Center (ECC) Spokane County Mutual Aid Agencies Spokane Regional Health District Spokane Regional Emergency Communications (SREC) Spokane Regional Clean Air Agency U.S. Department of Transportation Washington State Department of Ecology Washington State Department of Health Washington State Department of Transportation Washington State Patrol

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 10 is to identify and designate local jurisdictional roles and responsibilities for managing emergent hazardous material incidents and other unanticipated releases within the city. Activities set forth in ESF 10 endeavor to minimize exposure and damage to human health and safety caused by the actual or threatened release of hazardous materials and other releases. ESF 10 aims to protect emergency responders and the populace in affected areas, and to minimize damage to the environment from the adverse effects of a hazardous materials incidents. The following Core Capabilities support the roles and responsibilities of ESF 10.

Primary Response Core Capabilities	
Environmental Response/Health and Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.
On-Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and for response personnel engaged in lifesaving and life-sustaining operations.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

In 1986 Congress enacted the Emergency Planning and Community Right to Know Act (EPCRA) as part of the Superfund Amendments and Reauthorization Act (SARA) due to public concern regarding the environmental and safety hazards posed by the storage and handling of toxic chemicals. This act, known as SARA Title III, established requirements for federal, state, tribal and local governments to provide guidance for off-site emergency planning and notification to minimize exposure and/or damage to human health and safety or to the environment. This mandates that every facility using, storing, or manufacturing hazardous chemicals make public its inventory and report every release of a hazardous chemical to public officials and health personnel.

Clean-up and disposal measures must be coordinated between the responsible party and city, state, or federal regulatory agencies affiliated, or private clean-up and disposal contractors as determined by the nature and severity of the release. The Spokane County Local Emergency Planning Committee (LEPC) plans for hazardous materials emergencies by collecting information from public and private organizations with chemical inventories. This is required under the SARA Title III/EPCRA Program.

The Revised Code of Washington Title 70.136.010 outlines the intent of the legislature to promote and encourage advance planning, cooperation, and mutual assistance between applicable political subdivision of the state and persons with equipment, personnel, and expertise in the handling of hazardous materials incidents, by establishing limitations on liability for those persons responding in accordance with the provision of [RCW 70.136.020](#) through [RCW 70.136.070](#). Washington Administrative Code ([WAC](#)) [118-40](#) covers hazardous chemical emergency response planning and community Right-To-Know reporting. Occupational Safety and Health Administration (OSHA) regulation [29 CFR 1910.120](#) (q), [WAC 296-305-03002](#), and [WAC 296-824](#) identifies the training levels for hazardous materials response teams. This is the minimum level of training provided to the city of Spokane Hazardous Materials Response Team.

The guidelines established in the Regional Hazardous Materials Providers Standard Operating Procedures (SOPs) may be followed in responding to a hazardous material incident. This may include activation of the city fire department emergency operations center (DOC) to establish operational control depending on the size and complexity of the incident. All activities within ESF 10 will be conducted in accordance with the National Incident Management System (NIMS) and will utilize the Incident Command System (ICS).

Priority shall be given to life safety, incident stabilization, environmental conservation, and then property and economic considerations, in that order. In the event the city fire department has exhausted all resources through mutual aid agreements, resource support will be requested through the Spokane county ECC.

The Spokane Regional Emergency Communications (SREC) is the designated public safety answering point (E 9-1-1 dispatch center) for the dispatch of fire mobilization resources. Other E 9-1-1 dispatch centers will support SREC upon request.

The following authorities and policies by the state of Washington support the execution of ESF 10.

Revised Code of Washington (RCW)

- [RCW 4.24.314](#): Person causing hazardous materials incident - Responsibility for incident clean-up – Liability (2019)
- [RCW 69.50.511](#): Cleanup of hazardous substances at illegal drug manufacturing facility (2022)
- [RCW 70.136](#): Hazardous Materials Incidents (2019)
 - [70.136.010](#): Legislative Intent
 - [70.136.020](#): Definitions
 - [70.136.030](#): Incident command agencies – Designation by political subdivisions
 - [70.136.035](#): Incident command agencies – Assistance from state patrol
 - [70.136.040](#): Incident command agencies – Emergency assistance agreements
 - [70.136.050](#): Persons and agencies rendering emergency aid in hazardous materials incidents – Immunity from liability – Limitations
 - [70.136.060](#): Written emergency assistance agreements – Terms and conditions – Records
 - [70.136.070](#): Verbal emergency assistance agreements – Good Samaritan law
- [RCW 90.56](#): Oil and Hazardous Substance Spill Prevention and Response (2019)

Washington Advisory Code (WAC)

- [WAC 296-305-03002](#): Hazardous Materials (2019)
- [WAC 296-305-05000](#): Incident Management (2019)
- [WAC 296-305-05101](#): Technical Rescue General Requirements (2019)
- [WAC 296-305-05103](#): Technical Rescue Training (2019)
- [WAC 296-305-05107](#): Technical Rescue Incident Response Planning (2019)
- [WAC 296-305-05111](#): Technical Rescue Safety (2019)
- [WAC 296-824](#): Emergency Response (2019)
 - [WAC 296-824-3005](#): Train your employees (2019)
- [WAC 118-40](#): Hazardous Chemical Emergency Response Planning and Community Right-to-Know Reporting (2019)
- [WAC 173-360A](#): Underground Storage Tank Regulations (2019)

Occupational Safety and Health Administration (OSHA)

- [29CFR 1910.120](#) (q): *Hazardous waste operations and emergency response* (2019)
- [40CFR 355](#): *Emergency planning and notification* (2022)

Situation Overview

Spokane has a mix of land uses throughout the city. Industrial and commercial uses are located throughout the city, and the city center area includes mixed-use residential and commercial land, with both single and multi-family homes.

The geographic and economic characteristics of Spokane make it likely that hazardous materials releases will occur and may develop slowly or occur without warning. Incidents may occur because of human error, natural hazards, terrorism or illegal activity, or a breakdown in equipment or monitoring systems. Potentially harmful chemicals are used for a wide variety of operations and are stored, used in, and travel through the region on a regular basis via highways, rail lines, and/or pipelines. The likelihood of a hazardous materials release may increase through events or threats such as flooding, a pipeline rupture, or illegal lab dumping. For a map of hazardous materials pipelines in the city, see the “maps annex” at the end of this plan.

The rail infrastructure in downtown Spokane consists of freight and passenger rail lines that run through the city’s core, including near residential, commercial, and academic areas. Freight trains often carry hazardous materials (HazMat), such as chemicals, petroleum products, and other potentially dangerous cargo, increasing the risk of derailments, spills, fires, or explosions. The proximity of these rail lines to populated areas poses a significant risk for mass casualty incidents, complicating evacuation efforts and emergency response. Additionally, passenger rail traffic adds the potential for high-casualty events in the case of collisions or derailments. Further, the areas underneath and around the rail infrastructure in the downtown core are often frequented by people experiencing homelessness and other transient populations. These populations are at increased risk of injury during a rail-related emergency incident.

The Spokane River flows through the city and particularly through the downtown core. The river and its tributaries are at risk for HazMat incidents, given its proximity to industrial areas, transportation corridors and urban development. Key risks include: railway or roadway spills, industrial runoff and spills, sewage and wastewater incidents, stormwater runoff and chemical facilities/storage.

These chemicals can be hazardous to humans or the environment if used or released improperly. Hazardous materials in various forms can cause death, serious injury, long-lasting health effects, and damage to buildings and the environment. The number and severity of major incidents can be minimized by prevention programs. The impact depends upon the quantity and physical properties of the hazardous material, environmental and weather factors at the point of release, the type of release and its proximity to human and wildlife populations and valuable ecosystems. Hazardous materials may be explosive, flammable, combustible, corrosive, reactive, poisonous, or radioactive, as well as in solid, liquid, or gaseous form.

Business types that commonly use hazardous materials locally include hospitals, schools, metal plating and finishing, aircraft manufacturing, public utilities, cold storage companies, fuel industry, communication industry, research facilities, and high technology firms. SARA Title III/EPCRA facilities are required to maintain plans for warning, notification, evacuation, and site security under numerous regulations. Copies are filed with the City of Spokane.

Actual or threatened releases of hazardous materials often require immediate response. The coordination of emergency response operations to hazardous material incidents may require multi-agency and multi-disciplinary responses. Disciplines involved may include hazardous materials technicians, firefighters, emergency medical service providers, law enforcement, environmental containment and clean-up specialists, fish and wildlife experts, and environmental/public health. Most hazardous material incidents are minor in scope and can be handled by trained facility personnel and/or the city fire department Hazardous Materials Response Team. However, the potential exists for a large-scale incident, which would require multiple resources and the need for mass evacuation of downwind populations or sheltering in place.

Incident commanders are required to utilize their local mutual aid resources and request activation of their county plan before requesting regional assistance. Requesting and coordinating regional fire resources is ultimately accomplished by the city tour commander.

Concept of Operations

The city fire department has the primary responsibility for protecting life, the environment, and property threatened by hazardous materials incidents, except where this has been specifically preempted by state or federal laws or regulations.

The agency with primary authority is dependent on the location of the event. The city fire department is the Incident Command Agency for the city under [Chapter 70.136.030 RCW](#). When an incident occurs on a state highway, the Washington State Patrol will establish a Unified Command System with surrounding fire departments, emergency medical services, and other state and federal agencies.

To manage and support complex or significant field incidents including but not limited to hazardous materials emergencies, the fire chief or designee will activate the city fire department Operations Center (DOC). The city fire tour commander will be an overall coordinator of fire service activities and organize resources.

The city fire DOC will coordinate with the field command post and the city EOC as necessary. The primary location of the city DOC which is at the fire training center. The backup location for the DOC will be at the Gardner building (used by city law enforcement for their command post).

Communications will be through established channels. The primary mode of emergency communications would take place through the regional radio communications system. Secondary communications are outlined in the SREC communications guide.

Hazardous materials emergencies involve the organization and management of fire department resources to mitigate hazardous materials of all types, kinds, and complexities while protecting the lives, environment, and property in the affected area. The Spokane Fire Department Hazardous Response Team is trained to the specialist level to mitigate these incidents. Larger incidents may require the resource assistance of other agencies through the countywide mutual aid agreement.

The resources and logistics utilized to mitigate hazardous materials incidents depend on the severity of the emergency and the level of training of fire department personnel. The city fire department

follows a three-tiered approach that directly correlates to the three levels of training of responding units that are described below:

- Awareness level: Awareness level responders are those personnel who, in the course of their normal duties, could encounter an emergency involving hazardous materials/weapons of mass destruction (WMD) and be expected to recognize the presence of the hazardous materials/WMD, protect themselves, understand risks and potential outcomes, call for assistance, and secure the scene. This is a defensive action.
- Operations level: Operations level responders are personnel who respond to hazardous materials/WMD incidents for the purpose of implementing or supporting actions to protect people, property, and the environment from the effects of a release. They are trained to respond in a defensive fashion, which may include attempts to confine, contain or otherwise control the release without coming into contact with the material/product. All members of the city fire department are trained to this level which includes gross decontamination procedures in the warm zone.
- Technician level: Technician level responders are personnel who respond to a hazardous materials/WMD incident using a risk-based response process to analyze the situation involving hazardous materials/WMD, identify the unknown material, select applicable decontamination procedures, and contain/control the release using specialized protective clothing and control equipment. They will approach the point of release in order to plug, patch or otherwise stop the release of a hazardous substance. This is considered an offensive action in the hot zone and only performed by HazMat technicians. All members of the city fire HazMat team are trained to this level.
- Specialist level: Specialist level responders are personnel with advanced knowledge, skills, and training in handling hazardous materials incidents. Specialists typically have a deeper understanding of chemical, biological, radiological, and nuclear (CBRN) hazards, and they play a critical role in both response and mitigation efforts.

Procedures

Incident response will vary dependent upon the location and magnitude of the hazardous materials release and the population impact. Response and recovery efforts include containing and controlling the release, warning the public, request for assistance, notification of state and federal agencies, restoration of businesses and requests for cleanup resources. Additionally, requests for recovery of response and cleanup costs and monitoring the site may be necessary.

The city fire department policies and procedures outline mutual aid partners and DOC guidelines to be used for large-scale incidents. Within these policies are hazardous materials specific standard operating procedures (SOPs) written to support the city fire department hazardous materials response, including releases because of disasters. Additionally, the Spokane County Fire Field Operators Guide outlines countywide hazardous material specific policies that all fire agencies in Spokane County follow. These specific SOPs and procedures are listed in the References section at the end of this document.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 10 includes communicating with the Whole Community during Hazardous Materials preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

Hazardous materials response is organized under the National Incident Management System (NIMS). City fire has the responsibility for managing hazardous materials incidents in the city service area.

City Fire Divisions

- The Operations Division is responsible for all Suppression, EMS, Technical Rescue, Water Rescue, and Hazardous Material activities.
- The Office of the Fire Marshal is responsible for providing International Fire and Building Code inspections, plans checking, public education, and hazardous materials inspections on target hazard facilities in the city.
- The Logistics Division and Administration are responsible for fleet, facilities, logistics, finance, security, and other support needs.
- The EMS and Training Divisions are responsible for Emergency Medical Services (EMS) as well as occupational injury, illness, and exposure of SFD members.

Notification

ESF 4 can be activated through the following channels:

- Incident Commander
- Battalion Chief/Safety Officer (BC/SO)
- Fire Duty Chief/Deputy Chief
- Fire Chief
- Zone fire coordinator
- Spokane County fire coordinator
- EOC Director

Activation may occur due to the severity of the event or perceived threat, unmitigated risk to the community, or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Nature of Incident	Gathering information regarding the extent of the incident. <ul style="list-style-type: none"> • What is the substance identity? How is it being spread? • How dangerous is it? • What is the protective action to be taken? (evacuation, shelter in place) 	Incident commander	County ECC, city fire duty chief
Extent of Incident	Gathering information regarding the extent of the incident. <ul style="list-style-type: none"> • Is it growing or stable? • Are lives at risk – if so, where? • How many persons are potentially contaminated? • Are any vulnerable congregate facilities (hospitals, nursing homes, schools) impacted? 	Incident commander	
Environmental Conditions	What are the weather conditions relevant to the release? Is there the possibility of environmental contamination?	County ECC, city fire, National Weather Service, Department of Ecology	County ECC, city fire
Logistics	Determine the number, location, and mission assignment of ESF 10 staff deployed to incident coordination locations. Determine the locations of: the staging area, warm zone, hot zone, decontamination facilities, and other key locations	County ECC, incident commander, city fire tour commander	County ECC, fire DOC
Resources	Determine the number, location, and role of pre-positioned (staged) and deployed ESF 10 resources.		County ECC, city tour commander

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statements of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation

Purpose: To profile hazards, identify risks and vulnerabilities, and propose strategies and actions to reduce risks to life, property, the environment, the economy, infrastructure, and first responders. The type and amount of hazardous material and the specific situation will determine offensive or defensive actions for confinement, containment, and hazard reduction to stop the release.

Core Capability	Activity	Responsible Agency
Environmental Response/Health and Safety	Minimize public exposure to environmental hazards through assessment of the hazards and implementation of public protective actions.	City fire, Labor and Industries (L&I)
	Enforce the International Fire Code requiring facilities to have hazardous materials management plans, which provide local responders with vital information for hazardous materials response to specific facilities.	
	Establish regional and statewide regulations and codes relating to the safe storage, use, handling, and disposal methods of hazardous materials.	Department of Ecology, Spokane Regional Clean Air Agency, city fire
Planning	Review, evaluate, inspect, and issue permits for the storage and use of hazardous materials to reduce the risk of a release or spill.	City fire, city CED
	Manage, recommend, and/or enforce city codes relating to the storage, use and handling of hazardous materials to lessen the impact of a hazardous material incident.	

Preparedness

Purpose: To identify, evaluate, and implement measures to prevent and minimize impacts to the community, environment, and properties from hazardous materials emergencies and response operations for these incidents.

Core Capability	Activity	Responsible Agency
Environmental Response/Health and Safety	Regularly conduct building inspections and review pre-incident plans of HazMat facilities in advance of an incident.	City fire, county ECC
	Identify, assess, and mitigate worker health and safety hazards, and disseminate health and safety guidance and resources to response and recovery workers.	City fire, city human resources and city risk management
Planning	Develop hazardous materials emergency response plans and procedures.	City fire

	Plan for response to public and private entities that manufacture, use, store, and transport hazardous materials in the city.	
	Participate in training required by 29 CFR 1910.120 .	
	Provide and/or participate in emergency management training, drills, and exercises in support of this ESF.	
	Coordinate, participate and evaluate hazardous material drills and exercises for SARA Title III / EPCRA facilities with the Spokane County LEPC.	
	Maintain emergency response plans and Tier II files for hazardous materials facilities, which fall under the SARA Title III / EPCRA law.	
	Participate in the Spokane County LEPC.	
	Work directly with the city community and economic development division (CED) to plan for hazardous materials incidents.	
	Maintain Tier II records and plans from facilities required under SARA Title III and the Clean Air Act.	City emergency management
	Participate in the Spokane County LEPC.	
Operational Communications	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between federal, tribal, state, and local first responders.	City fire, county ECC
Public Information and Warning	Develop and distribute public education information related to hazardous material issues per the Community Right to Know Act.	Department of Ecology

Response

Purpose: To respond to public and private entities that manufacture, use, store, and transport hazardous materials that could impact the city. Conduct initial hazard assessments and determine the appropriate resources to meet the demands of the incident. Protect the community and responders from exposure to hazardous materials released, as well as the protection of property and the environment.

Core Capability	Activity	Responsible Agency
Planning	Develop and implement strategic incident action plans after identifying the critical factors.	City fire
	Review emergency response plans and spill prevention plans for facilities within the city.	
Operational Coordination	Assist in containing and controlling the hazardous material.	
	Provide initial response to, and size-up of hazardous material incidents. Incident priorities include life- safety, evacuation, shelter-in-place, and primary defensive	

	measures.	
	Assume the role of on-scene Incident Commander (IC) and utilize the Incident Command System (ICS).	
	Activate city EOC as needed to provide support to ESF 10 incidents.	
	Coordinate the response to hazardous material incidents.	
	Contact the appropriate outside agencies for assistance, if necessary, through mutual aid agreements.	
	Coordinate resource requests with the city EOC or county ECC.	
	Coordinate with the zone fire coordinator to request fire resource mobilization of support agencies during a large-scale incident.	
	Send a liaison to the county ECC.	
	Enhance and maintain command, control, and coordination structures consistent with the National Incident Management System (NIMS) to meet basic human needs, stabilize the incident, and transition to recovery.	
	Assist in containing and isolating the hazardous material within the limits of staff training and available personal protective equipment.	City public works
	Provide necessary resources as required by the incident commander.	
	Activate the Spokane county emergency coordination center, as needed.	County ECC
	Coordinate additional resources at the request of the incident command agency or county ECC.	
Environmental Response / Health and Safety	Assist in the response and recovery from hazardous material releases.	Spokane County mutual aid agencies
	Provide response resources as requested by the Incident Commander per mutual aid agreements (KC ILA).	
	Establish hot, warm, and cold control zones may be established.	City fire
	Promptly report leaks, spills, illicit discharges, and other types of releases deemed harmful to the environment to the appropriate entities.	
	Report all spills to the Washington State Department of Ecology (DOE) via the National Response Center (NRC) at 1-800-424-8802. NRC will notify all state and local agencies. All DOE reportable spills will also be reported to the city fire tour commander.	
	Report all spills to the Regional Department of Ecology office at 425-649-7000. DOE may provide on-scene response.	
	All spills shall be reported immediately to the county ECC.	

Operational Communications	Deliver information sufficient to inform decision making regarding immediate lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs and stabilize the incident.	City fire
	Serve as a Public Safety Answering Point (PSAP), providing call receiving and dispatch services, and procure additional firefighting resources for the region.	SREC
Infrastructure Systems	Supply information on city infrastructure and regulate critical utilities.	City public works
	Decrease and stabilize immediate infrastructure threats to the affected population, to include survivors in heavily impacted zones, nearby communities that may be affected by cascading effects, and mass care support facilities and evacuation processing centers with a focus on life- sustainment and congregate care services.	City fire
On-Scene Security, Protection, and Law Enforcement	Provide traffic control, area security, and communication support to establish a safe and secure environment in an affected area.	City police, city fire
	Isolate and deny entry to all unauthorized personnel.	
	Assist in response and population protection measures such as sheltering in place.	
	Assist in evacuation of potentially affected populations to safe environments as directed.	
	Provide traffic control assistance as requested.	City public works
Public Information and Warning	Deliver credible and actionable messages to inform ongoing emergency services and the public about protective measures and other life-sustaining actions and facilitate the transition to recovery.	City fire, city communications
	Inform all affected segments of society of critical lifesaving and life-sustaining information necessary, including accessible tools, to expedite the delivery of emergency services and aid the public to take protective actions.	
	lifesaving and life-sustaining activities, and engage governmental, private, and civic sector resources within and outside of the affected area to meet basic human needs, stabilize the incident, and transition to recovery.	

Recovery

Purpose: The systematic process of managing the end stages of the incident after life safety, mitigation and stabilization is reached. Recovery is to include, but is not limited, to assigning a third-party authority to provide collaboration with environmental clean-up, re-occupancy of fixed- facility or transportation corridor, and financial/logistical obligations for the responding agencies

Core Capability	Activity	Responsible Agency
Operational Coordination	Begin the coordination of recovery efforts to hazardous materials incidents.	City fire
	Assist in the city's recovery from hazardous material releases.	Spokane county mutual aid agencies
	Serve as the lead agency in Spokane County for overseeing the clean- up and disposal of hazardous materials waste.	Department of Ecology
	Serve as the lead agency in Washington State for recovery from radiological incidents.	Department of Health
	Coordinates recovery efforts for hazardous materials and radiological incidents between the state Department of Ecology and state Department of Health.	County ECC
Environmental Response / Health and Safety	Ultimately responsible for the cost of clean-up and recovery (RCW 4.24.314).	Owner or transporter of the hazardous material release
Operational Communications	Compile the appropriate documentation for the incident report.	City fire
	Conduct a post-incident analysis to evaluate the incident.	
	Assist the Spokane fire department in evaluating the incident and providing information for the incident report.	All agencies

Resource Requirements

Hazardous material releases require substantial amounts of specialized equipment, supplies and training. Many specialized monitoring devices may be needed as well as training, decontamination equipment and technical information resources. Spokane County has one HazMat team, primarily staffed and run via the Spokane city fire department.

References

- Spokane Fire Department Standard Operating Guidelines, 2019
- Spokane County Field Operations Guide & Spokane County Fire Resource Plan, 2017
- Spokane HazMat Guidelines, 2019
- [International Fire Code](#)
- [International Building Code](#)
- [Department of Transportation Emergency Response Guidebook \(2020\)](#)
- **National Fire Protection Association (NFPA)**
 - [NFPA 472](#) - Standard for Competence of Responders to Hazardous Materials/Weapons of Mass Destruction Incidents (2018)
 - [NFPA 1991](#) - Standard on Vapor-Protective Ensembles for Hazardous Materials Emergencies and CBRN Terrorism Incidents (2016)
 - [NFPA 1992](#) - Standard on Liquid Splash-Protective Ensembles and Clothing for Hazardous Materials Emergencies (2018)

Terms and Definitions

- **Hazardous Material (HazMat):** Any explosive, gas, flammable/combustible liquid, oxidizer, poison, etiologic agent, radioactive, corrosive, or other substance or material in quantity or form that may pose an unreasonable risk to public health, safety, or the environment
- **HGS:** Hazardous Materials Group Supervisor
- **Hot Zone:** An area where hazardous vapors and liquids are present. This area is dangerous due to biological, chemical, or nuclear contamination. Individuals must be trained to Hazmat technician level and prepared to enter and leave the area through specific corridors. This is also known as the exclusion zone or area of contamination
- **LEPC:** Local Emergency Planning Committee
- **Level A Protection:** The highest available level of respiratory, skin, splash, and eye protection for HazMat technicians which requires fully encapsulating vapor protective clothing with supplied breathing air. Level A HazMat releases have a high vapor pressure and is toxic through skin absorption or is carcinogenic
- **Level B Protection:** The level of protective equipment utilized by HazMat technicians where the environment is not considered acutely vapor toxic to skin but may cause respiratory effects. In such situations a chemical splash suit or full coverage, non-airtight chemical suit with self-contained breathing apparatus (SCBA) or supplied air breathing apparatus (SABA) is required
- **Level C Protection:** The level of protective equipment required to prevent respiratory exposure but does not include protection of skin contact (i.e., full-face air purifying

respirator, inner and outer chemical-resistant gloves, hard hat, escape mask, and disposable chemical-resistant out boots)

- **MCI:** Mass Casualty Incident
- **MDC:** Mobile Data Computers
- **PSERN:** a voter-approved emergency radio system used for dispatching and communications between fire, law enforcement, and other agencies in the County, Washington. It is simulcast 800MHz trunked radio system, utilizing P25 Phase II digital technology to broadcast via 61 radio sites between over 18,000 portable (hand-held), mobile (vehicle), and control stations (desktop) radios, as well as dispatch center consoles, within the service area. PSERN is maintained and operated by the PSERN Operator
- **Warm Zone:** The decontamination area located outside the hot zone

Appendices

None

Emergency Support Function 11: Agriculture and Natural Resources

- Primary Agency:** City Parks and Recreation Department
- Primary Lead:** City Parks and Recreation Director
- Support Agencies:** City Emergency Management
City Police Department
City Fire Department
City Division of Community and Economic Development
City Communications and Marketing
Spokane County Emergency Coordination Center (ECC)
Spokane Regional Health District (SRHD)
Washington State Department of Agriculture
Washington State Department of Health
Washington State Department of Archaeology and Historic Preservation

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 11 is to support and facilitate multiagency planning and coordination for operations during incidents requiring city internal and external coordination for:

- Nutrition and food assistance
- Animal and agricultural health
- Animal and agricultural emergency management
- Protection of natural, cultural, and historical properties resources

The following Core Capabilities support the roles and responsibilities of ESF 9. The primary and supporting core capabilities are defined to support the execution of Search and Rescue operations for this ESF as follows:

Primary Response Core Capabilities	
Environmental Response/Health & Safety	Conduct appropriate measures to ensure the protection of the health and safety of the public and workers, as well as the environment, from all hazards in support of responder operations and the affected communities.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, as well as coordinating access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
On-Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and for response personnel engaged in lifesaving and life-sustaining operations.
Public Health, Healthcare, & Emergency Medical Services	Provide lifesaving medical treatment via Emergency Medical Services and related operations and avoid additional disease and injury by providing targeted public health, medical, and behavioral health support, and products to all affected populations.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The city may provide emergency organization and resources to minimize the effects of incidents, prepare to respond to disaster situations; maximize population survival, preserve property, and recovery that will ensure the orderly and fast return to normal community life in the event of a natural or technological disaster. The city will make every effort to educate staff, communities, and businesses about their responsibilities to provide for and/or secure their own safe food and water for at least two weeks following a disaster.

This plan may be supplemented by the Spokane County Comprehensive Emergency Management

Plan, the Washington State Comprehensive Emergency Management Plan, and other applicable plans. All operations will function in concert with the National Incident Management System (NIMS) to assure a comprehensive approach to emergency management is achieved.

The following policies and authorities from the state of Washington apply to the execution of ESF 11:

Revised Code of Washington (RCW)

- [RCW 27.44](#): Indian Graves and Records- Procedures for responding to discoveries of human skeletal remains; penalties for known disturbance of Native Indian cairns, graves, and rock markings.
- [RCW 27.53](#): Archaeological Sites and Resources- *Penalties for disturbing known archaeological sites on either public or private land*

Washington Advisory Code (WAC)

- [WAC 16-25](#): Disposal of Dead Livestock- State Veterinarian has the authority to specify the method of disposal and place additional requirements for the disposal of carcasses of livestock animals that die of disease or are euthanized to prevent the spread of disease.
- [WAC 246-291-125](#): Groundwater Source Approval. Drinking water shall be obtained from the highest quality source feasible.
- [Federal Public Law: Pets Evacuation and Transportation Standards Act of 2006](#) - Authorizes FEMA to provide rescue, care, shelter, and essential needs for individuals with household pets and service animals, and to the household pets and animals themselves following a major disaster or emergency.

Situation Overview

Emergencies or disasters may occur in a local jurisdiction at any time causing significant human suffering, injury, and death; public and private property damage; environmental degradation; economic hardship to businesses, families, and individuals; and disruption of local government.

The Spokane County Regional Hazard Mitigation Plan identifies the natural and technological emergencies or disasters the region may experience. Specific hazards that may severely impact the city's agriculture and natural resources includes landslides, flooding, earthquakes, wildfires, and hazardous materials spills among others.

The city has developments including a downtown core, suburban housing, parks and trails, rivers, space, and forested areas. Natural, cultural, or historic preservation and restoration issues may arise during an emergency or because of a disaster. Areas covered include terrestrial and aquatic ecosystems; biological resources, including fish and wildlife; threatened and endangered species, migratory birds; historic and prehistoric resources; mapping and geospatial data; geology; hydrology, including real-time water flow data; data on earthquakes and other natural hazards; on- and offshore minerals; energy; and coal mining.

During the first 72 hours of an emergency, shelters and individuals are expected to rely on their own resources, and those available in their immediate area, for food and water. The city has no experience in coordinating the distribution of foods, water, and donated goods in large quantities and will rely upon the expertise of outside agencies and organizations to accomplish these tasks whenever possible.

Early during the event, little information will be available, and information may be vague and inaccurate. Because assets and personnel may be overwhelmed, the city and county can only endeavor to make every reasonable effort to respond to a hazardous event based on the situation, information, and resources available at that time.

Concept of Operations

ESF 11 describes the management, safe handling and distribution of food and water for the needs of large groups of people within the city during and immediately after a major emergency or disaster. It also addresses the safety and well-being of household pets and livestock, and the protection of natural, cultural, and historic properties within this jurisdiction.

- ESF 11 facilitates multiagency planning and coordination in the pre-incident phase in order to pre-position assets or to place assets on alert for quick turnaround.
- During the response phase, ESF 11 transitions and is responsible for operational coordination, logistics and supply chain management for mass care services, and situational awareness.

Nutrition and Food Assistance

A significant emergency or disaster may deprive substantial numbers of residents of the ability to prepare or gain access to safe and reliable supplies of food and water. Congregate care feeding areas will be the primary locations for the distribution of food and water supplies.

Food warehouses located in the city are not available for the sole use of the city and must be considered a regional resource. If not handled properly, food and water can become vehicles for illness and disease transmission, which must be avoided. The Spokane Regional Health District (SRHD) may provide guidance to the city and to individuals to ensure the safety of food and water made available to the public. The city will work closely with local volunteer and non-profit agencies to determine the emergency food and water needs of the affected population. The city will coordinate with local agencies, commercial facilities, volunteer organizations and appropriate purveyors for the supply and distribution of food and water to the affected population. The city will not accept unprocessed donated goods during a time of disaster. Only those goods that can quickly be placed into the community, or specifically requested, will be accepted.

Animals and Agriculture

Any displacement or evacuation of people from their homes may cause household pets and livestock to be placed at risk due to lack of food, shelter, and care. Animal evacuation and sheltering should be conducted in conjunction with human evacuation and sheltering efforts. Animals should be sheltered near their owners to the extent possible. To provide for the safety and security of residents, animals, and property, the city will work to ensure the care and shelter of pets in the event of an emergency. Owners will be expected to provide food, water, husbandry, and exercise for their pets during the times that folks are in emergency shelters. City police will guide the city's response to domestic animal care following a major emergency or disaster. While incident command will assist with animal issues, the priority will remain the health and safety of residents.

Some animal diseases are contagious (e.g. – foot and mouth disease) and would be very difficult to identify, isolate, control, and eradicate in a congregate emergency shelter environment. Some plant diseases are very infectious to other plants and can be very difficult to identify, isolate, control, and eradicate. The Washington State Department of Agriculture, in collaboration with identified stakeholders and legal authorities (local, state, federal and tribal), may lead the management of animal and/or plant health emergencies.

City police has jurisdictional authority and will direct and control all activities related to animal sheltering, protection, and control during an emergency. If a possible foreign animal, insect, crop, or disease is confirmed on a premise, the state veterinarian, Washington Department of Agriculture (WA DOA) and the Federal Area Veterinarian in Charge become the unified command. As a unified command, they would coordinate the response with local, other state and federal agencies.

Natural, Cultural and Historical Resources

Cultural heritage institutions (such as museums, libraries, archives, records repositories, and historical societies) may have sensitive collections that require specific actions in the event of a disaster or emergency. Actions initiated under ESF 11 to protect, preserve, conserve, rehabilitate, recover, and restore natural, cultural, and historical resources will be guided by the existing internal policies and procedures of the agencies providing support for the incident. Structures registered in national historical registries, or those structures eligible for inclusion in those registries, may be subject to special considerations. The city may coordinate with local, state, tribal and federal partners to assess, protect, preserve, conserve, inform long- term recovery and restore identified natural resources and/or cultural sites.

Individuals/Households

Individuals are responsible for knowing the risks they face and developing emergency plans for their families that include emergency preparedness for the animals in their household, whether those animals are owned for pleasure or commercial purposes. To the extent possible, during an incident, individuals should carry out their emergency plans in accordance with first responder instructions.

During an incident, to the extent practical, animal evacuation and sheltering should be conducted in conjunction with human evacuation and sheltering efforts, and animals should be sheltered near their owners. Service animals are trained to perform a specific service for a person with a disability or access and functional need. They are not pets and may not be separated from the individual with a disability or other access and functional need. These animals should be permitted anywhere the public goes. Owners should provide food, water, husbandry, and exercise for their animals while they are in emergency shelters. Recognized service animal species are dogs and miniature horses under Washington state law and must be accommodated. Emotional support animals do not receive the same accommodation and may be treated as a pet under emergency circumstances.

Local, State, and Tribal Governments

Local, state, and tribal governments are primarily responsible for the welfare of individuals and animals within their jurisdictions.

Typically, at the local level, the animal control agency is the authority that has jurisdiction for non-disease animal emergency management issues within a given community. When requested and mission assigned, ESF 11 can assist in coordinating or providing technical assistance to address animal/agriculture emergency management issues.

Actions taken during an emergency threatening the environment or cultural and historic resources are guided by and coordinated with the appropriate local, state, and tribal agencies, including the state historic preservation office, state archives, and local emergency management agencies.

Private Sector/Nongovernmental Organizations

Most animal and agriculture emergency response resources and assets are owned or controlled by the private sector and NGOs.

Animal emergency management is a whole community effort—a blending of emergency management and animal handling expertise. At the local level, veterinarians, farmers, animal control agencies and humane organizations, breeders, wildlife rehabilitators, and others make up the animal infrastructure within a community. These entities should be encouraged to collaborate with government to meet emergency animal needs in their communities. Many states have integrated animal response capabilities, such as county and/or state animal response teams, veterinary medical reserve corps, or similarly named entities.

Cultural heritage institutions (such as museums, libraries, archives, records repositories, and historical societies) should be encouraged to develop emergency plans, including having contingency plans in place for their collections in the event of a disaster or emergency. Nonprofit networks, such as the Heritage Emergency National Task Force, can provide information on cultural and historic resources at risk.

Whole Community

The “Whole Community” includes individuals, families, and households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 11 includes communicating with the Whole Community during Agriculture and Natural Resource related activities through preparedness, response, recovery, and mitigation. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

The city parks and recreation department is responsible for leading the coordination of agriculture and natural resources activities within the city jurisdiction. The city EOC will provide support to the lead agency for this ESF.

Notification

The ESF can be activated through several channels:

- Incident commander
- City mayor, city administrator, or designee
- EOC director

ESF 11 may be activated independently or in conjunction with other ESFs, depending on the situation. Activation may occur due to the severity of the event or perceived threat, unmitigated risk to the community, in a planned event situation, or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered for information collection. They may not include all relevant EEIs as the impact of a given disaster may require unique information collection needs.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Extent of Incident	Gather information regarding the extent of the incident: <ul style="list-style-type: none"> • Is it growing or stable? • Are lives at risk – if so, where? • Evacuation order needed? 	Incident commander, city EOC	City EOC, city fire, city police
Damage Assessment	Gather information regarding the extent of physical damage resulting from the incident.	City EOC, city CED	City EOC
Population Status	Gather information regarding life/safety impacts; displacement; specific community impacted; animal population impacted; immediate needs identified.	City EOC, city parks and recreation, city police, city fire, city neighborhood housing and human services	
Resource Requests	Gather immediate resource requests from the field or other responders to the event to be fulfilled through the EOC.	Incident commander, city EOC	
Community Impact and Response	Gather information on the state of the community from social media, traditional media, and other community-based sources. Are there any cultural sites impacted?	City EOC, city communications	
Responding Entities	Determine who is responding to the incident? External partners or agencies are offering help? Other responding resources?	Incident commander, city EOC	

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “purpose” section.

Mitigation

Purpose: To ensure the mitigation of preventable or limitable impacts to the tangible systems upon which ESF 5 capabilities rely.

Core Capability	Activity	Responsible Agency
Environmental Response / Health & Safety	Identify potential impacts to and develop mitigation activities for local natural resources and vulnerable agricultural areas.	City emergency management

Preparedness

Purpose: To ensure the Core Capabilities which allow us to coordinate the collection, evaluation, documentation, and dissemination of information regarding potential or actual emergencies or disasters that could affect the city are up to date; fully resourced; and disseminated to appropriate partners

Core Capability	Activity	Responsible Agency
Environmental Response / Health & Safety	Coordinate with appropriate agencies to ensure procedures / guidelines are in place to inspect the food supply and ensure food safety.	City emergency management, SRHD
	Coordinate with State Veterinarian services for protocols around animal care and mortuary services.	County ECC
	Maintain current food resource directories to include maintaining points of contact.	City emergency management
	Identify likely transportation needs and coordinate with ESF-1.	
	Determine areas/regions in greater need of agriculture and natural resources.	City emergency management, county ECC
	Determine resources available for natural, historic, and cultural resources protection.	City emergency management
	Develop mutual aid agreements with government agencies, professional associates and private agencies and organizations with personnel and equipment to support ESF-11 activities.	City emergency management, county ECC
	Identify pet boarding facilities and private organizations that may provide emergency shelters for animals.	City emergency management
	Identify local agribusiness operators with equipment and personnel to assist with animal stop movement and quarantine activities.	County ECC
Public	Aid in the development of pre-canned emergency	City communications,

Information and Warning	messages related to the safety and security of agriculture and natural resources.	city EOC
Operational Coordination	When requested, deploy a representative to the EOC to assist with agriculture and natural resources activities.	All city departments and external stakeholders
Mass Care Services	Assist in determining pre-designated shelter locations.	City emergency management, county ECC
	Determine pre-designated shelter locations for large animals, livestock.	
Public Health, Healthcare & Emergency Medical Services	Coordinate with State Veterinarian to determine procedures for care and dead animal services.	City EOC

Response		
<i>Purpose: To undertake responsibilities to ensure rapid response or deployment of resources.</i>		
Core Capability	Activity	Responsible Agency
Environmental Response / Health & Safety	Coordinate needs assessment for animals, including household pets and service animals; animal response needs and activities including technical support for evacuation and emergency animal sheltering.	City EOC
	Facilitate whole community multi-agency coordination with NGO agencies for animal response activities.	City EOC, county ECC
	Determine and deliver the coordination for natural resource protection and preservation.	City parks and recreation
	Ensure the safety and protection of all responding agencies while monitoring for health impacts.	City EOC
Planning	Requests for food and water should be made to local sources before requesting outside help from mutual aid partners.	City EOC
Public Information and Warning	Coordinate with regional public messaging to provide emergency information and instructions to the public, through the media, of locations and hours of operation of any facility feeding victims and/or emergency workers. Advise the public when any feeding facility ceases operation.	City EOC, county ECC
	Ensure communication lines are established and the public and responders are clear on what actions need to be taken if a highly contagious disease or insect is suspected or confirmed.	City EOC
Operational Coordination	Activate volunteers to assist in Animal Sheltering in conjunction with ESF 6 Mass Care.	County ECC
	Activate workers to assist with long-term care and return of	

	large animals or livestock.	
	Manage and assist in the procurement of food and water for disaster survivors and emergency workers.	City EOC
	Coordinate information on regional food supplies, monitor the situation and identify any potential shortfalls that exist or might occur.	City EOC
	Assist in requesting and procuring additional local, state, tribal and federal resources.	City EOC, county ECC
	Provide inspections, testing, public education, and other actions necessary to ensure the safety and sanitation of food and water supplies, for as long as those services continue to provide food and water to the general public.	SRHD
Logistics & Supply Chain Management	Coordinate the delivery of goods and services related to ESF 11.	City parks and recreation, city EOC
Mass Care Services	Supports ESF #6 to coordinate an integrated response to meet mass care and emergency assistance needs of animals, including household pets and service animals, and their owners.	City EOC
Situational Assessment	Maintain status assessments of agricultural and natural resource areas in addition to animal and food awareness.	City EOC

Recovery

Purpose: To ensure the Core Response Capabilities are continued through the recovery effort working to coordinate the collection, evaluation, and documentation and dissemination of information regarding the recovery from an emergency or disaster.

Core Capability	Activity	Responsible Agency
Environmental Response / Health & Safety	Secure national, cultural, and historic resources to ensure long-term protection.	City EOC
	Coordinate with State Veterinarian Services for care and mortuary services.	
Planning	Participate in after-action reports and meetings.	
	Make changes to plans and procedures / guidelines based on lessons learned.	
Public Information and Warning	Continue to provide updates to the public regarding agriculture and natural resources.	
Operational Coordination	Continue to render support when required as long as emergency conditions exist.	
On-Scene Security, Protection and Law Enforcement	Help maintain movement restrictions as required by local, state, and federal authority.	

Resource Requirements

None

References

- Heritage Emergency National Task Force
- Washington State Comprehensive Emergency Management Plan, ESF-11
- Spokane County Comprehensive Emergency Management Plan
- Spokane County Regional Hazard Mitigation Plan

Terms and Definitions

- **Animal:** animals include household pets, service, and assistance animals, working dogs, livestock, wildlife, exotic animals, zoo animals, research animals, and animals housed in shelters, rescue organizations, breeding facilities, and sanctuaries.
- **Household pet:** a domesticated animal, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes, can travel in commercial carriers, and be housed in temporary facilities. Household pets do not include reptiles (except turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.
- **Service animal:** any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Except as provided in [RCW 49.60.218](#), other species of animals, whether wild or domestic, trained or untrained, are not service animals. The work or tasks performed by a service animal must be directly related to the individual's disability.

Appendices

None

Emergency Support Function 12: Energy

Primary Agency: City Public Works Department

Primary Lead: City Public Works Director

Support Agencies: City Emergency Operations Center (EOC)

Avista

Spokane County Emergency Coordination Center (ECC)

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 12 is to facilitate the restoration of damaged energy systems and components including but not limited to electric power, water resources, telecommunications, natural gas, and petroleum products. The city public works department is responsible for maintaining continuous and reliable energy supplies for the city through preventative measures and restoration and recovery actions. Commercial and public utilities may be included in the coordination of damage assessments, operational capabilities, and restoration actions.

The following Core Capabilities support the roles and responsibilities of ESF 12. The primary and supporting core capabilities are defined to support the execution of energy operations for the ESF as follows:

Primary Response Core Capabilities	
Infrastructure Systems	Stabilize critical infrastructure functions, minimize health and safety threats, and efficiently restore and revitalize systems and services to support a viable, resilient community.

Support Response Core Capabilities	
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Logistics & Supply Chain Management	Deliver essential commodities, equipment, and services in support of impacted communities and survivors, to include emergency power and fuel support, as well as the coordination of access to community staples. Synchronize logistics capabilities and enable the restoration of impacted supply chains.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

ESF 12 facilitates the restoration of energy systems through legal authorities, policies, and waivers. National policies Presidential Policy Directive – 21 ([PPD-21](#)) and 7 ([PPD-7](#)) establish national policy on critical infrastructure security and resilience. PPD-21 directs greater cooperation between public and private entities, reduction of vulnerabilities, identification and disruption of threats, minimization of consequences, and rapid response and recovery efforts related to critical infrastructure. PPD-7 directs agencies to identify and prioritize critical infrastructure and to protect them from terrorist attacks.

Within the state of Washington, the Revised Code of Washington (RCW) and the Washington Advisory Code (WAC) provide the following policy directives related to ESF 12 as follows:

- [43.21.F State Energy Office](#): Defines the roles and responsibilities for the State Energy Office, including their role in implementing policy during energy emergencies.
- [43.21G Energy Supply Emergencies, Alerts](#): Relevant to energy, establishes necessary emergency powers for the governor and defines the situations under which such powers are to be exercised.
- [43.155.065 Emergency Public Works Projects](#): Establishes low-interest or interest-free loans for emergency public works projects.
- [WAC 194 Department of Energy Commerce](#): Provides guidance from Commerce on Energy issues including Emergency Petroleum Allocation Act rules and WA state curtailment plan for electric energy.

The city will liaise with public and/or private utility providers to coordinate disaster and emergency energy needs and services. Where an agency representative for a fuel provider or power utility company is not available to sit directly within the city EOC, a relationship may be established directly with the on-call person for that agency.

Situation Overview

ESF 12 addresses significant disruptions in electrical, natural gas, and petroleum supplies caused for any reason. The term ‘energy utility’ includes producing, refining, transporting, generating, transmitting, conserving, building, distributing, and maintaining energy utility systems and system components. All energy utility systems are considered critical infrastructure. Power outages or petroleum supply interruptions may be triggered by a variety of hazards including windstorms, winter storms, earthquakes, cybersecurity-attack, and severe flooding.

The occurrence of a major disaster could destroy or damage portions of the city's energy and utility systems and disrupt petroleum supplies. Widespread and possibly prolonged electric power failures could occur in a major disaster. Transportation, media, and telecommunications infrastructures may be affected. Delays in the production, refining, and delivery of petroleum- based products may occur because of transportation infrastructure problems and loss of commercial electrical power.

Concept of Operations

ESF 12 facilitates the repair, restoration, and reestablishment of damaged energy and utility systems for the city. Activities within the scope of ESF 12 include collection, evaluation, and dissemination of information on energy and utility system damages, reports on the impacts, outages, and estimations for repair and restoration. ESF 12 also provides technical expertise to the utilities, conducts field assessments of energy and utility capabilities, capacities, and reserves, and assists government and private-sector stakeholders to overcome challenges in restoring the energy system.

Responding to energy or petroleum shortages or disruptions and their effects is necessary for preservation of public health, safety and general welfare of residents.

Individual critical infrastructure operators are responsible for the following operational functions during an emergency:

- Establishing situational awareness for the status of energy/utility systems
- Assessing fuel and electric power damage
- Assessing energy supply and demand
- Coordinate the identification of requirements to repair energy systems
- Coordinate with county, state, and federal officials as well as private agencies, to establish priorities for repair of damaged energy systems
- Coordinate temporary, alternate, or interim sources of emergency fuel and power, obtaining current information regarding damage to energy supply and distribution systems
- Assessing the requirements for restoration

As the primary agency, city public works may assess city facilities and provide recommendations for actionable measures to be taken to provide emergency power. They may also develop procedures and recommend locations for fueling. Utility providers may send a liaison to the city EOC to facilitate coordination and may provide communications equipment to be in contact with field units. The city EOC will provide support for ESF 12 and may assist in the execution of the following capabilities:

- Advise public utilities operating in the city about federal or state restrictions, or any emergency restrictions or operating policies established by the city
- Support requests for assistance, mutual aid agreements, and resources, as needed
- Support contact with utility providers to establish priorities, coordinate resources, assess and document damages, and provide information to the public
- Inform the public of utility status, restrictions, and safety messaging

Whole Community

The “Whole Community” includes individuals, families, and households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 12 includes communicating with the Whole Community during Energy and Utility Infrastructure preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

The city public works department responsible for energy and utility operations within the city jurisdiction. The city EOC will provide support to the lead agencies for this ESF.

Notification

This ESF can be activated through several channels:

- City police
- City fire
- City public works
- City EOC director

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list of facilities and systems which should be considered to create a common operating picture for Essential Elements of Information (EEl)s which help guide the collection and dissemination of information.

Essential Elements of Information (EIs)			
EEI	Description	Collection	Dissemination
Disaster Impact Numbers	Determine the number of customers without electricity, natural gas and access to petroleum.	City public works, city EOC, Avista	City EOC
Energy and Utility Systems	Determine the: <ul style="list-style-type: none"> • Number of energy/utility facilities or systems needing inspection. • Status of repair crews - their number, type, location. • Limitations or obstacles to response or restoration. 	City public works, city EOC, city fire, city police	

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statement of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “Purpose” section.

Mitigation		
Purpose: To implement a proactive and comprehensive approach to the pre-disaster planning to reduce loss of life and property by lessening the impact of disasters and emergencies.		
Core Capability	Activity	Responsible Agency
Critical Infrastructure	Take appropriate steps to make power and fuel infrastructure disaster resilient.	City public works, Avista

Preparedness		
Purpose: To undertake activities to ensure the Core Response Capabilities which allow us to coordinate the collection, evaluation, documentation, and dissemination of information regarding potential or actual emergencies or disasters that could affect the city are up to date; fully resourced; and disseminated to appropriate partners.		
Core Capability	Activity	Responsible Agency
Situational Assessment	Maintain a list of city facilities including the identification of critical infrastructure, critical capabilities, operations, and vulnerabilities.	City EOC
	Identify petroleum fuel storage and needs for city emergency response activities.	
Logistics &	Establish alternate fueling strategies to ensure fleet	City public works

supply Chain Management	vehicles can be refueled.	
Operational Coordination	Maintain an operational EOC and standard operating procedures.	City emergency management
	Maintain this plan.	City emergency management

Response		
Purpose: To undertake activities to ensure the mitigation of preventable or limitable impacts to the tangible systems upon which ESF 12 capabilities rely. Evaluate city assets prioritizing damaged locations and assist as required.		
Core Capability	Activity	Responsible Agency
Infrastructure Systems	Assist in debris clearance.	City public works
	Provide available resources to supplement temporary energy systems for the city.	City public works
	Activate city EOC, if requested.	City emergency management
Operational Coordination	Provide a liaison to the city EOC, if requested and as available.	Avista
	Gather, assess, and conduct damage assessment reports of information from the field regarding energy and utility system damages and community impacts to the city EOC.	City public works, city fire, city police
	Facilitate the restoration of energy and utility systems in coordination with ESF 3: Public Works within the city following internal policies and procedures.	City public works, Avista
	Collect and provide information during response to an energy emergency based on the nature, severity, and extent of the emergency or disaster.	City public works, Avista
Logistics & Supply Chain Management	Coordinate with volunteer, private, state, and Federal agencies to provide emergency supplemental energy and utility resources.	City EOC
	Coordinate activities with the county ECC.	City EOC

Recovery

Purpose: To undertake activities to ensure the Core Response Capabilities of ESF 12 are continued throughout the recovery effort, working to coordinate the collection, evaluation, documentation and dissemination of information in regard to the recovery from emergencies or disasters.

Core Capability	Activity	Responsible Agency
Infrastructure System	Continue to assess status of energy and fuel systems and share information to aid in recovery efforts.	City public works
	Continue debris removal operations.	
Operational Coordination	Coordinate with appropriate agencies to facilitate repair and restoration of energy/utility systems and infrastructure.	

Resource Requirements

Resources that may be necessary in an energy emergency may include supplemental electrical energy such as generators, reserve petroleum sources, utility contingency plans, maps and office supplies.

References

- City Annex to the Spokane County Regional Hazard Mitigation Plan
- Spokane County Emergency Management Comprehensive Emergency Management Plan

Terms and Definitions

None

Appendices

None

Emergency Support Function 13: Public Safety and Security

Primary Agency: City Police Department

Primary Lead: City Police Chief

Support Agencies: City Fire Department
City Emergency Operations Center (EOC)
City Public Works Department
Spokane County Emergency Coordination Center (ECC)
Mutual Aid Agencies

Introduction

Purpose

The purpose of Emergency Support Function (ESF) 13 is to effectively coordinate and integrate law enforcement activities including public safety, and security resources within the city in incident management activities that require State-level assistance.

The following Core Capabilities support the roles and responsibilities of ESF 13. The primary and supporting core capabilities are defined to support the execution of public safety, law enforcement, and security operations for this ESF as follows:

Primary Response Core Capabilities	
On – Scene Security, Protection, and Law Enforcement	Ensure a safe and secure environment through law enforcement and related security and protection operations for people and communities located within affected areas and for response personnel engaged in lifesaving and life-sustaining operations.

Support Response Core Capabilities	
Physical Protective Measures	Implement and maintain risk-informed countermeasures, and policies protecting people, borders, structures, materials, products, and systems associated with key operational activities and critical infrastructure sectors.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.
Screening, Search and Detection	Identify, discover, or locate threats and/or hazards through active and passive surveillance and search procedures. This may include the use of systematic examinations and assessments, bio surveillance, sensor technologies, or physical investigation and intelligence.

Support Response Core Capabilities	
Interdiction and Disruption	Delay, divert, intercept, halt, apprehend, or secure threats and/or hazards.
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community through the use of clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken and the assistance being made available, as appropriate.
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable, strategic, operational, and/or tactical-level approaches to meet defined objectives.

Authorities and Policies

Public safety and law enforcement in Washington is generally and routinely the responsibility of local government. City police, within the limits of its resources and authority, may coordinate and support essential law enforcement operations. The function of outside sourced security is generally the responsibility of private-sector authorities. Consistent with the National Incident Management System (NIMS) and the National Response Framework (NRF), ESF 13 resources serve to augment local resources at the request of local government. It is important to note that ESF 13 resources do not supplant or replace local authority or responsibility.

Officers of local police departments are general authority Washington peace officers and the coordination between city police and other law enforcement agencies are facilitated by and defined within the [Washington Mutual Aid Peace Officers Powers Act, RCW 10.93.020](#). The [Interlocal Cooperation Act, RCW 39.34](#), and the [Washington Mutual Aid Peace Officers Act, RCW 10.93](#), authorize general authority law enforcement agencies to enter into mutual aid agreements to provide law enforcement assistance under the following enumerated circumstances:

1. Upon the prior written consent of the sheriff or chief police whose primary territorial jurisdiction the exercise of the power occurs
2. In response to an emergency involving the immediate threat to human life or property
3. In response to a request pursuant to a mutual law enforcement assistance agreement with the agency of primary territorial jurisdiction or in response to the request of a peace officer with enforcement authority
4. When the officer is transporting a prisoner
5. When the officer is executing an arrest warrant or search warrant
6. When the officer is in fresh pursuit, as defined in [RCW 10.93.120](#)

City police personnel sent to assist other jurisdictions will maintain their own supervision and chain of command. All personnel exercising authority under ESF 13 and representing the city police department are subject to the policies, procedures, regulations, and limitations set within the city police department. Law enforcement units provided by other levels of government will remain under the command of their parent agency.

Situation Overview

Any disaster may generate a need for law enforcement activity. The primary hazards include floods, winter storms, earthquakes, landslides, hazardous materials releases, and acts of terrorism or civil disturbance.

Additionally, the city is subject to major transportation disruptions and accidents, utility and infrastructure failures or collapses, public health emergencies, and mass casualty incidents from any cause.

City police will lead the coordination of citywide emergency or disaster law enforcement activities. Normal response will be hampered by such occurrences as bridge failures, landslides, fallen debris, flooding or fire. Police response times will be delayed and response to incidents may need to be prioritized. Landline communications may be interrupted. Cellular, satellite telephone, and conventional and amateur radio communication will be relied upon heavily, if available. Congested frequencies should be expected. Assistance between law enforcement agencies within the state is facilitated by the signatory agencies to the Mutual Law Enforcement Assistance Agreement. Mutual Aid agencies and other resources normally available to support police operations may be unavailable because of the incident. The city police department will exhaust its resources before requesting assistance from other agencies. City personnel will provide assistance and resources as available during an emergency or disaster. When city police resources are exhausted, supplemental assistance may be requested through the city EOC or the county emergency coordination center (ECC) if activated.

Concept of Operations

In times of an emergency or disaster, law enforcement agencies are called upon to provide a wide range of functions. When activated, ESF 13 facilitates the integration of State-level public safety, law enforcement, and security resources into the incident management response.

Resources, capabilities, and support that may be coordinated through ESF 13 may include but are not limited to:

- Traffic control and evacuation
- Critical infrastructure protection
- Civil disturbance control
- Local law enforcement augmentation
- Investigative assistance
- Access and perimeter control
- Transportation of high-priority emergency supplies
- Surveillance tools and situational assessment
- SWAT teams
- Explosive detection canines
- Explosive Ordnance Disposal teams
- Prison inmate transport
- Intelligence and information sharing

Whole Community

The “Whole Community” includes individuals, families, and households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. ESF 13 includes communicating with the Whole Community during public safety, law enforcement, and security preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

City police, city public works, and city fire are responsible for law enforcement, security, and public safety within the city jurisdiction. A designee of the city police department will report to the city EOC, if activated, to coordinate law enforcement notifications and activities with other response functions. The city EOC will provide information sharing and resource support to the lead agencies for this ESF.

Law enforcement operations are conducted by city police within the limits of its resources and authority. In the event additional state law enforcement resources are required, they may be requested through the city EOC if activated. In preferred order, if activated, the city EOC, the Spokane County ECC, and then the Washington State Emergency Management Division.

Notifications

This ESF can be activated through the city police department, city fire department or city public works department.

Activation of this ESF may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EIs) which help guide the collection and dissemination of information.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
On-Scene	<ul style="list-style-type: none"> Assess: are conditions safe? Determine current threats & any casualties 	Dispatch, on scene law enforcement officers and on scene civilians	City police, city EOC
Resources	Assess law enforcement resources to include: <ul style="list-style-type: none"> Personnel/Staffing Vehicles Weapons Protective Equipment 	City police	City EOC
Public Safety	Identify the immediate threat or hazard and determine need for: <ul style="list-style-type: none"> Shelter in place Evacuation/alternate routes Road closures 	Dispatch, city police, city public works	City EOC

Responsibilities

The table below outlines the responsibilities of both the primary and supporting agencies listed in this ESF. These actions of preparedness, mitigation, response, and recovery are tied to executing the Core Capabilities listed in the “purpose” section.

Mitigation		
<i>Purpose:</i> To determine mitigation strategies to increase the integrity and uphold the laws surrounding public safety and law enforcement to reduce damage potential within the city.		
Core Capability	Activity	Responsible Agency
Public information Warning	Produce and disseminate public safety information and tips.	City police, city fire, city EOC
Physical Protective Measures	Uphold Washington state and local laws, policies, and ordinances to protect people, resources, and systems.	City police, city fire

Preparedness

Purpose: To develop and maintain plans and procedures that coordinate the effective use of law enforcement and public safety resources that can be implemented in the event of a disaster or other disruption to the city.

Core Capability	Activity	Responsible Agency
Planning	Develop emergency standard operating procedures for the effective use of the department's resources.	City police
	Assist the city emergency management office in the coordination of emergency management plans.	City police, city fire
	Provide assistance with and participate in emergency management training, drills and exercises in support of this ESF.	All departments and agencies

Response

Purpose: To coordinate and mobilize resources to support the safety and security of the community through stabilization and institution of public safety and law enforcement.

Core Capability	Activity	Responsible Agency
On-Scene Security, Protection, and Law Enforcement	Conduct law enforcement activities within the city as outlined under the Concept of Operations in this ESF.	City police
	Provide security to city facilities, as requested.	City police
	Coordinate law enforcement and emergency traffic control throughout the city.	City police, city public works
Operational Coordination	Provide command representatives to the city EOC and coordinate requests for additional law enforcement assistance through the Incident Management System.	All agencies
	Provide communication resources in support of emergency operational needs.	
	Assist in the coordination and documentation necessary for the disaster recovery process.	
	Activate the city EOC, as requested.	City emergency management
Public Information and Warning	Assist city fire in the receipt and dissemination of warning information.	City EOC, city police
	For Amber Alerts, follow the Washington State Patrol procedures for missing and unidentified persons.	City police
	Provide public information officer (PIO) support to the EOC upon request.	City fire, city police
	Issue warnings and request activation the AlertSpokane	City fire, city police

	system.	
	Relay public safety messages provided by police and fire.	City EOC
	Activate the AlertSpokane system as requested by police.	County ECC

Recovery		
<i>Purpose:</i> To stabilize and restore public safety and law enforcement resources with ESF 14.		
Core Capability	Activity	Responsible Agency
On-Scene Security, Protection, and Law Enforcement	Offer mental health support for officers and family members (stress debriefs).	City police, city fire, city EOC
Operational Coordination	Conduct operational debriefs.	All departments and agencies
Planning	Collect and inventory resources and equipment.	

Resource Requirements

Completion of FEMA Incident Command Courses: FEMA IS 100 and FEMA IS 700.

References

None

Terms and Definitions

See Basic Plan

Appendices

None

Emergency Support Function 15: External Affairs / Emergency Public Information

Primary Agency:	City Communications Department (PIO)
Primary Lead:	City Communications Director (PIO)
Support Agencies:	City Parks and Recreation Department City Police Department City Public Works Department City Fire Department City Emergency Management City Emergency Operations Center (EOC) City Information and Technology (IT) Spokane County Emergency Coordination Center (ECC) Washington State Emergency Management Division

Introduction

Purpose

Emergency Support Function (ESF) 15 provides direction to keep the public informed throughout a threatened or actual emergency and to provide the public with protective action guidance as appropriate to save lives and protect property.

This plan supports the Incident Command System (ICS) Public Information Officer (PIO) function and the Joint Information Center and Joint Information System (JIC/JIS). The joint information system is established to coordinate information before it is released to the public and the news media.

The purpose of ESF 15 is to establish uniform policies for the effective development, coordination, and dissemination of information to the public in the event of a disaster. The following Core Capabilities support the roles and responsibilities of ESF 15. The primary and supporting core capabilities are defined to support the execution of communication, information and warning for this ESF as follows:

Primary Response Core Capabilities	
Public Information and Warning	Deliver coordinated, prompt, reliable, and actionable information to the whole community using clear, consistent, accessible, and culturally and linguistically appropriate methods to effectively relay information regarding any threat or hazard, as well as the actions being taken, and the assistance being made available, as appropriate.

Support Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of Core Capabilities.
Mass Care Services	Provide life-sustaining and human services to the affected population, to include hydration, feeding, sheltering, temporary housing, evacuee support, reunification, and distribution of emergency supplies.
Operational Communications	Ensure the capacity for timely communications in support of security, situational awareness, and operations, by any and all means available, among and between affected communities in the impact area and all response forces.
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.

Authorities and Policies

The city's public information requirements will be determined by the severity of the disaster or emergency. Public information activities will provide vital information citywide in a timely, consistent, and unified method to state, county, tribal, local, and private sector agencies, media, and non-profit organizations. The city may train employees as backup Public Information Officers (PIOs) to communicate incident related information with the public and/or media. The city's director of communications and marketing has lead responsibility as the official spokesperson for the city's public information activities.

ESF 15 provides for public information, education, and media relations functions that together comprise the Joint Information System (JIS). The JIS may be coordinated internally or with other agencies. Emergency public information actions before, during, and following an emergency will be determined by the severity of the emergency as declared by involved jurisdictions, state agencies, or as perceived by the public. A significant emergency public information response will involve many state, county, local, private sector, media, and non-profit organizations. The city PIO identifies those agencies and defines their responsibilities within the JIS.

Regional events involving multiple agencies may be coordinated through the Spokane County Joint Information Center or Joint Information System. When external agencies are key stakeholders in the incident, particularly when they have been incorporated into a Unified Command structure to manage the incident, they will have a vested interest in the public information message. The Incident Commander in concert with the city policy advisory group will direct key public information messages.

Communication Requirements

The city aims to communicate messages in a manner that can be understood by diverse populations. Special considerations for communicating with significant segments of the population with Limited English Proficiency (LEP) and those with Access or Functional Needs (AFN) is addressed in this ESF with compliance to:

- [Civil Rights Act of 1964](#): Unlawful discrimination against race, color, or national origin.
- [RCW 38.52.070](#): Requirement for emergency management organizations to include and communications plan which identifies “significant population segments” that have Limited English Proficiency and how information will be disseminated to those populations during an emergency or disaster.
- [WAC 118-30](#): Limited English Proficiency (LEP) populations are components of the Whole Community which is discussed as a requirement for inclusion throughout the planning process.

Situation Overview

The city and the surrounding region will periodically experience emergency situations that require the coordinated dissemination of critical information to the public. The public needs timely and accurate information for protection of life and property during response to, and recovery from a disaster or emergency. Potential emergency situations include natural, technological, and human-caused events. The city annex to the Spokane County Regional Hazard Mitigation Plan further identifies the natural and technological emergencies or disasters that could impact the city and therefore require emergency messaging.

Depending on the nature and magnitude of the emergency, different levels of public information will be required. Public information may in fact be a primary objective during an emergency. During an emergency, timely and accurate public information will help protect people’s health and safety and will help manage expectations about response capabilities.

Situations which may prompt rapid public information includes alerting residents to an impending emergency, directing residents for an evacuation or shelter in place, informing residents of protective health-related actions, and updating residents through response and recovery phases of the event.

Information Systems

In case of an emergency, every effort will be made to communicate in a timely, effective manner; however, normal means of communication may not be available. In those situations, non-traditional means of communicating with the public, such as radio, billboards, flyers, newsprint, and community networks, will be established and utilized. The city does not have a single warning system to communicate with the population but would use multiple systems depending on the need and available resources. The means of dissemination include:

- News media (radio, television, including city channel 5, cable, print)
- Reverse dial telephone system mass notifications (e.g., AlertSpokane)
- City of Spokane website
- Email outreach
- Social media applications (e.g., Facebook, Instagram or X)
- Neighborhood Information Centers
- If warranted by the situation, hand distribution

Technological limitations may prevent communication with the general public, including those with limited english proficiency and those with access or functional needs. Technological challenges may include inaccessibility due to downed infrastructure, privacy and security, and limited alternative communication technologies. The city recommends prioritizing the restoration of communication infrastructure, adhering to privacy and security guidelines, and training to and purchasing alternative communication technologies. In this effort, the city continues to build relationships with supporting agencies, develops technology security, and has invested in alternative communication technologies and training.

Concept of Operation

Regardless of the hazard or threat type, the city will provide timely and vital information to the public regarding emergency response and recovery activities. To reduce inaccuracies and misinformation, the city will coordinate information and public messaging with participating local, county, tribal, state, and federal agencies, and other organizations as required. The city may start an emergency public information operation to augment or enhance the normal communications capabilities of the city.

Joint Information System (JIS)

The joint information center (JIC), if established internally or regionally, becomes the focal point for dissemination of all emergency public information about emergency and disaster response and recovery operations. The purpose of the JIC is to coordinate information and provide a forum for the sharing of information within the region, and a central point for the media to get information. Under the JIS/JIC concept, each agency representative has the commitment to share and coordinate information with all other participating agencies prior to release to the media and public. During any activation of the city EOC, city staff from individual departments will be available to staff the EOC, field locations, or a JIC. The disaster procedures for each department should anticipate this fact and build in appropriate staffing and related trainings.

A JIC may be established by the city EOC or at the direction of the PIO to augment the public information function of the EOC, and to incorporate external stakeholders in the development and delivery of the public information message. A JIC is established when non-city agencies are key stakeholders in an incident and may bring together diverse parties in order to coordinate information prior to public release. Involvement of other agency/organization PIOs will be determined by the scope and nature of the disaster. If the event is large enough, the JIC may be established by Spokane County. In a minor emergency incident, an on-scene PIO may be the only portion of the JIS utilized. A virtual JIC may be initiated through technological means when geographical restrictions, incident management requirements, and other limitations preclude physical attendance by public information officers/liaisons at a central location.

Public Information Officers

PIOs within the city work closely with the EOC to disseminate and coordinate public information communications and messages. Based on the urgency of the situation and the need for inter-agency cooperation, the city's PIO will attempt to coordinate with other agencies to gather emergency public information relevant to the city and share it with the city EOC and the Policy Advisory Group. PIOs may serve as part of the JIS to coordinate information from their respective agencies regarding their involvement in the response and recovery operation of an emergency event.

PIOs, whether within a JIC or the city EOC, have a range of responsibilities including:

- Setting up news briefings for key disaster officials
- Writing and disseminating news releases to appropriate media outlets
- Monitoring and analyzing TV, radio, newspaper, and Internet disaster news coverage
- Distributing this information throughout the JIS
- Preparing background information and fact sheets

Rumors or misinformation can cause unnecessary distress among residents, provoke counter-productive public actions, and impede response and recovery efforts. PIOs must focus on providing accurate and timely information using all dissemination methods, including rumor control as a primary goal. Communication resources may be utilized by the city to retrieve and broadcast a public alert to specific jurisdictions and locations throughout the city, county, and state. For more information regarding communication resources see ESF 2 – Communications, Information Systems, and Warning.

The city's PIOs may be located at the city EOC, at city hall, a JIC, or another location from which they may effectively coordinate the public information function of the city. In a disaster, the public information function within the city EOC becomes the focal point for the receipt of information and therefore is a logical location for the preparation and distribution of emergency public information. The public information function for an emergency may co-locate near the disaster area to support local public information efforts or may relocate to a JIC as needed. A media room may be designated at a location separate from the city EOC to be used for news briefings, interviews, and press conferences.

Members of the community with limited english proficiency (LEP) and those with access and functional needs (AFN) will have additional difficulties in receiving and understanding warning and emergency notification messages if special efforts are not made to reach them. City PIOs can work with the Spokane County ECC for communication support with LEP and AFN communities.

Language Assistance Services

During and after disasters, the city will collaborate with language assistance providers, including spoken-language interpreters, American Sign Language (ASL) interpreters, and written translators, to ensure emergency communications and notifications are accessible to the whole community.

ASL Interpreters

Below is a list of regional ASL interpretation services:

- American Language Services: Offers ASL and CART services, including video remote interpreting (VRI). Contact information: interpreting@alsglobal.net or by phone at (800) 951-5020.
- A2Z Interpreting: Specializes in ASL interpreting and offers both on-site and virtual services. Contact information: info@a2zinterpretingservices.com.

Interpretation & Translation Services

Below is a list of interpretation services:

- Linguabee: Offers interpreting and translation services. Contact information: by phone at (844) 546-4822 or by text at (855) 585-0801.
- ASAP Translations: Offers interpreting and translation services. Contact information: info@spokanetranslate.com or by phone at (509) 747-5121.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and federal, and tribal governments. ESF 15 includes communicating with the Whole Community during public information sharing and communication preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

In a disaster or major emergency, the Mayor or their delegate will appoint or designate a trained Information Officer (IO) to coordinate the key messages and overall public information strategy for the JIS. The communications & marketing director serves within the Policy Advisory Group, and generally serves in the role of Information Officer, unless otherwise designated by the Mayor. The city operates under the National Incident Management System. ESF 15 describes the operation of the public information function within the Incident Management System. The lead city PIO will coordinate with the Information Officer (IO) in the Policy Advisory Group.

Notification

This ESF can be activated for EOC Support through the following agencies:

- The Mayor
- The city director of communications and marketing
- The EOC director

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Procedures

- Upon notification, a city PIO will report to the city EOC to coordinate and disseminate accurate and timely disaster-related information.
- In the event the city EOC is not activated, the city communications and marketing director will collaborate with the city emergency manager and city leadership to issue appropriate press releases, situation reports, and conduct media interviews.
- A city PIO will coordinate with the Incident Commander to ensure there is appropriate PIO staffing.

Information Collection

The following categories are a baseline list of facilities and systems which should be considered to create a common operating picture for Essential Elements of Information (EELs) which help guide the collection and dissemination of information.

This list is not exhaustive. As an event progresses, information, population needs, available resources and support, and situational awareness will develop and change.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Resources	Determine if there is a need for translation and/or interpretation services. Assess needs for a media room or location, away from the incident scene.	All city personnel	City EOC
Public Information Officers	Assess the number of needed supportive information officers. Monitor, collect, and verify all information regarding incident. Coordinate the approach to the dissemination of information with officials, other participating agencies, etc.	All Agencies	
Incident Status	Assess the current status of the incident, and which agencies are actively engaged in the incident.	Incident commander, city EOC, city police, city fire	

Responsibilities

The table below outlines the responsibilities of the primary and supporting agencies in support of this ESF. These statements of mitigation, preparedness, response, and recovery actions are tied to executing the Core Capabilities listed in the “purpose” section.

PIO Duties

- Assess the communications/public affairs implications of the incident
- Assess the need for translator/interpreter services
- Support the Mayor and city leadership with disseminating emergency public information
- Designate appropriate communications/engagement staff to support PIO work
- Coordinate city EOC public information and assist JIC as needed
- Coordinate public information activities with other participating agencies
- Collect and coordinate information from all sources (e.g., city departments, county, state, rumor control) to monitor overall response
- Obtain relevant approvals for release of information from the city
- Conduct and/or coordinate regular news conferences including arranging for interpreter services if appropriate
- Provide maps, charts, status boards, schematics or other displays that clarify the disaster situation in support of news conferences and/or briefings
- Monitor media broadcasts and articles to check for accuracy. Monitor and log incoming calls for information and rumors

Mitigation

Purpose: To conduct mitigation activities in support of public information education and outreach programs.

Core Capability	Activity	Responsible Agency
Planning	Conduct public education and outreach programs to further emergency and disaster communications with the public and personal preparedness (public information of actionable messages to reduce the impacts of a hazard or threat).	City communications

Preparedness

Purpose: To prepare public information and warning capabilities to coordinate with all ESFs in advance of an emergency or disaster.

Core Capability	Activity	Responsible Agency
Planning	Identify areas where public education programs (e.g., personal preparedness) are needed, inclusive of plans for first responders and families.	City emergency management, city communications
	Maintain active social media accounts and promulgate them during pre-disaster times.	City communications
	Identify emergency support function-specific training requirements and conduct trainings to meet those requirements.	City emergency management, city communications
	Develop operational plans that adequately identify critical objectives based on the planning requirement, provide a complete and integrated picture of the sequence and scope of the tasks to achieve the objectives, and are implementable within the timeframe contemplated in the plan using available resources.	All departments and agencies
	Outline the communication process for Access and Functional Needs (AFN) populations to include those with Limited English Proficiency (LEP) and their encounter with emergency notifications.	City communications
	Through emergency outreach and education programs, educate the public on the importance of emergency notification services/programs to increase community resiliency.	City emergency management, city communications
Public Information	Maintain generic pre-translated materials that can be easily customized to the specific emergency.	City communications
	Maintain interpreter/translator service resources.	

and Warning	Develop and maintain an accurate media contact list including print and broadcast media languages other than English that serve the community.	
	Develop procedures for rumor control inquiries.	
Planning	Ensure that the support departments/ agencies can access their respective networks from the city EOC.	City IT
	Develop and maintain a roster of public information personnel / communications staff and contact information (telephone, cellular, and email addresses).	City communications
Operational Communication	Identify locations for media briefing.	City communications
	Prepare media advisory and release templates.	

Response

Purpose: To undergo critical tasks and activities to support the continuous flow of public information throughout an emergency response in support of a Public Information Officer (PIO) and the Joint Information System (JIS).

Core Capability	Activity	Responsible Agency
Public Information and Warning	Arrange interpreter/translator services as needed.	City communications
	Leverage community-based social networks, which may include word of mouth, email, social media, and other means of informal information sharing by the public.	City communications
	Provide continuous and accessible information throughout all phases to inform all affected segments of society of critical lifesaving and life- sustaining information.	All responding agency PIOs
	Inform the Spokane County Department of Emergency Management and the Washington State Emergency Management Division PIO or others as needed of response activities when appropriate.	City communications, city EOC
	Provide PIOs to assist (if necessary) at the scene, in a local or regional JIC, or the city EOC as requested by city emergency management director. Coordinate information with other PIO(s).	City communications
	Assist the Lead PIO by providing pertinent public information for dissemination to media sources and, as appropriate, fact sheets for distribution to the public. Participate in news conferences and briefings upon request.	City communications
Operational Communication	Monitor and log incoming calls for information and rumors. Monitor media broadcasts and articles for accuracy.	City communications
	Ensure the capacity to communicate with both the emergency response community and the affected populations and establish interoperable voice and data communications between Federal, tribal, state, and local first responders.	City communications, city IT
	Conduct media briefings on a regular basis.	City EOC
	Provide subject matter experts for media interviews and press conferences, as requested and appropriate. Assess and respond to the need to provide additional communications to those with Access and Functional Needs and significant segments of the population with Limited English Proficiency.	City EOC
	Coordinate with the city EOC, ESF agencies and state, county, federal, private, and tribal organizations to develop a flow of information, including situation reports, health advisories, and other public information releases concerning response and recovery efforts.	City communications
Situational Assessment	Attend briefings and gather information for situation updates.	All responding agencies

Operational Coordination	Collect information concerning ESF field operations and activities.	City EOC
	Request ESF 15 support PIOs based on incident assessment.	City EOC
	If a JIC is activated, send one or more PIOs to that location, if appropriate.	City communications, City EOC
	Coordinate with Incident Commanders to determine the scope, magnitude, extent, and the potential duration of the incident.	

Recovery		
<i>Purpose:</i> To undergo response activities in support of public information continuation throughout the recovery process.		
Core Capability	Activity	Responsible Agency
Operational Coordination	Coordinate with appropriate agencies to deactivate the JIC, if activated.	City EOC
Operational Communication	Provide information and support to the State Coordinating Officer during federally declared disasters.	
Planning	Develop After Action Reports to evaluate the effectiveness of communications of life safety information.	
Situational Assessment	Keep elected officials informed of recovery activities.	
Public Information and Warning	Disseminate information on recovery programs or available disaster assistance programs available.	

Resource Requirements

Resource requirements, including staffing, office equipment, including computers, tablets, and phones, office supplies, portable drives, chargers, batteries, and functioning office facilities. These will be tailored to the type, location, and magnitude of each specific disaster and full, or partial activation of this ESF will be addressed on a case-by-case basis.

References and Resources

- City EOC procedures
- Spokane County Comprehensive Emergency Management Plan
- Washington State Comprehensive Emergency Management Plan
- Available media resources (names, addresses, email telephone numbers, both office and mobile)

Terms and Definitions

Terms and Definitions can be found in the Basic Plan.

Appendices

None

Damage Assessment Annex

Primary Agency: City Community and Economic Development Division (CED)

Primary Lead: City Director of CED

Support Agencies: All city departments
Spokane County Emergency Coordination Center (ECC)
Avista
Washington State Emergency Management Division

Introduction

Purpose

The purpose of the Damage Assessment Annex is to establish guidelines for damage and response capability assessment following an emergency or disaster within the city.

Disasters can cause injury to individuals, damage to public and private property, and damage to the environment. Damage assessment information will determine a priority of response activities and allocation of resources immediately following an event. Damage assessment information will also be used to determine eligibility and provide documentation for regional, state, or federal disaster aid. Eligibility for various forms of disaster aid will also be determined from the damage assessment efforts of this Annex.

The following Core Capabilities support the roles and responsibilities of this annex. The primary and supporting core capabilities are defined to support the execution of damage assessment operations for this annex as follows:

Primary Response Core Capabilities	
Planning	Conduct a systematic process engaging the whole community as appropriate in the development of executable strategic, operational, and/or tactical-level approaches to meet defined objectives.
Support Response Core Capabilities	
Situational Assessment	Provide all decision makers with decision-relevant information regarding the nature and extent of the hazard, any cascading effects, and the status of the response.
Operational Coordination	Establish and maintain a unified and coordinated operational structure and process that appropriately integrates all critical stakeholders and supports the execution of core capabilities.

Authorities & Policies

A. Response Capability Assessment: Completed within one hour of event onset.

Following an event, all city departments will assess the condition of their personnel, structures, and equipment. From this assessment, determination will be made as to the capability of that department to operationally respond to the needs of the event and provide vital city services. This information will be forwarded to the city Emergency Operation Center (EOC) if activated and directly to the community and economic development division if the city EOC is not activated, to evaluate the need for outside assistance to replace those resources lost to the event. Assessments are to be performed by:

- City fire
- City police
- City public works
- City parks and recreation
- City community and economic development
- Other city personnel

B. Initial Damage Assessment: Completed within three to six hours of event onset.

The Initial Damage Assessment is conducted immediately following the Response Capability Assessment. It is used to further determine response capabilities by assessing response routes such as roadways and bridges. In addition to roadway assessment, the Initial Damage Assessment is used to do “drive-by triage” of high-hazard, high population areas and to provide a quick overview and assessment of the city area that will be used to correctly dispatch response units to the areas in the greatest need. Results of the Initial Damage Assessment may identify the need for appropriately trained outside personnel to assist in the Preliminary Damage Assessment, Detailed Damage Assessment, or General Building Damage Assessment.

This information will be forwarded to the city EOC if activated, to determine the need for mobilization of additional city resources and/or request outside resources. Additionally, this information will be used to provide the same quick overview of the city’s condition to the Spokane County ECC. Assessments are to be performed by:

- City fire
- City police
- City public works
- City parks and recreation
- City community and economic development
- Other city personnel

C. *Preliminary Damage Assessment (PDA): Target completion (as requested by the county or state), within 5 days after event onset.*

In the event an incident goes beyond the normal response capabilities of the City of Spokane, and it becomes apparent that the city may be eligible for federal disaster assistance, a Preliminary Damage Assessment (PDA) may be requested by the county or the state. If requested, it must be completed and forwarded to the Spokane County ECC or directly to the Washington State EMD.

The PDA serves to further identify the disaster impacts on Spokane by providing more in-depth assessments of the population, structures, utilities, and other infrastructure. This assessment begins to determine monetary loss values and identifies hazardous areas and structures unable to be documented by the Initial Damage Assessment.

The data collected from this assessment is an important element of the resource request process. Resources allocated by the county or state will be on a need and availability basis with those jurisdictions having the greatest damage or greatest need receiving the highest priority. Monetary loss values will also trigger federal assistance, making the timely assessment of the Spokane area even more important.

Targeted completion time for the PDA depends upon the time frame requested by the county or state. Information gathered during this time will be forwarded to the city EOC if activated and directly to the community and economic development division if the city EOC is not activated.

If the disaster is overwhelming and beyond the city's resource capability to obtain a *Preliminary Damage Assessment* as requested by Spokane County, the Washington State CEMP states "that the need for a Preliminary Damage Assessment is eliminated for those jurisdictions that are especially hit hard." In those cases, the city will request resources through the Spokane County ECC to assess damage for Public Assistance and Individual Assistance in the city.

D. *Detailed City Damage Assessment: Completed over longer-term "incident period" established by FEMA, potentially concurrent with PDA.*

If the PDA results in a Presidential Disaster Declaration authorizing "Public Assistance" (PA), then detailed damage assessments of city facilities, buildings, equipment, infrastructure, and systems must be completed by all city departments and submitted to the city EOC if activated or the community and economic development (CED) division otherwise. Teams of personnel from FEMA and the state will require an escort to view and verify damages as part of the PA process.

Eligible costs include but are not limited to those activities specific to the event. Tracking and documentation of expenses, overtime and certain other eligible emergency work activities carried out by city personnel, the contracted cost of outside agencies, and the repair or restoration of damaged facilities and infrastructure to their pre-disaster condition may be among the reimbursable costs.

There will be an "incident period" established by the Federal Emergency Management Agency (FEMA) which generally begins at the start of the event and will last if FEMA determines is necessary to include all normal damages from the event. Damage assessment reports will be completed jointly by the city, state, and federal personnel for these costs. Early and complete documentation of all staff time, contractor costs, equipment rentals, equipment use, and other expenses is vital to maximize the reimbursement following the event.

E. *General Building Damage Assessment*

Buildings or structures may be assessed for damage if damage constitutes a probable hazard to life safety, or if "Individual Assistance" is authorized by the Presidential Disaster Declaration. The city CED division will work with the development services center (DSC) and other departments to assemble teams comprised of:

- Building inspectors
- Engineers
- Fire inspectors,
- Public works engineers
- Public works inspectors
- And/or other personnel trained under ATC procedures to inspect and placard damaged structures.

All structure assessments will utilize procedures as established under the Applied Technologies Council (ATC) structure assessment program known as ATC - 20. Inspection records will be kept in accordance with the ATC procedures and will be compiled and submitted to the Spokane County Emergency Coordination Centers with duplicate copies being kept by the city for reference in recovery and reconstruction.

Procedures

Response Capability Assessment and Initial Damage Assessment Survey

City personnel should report areas of damage observed during response efforts to their supervisor or to their department representative in the city EOC. The city EOC will then coordinate with CED to determine which level of damage assessment is appropriate to perform and will request assignment of the appropriate personnel.

Damage Assessment

If damages cannot be adequately assessed through the Initial Damage Assessment, the city EOC, if activated (or CED if not activated) will request detailed city damage assessments from all city departments/divisions.

If determined to be necessary, appropriately trained personnel will conduct building damage assessments utilizing ATC-trained building inspectors and /or ATC-trained teams of fire inspectors, building inspectors, engineers, trained volunteers, and others.

Individual inspectors or teams will:

1. Perform rapid surveys.
2. Place appropriate placards on the buildings.
3. Prepare building damage assessment reports.

Damage Verification (post-emergency, collection of information throughout)

When the possibility of a Presidential Disaster Declaration is anticipated, the city EOC, if activated, (or CED if the EOC is not activated) will coordinate the collection of information within Spokane for the PDA (Preliminary Damage Assessment), including repair estimates for damages incurred to public facilities, systems and infrastructure and all other costs incurred by city departments as a result of the incident. Teams of federal and state inspectors will determine the eligibility of the costs submitted. This follows the federal guidelines of the Public Assistance Program.

Situation Overview

Spokane city officials have identified the primary hazards that could potentially impact the city. The potential effects of these hazards could disrupt public services, damage property, and cause injury or death of persons within affected areas, any of which could require the conduct of a damage assessment.

The primary hazards are detailed in the Spokane County Regional Hazard Mitigation Plan, and include floods, winter storms, earthquakes, landslides, hazardous materials releases, wildfires and acts of terrorism or civil disturbance. Additionally, the city is subject to major transportation disruptions and accidents, utility and infrastructure failures or collapses, public health emergencies, and mass casualty incidents from any cause.

The emergency or disaster may cause enough damage to require assessment. However, not all damage will be immediately apparent. Roads and other infrastructure may be seriously damaged and hamper the ability of personnel to conduct timely and complete damage assessments. It is assumed that the city EOC will activate and provide a resource and information sharing coordination.

Concept of Operations

Response Capability Assessments, Initial Damage Assessment and Preliminary Damage Assessments (PDAs) are tools used to determine the safety and recovery needs of the residents, workers, and visitors as well as to determine the eligibility for disaster assistance. The city community and economic development (CED) division is the lead agency for coordinating damage assessment throughout the city and will provide assistance and information to state or federal damage assessment teams, if requested.

The compiled damage assessments for the city will be forwarded by the city EOC (if activated) or by CED to the Spokane County Emergency Coordination Center (ECC) and to the Washington State Emergency Management Division to seek federal disaster assistance.

Whole Community

The “Whole Community” includes individuals, families, households, communities, the private and nonprofit sectors, faith-based organizations, and local, tribal, state, and Federal governments. The Damage Assessment Annex includes communicating with the Whole Community during transportation and critical infrastructure preparedness, response, recovery, and mitigation activities. The Whole Community includes populations with Limited English Proficiency (LEP), individuals with disabilities, and Access and Functional Needs (AFN).

Organization

Damage assessment is coordinated by the community and economic development (CED) division in conjunction with the city EOC. The CED department will provide building damage assessment data to the city EOC to separate the private and public damage and forward the results to the Spokane County ECC.

The results (or anticipated results) of the damage assessment may determine if the city seeks a local emergency proclamation by the Mayor.

Notification

This Annex can be activated for city EOC support through the following agencies:

- City community and economic development division
- City public works department
- City police department
- City fire department
- City EOC director

Activation may occur due to the severity of the event or perceived threat; unmitigated risk to the community; or in support of mutual aid partners.

Information Collection

The following categories are a baseline list which should be considered to create a common operating picture for Essential Elements of Information (EEIs) which help guide the collection and dissemination of information.

This list is not exhaustive. As an event progresses, information, population needs, available resources and support, and situational awareness will develop and change.

Essential Elements of Information (EEIs)			
EEI	Description	Collection	Dissemination
Response Capability	Determine the status of city department's staffing.	All city departments	City EOC
	Determine the status of city department's capabilities and resources.		
Condition of City Infrastructure	Assess the status of city hall, Nelson facility and other city facilities. Assess how information is being collected and shared.	City CED, city public works, city fire, city police	
Condition of Buildings / other regional infrastructure	Assess the condition of the built environment, such as commercial and residential structures. Is widespread damage major or minor? Determine initial impacts to critical infrastructure.	City CED, city public works, city fire, city police	

Responsibilities

Mitigation		
<i>Purpose:</i> To determine mitigation strategies to increase the integrity of transportation and other critical infrastructure systems thus reducing damage potential within the city.		
Core Capability	Activity	Responsible Agency
Planning	Identify opportunities to increase building infrastructure resiliency.	City CED

Preparedness		
<i>Purpose:</i> To develop and maintain primary and alternative damage assessment procedures and resources that can be implemented in the event of a disaster or other disruption.		
Core Capability	Activity	Responsible Agency
Planning	Prepare detailed administrative procedures to implement damage assessment programs for all city departments.	City CED, city public works
	Supply damage assessment forms and placards for field use.	City CED, city EOC
	Provide training, drills, and exercises in support of this Annex to city departments/divisions and support agencies.	City EOC
	Follow established procedures to coordinate damage assessment of city facilities following an emergency or disaster.	All departments and agencies
	Develop procedures to evaluate damage to public and private property, infrastructure utilities, etc.	City public works
	Identify and train staff to <i>conduct Response Capability Assessments, Initial Damage Assessment Surveys and Preliminary Damage Assessments.</i>	City public works, city CED
	Participate in emergency management training, drills, and exercises in support of this Annex.	All departments and agencies
	Identify and train staff to conduct <i>Building Damage Assessments</i> in accordance with ATC.	City public works, city CED
	Develop detailed administrative procedures to perform a <i>Response Capability Assessment</i> within the Department/Division.	City public works, city CED
	Identify and train appropriate staff to conduct <i>Response Capability Assessments.</i>	City public works, city CED
	Participate in emergency management training, drills, and exercises in support of this Annex.	All departments and agencies
	Develop detailed administrative procedures to conduct damage assessment of department facilities and assets following an emergency or disaster.	City public works

Response		
Purpose: To coordinate and mobilize the resources including personnel and technology needed to support the assessment of damages to infrastructure within the city.		
Core Capability	Activity	Responsible Agency
Planning	Carry out a coordinated Damage Assessment process utilizing department personnel and other city staff and volunteers.	City CED
	Coordinate the collection of damage information.	City CED
	Assemble damage assessment information and provides it to the EOC.	City CED
	Follow procedures in accordance with the Applied Technologies Council (ATC) Standards to conduct building damage assessments.	City public works
	Follow established procedures to conduct damage assessment of city facilities following an emergency or disaster.	City public works
Situational Assessment	Request detailed city damage assessments from all city departments/divisions.	City CED
	Determine the ability to provide service to the community.	City CED
	Analyze and disseminate damage information in situation reports through the city EOC.	City EOC
	Report completed damage assessment results to the community and economic development division or the EOC, if activated.	All departments and agencies
	Determine the ability to provide service to the community.	City EOC
	Provide damage or impact assessment information to the city EOC according to established communication procedures.	Avista
Operational Coordination	Request <i>Response Capability Assessments, Initial Damage Assessment Surveys</i> and <i>Preliminary Damage Assessment</i> to determine initial damage reports.	City CED
	Coordinate the process of conducting building damage assessments.	
	Conduct damage assessments for city facilities through completion of the <i>Response Capability Assessment</i> and through the <i>Initial Damage Assessment survey</i> .	All departments and agencies
	Coordinate information and resource sharing through the city EOC.	City EOC
	Provide available ATC trained staff to conduct building	City public works

	damage assessments of public and private buildings and structures as needed.	
--	--	--

Recovery		
<i>Purpose: To continue to share damage reports and other collected information to prioritize the restoration of city infrastructure systems.</i>		
Core Capability	Activity	Responsible Agency
Situational Awareness	Continue to conduct impact assessments and share damage information with the city EOC.	All departments and agencies
	Prepare damage assessment reports and share with the city EOC, if activated. Forward to Spokane County ECC.	All departments and agencies
	Notify the mayor of impacts to the city from the emergency or disaster.	City EOC
	Arrange for an escort, if requested, to accompany State or FEMA inspectors on a tour of damaged areas within the city.	City EOC
Operational Coordination	Continue to provide coordination of damage assessment resources and reporting processes.	City CED
Planning	Maintain city copies of building damage assessment reports.	City CED

Resource Requirements

- Personnel tasked with performing damage assessments will need ATC training.
- Building, construction, and fire inspector vehicles will be utilized first, and additional vehicles will be requested from fleet or through equipment rental.
- Office space may be needed for the damage assessment personnel during the recovery process.
- Other resource requirements are to be requested through the city EOC.

References

- Washington State Public Assistance Manual, 2017
- Washington State Comprehensive Emergency Management Plan, 2016
- FEMA Publication P262, Guide to Federal Aid in Disasters, 2013
- ATC-20 Post Earthquake Safety Evaluation of Buildings
- ATC-45 Field Manual: Safety Evaluation of Buildings after Windstorms and Floods

Terms and Definitions

See Basic Plan

Appendices

None

Maps Annex

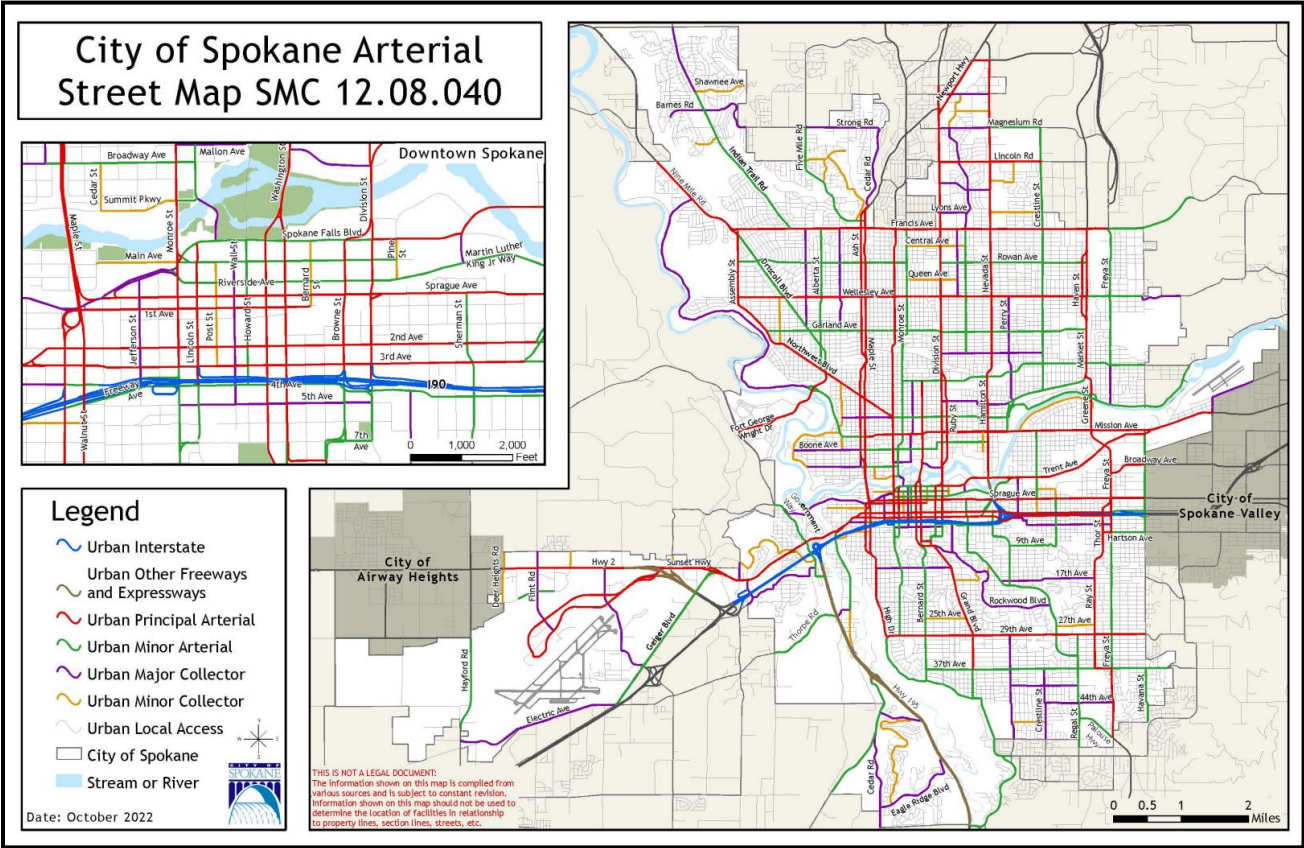


Figure 3:Spokane City Street Map

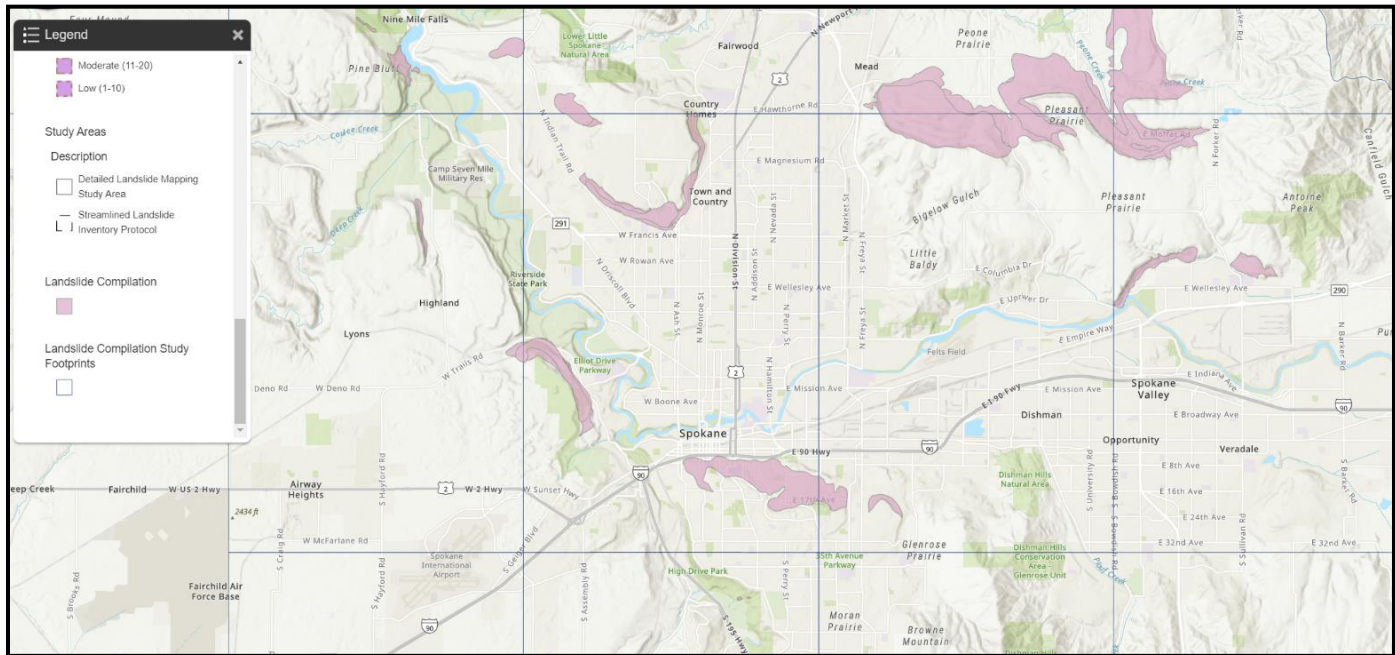


Figure 4: Spokane City Historical Landslide Areas

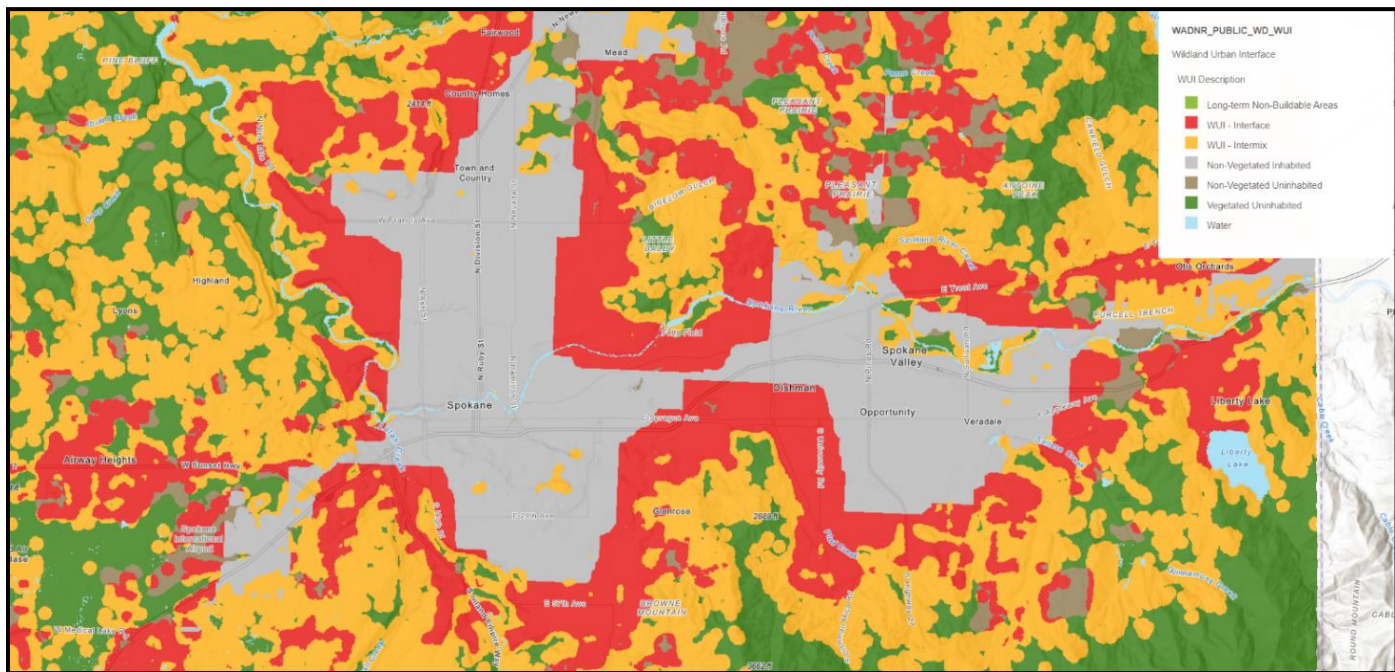


Figure 5: Wildland Urban Interface (WUI) Risk Map

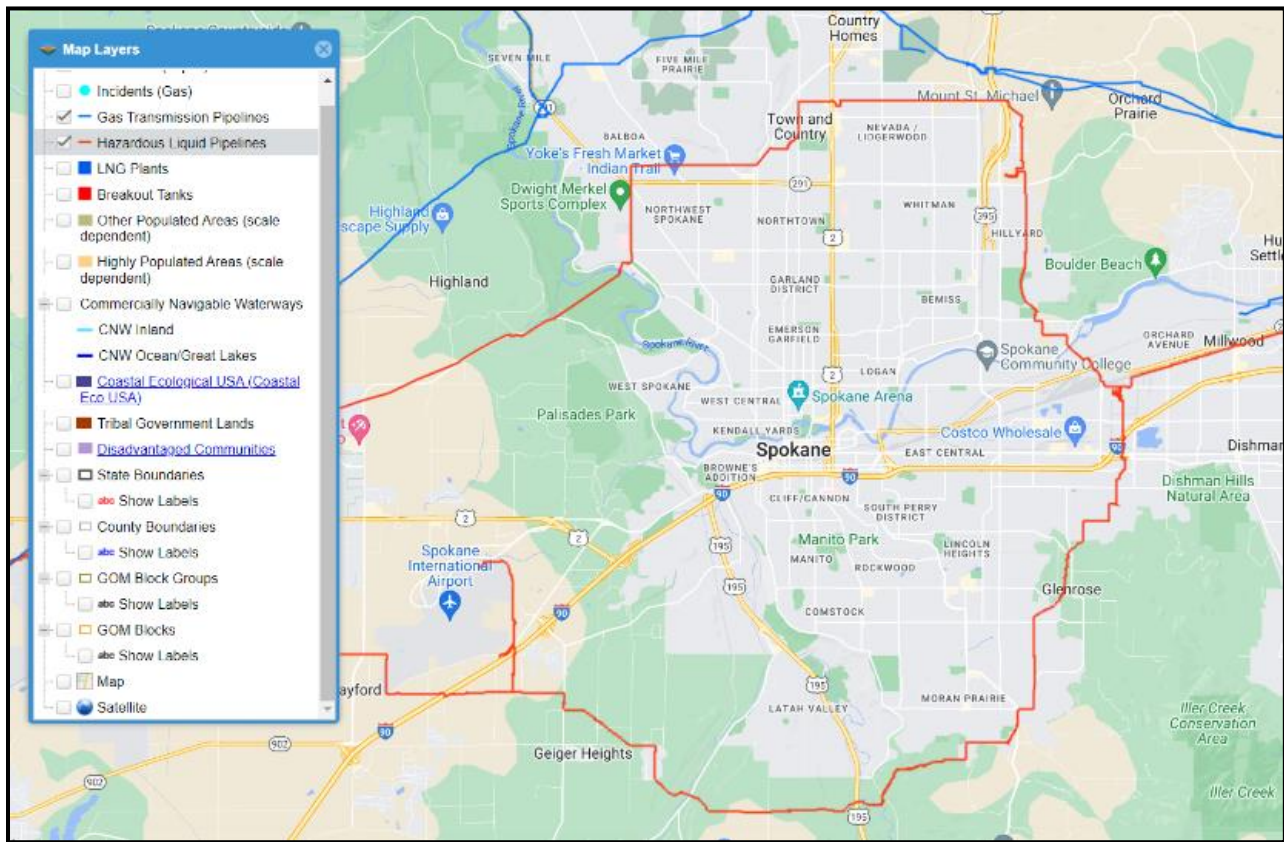


Figure 6: Gas Pipelines & Hazardous Liquid Pipelines Map

----- End of Plan -----