

COUNTY OF HAWAI'I



EMERGENCY OPERATIONS PLAN

EXECUTIVE SUMMARY

Disasters, both man-made and natural, have inflicted significant loss of property and resulted in deaths and injury in the County of Hawai'i in the past, and with our continuing growth and development, can be expected to pose even greater threats to the safety and welfare of our people in the future. In the State of Hawai'i, preparedness planning is the responsibility of both government and individuals alike.

Hawai'i County is continually reassessing its internal capabilities in an attempt to become more responsive to its citizens' emergency management needs and to simplify and integrate response plans without sacrificing program integrity. The most effective way to do this is to focus increases emphasis on developing the common and unique capabilities required to perform specific functions across the full spectrum of hazards, rather than focusing on the requirements of specific hazards. The approach the County is taking to accomplish this is through application of the National Incident Management System (NIMS), and supported by the Federal Emergency Management Agency. The goal of this system is to develop and maintain a credible emergency management capability by integrating activities along functional lines and to the fullest extent possible, across all hazards.

Accordingly, this County of Hawai'i Emergency Operations Plan, 2011, has been developed and distributed by the Hawai'i County Civil Defense Agency. Its purpose is to provide County departments and agencies, with the basis for their internal disaster preparedness programs, addressing disaster mitigation, preparedness, response and recovery. This plan is an all hazards plan and is designed to give guidance to emergency managers in their efforts to minimize the impact of disasters, as well as to cope with every possible type of hazard – natural, technological, and intentional.

This County plan identifies the governmental agencies and private organizations involved in emergency management, establishes relationships, fixes responsibility and accountability, and sets forth actions to be taken in conformance with the policies and programs set forth in the State of Hawai'i Catastrophic All-Hazards Concept Plan.

All County departments and agencies are responsible for developing and maintaining supporting disaster response plans, standard operating guidelines (SOG), and/or checklists in consonance with this plan. State district and branch offices have a dual responsibility. Their disaster response efforts will be as outlined by their parent department and agencies, as well as in consonance with this plan.

Legal authority for the actions required by this Plan is contained in the Hawai'i Revised Statutes, Chapters 121 through 130, the Charter of the County of Hawai'i, and other State and County Directives as delineated in the Base portion of this Plan.

As a minimum, all Directors, Branch Chiefs, and other governmental executives having specific responsibilities for the people of the County of Hawai'i, should initially scan the "Table of Contents," read the Base Plan, "page" through the annexes, and read the Emergency Support Function (ESF) Appendixes for which they are the coordinating agency, or a primary or supporting agency. Such an overview will provide the busy manager with an understanding of the detailed instructions contained in the remainder of the Plan, as well as an appreciation of his responsibilities which have to be met.

Close coordination and liaison in planning, action and training is essential. Be assured that the time and effort expended in this preparedness program on a day-to-day basis will mutually benefit all of us, all of our families, and all of the people of Hawai'i County should any such disaster occur.

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COUNTY OF HAWAII
PLAN FOR EMERGENCY PREPAREDNESS
BASE PLAN

SECTION 1: INTRODUCTION

1.1 Purpose

This Emergency Operations Plan (EOP) has been researched and prepared with the intent to achieve effective governmental and private sector preparedness for prompt, fully coordinated, flexible response to, and effective recovery from natural, technological, and intentional-caused incidents that threaten to, or occur anywhere in Hawai'i County. The EOP defines key National Incident Management System (NIMS) terms, identifies and prioritizes hazards that may impact Hawai'i County, assigns roles and responsibilities for Hawai'i County Departments and Agencies, and establishes Emergency Operations Center (EOC) organization and procedures based on the Kind and Type of Incident impacting Hawai'i County. Actions conducted in response to and mitigation of an incident will follow these priorities; first, preservation of life and physical safety of persons; second, incident stabilization; third, preservation of historical sites, and public and private property.

1.2 Scope

The Hawai'i County Emergency Operations Plan (EOP) is an all hazards plan designed to serve as the basis for prevention, preparedness, response and recovery actions taken to address the hazards identified in Hawai'i County's Multi-Hazard Mitigation Plan. This plan is implemented in whole or in part when the normal business routine is not sufficient to address the incident. This EOP is applicable to all Hawai'i County Departments and Agencies and will serve as the basis for department/agency Emergency Response Plans (ERP).

This EOP is based on the National Response Framework. It integrates the capabilities and resources of all governmental jurisdictions, incident management and emergency response disciplines, non-governmental organizations (NGO), and the private sector into a cohesive team capable of providing coordinated, seamless incident management and response.

The EOP can be partially or fully implemented in the context of a threat, in anticipation of a significant event, or in response to an incident. Selected implementation allows for a scaled response, delivery of needed resources, and an appropriate level of coordination.

The Hawai'i County EOC functions as the Incident Command Post (ICP) when the Hawai'i County Civil Defense Agency (HCCDA) is the lead agency for an incident and, as either the ICP, or a Multi-agency Coordination Center (MACC) when another Department or Agency is the lead agency for the incident. The EOC provides administrative and informational support to the Joint Information Center (JIC).

An incident or national security emergency for the purposes of this plan is defined as a threat of or occurrence of a natural, technological or intentional-caused Type 4 through Type 1 Incident as defined by NIMS.

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Type 5 Incidents which frequently arise in a community that are routinely handled by emergency services such as Police, Fire, Emergency Medical Services, Public Works and Utilities are not within the scope of this plan and should be addressed by each County organization's standard operating guidelines and/or procedures.

1.3 Situation Overview

1.3.1 Emergency/Disaster

An emergency is a natural, technological or intentional-caused incident, which seriously threatens the loss of life and/or damage to property. These incidents usually occur suddenly and unexpectedly and require prompt, effective and coordinated response to protect lives and limit damage to property. When the magnitude of the incident results in significant physical damage, loss of life, and/or social disruption, it becomes a disaster.

1.3.2 General Situation

The County of Hawaii is the youngest and largest of the Hawaiian Islands and is located at 19 degrees North latitude and 155 degrees West Longitude. The County is approximately 2000 miles (six hour flight time) from the nearest continental land mass and 150 miles (45 minute flight time; twelve hour surface time) from the major population center of Honolulu. This relative isolation from immediate assistance means that during an incident the County and its residents must be prepared to be self-sufficient for not less than seven days during an emergency or disaster.

The County of Hawaii is also one of the most geographically diverse locations on earth. Because of its tropical location and height of its mountains ten distinct climate zones are found within the County. This wide range of topography and associated climates means that the likelihood of a specific hazard impacting the Island varies by District and even by specific locations within a District.

1.3.3 Hazards

Hazards in Hawai'i County can be classified into three general categories; natural, intentional, and technological. Detailed identification and analysis of probable hazards impacting in Hawai'i County can be found in the Multi-Hazard Mitigation Plan: County of Hawai'i, dated October 2005. HCCDA will prepare for each hazard, but will follow the priority listed in table 1.1 when allocating limited resources during each phase of incident management.

Hazard	Severity	Probability	Priority
Earthquake	Catastrophic	Highly Likely	1
Tsunami – Distant	Catastrophic	Likely	2
Tsunami – Local	Catastrophic	Likely	2
Volcanic Activity	Catastrophic	Likely	3
Hurricane	Catastrophic	Likely	4
Droughts/Wildfire	Limited	Highly Likely	5
Rainfall Flooding	Limited	Highly Likely	6
Coastal Erosion	Critical	Likely	7

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1.3.3.1 Natural

1.3.3.1.1 Geological Hazards

Geological hazards capable of causing disasters generally are less frequent in Hawai'i County, but more difficult to predict than severe weather hazards. They include earthquakes, landslides, tsunamis, and volcanic activity.

- Earthquakes strong enough to cause extensive damage are an ever-present possibility in Hawai'i County, and have occurred in the past. The existing building code places the entire Island of Hawai'i in "Zone 4," heaviest damage. Large earthquakes, unlike volcanic eruptions, occur without warning and are not confined to a particular part of the island.
- Tsunamis, although infrequent, are capable of causing disasters anywhere along the low flood-prone coastal areas and environs where the traveling ocean waves can rush inland at high speeds with devastating force. When generated a tsunami's arrival time can be determined with relative certainty and a warning will be issued by the Pacific Tsunami Warning Center through the County Warning Point. However, a tsunami generated by a strong earthquake occurring locally anywhere in the State may reach the Hawai'i County coastline in a matter of minutes. The earthquake itself must be considered as a tsunami warning.
- Volcanic activity happens often in Hawai'i County with loss of property, disruption of routes of travel and occasionally loss of life. The nature of Hawaiian volcanoes is such that the likelihood of an eruption can usually be predicted and once underway, the movement of lava can be monitored so that people may be evacuated from its path. Explosive eruptions are very rare, but have occurred. Dangerous gases are present, but usually in low enough concentrations that they do not present a threat at a reasonable distance from a vent.
- Landslides are often triggered by earthquakes, but may also occur during heavy rains. They are also likely where man has disturbed the soil by undercutting or overburdening the natural soil condition. Landslides, regardless of reason, can result in loss of life and property, as well as disrupt communications, travel and utility service.

1.3.3.1.2 Severe Weather

Severe weather hazards such as storms, flash floods, tropical cyclones (hurricanes), waterspouts, and drought may threaten and occur in any part of Hawai'i County.

- Hurricanes are a warm-core, low pressure system with an organized circulation and without an associated storm front that develop over tropical and subtropical waters. The majority of hurricanes that will threaten Hawaii originate off the West coast of Mexico.
- Storms, heavy rains, or deluge.
- Flash Floods.

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- Waterspouts/Tornados.
- Drought.

1.3.3.2 Technological

Technological hazards may result from natural causes, but they are listed separately because they may also be induced by the actions of man. They can be expected to occur with greater frequency as urbanization, tourism and the economy of the County continue to expand:

- Fires
- Explosions (including explosive devices and ordnance)
- Transportation and industrial accidents
- Utility failures
- Pollution (including oil spills)
- Oil and hazardous substance accidents/incidents
- Health (including epidemics, pandemics and infestations)

1.3.3.3 Intentional

- Major public disorder and unrest
- War
- Terrorism, while not likely in terms of probability, warrants attention due to the stunning suddenness of its onset, its high emotional impact, and its ability to instill, as its name implies, terror in the population. Since a terrorist incident will almost always affect multiple jurisdictions, a coordinated response among County, State and Federal authorities through a unified command will be necessary for effective response.
- Disruption to the Island's economy.
- Trade restrictions or embargoes.

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1.3.4 Vulnerability

District	Geography	Weather Pattern	Primary Hazard(s)
Puna	East rift zone of Kilauea Volcano, slopping heavily wooded land with low coastline	Trade winds with average annual rainfall between 60 and 160 inches	Volcano Earthquake Tsunami Hurricane Hydrogen Sulfide
S. Hilo	Slopes of Mauna Kea and Mauna Loa (East rift zone), Wailuku River, heavily wooded with low coastline	Trade winds with average annual rainfall between 120 and 240 inches	Tsunami Volcano Hurricane Flooding
N. Hilo	Slopes of Mauna Kea, major gulches, extensive sea cliffs, heavily wooded	Trade winds with average annual rainfall between 30 and 160 inches	Earthquake Landslide Flash Flood
Hamakua	Summit and slopes of Mauna Kea, large valleys and gulches, extensive sea cliffs, heavily wooded shifting to grasslands	Trade winds with average annual rainfall between 20 and 160 inches	Earthquake Landslide Flashflood Tsunami
N. Kohala	Slopes of Kohala Mountains, sea cliffs and low coastline, scrub brush and grasslands	Trade winds with average annual rainfall between 10 and 160 inches	Earthquake Flash Flood Brush Fire
S. Kohala	Kohala Mountains and slopes of Mauna Kea, low coastline, scrub brush and grassland	Strong winds from summits with average annual rainfall between 10 and 100 inches	Earthquake Flash Floods Dam Failure Brush Fire Tsunami Winds
N. Kona	Hualalai Volcano and slopes of Mauna Loa, low coastline, scrub brush to heavily wooded	Strong winds from summits with average annual rainfall between 10 and 80 inches	Earthquake Flash Flood Brush Fire Volcano Tsunami
S. Kona	Slopes of Mauna Loa, isolated low coastline, orchards and heavily wooded	Variable winds with average annual rainfall between 40 and 80 inches	Earthquake Flash Floods Landslide Brushfire
Ka'u	Summit, slopes and SW rift zone of Mauna Loa, Slopes and SW rift zone of Kilauea, Kaawa Flats, heavily wooded to grasslands and desert	Strong coastal winds with average annual rainfall between 10 and 120 inches	Volcano Earthquake Flash Flood Hurricane Brush Fire Tsunami

Table 1.3

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1.3.5 Population Distribution

Hawai'i County has a low population density; however, there are significant population centers in several districts. The population has grown steadily since 1980 and is expected to continue to increase. Hilo, in South Hilo District, is the largest population center but this area is experiencing the smallest population growth. Puna District's population has increased the largest over the last twenty years and is expected to surpass South Hilo as the most populated district.

District	Population		Largest Concentration	Other Significant Concentration
	Year 2010	Year 2020		
Puna	42,591	58,246	Keaau (11,553)	Pahoa (10,653)
South Hilo	47,477	49,791	Hilo (42,916)	Pepeekeo (1,895)
North Hilo	1,720	1,879	Laupahoehoe (795)	
Hamakua	6,561	7,328	Honokaa (4,435)	Paauilo (1,396)
North Kohala	7,917	11,273	Kapaau (2,973)	Hawi (2,615)
South Kohala	18,184	24,426	Waimea (8,546)	Waikoloa (5,269)
North Kona	34,024	42,275	Kailua-Kona (25,132)	Holualoa (2,956)
South Kona	11,414	14,092	Captain Cook (6,617)	Kealahou (2,629)
Ka'u	7,050	8,408	Ocean View (2,112)	Naalehu (1,930)
Total	176,938	217,718	Hilo (42,916)	Kailua-Kona (25,132)

Table 1.4

1.3.6 Special Needs Population

Hawai'i County will use FEMA's definition for Special Needs Population. FEMA defines the Special Needs Population as individuals who require additional response assistance and may include those who have disabilities; who live in institutionalized settings; who are elderly; who are children; who are from diverse cultures, who have limited English proficiency, or who are non-English speaking; or who are transportation disadvantaged.

1.3.6.1 Language

According to the 2000 Census 3,227 persons have limited English proficiency (LEP) in Hawai'i County which equates to 2.2% of the population. The LEP population is dispersed throughout Hawai'i County with little significant concentrations in a specific area. The highest concentrations of limited English proficiency are in Keaau with 177 persons or 9% of the population and Pahoa with 114 persons or 12% of the population. Ilocano is the most spoken language other than English (less than 2,000 speakers), but is not concentrated in a specific location.

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District	Population (2000 Census)		
	Total	LEP	% LEP
Puna	31,335	794	3%
South Hilo	47,386	1,206	3%
North Hilo	1,720	11	1%
Hamakua	6,108	116	2%
North Kohala	6,038	82	1%
South Kohala	13,131	241	2%
North Kona	28,543	396	1%
South Kona	8,589	209	2%
Kau	5,827	172	3%
TOTAL	148,677	3,227	2%

1.3.6.2 Age

Approximately 40% of the population is under 18 (24%) or over 60 (16%) according to the 2000 Census. These age groups are fairly evenly distributed throughout the County with the highest percentage of young persons located in Puna and the highest concentration of elderly persons located in South Hilo.

District	Population (2000 Census)				
	Total	< 18	% < 18	60 +	% 60 +
Puna	31,335	8,765	28%	4,000	13%
South Hilo	47,386	11,285	24%	9,915	21%
North Hilo	1,720	107	6%	137	8%
Hamakua	6,108	804	13%	752	12%
North Kohala	6,038	712	12%	521	9%
South Kohala	13,131	3,574	27%	1,513	12%
North Kona	28,543	6,637	23%	4,372	15%
South Kona	8,589	1,810	21%	1,368	16%
Kau	5,827	1,351	23%	980	17%
TOTAL	148,677	35,045	24%	23,558	16%

1.3.6.3 Disabled

According to the 2000 Census Hawai'i County has 32,484 disabled persons or 22% of the Hawai'i County population. These disabilities include both mental and physical disabilities. Future plans will have to address the types of disabilities and what resources may be required to support this population during Type 1 through 3 incidents as this is a significant portion of the population.

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District	Population (2000) Census		
	Total	Disabled	% Disabled
Puna	31,335	8,375	27%
South Hilo	47,386	11,859	25%
North Hilo	1,720	85	5%
Hamakua	6,108	1,111	18%
North Kohala	6,038	611	10%
South Kohala	13,131	1,943	15%
North Kona	28,543	5,456	19%
South Kona	8,589	1,693	20%
Kau	5,827	1,351	23%
TOTAL	148,677	32,484	22%

1.4 Assumptions

- Identified hazards will occur in Hawai'i County at any time or place, with or without warning, in any degree of severity or magnitude.
- Individuals and organizations are familiar with the EOP.
- Individuals and organizations will execute their assigned responsibilities.
- Executing this EOP will save lives and/or reduce property damage.
- Hawai'i County is limited to resources on the Island of Hawai'i for initial response to incidents and may only have access to resources from neighboring Counties for extended response to incidents. As such, support and response priorities must be established based on the most significant needs of Hawai'i County as a whole and these priorities must be effectively communicated to the public and rigidly enforced.
- Hawai'i County is not considered a high risk area in the event of war or terrorist attack.

SECTION 2: MISSION

2.1 County Mission

Hawai'i County Civil Defense Agency will plan, prepare for, and when an incident threatens to, or occurs, in Hawai'i County promptly implement a fully coordinated response with measured application of the resources necessary to prevent or minimize loss of life; alleviate suffering; reduce damage and/or destruction to property; provide for public safety, health and welfare; restore disrupted public systems and services; expedite recovery/reconstitution; and implement actions in mitigation.

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SECTION 3: EXECUTION

3.1 Concept of Operations

This EOP is an all hazard plan and addresses type 4 incidents through type 1 incidents. A build-up period will precede some emergencies, providing sufficient time to warn the public and implement prevention measures designed to reduce loss of life, property damage, and effects on the environment. Other emergencies occur with little or no advance warning, thus requiring immediate activation of the EOP, and efficient, coordinated mobilization and deployment of resources. All Hawai'i County departments and agencies must be prepared to promptly and effectively respond to any foreseeable emergency, taking all appropriate actions, including requesting and providing mutual aid.

3.2 Phases of Emergency Management

Emergency management has four defined phases. These phases are Preparedness, Response, Recovery, and Mitigation. Preparedness and mitigation are related activities that are intended to reduce an incident's impact on County residents. We are always conducting preparedness and mitigation activities, so it can be said that we are always in the preparedness phase and in the mitigation phase. The response and recovery phases only happen following an incident. Response and recovery actions may overlap. The four phases are identified by the tasks being done as they can not be clearly defined by a specific time period.

3.2.1 Preparedness

The Preparedness Phase involves 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 incidents. Preparedness is essential for effective response. Preparation includes planning, organizing, equipping, training, exercising, evaluating performance (actual and exercise), and then revising the plan based on changes in performance, organization and equipment. The following activities are emphasized in the preparedness phase.

3.2.1.1 Planning

Planning makes it possible to manage the entire life cycle of a potential incident by determining response capability requirements, and assigning responsibilities to departments, agencies, and offices. Planning includes the collection and analysis of intelligence and information, as well as the development of policies, strategies, plans, procedures, mutual aid and assistance agreements, and other arrangements required to perform missions and tasks. Planning also improves effectiveness by clearly defining required capabilities, shortening the time required to gain control of an incident, and facilitating the rapid exchange of information about a situation.

Incident response is governed by two plans, the Hawai'i County Multi-Hazard Mitigation Plan which services as the basis for the second plan which is the Hawai'i County Emergency Operations Plan. The Hawai'i County Multi-Hazard Mitigation Plan also serves as the basis for the Hawai'i County General Plan. The mitigation required to develop resilient communities should be incorporated into the General Plan.

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3.2.1.2 Organization

The ability to execute response activities includes developing an overall organizational structure and assembling qualified teams for essential response and recovery tasks. During planning, response capabilities are identified. These capabilities are the focus of organization. Effective organization is the combined effects of assigning tasks to specific departments/agencies using the emergency support function format, the department's/agency's careful analysis of the assigned tasks to determine the actions required to complete them, and then assigning responsibility within the department/agency to perform the required actions.

3.2.1.3 Equipping

With a clear understanding of the tasks that must be accomplished the equipping phase of preparedness can begin. Jurisdictions must identify the equipment and resources required to exercise a capability and develop strategies to obtain and deploy equipment, supplies, facilities, and systems in sufficient quantities to perform assigned missions and tasks. At this point mutual support agreements required to accomplish the mission or task and a source for the support can be identified and initiated.

3.2.1.4 Training

Professionalism and experience are the foundation upon which successful response is built. While it is true that training is a poor substitute for experience, it is far better to be trained to do the assigned task(s) and lack experience, than to be inexperienced and untrained. Training is also a key element in developing professionalism. Training for emergency response should focus on tasks that can be applied to multiple incidents as opposed to a specific response to a specific incident. This allows the Incident Commander (IC) to make decisions to effectively resolve the incident based on the situation and his assets' capabilities. Each Hawai'i County Department and Agency is responsible for developing a training plan for their employees in regards to their anticipated tasks during incident response.

3.2.1.5 Exercise

Exercises provide opportunities to test plans and improve proficiency in a risk-free environment. Exercises are the natural extension of training and allow departments/agencies to assess and validate proficiency levels, clarify and familiarize personnel to roles and responsibilities.

The Hawai'i County Civil Defense Agency will develop and administer a multi-year training and Exercise Program called Ho'omakaukau (Make Ready). Ho'omakaukau will provide all County organizations an opportunity to test and evaluate their training and provide a means to train and exercise the decision making processes that will be used during an incident. Ho'omakaukau will serve as the Hawai'i County master exercise plan where all County organizations will have the opportunity to exercise their incident response capabilities through both discussion based and operational based exercises involving multiple departments/agencies. Each Hawai'i County Organization will conduct internal discussion based exercises in coordination with the Incident Response Exercise Plan in preparation for Ho'omakaukau exercises.

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3.2.1.6 Evaluation and Improvement

It is pointless to prepare if you do not assess your capabilities/abilities on a periodic basis. This assessment or evaluation is used to determine current status of capabilities/abilities and to revise standard operating procedures or guidelines. The goal is to reach and maintain a level of proficiency sufficient to effectively respond to incidents. We evaluate our capabilities through exercises and then adjust our training and exercise program to maintain or improve our capabilities.

3.2.2 Response

Responding to an incident is the deployment of resources to save lives, protect property and the environment, and preserve the social, economic, and political structure of the jurisdiction. Response involves four key actions: (1) gaining and maintaining situational understanding; (2) activating and deploying key resources and capabilities; (3) coordinating response actions; (4) demobilization.

3.2.2.1 Situational Understanding

Effective response is not possible until responders understand the situation. If you do not know what the problem is, you can not solve it. Situational understanding is gained through effective information management and knowing what resources are available to address the incident.

3.2.2.2 Activating and Deploying Resources

With situational understanding an incident action plan can be developed to resolve the incident. Actions can be prioritized and resources required to accomplish the action can be determined, activated and sent to where they can have the greatest impact.

3.2.2.3 Coordinating Response Actions

Coordinated actions are essential to successful response. Because response to Type 1, 2, and 3 Incidents may involve multiple jurisdictions, every jurisdiction's actions should complement the actions of the other jurisdictions otherwise resources may be wasted on duplicated effort and/or actions negated because required follow-up and/or supporting actions are not completed. A unified command is essential to ensure coordinated response actions.

3.2.2.4 Demobilization

The job is not finished until the tools are cleaned and put away. Once again situational understanding allows the IC to release assets that are no longer required so they can rest and refit for the next incident or be used in the recovery phase.

3.2.3 Recovery

Once immediate lifesaving activities are complete, the focus shifts to assisting individuals, households, critical infrastructure, and businesses in meeting their basic survival needs and eventually returning them

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to self-sufficiency. Recovery operations begin even before incident response is completed. Recovery actions are both short-term and long-term.

3.2.3.1 Short-term Recovery

Short-term recovery is immediate and most often will overlap with response. It includes actions such as providing essential public health and safety services, restoring interrupted utility and other essential services, reestablishing transportation routes, and providing food and shelter for those displaced by the incident. Although called "short-term," some of these activities may last for weeks.

3.2.3.2 Long-term Recovery

Long-term recovery can last from months to years after the incident. Long-term recovery is focused on restoring the community to pre-incident conditions or better. Long-term recovery should progress based on requirements in both the General Plan and the Multi-Hazard Mitigation Plan. The goal of long-term recovery is to develop a more resilient community by taking the opportunity to improve hazard mitigation.

3.2.4 Mitigation

Mitigation efforts occur both before and after emergencies or disasters. Post-disaster mitigation is actually part of the recovery process. This includes eliminating or reducing the impact of hazards that exist within Hawaii County. Pre-disaster mitigation involves activities designed to reduce the damaging impact of a disaster should it occur at some future date.

Mitigation activities may include:

- Amending local ordinances and statutes, such as zoning ordinances, building codes, and other enforcement codes;
- Initiating structural retrofitting measures;
- Assessing tax levies;
- Flood control projects; and
- Diminishing fuel in areas having a high potential for wild fires.

3.3 Intelligence

Information is the key to effective incident response and mitigation. To fully exploit information one has to: first, know what information is required (Critical Information Requirements, essential elements of information); second, know the source(s) of the information (from which organization and from what location); third, know why the information is critical (determines resource allocation, prioritizes response, and prompts decisions). This information may become relevant information which provides the basis for creating and maintaining the common operating picture, which in turn leads to situational understanding. With situational understanding the IC and the general staff can project the course of incident, anticipate resource requirements, and determine future essential elements of information requirements and critical information requirements. Information management is the tool used to achieve situational understanding. Information management is comprised of information systems and relevant information. Information

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management is the provision of relevant information to the right person at the right time in a usable form in order to facilitate situational understanding and decision making.

3.3.1 Relevant Information (RI)

Information is RI if it supports command and control of incident response and if it is accurate, timely, usable, complete, precise, and reliable. The Planning Section must screen all information coming into the EOC and determine what information is RI. RI will then be passed to the Operations Section for analysis. From the Operations and Planning Sections' analysis the common operating picture is developed.

3.3.2 Common Operating Picture (COP)

The COP consists primarily of knowledge, which the general staff (primarily Operations and Planning) provides through analysis and evaluation. The IC and Strike Team/Task Force Leaders must use their experience and judgment to develop shared situational understanding from the COP. Shared situational understanding allows commanders to visualize the effects of their decisions on other elements of the response team and the overall operation. This, in turn, facilitates collaborative planning between different departments and agencies regardless of their jurisdiction.

3.3.3 Critical Information Requirements (CIR)

CIR is information that is not known but critical to developing the COP and/or required to make decisions on emergency response measures. CIR is determined based on the kind of incident and possible risk affects. CIR serves as the key to trigger emergency messages, facility openings and closures, and mobilization and positioning of assets. All CIR are considered essential elements of information.

3.3.4 Essential Elements of Information (EEI)

Essential elements of information are information requirements that fill any gaps or holes in the COP. The volume of information entering the EOC necessitates the need to establish EEI. Once EEI is established, distractions can be filtered out so the IC and General Staff only receive the information necessary to develop an accurate COP and to make the best decisions based on the available relevant information.

3.3.5 Distractions

Distractions are any information that the IC does not need in order to manage the incident. Distractions include requests for support that should be captured and passed to the appropriate department/agency for action.

3.4 Scheme of Maneuver

Hawai'i County will immediately execute this EOP and apply available resources, as required, to respond to and mitigate the situation when an incident is imminent or occurs within Hawai'i County. Effective response is based on the cumulative affects of preparation, response, and recovery. Preparation is the key. The degree of difficulty in response and recovery is inversely related to the amount of preparation

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preceding the incident. Response is based on the initial quick assessment of the situation. The lead agency will make the initial assessment and determine the incident type and initiate the appropriate level of response. Should Hawai'i County assets be overwhelmed by the response effort, the Mayor may request State resources or Federal Assistance to supplement County capabilities. The incident is not over until recovery is complete.

3.4.1 Emergency Operations Center

The Hawai'i County Emergency Operations Center (EOC) is located at 920 Ululani Street in Hilo. The full-time Civil Defense Agency staff is billeted at this location. The EOC may serve as either, the incident coordination center (ICC), the incident command post (ICP) and/or the joint information center (JIC) during incident response. The EOC will coordinate with other multi-agency coordination entities from other jurisdictions and the State. The EOC does not provide on-scene management but manages the overall event through five key functions:

- Direction and control (broad guidance, not tactical – tactical direction and control rests with the IC at the scene.
- Situation Assessment
- Coordination
- Priority Setting
- Resource Management

3.4.1.1 Activation Authority

EOC activation obligates resources and funds, thus activation should not be done for Type 5 incidents and should be carefully considered before activating for Type 4 incidents. The EOC will be activated for Type 1 through Type 3 Incidents. The following positions have the authority to activate the EOC:

- Mayor, County of Hawai'i
- Administrator, Civil Defense
- On-Call Hawai'i County Civil Defense Personnel

3.4.1.2 Levels of Activation

The Type of incident, the amount and source of resources required to effectively respond to the incident, and the EOC function (ICP, vs. ICC) will determine the extent of EOC activation.

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1	Level-1: <u>Full Scale Activation</u> of the HCCDA EOC. All primary and support agencies under the County Emergency Operations Plan are notified. HCCDA EOC will be staffed by HCCDA personnel, all Hawai'i County Departments/Agencies' Liaisons, and volunteers. SCD is notified of activation and deactivation.
2	Level-2: <u>Partial Activation</u> of the HCCDA EOC. Only Departments/Agencies responding to the incident along with HCCDA personnel will staff the EOC. County/State Departments/Agencies and Hawai'i County Administration will be notified of activation. SCD is notified of activation and deactivation.
3	Level-3: <u>Monitoring Activation</u> of the HCCDA EOC. Departments/Agencies responding to an incident may use the EOC facilities and equipment to coordinate response and recovery actions. HCCDA personnel may assist in these actions, but the EOC is not officially activated or staffed. SCD will not be notified for this level of activation.

3.4.1.3 Additional Staffing

HCCDA's full time personnel are not sufficient in number to man the EOC for extended periods of time during levels 1 & 2 activation. Continuous operations will require persons familiar with the EOP and EOC procedures to supplement HCCDA personnel. Additional staff who are either County or State employees will be compensated in accordance with HRS 128-15, Status of Regular Government Employees.

3.4.1.3.1 Liaisons

Hawai'i County Department/Agency liaisons must have extensive knowledge of their department's/agency's capabilities and limitations as well as their ERP. They must also have the authority to commit/obligate their department's/agency's resources during emergency response. Each Hawai'i County Department/Agency must provide their liaison with a delegation of authority in their continuity of operations plan (COOP). The Liaison should be familiar with EOC standard operating guidelines. In many cases the liaison will not be overwhelmed with their department's/agency's response actions. Because the liaison should be familiar with EOC operations and may have idle time the liaison is an ideal candidate to augment HCCDA personnel in carrying out EOC tasks. EOC tasks do not include maintenance and housekeeping activities.

3.4.1.3.2 County Employees

County employees who may be called on to augment HCCDA EOC staff should attend quarterly training sessions at the EOC. This training will be planned and prepared by HCCDA staff and will focus on the EOP, the EOC SOG, and interoperable communications. The training session shall not exceed four hours per quarter and will be held at least twice a quarter. County employees who may be called to augment the HCCDA EOC staff need only attend on training session in a quarter.

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3.4.1.3.2.1 Clerical Pool

The Clerical Pool will be used to augment HCCDA EOC staff in accordance with section 6-9.1 of the County Charter.

3.4.1.3.2.2 COOP Identified Nonessential Personnel

When a disaster impacts Hawai'i County to the extent that Hawai'i County Departments/Agencies must initiate their COOP, employees who are not identified as essential personnel, who would, other wise, be at home, will be used (provided that they have attended training) to augment HCCDA EOC staff in accordance with Hawaii Revised Statutes.

3.4.1.3.2.3 Volunteers

The EOC is not the ideal environment for volunteers during an incident. Persons interested in volunteering services during an incident should get involved with the Citizen's Corps or other volunteer organizations such as The American Red Cross before the onset of an incident. By getting involved before the need for their services is acute, interested parties can receive the training necessary to be an asset to their community during a disaster.

3.4.2 Emergency Declarations

An emergency declaration is not necessary for HCCDA or first responders to take actions to protect and preserve life, protect property, or alleviate suffering caused by an incident.

3.4.2.1 Civil Defense Emergency Period

The Governor of the State of Hawai'i is the only person who can make a declaration of a civil defense emergency period and the only person who can declare that a civil defense emergency period has ended. Provisions under section 128-8 of the Hawai'i Revised Statute may be enacted during a civil defense emergency period. A civil defense emergency period will typically only be declared for intentional hazards.

3.4.2.2 State of Emergency

The Mayor of Hawai'i County can declare a state of emergency for Hawai'i County, but the state of emergency does not allow activation of the provisions under section 128-8 of the Hawai'i Revised Statute.

3.4.3 Emergency Ordinances

The County Council may adopt emergency ordinances to address public emergencies affecting life, health, and property under section 3-11 of the County Charter. Any ordinance adopted under this section is only valid for 60 days from the date of adoption.

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3.5 Unified Command

Incident response within Hawai'i County will often require a unified command structure due to many different Federal, State and County Jurisdictions that reside within a relatively small area which in turn is isolated from immediate assistance beyond what is currently available on island. The incident commander should always be provided by the Department/Agency with primary responsibility for the incident. The command structure is dependant on the Type of incident. Annex B, Direction, Control & Coordination provides specific information about which Department/Agency should provide personnel to incident response positions.

3.6 Organization and Responsibilities

3.6.1 County Departments/Agencies and Federal and State Agencies in Residence

The Hawai'i County disaster response organization conforms to the governmental structure set forth in the County Charter. District offices or branches of State departments and agencies may be directly integrated into the ICS incident response structure or integrated as part of an area or unified command. (Refer to Annex H, Hawai'i County Emergency Support Functions.)

Incident	Lead Agency	Incident	Lead Agency	Incident	Lead Agency
Earthquake	HCCDA	Landslide	DLNR	Pollution	DoH
Volcanic Activity	HCCDA	Coastal Erosion	DLNR	Hazardous Material	HFD
Tsunami	HCCDA	Fire	HFD	Public Health	DoH
Hurricane	HCCDA	Explosion	HFD	Public Disorder	HPD
Drought	Dept of Water	Transportation	MTA	Terrorism	HPD
Wild Fire	HFD	Industrial	HFD	War	SCD
Flooding	HCCDA	Utilities	Water Supply	Plane Crash	HFD

3.7

3.6.2 Volunteer Organizations

Because Hawai'i County has finite resources, is situated in relative isolation, and has limited modes of access into the County, we can expect our incident response to be limited to the resources currently on-island for a period of seven to ten days before external assistance can arrive. Citizens who get involved with a volunteer organization before an incident/emergency/disaster may receive the training required to be an asset to their community, the knowledge of what hazards may impact them and what the plan is to deal with the specific hazard and its associated risks, and the knowledge required to properly prepare their families and community to be self sufficient during the initial stages of an incident/emergency/disaster.

HCCDA will seek ways to integrate volunteer organizations that have trained, and if required certified, personnel into emergency response and/or recovery operations to meet identified personnel/capability shortfalls identified during assessment of our ability to respond to Kinds and Types of incidents. All Volunteer Organizations shall follow the Incident Command system.

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3.6.2.1 American Red Cross

The Hawai'i State Chapter of the American Red Cross operating under Federal Charter is responsible for meeting the emergency needs of disaster victims and coordinating with County and State Civil Defense, Federal, and non-governmental agencies. The American Red Cross also provides preliminary residential damage assessment data to the HCCDA.

3.6.2.2 Citizens Corps (CC)

Citizen Corps, a vital component of USA Freedom Corps, was created to help coordinate volunteer activities to make our communities safer, stronger, and better prepared to respond to any emergency situation. It provides opportunities for people to participate in a range of measures to make their families, their homes, and their communities safer from the threats of crime, terrorism, and disasters of all kinds.

Citizen Corps programs build on the successful efforts that are in place in many communities around the country to prevent crime and respond to emergencies. Programs that started through local innovation are the foundation for Citizen Corps and this national approach to citizen participation in community safety.

Citizen Corps is coordinated nationally by the Department of Homeland Security. In this capacity, DHS works closely with other federal entities, state and local governments, first responders and emergency managers, the volunteer community, and the White House Office of the USA Freedom Corps.

3.6.2.2.1 Neighborhood Watch

USAonWatch-Neighborhood Watch works to provide information, training and resources to citizens and law enforcement agencies throughout the country. In the aftermath of September 11, 2001, Neighborhood Watch programs have expanded beyond their traditional crime prevention role to help neighborhoods focus on disaster preparedness, emergency response and terrorism awareness. USAonWatch-Neighborhood Watch is administered by the National Sheriffs' Association in partnership with the Bureau of Justice Assistance, U.S. Department of Justice.

The Hawai'i County Police Department administers the Neighborhood Watch program and will serve as the primary point of contact of Neighborhood Watch chapters during incident response.

3.6.2.2.2 Community Emergency Response Teams (CERT)

The CERT Program educates people about disaster preparedness and trains them in basic disaster response skills, such as fire safety, light search and rescue, and disaster medical operations. Using their training, CERT members can assist others in their neighborhood or workplace following an event and can take a more active role in preparing their community. The program is presently funded by DHS and administered by the Citizens Corps.

Because CERT Teams and CERT trained individuals can only perform actions that they are CERT trained and certified to perform within their neighborhood, CERT Teams should focus their efforts on emergency preparedness within their respective neighborhood. CERT Teams will not respond to any incident unless under the direction of an on-scene incident commander designated by the HFD, HPD, ARC, or HCCDA.

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3.6.2.2.3 Medical Reserve Corps (MRC)

The MRC strengthens communities by helping medical, public health and other volunteers offer their expertise throughout the year as well as during local emergencies and other times of community need. MRC volunteers work in coordination with existing local emergency response programs and also supplement existing community public health initiatives, such as outreach and prevention, immunization programs, blood drives, case management, care planning, and other efforts. The MRC program is administered by HHS.

The Department of Health District Office for Hawai'i County will administer and activate the MRC as required based on their assessment.

3.6.2.3 Volunteer Organizations Active in Disaster (VOAD)

Voluntary Organizations Active in Disaster (VOAD) is the forum where organizations share knowledge and resources throughout the disaster cycle—preparation, response and recovery—to help disaster survivors and their communities.

VOAD will play a large role in the recovery phase of emergency management. VOAD members must maintain an updated continuity of operations plan (COOP) to ensure that they will be capable of providing assistance when required. VOAD efforts will be coordinated through the EOC and will be focused on community recovery that is in-line with the General Plan and the Multi-Hazard Mitigation Plan.

3.7 Coordinating Instructions

3.7.1 Departments and Agencies within Hawai'i County and the State of Hawai'i with roles and responsibilities identified in this EOP.

- Will develop and maintain a department/agency-specific ERP, detailed Standard Operating Guides (SOG), and/or checklists based on and consistent with this plan. These documents must reflect actual capabilities, delineate responsibility for incident response and recovery, fix accountability for response and recovery activities, and clarify agency coordination under emergency conditions for both peace and war. Provide a copy (electronic or hard copy) of this plan and any subsequent updates to HCCDA. The ERP will be reviewed and updated on an annual basis
- Develop a Continuity of Operations Plan (COOP) that includes:

- Essential Functions
- Delegations of Authority
- Succession Planning
- Alternate Facilities
- Interoperable Communications
- Vital Records and databases
- Human Capital
- A Test, Training, and Exercise Program
- Plans for Devolution and Reconstruction

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- Send a liaison to the EOC if a primary or a supporting agency for a specific incident or ESF when notified that the EOC has been activated or that their ESF has been activated.
- Designate a civil defense coordinator who shall have the authority to speak on behalf of the County department, agency or office (or equivalent for each State district or branch office). The civil defense coordinator should be responsible for maintaining the organization's emergency response plan and represent the organization at Ho'omakaukau planning conferences.
- Develop, update and implement memorandums of agreement (MOA) or mutual assistance (MMA) with government agencies and private organizations that your organization must cooperate with during emergency response and recovery.
- Integrate this plan, along with all other County emergency planning and preparedness documents, into day-to-day operations and planning (both short and long term).
- Program and budget essential man-hour and resource costs of planning, training for and exercising their roles and responsibilities within this EOP and their associated ERP.

3.7.2 Specific instructions

3.7.2.1 Hawai'i County

The Hawai'i County Government is vested with the responsibility for emergency prevention, preparedness, response, recovery and mitigation.

- Alert its civil defense organization and activates the EOC as soon as such action is determined prudent, or when requested by State Civil Defense.
- Perform basic emergency functions which include without limitation: warning, evacuation, police, fire, rescue and ambulance services, mass care, and sanitation services, public works, radiological protection, and any other service required to meet the public need.
- Use local resources, both public and private, to respond to any type incident. When local resources are exhausted or determined to be inadequate, Hawai'i County will request State assistance. The State will then take appropriate action in support of Hawai'i County. (See State of Hawai'i Plan for Emergency Preparedness, Volume III, Disaster Response Assistance.)
- Enact and enforce ordinances, zoning codes, and building codes that are designed to prevent or mitigate the effects of incidents.

3.7.2.2 County Departments and Agencies and State District and Branch Offices

All Hawai'i County departments, agencies, committees and councils, as well as State district and branch offices, have incident responsibilities both in peace and war in accordance with their statutory authority, functions, resources and capabilities. These responsibilities are listed in Annex H, Emergency Support

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Functions, and the Emergency Support Function Annex to Volume III The State Plan for Emergency Preparedness Disaster Response and Assistance.

3.7.2.3 State Departments and Agencies

All State Departments and agencies are responsible for providing disaster support and assistance to Hawai'i County and persons present in Hawai'i County during an incident in accordance with the Hawai'i Catastrophic Plan and its associated emergency support function annex. Support and assistance will be provided in accordance with this Plan and will be responsive in times of disaster—man made or natural, peace or war—to the State Deputy Director of Civil Defense.

3.7.2.4 Federal Agencies

- The Federal Emergency Management Agency (FEMA), through Region IX, is responsible for civil defense and disaster assistance in peacetime emergencies under Section 804 of Public Law 94-361 and Public Law 94-363. Further, it directs and coordinates the activities of all Federal agencies engaged in providing disaster assistance under Public Law 93-288.
- The Army, Navy, and Air Force provide military resources and support disaster relief organizations in both war and peace under Department of Defense (DOD) Directive 3025.1 (Military Support to Civil Authorities, dated January 15, 1993); DOD Directive 3025.12 (Military Assistance for Civil Disturbances, dated February 4, 1994); and DOD Directive 3025.15 (Military Assistance to Civil Authorities, dated February 18, 1997).
- Other Federal agencies with offices in the State of Hawai'i have disaster assistance responsibilities delegated to them by their separate statutory authorities.

3.7.2.5 Other Supporting Organizations

- Seventh-day Adventists, Salvation Army and other community and professional organizations provide voluntary assistance as able.

3.7.2.6 Cooperating Agencies

Cooperating Agencies include all businesses and non-governmental organizations, whether or not they are an official member of VOAD, which may provide assistance during any phase of emergency management. Cooperating Agencies should coordinate their activities through HCCDA in the preparation phase of emergency management, but they will not be turned away during the response and recovery phases of emergency management if they have not previously coordinated their actions. Cooperating Agencies will not be asked to take any action that is not consistent with the General Plan or the Multi-Hazard Mitigation Plan. Cooperating Agencies that have an existing contingency contract for emergency response and/or recovery will receive the first opportunity to fulfill the requirements of the contract before additional resources are contracted.

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Cooperating Agencies with assigned responsibilities under this plan are obligated to inform the Hawai'i County Civil Defense Agency when organizational or operational changes occur or are imminent within their organization. Changes or proposed changes will be submitted in writing to the Hawai'i County Civil Defense Agency. Changes will be published and distributed to Hawai'i County Departments affected by the change. The County of Hawai'i does not claim, nor infer, any right in stating how any Cooperating Agency is organized or how it conducts its own business. The County of Hawai'i does claim the right to know whether a Cooperating Agency retains the capability to accomplish a task that they have agreed to do during emergency response and/or recovery. There is no existing penalty, nor implied penalty, for a Cooperating Agency that is no longer able to, or willing to, accomplish a task which they have previously agreed to do during emergency response or recovery operations.

3.7.2.7 County Residents

The success or failure of emergency preparedness and response in Hawai'i County ultimately depends on community self-help programs. Community action organized to plan and to carry out protective measures and relief services based on detailed knowledge of local environment, needs and capabilities is best provided by the community's civic, business and professional organizations. All residents are encouraged to become a member of one of the Citizen's Corps organizations or to volunteer with a local non-governmental organization before a disaster strikes their community.

All residents should develop a family emergency readiness plan and be prepared to sustain themselves for at least seven to ten days in the event of a large disaster. Emergency response will be able to focus on residents who are directly impacted by the disaster if residents who are not directly impacted by the disaster are prepared and self-sufficient for seven to ten days.

3.7.2.8 Tourism Industry

Tourism is the primary economic vehicle for Hawai'i County. The nature of the business involves bringing numerous persons to this island that are not familiar with the hazards they may face during their visit and who are completely ignorant of Hawai'i County emergency response procedures. Based on these facts, it is incumbent that the tourism industry work with HCCDA to first, provide basic information to their guests and second, to coordinate their emergency response plans with Hawai'i County's plans to eliminate duplication of effort, multiple jurisdictions planning to use a single resource (thus exceeding its capacity/capability), and to ensure the safety of their guests without placing undue hardship on Hawai'i County residents.

Businesses in the tourism industry should develop and maintain a continuity of operations plan so that they are able to fulfill their obligations to their guests.

3.7.2.9 Industry

Industry will be essential to recovery should a disaster impact Hawai'i County. Industry will have a dual role in recovery. The first role is being a source of equipment and resources that may be used in recovery and mitigation actions. The second role is that of economic recovery through the continued employment of residents. To accomplish these roles Industry must develop and exercise continuity of operations plans (COOP). Industry must consider how to protect their assets (especially if they are located in an area

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subject to a single or multiple hazards such as the tsunami evacuation zone) and coordinate how they will accomplish this with HCCDA and first responders. They must also consider how they can refocus their operations to meet community requirements during the recovery phase.

3.7.2.10 Businesses

Businesses both large and small will also be essential to recovery should a disaster impact Hawai'i County. Businesses may be called on to provide equipment and/or resources during the recovery phase, but the primary focus of business should be on continuity of operations. This requires a plan to protect assets and inventory, so normal business operations can resume in the shortest amount of time possible. Businesses should also consider the need for their product in the recovery phase. If their product will not have a high demand during recovery, a temporary shift of operations into a high demand commodity should be considered.

Businesses with goods and services that will be in high demand during response and recovery phases of an incident should participate with the County of Hawai'i in preparing contingency contracts for their goods and services during the prevention phase of emergency management.

3.8 Interoperable Communications

One of the most consistent comments following an incident response is the need for timely, accurate uninterrupted communication. Interoperable communications includes the ability to communicate internally with your department/agency and externally with other organizations involved in incident response. To make interoperable communications reality HCCDA and incident responding departments/agencies should coordinate procurement of systems and equipment in accordance with the Hawaii Regional Zone Tactical Interoperable Communications Plan. A coordinated approach to communications will lead to departments/agencies having the equipment they require for internal communications that is also compatible with other incident responding departments/agencies. All communication traffic during incident response must be in plain English to reduce the possibility of miscommunication.

SECTION 4: ADMINISTRATION, FINANCE, AND LOGISTICS

4.1 Administration

4.1.1 General Support Requirements

HCCDA will provide limited administrative and logistical support to all persons working in the EOC during all phases of emergency management. HCCDA will provide access to the County network (liaisons, volunteers, etc. must provide their own computer), printers with paper, telephone and facsimile, and basic office supplies during the response and recovery phases of emergency management. HCCDA will provide food and beverages to persons manning the EOC during incident response. Persons manning the EOC will also have access to the full service kitchen located in the EOC.

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4.1.2 Liability

4.1.2.1 County/State Employees

Except for cases of willful misconduct, persons engaged in civil defense functions pursuant to Chapter 128 HRS shall not be civilly liable for the death or injury to persons, or property damage as the result of any act or omission in the course of employment or duties.

4.1.2.2 Volunteers

Volunteers, such as American Red Cross and Citizens Corps, whose services have been accepted by an authorized person to perform tasks under HRS Chapter 128 shall have the same immunity as County/State Employees.

4.1.2.3 Department of Defense (DOD) Personnel

DOD personnel, to include Hawaii National Guard Personnel, on any duty or service done under or in pursuance of an order or call of the President of the United States or any proper authority to assist civil authorities engaged in civil defense functions pursuant to HRS Chapter 128 shall not be liable, civilly or criminally, for any act done or caused by them in pursuance of duty in service. 128-18(c) HRS.

4.2 Finance

All incident response activities will be funded by the department/agency providing the resource. Departments/Agencies should keep an accurate record of expenses related to each specific incident response. This record will serve as the basis for reimbursement of expenses should they be available from any source. Specific criteria for reimbursement of expenses will be determined based on the source of the funds and the amount of funds made available. If the type incident and the level of response required warrant, the County Council may enact supplemental and/or emergency appropriations per section 10-8 of the County Charter.

4.3 Logistics

4.3.1 Resource Management Policies

All equipment, supplies, and personnel responding to an incident will fall under operational control (OPCON) of the IC. This means that the IC (who is assigned by the primary agency with jurisdiction over the incident as stated in this plan) will direct all response actions at the incident regardless of which jurisdiction is providing the equipment, supplies, or personnel. The Department/Agency providing the equipment, supplies, and personnel remains responsible for administrative tasks associated with their equipment, supplies, and personnel and should record all expenses per paragraph 4.2, Finance.

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4.3.2 Resource Availability

4.3.2.1 Department/Agency with Jurisdiction over the Incident

Equipment identified during the capabilities assessment will be considered available for incident response. The Department/Agency with jurisdiction over the area and responsibility for the Kind of incident will provide the resources required for incident response. Mutual aid agreements will be initiated when the department's/agency's assets are not sufficient to effectively respond to the incident.

4.3.2.2 Mutual Aid Agreements

All Departments and Agencies that may play a role in responding to an incident must enter into Mutual Aid Agreements with other departments and/or agencies that are responsible for the Kind of incident in a different jurisdiction or that have capabilities that can enhance the incident response. These agreements must specify the type of aid that will be provided, the conditions under which the aid will be provided, any constraints or restrictions associated with the aid provided, remuneration, if applicable, associated with the aid provided, and who is authorized to request mutual aid and who is authorized to accept mutual aid within each organization

4.3.3 Personnel

Response personnel will be provided by the department/agency with jurisdiction over the incident. The number of personnel available must be considered in regards to the incident Type and the duration of the incident response. Identified shortfalls in personnel may be addressed through volunteer organizations that are trained in the tasks that exceed the department's/agency's capabilities, the department's/agency's COOP, and mutual aid agreements.

4.3.4 Supplies

Departments/Agencies should capture the amount of supplies by type expended for incident response. This serves three purposes: first, it will help project an accurate budget based on historical expenditures; second, it will facilitate reimbursement should funds be made available by the State of Hawaii or FEMA; third, it will assist in determining stockpile levels for supplies during the prevention phase of emergency management.

4.3.4.1 Existing Stocks

Departments/Agencies that maintain operational supplies which may also be expended during incident response should maintain an additional stockage level of dual use supplies capable of sustaining incident response for at least ten days when responding to a Type 1 incident for all items that are not readily available from local sources. A contingency contract should be put in place for those supplies that are readily available from local sources.

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4.3.4.2 Contingency Contracts

The Purchasing Division of the Hawai'i County Finance Department will negotiate and maintain contingency contracts for goods and services, that responding agencies have identified as a requirement for incident response, that are readily available from local vendors. Contingency contracts will follow established procurement guidelines and will only be for goods and/or services that will be required for emergency response and/or short-term recovery.

4.3.4.3 Donated Goods

HCCDA will only accept donated goods from philanthropic persons/organizations if a need for the donated good has been identified during initial and/or subsequent damage assessments and then placed on the list of requested donations. This is a necessary action to prevent the limited logistics capabilities in Hawai'i County from being burdened with supplies that have no application to incident response efforts. This will also save donating organizations the shipping expense of sending something that will not have a positive impact on incident response and mitigation.

SECTION 5: AUTHORITIES AND REFERENCES

5.1 Authorities

The listed documents provide emergency authorities for conducting and/or supporting incident response:

5.1.1 Federal

- National Strategy for Homeland Security.
- Homeland Security Act of 2002.
- Homeland Security Presidential Directive-5 (HSPD-5) "Management of Domestic Incidents".
- Federal Civil Defense Act of 1950 (Public Law 920, as amended).
- Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Public Law 93-288, as amended).
- Army Corps of Engineers Flood Fighting (Public Law 84-99).
- Federal Communications Corporation.

5.1.2 State

- Governor's Administrative Directive No. 95-02, Civil Defense Policy.
- Governor's Administrative Directive No. 90-13 State of Hawai'i Plan for Emergency Preparedness.

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- State of Hawai'i Plan for Emergency Preparedness, Volume 1, Operational Civil Defense.
- Chapter 127, Hawai'i Revised Statutes (HRS), Disaster Relief Act.
- Chapter 128, Hawai'i Revised Statutes (HRS), Civil Defense and Emergency Act.

5.1.3 Local

- County of Hawai'i Charter, 2008
- The Hawai'i County Code, Chapter 7, 1983 (Revised and Republished 2005).
- Resolution 95-206, adopting the Operational Area Agreement, August 15, 1995.
- Hawai'i County Multi-Hazard Mitigation Plan, 29 June 2005.

5.2 Extent and Limits on Emergency Authority

This EOP does not expand on any emergency powers or authorities expressed in Federal, State, or County Laws/Ordinances, nor does it imply or infer any emergency powers or authorities other than those expressed in Federal, State, and County Laws/Ordinances. Individual departments and agencies will identify their internal emergency authority during the response and short-term recovery phases of emergency management in their ERP and/or COOP .

5.3 Pre-Delegation of Emergency Authorities

This EOP and the individual departments and agencies ERPs that support this Plan serve as the pre-delegation documents for emergency authorities. All Hawai'i County organizations should have established delegations of authority in the COOP plans.

5.4 Authority to Accept Volunteers' Services

The formal acceptance of a volunteer's service should only be done when no other means of providing the service is available as accepting their service places obligations on the County should the volunteer be injured or become ill while participating in incident response. For Type 1 through Type 3 incidents HCCDA will authorize responding organizations to accept volunteers' services on a case by case basis. For Type 4 and Type 5 incidents the first responder agency in charge of the response has the authority to accept volunteer services.

5.5 Continuity of Government

Each Hawai'i County Department and Agency must be able to provide essential services during the phases of an incident. The Continuity of Operations Plan (COOP) is the means by which essential services will be provided to the public. Each Hawai'i County Department and Agency must develop a COOP. HCCDA is responsible for reviewing each COOP for completeness and feasibility in relation to the other

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COOPs. HCCDA will also suggest assignments and/or tasks for persons not identified as essential personnel in their department's/agency's COOP.

5.6 Plan Maintenance

This plan will be reviewed and updated in accordance with section 7-3, Deputy Director Duties, of the County Code. Specific portions of the plan will be exercised throughout the year under the County multi-year training and exercise program, Ho'omakaukau. The after action reports from these exercises will serve as the basis for amending this plan. The after action reports from actual incidents will also be used to revise and update this plan.

OFFICIAL:

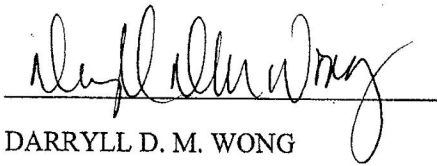


WILLIAM P. KENOI

Mayor, County of Hawai'i, and

State Deputy Director of Civil Defense

CONCURRENCE:



DARRYLL D. M. WONG

Major General

Hawai'i National Guard

Director of Civil Defense

Date

ANNEXES:

- A. NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)
- B. DIRECTION, CONTROL, AND COORDINATION
- C. EMERGENCY PUBLIC INFORMATION
- D. COMMUNICATIONS
- E. EVACUATION/SHELTER-IN-PLACE
- F. DAMAGE ASSESSMENT
- G. RESOURCE MANAGEMENT
- H. EMERGENCY SUPPORT FUNCTIONS

Annex A, National Incident Management System (NIMS), to Hawai'i County Emergency Operations Plan

SECTION 1: ABBREVIATIONS AND ACRONYMS

The listed abbreviations and acronyms are used in this document.

AAR	After Action Report
ACP	Area Command Post
ACWS	169 th Aircraft Control and Warning Squadron
ARC	American Red Cross
CAP	Civil Air Patrol
CC	Citizens Corps
CERT	Community Emergency Response Team
CI/KR	Critical Infrastructure/Key Resources
CIR	Critical Information Requirements
COP	Common Operating Picture
COOP	Continuity of Operations Plan
DCC	Donation Coordination Center
DLNR	Department of Land and Natural Resources
DMAT	Disaster Medical Assistance Team
DMORT	Disaster Mortuary Operational Response Team
DOE	Department of Education
DOFAW	Division of Forestry and Wildlife
DOH	Department of Health
DOMS	Director of Operations and Military Support
DPW	Department of Public Works
EAS	Emergency Alert System
EC	Energy Council
EEI	Essential Elements of Information
EMEDS	Expeditionary Medical Support
EMP	Electromagnetic Pulse
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
ERC	Emergency Response Coordinator
ERP	Emergency Response Plan
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FIA	Federal Insurance Administration
FMAG	Fire Management Assistance Grant
GEEPAC	Governor's Energy Emergency Preparedness Committee
HAWAS	Hawai'i Warning and Alert System
HCCDA	Hawai'i County Civil Defense Agency
HFD	Hawai'i Fire Department
HPD	Hawai'i Police Department
HMC	Hazard Mitigation Coordinator
HRS	Hawai'i Revised Statutes
HSPD	Homeland Security Presidential Directive

Annex A, National Incident Management System (NIMS), to Hawai'i County Emergency Operations Plan

IAP	Incident Action Plan
ICC	Incident Coordination Center
ICP	Incident Command Post
ICS	Incident Command System
JFO	Joint Field Office
JIC	Joint Information Center
JIS	Joint Information System
JSOP	Joint Standing Operating Procedures
MACC	Multi-Agency Coordination Center
MACS	Multi-Agency Coordination System
MHMP	Multi-Hazard Mitigation Plan
MOA	Memorandum of Agreement
MMA	Memorandum of Mutual Assistance
MRC	Medical Reserve Corps
MTA	Mass Transit Agency
NDAA	Natural Disaster Assistance Act
NGO	Non-governmental Organization
NICC	National Interagency Coordination Center
NIMS	National Incident Management System
OPCON	Operational Control
P&R	Department of Parks and Recreation
PIO	Public Information Officer
POD	Point of Distribution
RI	Relevant Information
RRCC	Regional Response Coordination Center
RSA	Resource Staging Area
NRF	National Response Framework
SCD	State Civil Defense
SERT	State Emergency Response Team
SFO	State Field Office
SHMC	State Hazard Mitigation Coordinator
SMC	Shortage Management Center
SOG	Standing Operating Guideline
SOP	Standing Operating Procedure
SPF	State Protection Forester
VOAD	Volunteer Organizations Active in Disaster
VMAT	Veterinarian Medical Assistance Team

SECTION 2 NIMS TERMS AND DEFINITIONS

- Assistant – Support person for an officer.
- Base – The location at which primary logistics functions for an incident are coordinated and administered. There is only one base per incident.
- Branch – Organizational level within the operations section having functional, geographical, or jurisdictional responsibility for major parts of the incident operations. A branch may have sub-elements of divisions or groups. Branches are identified by the use of Roman Numerals, by function, or jurisdictional name.
- Camp – A geographical site, within the general incident area, separate from the incident base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.
- Check-in – The process whereby resources first report to an incident.
- Chief – Leader of a general staff section (operations, planning, logistics, finance/administration).
- Clear Text – The use of plain English in radio communications transmissions. No ten codes or agency-specific codes are used when using clear text.
- Deputy – Support person for incident commander, section or branch.
- Director – Leader of a branch.
- Emergency Operations Center (EOC) – The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place.
- Division – Sub-element of a branch that is responsible for operations within a defined geographic area. Divisions may have strike teams, task forces, and/or single resources as sub-elements.
- 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.
- Finance/Administration Section – The ICS section that tracks response personnel and captures all costs associated with incident management. This section may assist with loans and grants during recovery.
- Group – Sub-element of a branch that divides the operations section into functional areas. Groups may have strike teams, task forces, and/or single resources as sub-elements.

Annex A, National Incident Management System (NIMS), to Hawai'i County Emergency Operations Plan

- Hazard – Something that is potentially dangerous or harmful, often the root cause of an unwanted outcome.
- Incident – An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wild-land and urban fires, floods, hazardous materials, spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.
- Incident Action Plan (IAP) – An oral or written plan containing general objectives reflecting the overall strategy for managing and incident. It may include the identification of operational resources and assignments. It may also include attachments that provide direction and important information for management of the incident during one or more operational period.
- Incident Commander (IC) – The individual responsible for all incident activities. This person will come from the department or agency that has the primary responsible for the incident (for example, Hawai'i County Fire Department will provide the IC for a brush fire).
- Incident Command Post (ICP) – The field location at which the primary tactical-level, on-scene incident command functions are performed. The ICP may be collocated with the incident base or other incident facilities and is normally identified by a green rotating or flashing light.
- Incident Command System (ICS) – A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.
- Incident Objectives – Statements of guidance and direction necessary for the selection of appropriate strategy(ies), and the tactical direction of resources. Incident objectives are based on realistic expectations of what can be accomplished when all allocated resources have been effectively deployed. Incident objectives must be achievable and measurable, yet flexible enough to allow for strategic and tactical alternatives.

Annex A, National Incident Management System (NIMS), to Hawai'i County Emergency Operations Plan

- Joint Information Center (JIC) – a facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.
- Jurisdiction – A range or sphere of authority. Public agencies have jurisdiction at an incident related to their legal responsibilities and authority. Jurisdictional authority at an incident can be political, geographical, or functional.
- Leader – Leader of a unit, strike team or task force.
- Liaison – a person from an agency responding to the incident who serves as the agency's subject matter expert in the EOC. This person also serves as the communication link between the responding agency and incident commander.
- Liaison Officer – A member of the Command Staff responsible for coordinating with representatives from cooperating and assisting agencies.
- Logistics Section – The ICS section that provides logistics and transportation support to incident responders.
- Manager – Support person for a unit leader.
- National Incident Management System (NIMS) – A system mandated by HSPD-5 that provides a consistent nationwide approach for Federal, State, and local governments; the private sector; and non-governmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of size, or complexity. To provide for interoperability and compatibility among Federal, State, and local capabilities, NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multi-agency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.
- Officer – Leader of a command staff section.
- Operational Period – The period of time scheduled for execution of a given set of operation actions as specified in the IAP. Operational Periods can be various lengths, although usually not over 24 hours.
- Operations Section – The ICS section responsible for all tactical operations during incident response phase.
- Planning Section – The ICS section that documents incident response and prepares the IAP for each operational period.

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- Public Information Officer – A member of the Command Staff responsible for interfacing with the public and media or with other agencies with incident-related information requirements.
- Resource – Personnel and major items of equipment, supplies, and facilities available or potentially available for assignment to incident operations and form which status is maintained. Resources are described by kind and type and may be used in operational support or supervisory capacities at an incident or at an EOC.
- Resource, Allocated – Resource dispatched to an incident.
- Resource, Assigned – Resource checked in and assigned work tasks on a incident.
- Resource, Available – Resource assigned to an incident, checked in, and available for a mission assignment, normally located in a staging area.
- Resource, Kind – Describes what the resource is (for example: medic, firefighter, helicopter, bulldozer, etc.)
- Resources Type – Describes the size, capability, and staffing qualifications of a specific kind of resource. (USE NIMS Resource Typing Definitions).
- Safety Officer – A member of the Command Staff responsible for monitoring and assessing safety hazards or unsafe situations, and for developing measures for ensuring personnel safety.
- Segment – A geographical area in which a Task Force/Strike Team Leader or Supervisor of a single resource is assigned authority and responsibility for the coordination of resources and implementation of planned tactics. A segment may be a portion of a division or an area inside or outside the perimeter of an incident. Segments are identified with Arabic numbers.
- Single Resource – An individual piece of equipment and its personnel complement, or an established crew or team of individuals with an identified work supervisor.
- Single Source Boss – Support person for a strike team or task force leader.
- Span of Control – The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. Under NIMS, an appropriate span of control is between 1:3 and 1:7 supervisors to individuals.
- Staging Area – The area where equipment and teams wait for a tactical assignment.

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- Strategy – The general direction selected to accomplish incident objectives set by the IC.
- Strike Team – Specified combinations of the same kind and type of resources with common communications that reports to a single leader.
- Supervisor – Leader of a division or group.
- Tactics – Deploying and directing resources on an incident to accomplish incident strategy and objectives.
- Task Force – A group of different kinds and/or types of resources with common communications that reports to a single leader. Task forces may be pre-established and sent to an incident, or formed at an incident.
- Team – A team is a single resource.
- Unit – A sub-element of a section (Planning, Logistics, Finance/Administration), or branch with functional responsibility for a specific incident planning, logistics, or finance activity.
- Unified Command – An application of ICS used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. It enables all responding agencies to manage an incident together by establishing a common set of objectives and strategies.
- Unity of Command – Each individual involved in incident operations receives instructions from and reports to only one supervisor. The purpose of unity of command is to ensure unity of effort under one responsible commander for every objective.

INCIDENT TYPING

Incidents are categorized into five types based on complexity, life-span, and response sources.

Type 1 Incident

A Type 1 incident is the most complex incident.

- May result in a disaster declaration.
- Duration covers multiple operational periods.
- A written Incident Action Plan is required for each operational period.

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- High impact on local jurisdiction.
- All Command and General Staff positions are activated.
- Requires national resources to effectively resolve the incident.
- Operations personnel exceed 200 personnel per operational period; total personnel exceed 500 persons.
- HCDA EOC is activated.

Type 2 Incident

- Duration covers multiple operational periods.
- A written Incident Action Plan is required for each operational period.
- Most Command and General Staff positions are filled.
- Requires regional and/or national resources to effectively resolve the incident.
- Operations personnel do not exceed 200 personnel per operational period; total personnel does not exceed 500 persons.
- HCDA EOC is activated.

Type 3 Incident

- Duration may cover multiple operational periods.
- A written Incident Action Plan may be required.
- Some Command and General Staff positions are filled (all may be filled).
- Resources located within Hawai'i County are adequate to effectively resolve the incident.
- Operations personnel do not exceed 100 personnel per operational period; total personnel does not exceed 200 persons.
- HCDA EOC is activated.

Type 4 Incident

- Duration does not exceed one operational period.

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- A written Incident Action Plan is not required.
- Command and General Staff positions are filled if needed.
- Several single resources are required to effectively resolve the incident.
- HCDA EOC may be activated.

Type 5 Incident

Type 5 Incidents which frequently arise in a community are handled routinely by normal emergency services such as Police, Fire, Emergency Medical Service, Public Works and Utilities are not within the scope of this plan and should be addressed by each department and/or agency's standard operating procedures.

- Duration may last several hours.
- Command and General Staff Positions not activated
- One or two single resources are sufficient to effectively resolve the incident.
- HCDA EOC is not activated.

Emergency Management Phases

Emergency management activities during peacetime and national security emergencies are associated with four defined phases:

- Preparedness
- Response
- Recovery
- Mitigation

Preparedness Phase

The Preparedness Phase involves the range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is essential for effective response. Preparation includes planning, organizing, equipping, training, exercising, evaluating performance (actual and exercise), and then revising the plan based on changes in performance, organization and equipment. The following activities are emphasized in the preparedness phase.

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Planning

Planning makes it possible to manage the entire life cycle of a potential incident, determine capability requirements, and responsibilities to departments, agencies, and organizations. Planning includes the collection and analysis of intelligence and information, as well as the development of policies, plans, procedures, mutual aid and assistance agreements, strategies, and other arrangements to perform missions and tasks. Planning also improves effectiveness by clearly defining required capabilities, shortening the time required to gain control of an incident, and facilitating the rapid exchange of information about a situation.

Organization

The ability to execute response activities includes developing an overall organizational structure and assembling qualified teams for essential response and recovery tasks. Effective organization is the result of assigning tasks to specific departments/agencies, their careful analysis of the assigned tasks, determining required actions to complete the assigned tasks, and then assigning responsibility within the department/agency to perform the required actions.

Equipping

With a clear understanding of the tasks that must be accomplished the equipping phase of preparedness can begin. Jurisdictions must identify and have strategies to obtain and deploy major equipment, supplies, facilities, and systems in sufficient quantities to perform assigned missions and tasks. At this point mutual support agreements required to accomplish the mission or task and a source for the support can be identified and initiated.

Training

Professionalism and experience are the foundation upon which successful response is built. While it is true that training is a poor substitute for experience, it is far better to trained to do the assigned task(s) and lack experience, than to be inexperienced and untrained. Training is also a key element in developing professionalism. Training for emergency response should focus on tasks that can be applied to multiple incidents as opposed to a specific response to a specific incident. This allows the IC to make decisions to effectively resolve the incident based on the situation and his assets capabilities.

Exercise

Exercises provide opportunities to test plans and improve proficiency in a risk-free environment. Exercises are the natural extension of training and allow departments/agencies to assess and validate proficiency levels, clarify and familiarize personnel to roles and responsibilities.

Evaluation and Improvement

It is pointless to prepare if you do not assess your capabilities/abilities on a periodic basis. This assessment or evaluation is used to determine current status of capabilities/abilities and to revise standard operating procedures or guidelines. The goal is to reach and maintain a level of proficiency sufficient to effectively respond to incidents

Response Phase

The Response Phase begins when an incident is imminent or immediately after the incident occurs. Response encompasses the activities that address the short-term effects of an incident. Response also includes the execution of EOPs and of incident mitigation activities designed to limit the loss of life, personal injury, property damage, and unfavorable outcomes. Response is subdivided into initial response and extended response. The subdivisions are chronological in nature with the initial response preceding the extended response. Extended response activities can occur concurrently with initial response activities. Not all incidents will have an extended response. County of Hawaii residents play a key role in response by following their own emergency plans, following directions provided by local officials, and not burdening communication systems with unnecessary status inquiries, or personal calls.

Initial Response

Initial Response begins with an immediate rapid assessment of the local situation. The rapid assessment serves as the basis for setting response priorities and allocating limited resources. Initial response activities are intended to minimize the effects of an incident on human life and property. Initial response activities include.

- Disseminating warnings, emergency public information, and instructions to Hawai'i County citizens.
- Coordinating evacuations and/or rescue operations.
- Coordinating care of injured and displaced persons.
- Clearing priority transportation routes.
- Repairing critical facilities and structures.
- Conducting initial damage assessments and surveys.
- Coordinating restricted access to affected areas.
- Developing and implementing incident action plans.

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- Making all necessary notifications, including Hawai'i County Departments and personnel.

Extended Response

Hawai'i County's extended response activities involve the coordination and management of personnel and resources to mitigate an emergency and facilitate the transition to recovery operations. Extended response activities include, but are not limited to:

- Preparing detailed damage assessments.
- Coordinating the operation of mass care facilities.
- Coordinating coroner operations.
- Procuring required resources to sustain operations.
- Documenting situation status.
- Protecting, controlling, and allocating vital resources.
- Coordinating advanced planning activities.
- Documenting expenditures.
- Developing and implementing incident action plans for extended operations.
- Disseminating emergency public information.
- Declaring a local emergency.
- Coordinating with State and Federal Agencies.

Recovery Phase

Recovery Activities involve the restoration of services to the public and returning the affected area(s) to pre-incident conditions. Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities, such as water and power, to mitigation measures designed to prevent future occurrences of a given threat. Recovery activities may reflect the continuation of the response phase activities (e.g., restoration of utilities), or they may include new activities wholly enacted as a part of the recovery process after the incident has abated (e.g., debris removal after a flood). Recovery activities include, but are not limited to:

- Coordinating restoration of utilities.

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- Debris management.
- Providing long-term recovery housing to displaced victims.
- Applying for State and Federal assistance programs.
- Conducting hazard mitigation analyses.
- Identifying residual hazards.
- Determining and recovering costs associated with response and recovery.
- Establishing emergency index codes for cost tracking purposes.

Mitigation Phase

Mitigation efforts occur both before and after emergencies or incidents. Post-incident mitigation is actually part of the recovery process. This includes eliminating or reducing the impact of hazards that exist within Hawai'i County. Pre-incident mitigation involves activities designed to reduce the damaging impact of future incidents. Mitigation activities include, but are not limited to:

- Amending local ordinances and statutes, such as zoning ordinances, building codes, and other enforcement codes.
- Initiating structural retrofitting measures.
- Assessing tax levies.
- Flood control projects.
- Diminishing fuel in areas prone to wild fires.

Incident Response Organizational Structure

A generic incident response organization chart is depicted in Figure 2.1. The nature of the incident and which department or agency has jurisdiction over the incident will determine who mans each position. General guidance is given in subsequent paragraphs. The IC will determine which sections and subsections are activated based on incident type and complexity.

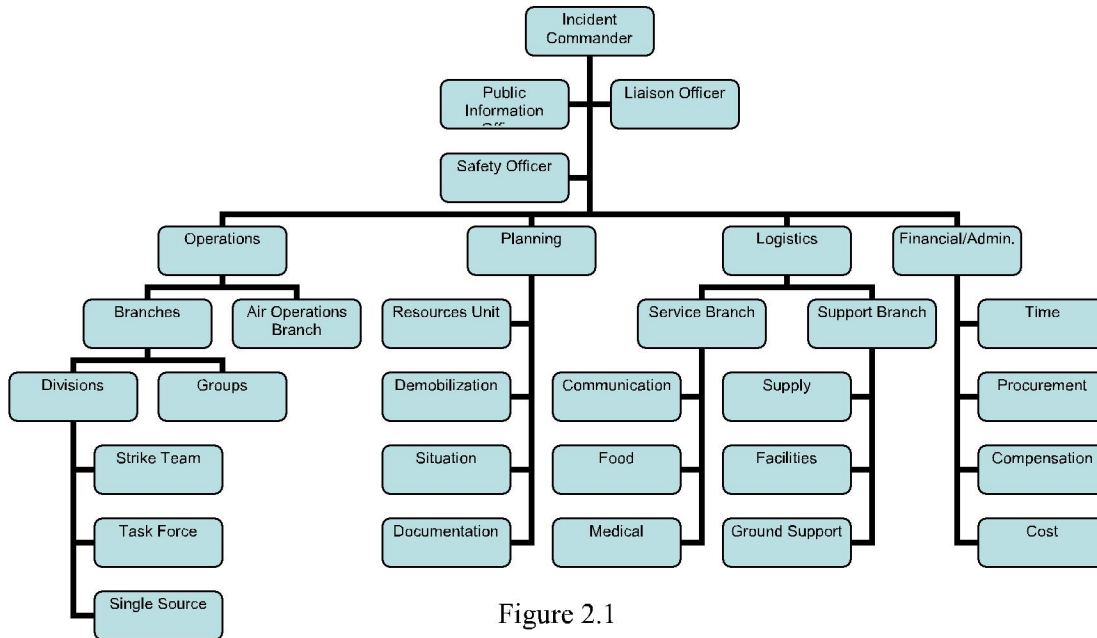


Figure 2.1

Incident Commander

The incident commander (IC) is the leader of the entire response effort. The department or agency with jurisdiction over the incident will provide the IC. This department or agency is called the lead agency. The IC develops objectives to guide the planning process and approves the Incident Action Plan (IAP) and all requests pertaining to the ordering and releasing of incident response resources.

Command Staff

The Command Staff reports directly to the IC. The Public Information Officer (PIO), Liaison Officer (LNO), and Safety Officer (SO) comprise the command staff.

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Public Information Officer

The IC must approve the release of all incident-related information.

Only one incident PIO should be designated. The PIO is responsible for interfacing with the public and media and/or with other agencies with incident-related information requirements. The PIO develops accurate and complete information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external consumption. The PIO may also perform a key public information-monitoring role.

Liaison Officer

The LNO is the point of contact for representatives of other government agencies, non-governmental organizations (NGO), and /or private entities. In either a single or unified command structure, representatives from assisting or cooperating agencies and organizations coordinate through the LNO. Assistants from other agencies or organizations (public or private) involved in incident management activities may be assigned to the LNO to facilitate coordination.

Safety Officer

The SO monitors incident operations and advises the IC on all matters relating to operational safety, including the health and safety of emergency responder personnel. The SO is responsible for the systems and procedures necessary to ensure ongoing assessment of hazardous environments, coordination of multi-agency safety efforts, and implementation of measures to promote emergency responder safety, as well as the general safety of incident operations. The SO has emergency authority to stop and/or prevent unsafe acts during incident operations. In a unified command structure, a single SO should be designated, in spite of the fact that multiple jurisdictions and/or functional agencies may be involved. The SO must also ensure the coordination of safety management functions and issues across jurisdictions, across functional agencies, and with private-sector and NGOs.

General Staff

The General Staff allows the IC to maintain an appropriate span of control as the incident grows in size and complexity. This allows the IC to perform critical decision making and evaluation duties, and it establishes clear lines of communication for everyone involved in the incident. The General Staff positions are associated with a one of four sections; operations, planning, logistics, and finance/administration.

Operations

The Operations Section Chief will conduct all tasks/actions identified in ICS Form 222-1, Operations Section Chiefs' Checklist. The operations section (OPS) directs and

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coordinates all incident tactical operations. All field teams (task forces, strike teams, single resources) receive their assignments from OPS. OPS controls the staging area. OPS may be sub-divided into branches which, in turn, may be sub-divided into divisions and/or groups to maintain an appropriate span of control if the incident increases in size or complexity.

Planning

The Planning Staff Chief will conduct all tasks/actions identified in ICS Form 221-1, Planning Section Chief's Checklist. The most important function of the Planning Staff (PLANS) is to look beyond the current and next operational period and anticipate problems or events. PLANS also maintains resource status, maintains and displays situation status, prepares the IAP, documents incident, prepares demobilization plan, and serves as the primary location for technical specialists assigned to the incident. PLANS may be sub-divided into Resources, Demobilization, Situation, and Documentation units depending on the

The Resource Unit is responsible for all check-in activity and for maintaining the status of all personnel and equipment resources assigned to the incident. The Resource Unit will maintain ICS Form 211, Check-in List, and ICS Form 218, Support Vehicle Inventory.

The Situation Unit collects and processes information on the current situation, prepares situation displays and situation summaries, and develops maps and projections. The Situation Unit will maintain ICS Form 209, Incident Status Summary, ICS Form 216, Operational Planning Worksheet Draft, and ICS Form 201, Incident Briefing.

The Documentation Unit consolidates ICS forms into the IAP, provides duplication services, and maintains ICS Form 214, Unit/Activity Log.

The Demobilization Unit will ensure orderly, safe, and cost-effective movement of personnel back to their pre-incident location when release by the IC, and maintains ICS Form 221, Demobilization Checklist, and ICS Form 223, Tentative Release List.

Logistics

The Logistics Section's (LOG) primary focus is to support personnel and resources directly assigned to the incident. OPS provides all support and services to persons affected by the incident. The exception to this is the Supply Unit, which provides support to incident responders and serves as the single point of entry for all supplies arriving in response to and support of the incident. LOG may be sub-divided into a Service Branch and a Support Branch. Each branch may be further sub-divided.

Service Branch is responsible for communications, medical support, and food; each of these responsibilities may be performed by a subordinate unit.

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The Communications Unit develops the communications plan (ICS Form 205, Incident Radio Communications Plan) designed to effectively use all communications equipment and facilities. The unit also installs and tests communications equipment, supervises the EOC communications room, distributes communications equipment to incident personnel, and maintains/repairs communications equipment.

The Medical Unit develops the medical plan (ICS Form 206, Medical Plan) and obtains medical aid and transportation for injured and ill incident personnel.

The Food Unit is responsible for the feeding of all incident personnel to include personnel at remote locations and those not able to leave tactical field assignments.

Support Branch is responsible for ground support, facilities, and supply; each of these responsibilities may be performed by a subordinate unit.

The Supply Unit is the only unit in LOG that provides support to persons not directly involved with incident response. The Supply unit orders personnel, equipment, and supplies; receives and stores all supplies for the incident; maintains an inventory of supplies; and services non-expendable supplies and equipment.

The Facilities Unit is responsible for the layout and activation of incident facilities (e.g., Base, Camp(s), and the Incident Command Post (ICP)). The Facilities Unit Leader provides sleeping and sanitation facilities for incident personnel and manages Base and Camp(s) operations.

The Ground Support Unit supports out-of-service resources; transports incident personnel, supplies, food, and equipment; maintains (fuel, services, maintenance and repair) vehicles and ground support equipment; and preparing and implementing the Incident Traffic Plan.

Finance/Administration

The Finance/Administration Section (FIN/ADMIN) is established when incident management activities require finance and other administrative services. FIN/ADMIN will also handle claims to property damage, injuries, or fatalities at the incident. FIN/ADMIN may be sub-divided into Time, Procurement, Compensation/Claims, and Cost Units.

The Time Unit records equipment and personnel time usage.

The Procurement Unit administers all financial matters pertaining to vendor contracts, leases, and fiscal agreements.

The Compensation/Claims Unit is responsible for financial concerns resulting from property damage, injuries, or fatalities at the incident.

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The Cost Unit is responsible for tracking costs, analyzing cost data, making cost estimates, and recommending cost-saving measures.

DIRECTION AND CONTROL

I. PURPOSE

This annex establishes policy and procedures for how Hawai'i County will establish incident command, when a unified command will be established, how unified command positions will be filled, emergency operations center roles, and the operational periods for incidents exceeding twenty-four hours in duration. This annex is applicable to all natural, technological, and human caused incidents that occur within Hawai'i County's jurisdiction.

II. SITUATION AND ASSUMPTIONS

See Sections 1.3, Situation Overview, and 1.4, Assumptions, of the Base Plan.

III. CONCEPT OF OPERATIONS

A. Hawai'i County is a physically isolated location where three levels of government (Federal, State, and County) exercise jurisdiction. An incident in one jurisdiction will affect the other jurisdictions regardless of the location of the incident even when the actual impacted area does not cross any jurisdictional boundaries. None of the jurisdictions within Hawai'i County have sufficient capability or resources on island to independently address an incident that may impact areas under their jurisdiction. This situation requires a Unified Command (UC) structure to respond to incidents. A Unified Command allows each jurisdiction to operate within its legal, geographic, and functional responsibilities while providing coordinated incident response and recovery.

B. The UC structure includes a Policy Group which, when activated, provides policy guidance, sets priorities of support, exercises approval authority on strategic decisions, and approves major expenditures accrued during emergency response. The UC is comprised of the incident commander for each primary response agency from each jurisdiction. The purpose of the UC is to jointly develop the incident response strategy and determine the priority of work within the strategy. When fully developed, the Unified Command will supervise two groups; the Operations Group and the Operations Support Group. The Operations Group will develop the operational plan [the Incident Action Plan (IAP)] for the incident response based on the response strategy and allocate the resources required to implement the IAP to the on-site incident commanders. The Operations Support Group will meet the Operations Group's logistical requirements, track incident response expenditures, and address the administrative requirements of the incident response.

IV. TASK ORGANIZATION AND RESPONSIBILITIES

A. General

1. The Organization with primary responsibility for the incident from the jurisdiction that has the primary responsibility for the incident based on location and/or statute will provide the Incident Commander. The Operations Section Chief, if one is appointed, may be from any jurisdiction as long as he/she hails from that jurisdiction's primary agency for the incident. The remainder of incident command staff and general staff will be filled with persons capable of performing the task regardless of jurisdiction, organization within the jurisdiction, and individual position within the organization.
2. The Incident Commander will make the initial determination on what extent the incident command system will be activated. The County Emergency Operations Center (EOC) may be activated to facilitate the Multi-agency Coordination System (MACS) in order to provide the resources necessary for effective incident response.
3. Only the command structure, support structure, and emergency support functions required to provide effective incident response will be activated. The Incident Commander will determine what is activated for incident response using his/her experience to assess the current and projected situations. The Unified Command will assume this responsibility when the incident warrants establishing a Unified Command.
4. A Unified Command will be established when the incident directly affects more than one jurisdiction and incident response will exceed two operational periods.
5. The Policy Group will be activated when any one of the following conditions exist.
 - a. Incident response exceeds response capability and a priority of response must be established that may result in one or more locations or jurisdictions not receiving immediate action to prevent loss of life, to stabilize the incident, or to preserve the environment.
 - b. Damage to infrastructure will require prioritizing recovery efforts.
 - c. The incident may have long-term impact on the social and/or economic viability of the County.

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6. Any member of the Policy Group may request that the EOC be activated in response to an incident. The decision to activate the EOC resides with the Hawai'i County Mayor or, if delegated, the HCCDA Administrator.
7. The criteria for priorities of work will be followed sequentially.
 - a. Prevent loss of life.
 - (1) Emergency Support Function # 9, Search & Rescue.
 - (2) Emergency Support Function #13, Public Safety.
 - b. Prevent or mitigate damage to critical infrastructure and key resources (CI/KR).
 - (1) Emergency Support Function #1, Transportation.
 - (2) Emergency Support Function #4, Firefighting.
 - (3) Emergency Support Function # 12, Energy.
 - c. Emergency Support Function #3, Public Works & Engineering.
 - d. Emergency Support Function #10, Oil & Hazardous Materials.
 - e. Emergency Support Function #6, Mass Care.
 - (1) Emergency Support Function #16, Special Needs.
 - (2) Emergency Support Function #17, Tourist Evacuation.
 - (3) Emergency Support Function #19, Pet Evacuation & Sheltering.
 - f. Emergency Support Function #8, Public Health (includes Emergency Support Function #18, Mass Fatalities).
 - g. Emergency Support Function #11, Agriculture & Natural Resources.
 - h. Emergency Support Function #14, Long-Term Recovery.
8. Each Department/Agency/Office head, or their designated liaison, with a primary or supporting role in the incident will report to the EOC to direct and coordinate their Department's/Agency's/Office's response.
9. Strategic control of all incident response is vested in the policy group and may be delegated to responsible individuals as stated in this plan, or to an appropriate designee as shift arrangements dictate.

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10. Operational control and decisions are the responsibility of the Unified Command (Incident Commander if no Unified Command is established). Operational decisions will be made in accordance with the strategy approved by the Policy Group.

11. Tactical control and decisions at the incident location are the sole responsibility of the On-site Incident Commander and will not be overridden or usurped in anyway by the Policy Group.

B. Organization

See Section 3.6, Organization and Responsibilities, of the Base Plan.

C. Task Assignments and Responsibilities

1. Policy Group.

a. The Policy Group is comprised elected or legally appointed officials who are responsible for the protection of life and property within their jurisdictions. The composition includes:

Organization	Person
Office of the Mayor	Mayor
Office of the Mayor	Managing Director
Corporation Counsel	Corporation Counsel
HCCDA	Administrator
Police	Chief
Fire	Chief
Public Works	Director
Planning	Director
Research and Development	Director
State	Incident Dependent
Federal	Incident Dependent

b. The Policy Group determines the incident response strategy.

c. The Policy Group will approve all operational decisions that have political ramifications such as the priorities of incident response.

d. The Policy Group must approve all major expenditures accrued during incident response.

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2. Unified Command.

- a. The Unified Command, when established, is comprised of the incident commander from each jurisdiction's (County, State, and Federal) organization with primary responsibility for incident response.
- b. The Unified Command develops the operational plan for incident response.
- c. The Unified Command allocates incident response resources.
- d. The Unified Command determines what elements of the incident response structure will be activated. This includes which staff positions and emergency support functions are required for incident response.

3. Operations Group. The Operations Group develops the operational level plan, allocates resources, and develops the common operating picture for incident response and recovery. It is comprised of the Planning Section and the Operations Section.

a. Operations Section. The Operations Section is responsible for the current operational period. Specific tasks include:

- (1) Implementing the IAP.
- (2) Assigning resources to specific tasks in the IAP.
- (3) Providing technical input to the Planning Section in order to develop the next operational period's IAP.
- (4) Making adjustments to the IAP based on the current and/or developing situation.

b. Planning Section. The Planning Section is responsible for preparing for the next operational period and for monitoring the current operational period. Specific tasks include:

- (1) Tracking resources from mobilization through demobilization.
- (2) Receiving information and reports from the field site(s) and filtering out distractions.
- (3) Developing and maintaining the common operating picture (COP).
- (4) Preparing the incident action plan for the next operational period.
- (5) Documenting the incident response from activation through the end of the recovery period.

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4. Operations Support Group. The Operations Support Group has two primary responsibilities. The first responsibility is to provide the incident response staff with life support services. The second is to document incident response personnel, expenditures, and obligations.

a. Logistics Section. The Logistics Section's sole responsibility is to providing supplies and services necessary to sustain incident response personnel. The Operations Section provides relief supplies, medical care, and sheltering to the public. The Logistics Section may be split into two Branches; the Service Branch and the Support Branch.

(1) Service Branch. The Service Branch has three responsibilities; communications, medical care, and sustenance.

(2) Support Branch. The Support Branch is responsible for basic supplies, facilities (camps, staging areas, etc.), and ground support (this includes transportation to and from work sites and maintenance of equipment).

b. Administration and Finance Section. The Administration and Finance Section is focused on supporting responders. The Section has four areas of focus; capturing responder time, procuring incident response materials and resources, capturing incident response costs, and processing responder's compensation claims.

5. Emergency Operations Center (EOC). The EOC may serve in many capacities during incident response and recovery, but the primary function of the EOC is to facilitate the multi-agency coordination system (MACS). To fulfill this responsibility the EOC may function as the Area Command Post or Multi-Agency Coordination Center.

a. Area Command Post (Unified Command). The EOC may serve as the area command post (ACP) when a Unified and/or Area Command are/is established. The EOC will continue to function as the Multi-agency Coordination Center when it serves as the ACP.

b. Multi-Agency Coordination Center (MACC). The EOC is the only location within Hawai'i County with the space and communications capability to serve as the MACC. All resources required for incident response will be coordinated through the EOC. The Operations Group will always be located in the EOC. The Operations Support Group will initially operate out of the

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EOC, but may be displaced to the Incident Base when the incident reaches Type 1 through Type 3 in size.

V. DIRECTION AND CONTROL

See IV, Task Organization and Responsibilities, A, General, of this annex.

VI. CONTINUITY OF GOVERNMENT

A. During any large scale incident the EOC will become the center for all local government control. All decisions in response to the incident and information/direction provided to the public will originate from the EOC.

B. Lines of succession for critical personnel will be in accordance with each organization's continuity of operations plan.

C. Each Hawai'i County Department/Agency is responsible for developing and maintaining a continuity of operations plan (COOP) that at a minimum address:

1. The essential functions that must continue to be performed during an incident with minimal disruption. These functions provide vital services to the community, exercise civil authority, maintain the safety of the general public, and sustain the industrial and economic base.
2. Identifies Delegations of Authority necessary to perform the essential functions during extended incident response. The Delegations of Authority specify who is authorized to make decisions or act on behalf of the Department/Agency Head and/or other key individuals in the Department/Agency. The Delegation of Authority will specify what authorities are delegated, to whom they are delegated, exceptions to the successor's authority to re-delegate, and limitations on the delegated authority.
3. Orders of succession during an incident for the senior leadership positions in the Department/Agency when the incumbents are unable or unavailable to execute their duties. Successors are vested with most of the authorities and powers of the incumbent. Orders of succession should be established for the Department/Agency head and officials down to the office directors responsible for performing essential functions.
4. Alternate facilities where the Department's/Agency's essential functions can be performed in the event that their facilities become inoperable. Equipment and supply requirements for the alternate facility(ies) must be identified.

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5. Interoperable Communications that provide the capability to perform essential functions, in conjunction with other Departments/Agencies and organizations, until normal operations can be resumed. The Department/Agency must be able to communicate to both external (to customers and business partners) and internal (to leadership and coworkers) entities even if the primary means of communication fails. Interoperable communications must support the execution of essential functions, provide capability to communicate within the organization, provide connectivity to outside agencies and customers, and ensure access to data, systems and services.

6. Vital Records and Databases needed to support essential functions must be safeguarded and accessible during an incident. There are two types of vital records; emergency operating records (such as plans and directives, orders of succession, delegations of authority, and references essential for performing essential functions), and legal and financial records (such as personnel records, payroll records, retirement records, insurance records, and contract records to name a few).

7. Human Capital. Human Capital consists of the organizations employees. Emergency essential employees must be identified based on the organizations essential tasks. These emergency essential employees must be notified of their status prior to the incident and provided with reporting instructions once an emergency has been declared. Any employee who is not an emergency essential employee also needs to be informed prior to an emergency and provided with reporting instructions once an emergency has been declared. Any non-emergency essential employee should also be provided training in essential tasks so that they may serve in a back-up role to emergency essential employees.

8. Prepare a training and exercise program in coordination with the Hawai'i County training and exercise program, Ho'omakaukau, managed by HCCDA. This program will ensure that during and incident systems and equipment work as required, employees can move to an alternate facility within a certain timeframe, and that the alternate facility includes everything that is needed to perform the Department's/Agency's essential functions. The training and exercise goals are to train essential personnel in functional areas of mission readiness, provide opportunities to acquire skills and knowledge required to perform assigned incident response tasks, build team unity, and to identify future training needs.

9. A plan for devolution. Devolution is the capability to transfer statutory authority and responsibility for essential functions from a/an Department's/Agency's primary operating staff and facilities to other employees and facilities. It is also the ability to sustain that operational capability for an extended period. Devolution is a way of ensuring a

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COOP capability in the event COOP personnel are unable to perform their mission or if the alternate facility is unavailable to support it. The plan must identify likely triggers for devolution, how devolution will occur, and the resources that will be required to continue essential functions under a devolution scenario.

10. A plan for reconstitution. Reconstitution is the process by which personnel resume normal agency operations from the original or a replacement primary operating facility. Agencies must identify and outline a plan to return to normal operations. Reconstitution is complex and may require a person appointed as the manager to handle the reconstitution process.

VII. ADMINISTRATION AND LOGISTICS

A. Emergency Operations Center.

1. Primary EOC.

a. The primary EOC for Hawai'i County is located at 920 Ululani Street, Hilo, Hawaii.

b. EOC Facilities include:

- (1) Life support services (restrooms, showers, full kitchen).
- (2) Communications equipment capable of facilitating communications with all potential response organizations.
- (3) Meeting space with internet connections (wire to County server and wireless without access to County server).
- (4) Visual data display to display the COP.
- (5) Limited facsimile, copy, and reproduction services.

2. The alternate EOC is located at the West Hawai'i Police Station Training Room. This facility will be maintained in a warm status.

3. The primary department/agency with jurisdiction over the incident will establish an ICP at a location close enough to manage the tactical operations of the incident, but far enough away to not endanger the ICP's personnel and equipment.

B. Reports and Records.

1. Initial Reports. The appropriate dispatch center will provide the initial report of the incident.

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2. Event Log. HCCDA will keep an event log that covers major events during incident response and recovery using WEB EOC. This task will be done by the Planning Section when activated.

3. Initial Damage Assessments. All responding agencies will provide initial damage assessments of critical infrastructure and key resources. These initial reports will be used to develop the COP and determine priorities of work.

4. Damage Assessment. Each agency with responsibility for damage assessment will compile reports for their area of responsibility and provide the consolidated report to the EOC for inclusion in the after action report. These damage assessments must be done in accordance with FEMA guidance as they will serve as the basis for damage claims if funds are available.

5. Incident Action Plan (IAP). The Incident Commander will prepare an IAP for each operational period during incident response. A copy of each IAP will be included in the after action report. The Planning Section will assume IAP preparation responsibilities when activated.

6. Incident Documentation. Incident documentation includes any request for support and correspondence that is not specifically addressed elsewhere. The Planning Section will review these documents and determine whether they will be included in the after action report. Specific documents that each organization involved in incident response during any phase of emergency management are:

- a. Event Log. All departments will keep an event log that captures actions taken for incident response and recovery, the number of personnel involved in each action (to include administrative personnel documenting the incident), equipment used by type of equipment and the number of hours used, and a detailed list of resources and/or supplies expended for response and recovery actions. A copy of this log will be given to HCCDA at the conclusion of the incident to be incorporated into the official record of the incident.
- b. Timesheets. All departments will keep timesheets for personnel involved in incident response that record all overtime earned as a direct result of incident response and/or recovery. These timesheets will serve as supporting documentation for Federal reimbursement of overtime, if available. Recommend using FEMA Form 90-123, Force Account Labor Summary Record.
- c. Equipment usage. If a Presidential Declaration is made and Federal funds are available, FEMA will reimburse the County for equipment used during response and recovery. To apply for

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reimbursement, accurate records of equipment by type and the number of hours employed must be kept. Recommend using FEMA Form 90-127, Force Account Summary Record. Money expended to rent equipment for emergency response may also be covered, so this information must be kept as well. Recommend using FEMA Form 90-125, Rented Equipment Summary Record.

- d. Supplies and Resources. If a Presidential Declaration is made and Federal funds are available, FEMA will reimburse the County for supplies and resources used during response and recovery. A record of supplies and resources must be maintained to use as supporting documentation in order to be reimbursed. Recommend using FEMA Form 90-124, Materials Summary Record.
- e. Contracted Work. If a Presidential Declaration is made and Federal funds are available, FEMA will reimburse the County for response and recovery actions that were performed by commercial organizations under contract to the County. Recommend these expenses be recorded using FEMA Form 90-126, Contract Work Summary Record.

7. Media Releases. All media releases will be done in accordance with the Emergency Public Information Annex and ESF #15. A copy of all media releases will be included in the after action report.

8. After Action Report (AAR). At the conclusion of the incident, the Planning Section will prepare the AAR for the incident. In some cases there may be two AARs; one for incident response (which includes short-term recovery) and one for long-term recovery. The AAR will be used to determine future equipment acquisition and training requirements. It will also serve as the justification to change procedures when a better method is identified during the incident response. The AAR format is located at appendix one to this annex. The AAR process has three parts:

- a. The draft AAR. The Planning Section will prepare the draft AAR using the documented information from the incident response.
- b. AAR seminar. HCCDA will conduct an AAR seminar not later than two weeks after the conclusion of incident response. The purpose of this seminar is to present the draft to all the organizations that participated in the incident. Then have a discussion on the content to create the most accurate document possible.

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c. The Final AAR. The Planning Section will take the results from the AAR seminar and incorporate any additional information into the final product. A copy of the completed AAR will be provided to all organizations that participated in the response. The original with the draft will be maintained by HCCDA.

C. Media.

1. JIC not established.

a. Media will be allowed into the EOC during an incident unless one or more of the following conditions exist.

- 1) A meeting with State Civil Defense is being conducted via video teleconference (VTC).
- 2) A planning meeting where response strategy will be discussed is in session.

b. Media will remain in the administrative area behind the counter that separates the EOC from the administrative area unless invited to enter the EOC by a representative of the Office of the Mayor or the HCCDA Administrator.

2. JIC established. Anyone with press credentials or who writes/reports for any organization that provides information to the general public either for profit or as a service will not be allowed into the EOC without an escort from the JIC staff. The restrictions expressed in paragraph C.1 will apply.

VIII. PLAN DEVELOPMENT AND MAINTENANCE. HCCDA will review this annex annually and make any warranted changes. If a Type 1 through Type 3 incident occurs during the year, the AAR will serve as the review of this annex and any warranted changes will be made.

IX. AUTHORITY AND REFERENCES.

See Section 5.1, Authorities, of the Base Plan.

EMERGENCY PUBLIC INFORMATION

I. PURPOSE

This Annex establishes policies and procedures for the effective collection, control, and dissemination of emergency public information. ESF #15, External Affairs, will follow these policies and procedures when activated. This Annex will also establish policies for how HCCDA will provide local hazards information and emergency response and recovery education to Hawai'i County residents.

II. SITUATION AND ASSUMPTIONS

See Sections 1.3, Situation Overview, and 1.4, Assumptions, of the Base Plan.

III. CONCEPT OF OPERATIONS

A. Public Information consists of the processes, procedures, and systems to communicate timely, accurate and accessible information on the incident's cause, magnitude, and the current situation to the public, responders, and additional stakeholders (both those directly affected and those indirectly affected). Public information must be coordinated and integrated across jurisdictions, agencies, and organizations; among Federal, State, and County governments; and with NGOs and the private sector. Well-developed public information, education strategies, and communications plans help to ensure that lifesaving measures, evacuation routes, threat and alert systems, and other public safety information are coordinated and communicated to numerous audiences in a timely, consistent manner.

B. County organizations with a Public Information Officer on staff will manage public information for Type 5 incidents without coordinating information with other County organizations. For Type 1 through Type 4 events, where multiple organizations and/or jurisdictions may be involved, all public information will be coordinated with all the organizations involved in the incident response and recovery. When this occurs the Joint Information System (JIS) concept will be used whether, or not, a Joint Information Center (JIC) has been established.

C. Joint Information System.

1. The Office of the Mayor is the coordinating agency for ESF #15, External Affairs, and will develop plan for public information. The plan will include, but not be limited to:
 - a. Interagency coordination and integration.
 - b. Development and delivery of coordinated messages.

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- c. Messages that are crafted to support the decisions made by the Policy Group.
 - d. A flexible, modular, and adaptable system that can be tailored to the incident.
- 2. Key elements to providing relevant public information are:
 - a. Identifying key information that must be communicated to the public.
 - 1) Road closures.
 - 2) Facility closures.
 - 3) Critical Infrastructure problem (power & water).
 - 4) Evacuation Orders.
 - 5) Shelter Locations.
 - b. Crafting messages that convey key information and messages that are clear and easily understood by all, including those with special needs. The message will include what actions, if any, the public should take in regards to the incident.
 - c. Prioritizing messages to ensure timely delivery of information without overwhelming the audience.
 - d. Verifying accuracy of information.
 - e. Disseminating messages using the most effective means available.
- 3. Public Information (PI) consists of:
 - a. Gathering information from these sources:
 - 1) On-scene command.
 - 2) On-scene PIOs.
 - 3) Media monitoring.
 - 4) News media.
 - 5) Public and elected/appointed officials.
 - b. Verifying Information with the following sources:
 - 1) Other PIOs in the Joint Information Center.
 - 2) The Emergency Operations Center.
 - 3) On-Scene PIOs.

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c. Coordinating information which involves:

- 1) Establishing key messages.
- 2) Obtaining approval/clearance from those with authority.

d. Disseminating information which includes:

- 1) Providing accurate, consistent information to the right people at the right time so they can make informed decisions.
- 2) Using multiple methods of dissemination to increase the probability that the entire intended audience is reached.
- 3) Monitoring the media to gauge the accuracy and effectiveness of the PI.

IV. TASK ORGANIZATION AND RESPONSIBILITIES.

A. Type 5 Incident.

1. The responding agency with jurisdiction over the incident.
 - a. Determine whether or not the incident warrants a public information officer.
 - b. Release information to the public using internal resources.
2. The Hawai'i County Civil Defense Agency will assist the responding agency with public information dissemination if the agency does not have the capability to release the information in a timely fashion.

B. Type 1 through Type 4 Incident.

1. The Policy Group, if established, will appoint the lead agency for public information for the incident. The lead agency will normally be the Office of the Mayor, but may also be the agency with primary responsibility for the incident response.
2. Lead agency.
 - a. Provide the primary public information officer.
 - b. Designate a public information section within the EOC as the single official point of contact for the media during an emergency.
 - c. Establish a Joint Information Center when the situation warrants.

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3. Public Information Officer (PIO).

- a. Maintain public information standard operating guidance (SOG).
- b. Schedule and administer information coordination meetings.
- c. Obtain Policy Group or Unified Command approval of message content.
- d. Release public information via most appropriate medium(s).
- e. Monitor all media distribution for accuracy of information and make corrections, if necessary.
- f. Coordinate commercial media access to incident location(s).
- g. Maintain a record of events and associated PI releases for inclusion in the incident after action report.

4. Joint Information Center (JIC).

- a. The preferred method is to establish the JIC at a single location with all PIOs working from that location, but a virtual JIC may be established when the preferred method is not feasible.
- b. The JIC serves as:
 - 1) The sole source of PI for the incident. The PIO will provide incident response from this location.
 - 2) The location for PI coordination meeting.
 - 3) The location for press conferences associated with incident response.
 - 4) The sole location for commercial media to obtain information and/or permission to enter the incident response area(s).

V. DIRECTION AND CONTROL.

A. Public information dissemination.

1. The incident command authority whether it is an Incident Commander, Unified Command, or a Policy Group must approve all PI before it is disseminated.
2. A coordinated message is a unified message crafted with input from all organizations', participating in the incident, PIOs to address all

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informational needs and is prioritized according to the response/recovery strategy.

3. Public information will be disseminated by one or more of these methods:

- a. Emergency Alert System.
- b. Audacity MP3 file sent to radio stations via email.
- c. City Watch notification system.
- d. Talisman notification system.
- e. Press Release.
- f. Press Conference.

4. Uncoordinated messages unilaterally disseminated by any organization, whether or not the organization is participating in incident response, are discouraged and will include a disclaimer stating that the information provided is not an official incident response message, nor will the message in any way imply that the message is an official incident response message.

B. Commercial media.

1. Commercial media will be allowed access to all areas associated with incident response at the discretion of the Incident Commander, Policy Group, and or on-site Incident Commander/Strike Team Leader. Every effort will be made to accommodate the media as long as the effort does not interfere with incident response and/or recovery.
2. When requested by Federal and/or State authorities, commercial media will be restricted from the Emergency Operations Center for the duration of the request.
3. When a JIC is established, commercial media access to incident response facilities and personnel will be coordinated through the JIC.

VI. CONTINUITY OF GOVERNMENT.

See Section VI, Continuity of Government, of Annex B, Direction, Control, and Coordination to the Base Plan.

Annex C (Emergency Public Information) to Hawai'i County Emergency Operations Plan

VII. ADMINISTRATION AND LOGISTICS.

See Section VII, Administration and Logistics, of Annex B, Direction, Control, and Coordination to the Base Plan.

VIII. PLAN DEVELOPMENT AND MAINTENANCE.

The Coordinating Agency for ESF #15 will revise this annex on an annual basis consistent with the time schedule for revision of the base plan. Reasons for revision include, but are not limited to:

- A. Acquisition of resources and/or capabilities to execute the PI mission.
- B. Changes to the County Code, County Charter, and/or other laws that impact PI.
- C. Changes in PI doctrine and/or standards.

IX. AUTHORITIES AND REFERENCES.

- A. Authorities. See Section 5.1, Authorities of the Base Plan.
- B. References. See Section 5.1, Authorities of the Base Plan.

Annex D (Communications) to Hawai'i County Emergency Operations Plan

COMMUNICATIONS

I. PURPOSE

This Annex provides information concerning the Hawai'i County emergency communications systems. The procedures outlined in this Annex will be used by Emergency Management Officials to manage communications during an incident.

II. SITUATION AND ASSUMPTIONS

See Sections 1.3, Situation Overview, and 1.4, Assumptions, of the Base Plan.

III. CONCEPT OF OPERATIONS.

The Hawai'i County Emergency Management Communications Networks will use the existing County radio system and frequencies, augmented with an additional net for Emergency Management. Emergency Management officials may operate in radio nets of response organizations to effect coordination of activities.

IV. TASK ORGANIZATION AND RESPONSIBILITIES.

Task Assignments.

A. The HCCDA Assistant Administrator (Logistics) will:

1. During non-emergency time, be responsible for developing the emergency communications system required to support EOC communications. He/she is also responsible for developing a communications system to support crisis operations to include internal operations and external communications with adjacent jurisdictions and the Hawai'i State EOC.
2. During non-emergency periods, provide advice and technical assistance to the Emergency Management Director in the planning of emergency communications.
3. During emergency operations, supervise all EOC communications activities.
4. Establish an EOC message center and the procedures required to manage, record and distribute incoming and outgoing messages.

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B. Radio Operators will be responsible for:

1. The proper use of communications equipment and procedures at designated stations.
2. The proper handling of messages.

C. HPD. Law enforcement officers assigned to shelters will provide alternate communications using portable radio units.

V. DIRECTION AND CONTROL.

A. The HCCDA Administrator, under the direction of the Policy Group, at the County level, has overall responsibility for the EOC and the communication systems needed to operate in an emergency.

B. The HCCDA Assistant Administrator (Logistics), under the supervision of the HCCDA Administrator, is responsible for the activation and operation of all communications systems in the EOC and the associated processing of messages.

C. Radio officers and operators from other departments, while under the control of their own office and operating their equipment, will be responsible for knowing and implementing the procedures outlined in this Annex as well as their department SOP.

D. During an emergency, the various code systems used for brevity will be discontinued. Radio transmissions will be sent using plain English to ensure comprehension by all responding organizations. In addition, local time (using the twenty-four hour clock) will be used during transmission and recording of messages.

VI. CONTINUITY OF GOVERNMENT.

See Section VI, Continuity of Government, of Annex B, Direction and Control of the Basic Plan.

VII. ADMINISTRATION AND LOGISTICS.

A. Communications Protection.

1. Radio.

a. Electromagnetic Pulse (EMP).

- (1) One of the effects of a nuclear detonation that is damaging to communications equipment over a wide area

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is EMP. To avoid EMP, radios will be disconnected from antennas and power sources when an attack warning is received.

(2) Portable radios will be utilized as a backup during the initial attack period to assist in maintaining limited communications with field operations and shelters.

(3) Telephones will be utilized as the primary means of communications until they become inoperable.

(4) The above procedures will be followed until an ALL CLEAR message is received.

b. Wind and Blast Damage. The HCCDA Assistant Administrator (Logistics) will prepare for securing, or replacement, of antennas in the event of high winds associated with either severe weather or nuclear weapons.

2. Telephone (Common Carrier).

a. All EOC communications equipment including telephones must have high maintenance priority and should be operational at all times.

b. The communications officer will ensure that all EOC telephones have been placed on the telephone companies' priority restoration list.

B. Security. Due to the vital role of communications during emergency operations, particularly for defense purposes, the Emergency Management Director may investigate the personal background of any communications personnel assigned to the EOC. Due to the stress and urgency of this work, only stable, reliable people should be assigned communications duties.

C. Training.

1. Each department assigning personnel to the EOC for communications purposes is responsible for assuring that these individuals are familiar with all department communications operating procedures.

2. Additional training for inexperienced and Amateur Radio operators on EOC communications equipment and procedures will be provided by the HCCDA Assistant Administrator (Logistics), as required.

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VIII. PLAN DEVELOPMENT AND MAINTENANCE.

The HCCDA Assistant Administrator (Logistics) is responsible for maintaining and updating this Annex annually.

IX. AUTHORITY AND REFERENCES.

A. Authority. See Section 5, Authorities of the Base Plan.

B. Reference.

1. FEMA, State and Local Communications and Warning Systems Engineering Guidance, CPG 1-37, Washington D.C.
2. FEMA, Chapter 4, Attack Environment Manual, FEMA 128, Washington D.C.
3. FEMA, Section 2, Guide for Increasing Local Government Emergency Management Readiness During Periods of International Crisis; State and Local Guide (SLG) 100.
4. FEMA, Electronic Pulse Protection Guidance, CPG 2-17, Volumes I, II, & III.
5. OK Dept. of Emergency Management, Oklahoma RACES Plan.

EVACUATION

I. PURPOSE. This annex establishes policy and assigns responsibility for the coordinated voluntary or compulsory evacuation of residents and guests from hazard impacted areas within Hawai'i County whether the evacuation is conducted with or without notice. This annex sets the criteria that will be used to decide between directing residents and guests to evacuate or to shelter-in-place. This annex is applicable to all natural, technological, and human caused incidents that occur within Hawai'i County's jurisdiction.

II. SITUATION AND ASSUMPTIONS.

See Sections 1.3, Situation Overview, and 1.4, Assumptions, of the Base Plan.

III. CONCEPT OF OPERATIONS.

A. General.

1. HCCDA will continuously monitor geological events and the weather affecting or with the potential to affect Hawai'i County. When an event has the potential to seriously threaten life and property HCCDA will assess the situation to determine whether a precautionary or compulsory evacuation is necessary or if shelter-in-place is the appropriate course of action to take. HCCDA will then make a recommendation to the Office of the Mayor or, if activated, the Policy Group. The Office of the Mayor or the Policy Group will make the decisions on whether to declare an emergency and to issue an order to evacuate or to shelter-in-place. The Joint Information Center, if established, will issue the emergency declaration and evacuation order; otherwise, the Office of the Mayor will issue the emergency declaration and HCCDA will disseminate the evacuation order to the general population. The activation of one or more of these ESFs: 1, Transportation; 6, Mass Care; 16, Special Needs; 17, Tourist Evacuation; and 19, Pet Evacuation and Sheltering; may be required to effectively complete evacuation.

2. Immediate Family. Hawai'i County defines the immediate family as the smallest unit of family that an individual lives with. This normally includes a person's father, mother, siblings, children, and grand-parents.

3. Criteria for evacuation versus shelter-in-place.

a. Nature of the incident.

- (1) Threat (The likelihood of a hazard occurring.)
- (2) Vulnerability (A measure of the extent to which a particular incident is likely to deplete or damage available

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resources such that the reestablishment of normalcy cannot be achieved within a reasonable period of time.)

(3) Consequences [The damages (full or partial), injuries, and losses of life, property, environment, and business that may result from the incident.]

b. Isolation distance (The size of the area that must be evacuated in order to protect residents from the incident hazards.)

c. Time available before incident impact. Is there enough time to safely evacuate?

d. Available resources.

B. Shelter-in-Place. Sheltering-in-Place involves seeking immediate shelter where you are currently located (home, business, public venue). It is used when there is little time to react to an incident and it would be more dangerous for persons to be outside trying to evacuate than to seek immediate shelter for a short period of time at their current location.

1. HCCDA will make a quick assessment of the situation and based on available information will recommend whether shelter-in-place is the best course of action to the Office of the Mayor or, if activated, the Policy Group.

2. HCCDA will use all available means to transmit the shelter-in-place order once the decision making authority has decided that this is the best course of action.

3. Residents should shelter-in-place during an incident if no evacuation order is issued.

4. Residents, business owners, and custodians of public venues should become familiar with FEMA's "Safe Room Resources" so they can prepare in advance for this possibility.

C. Evacuation. An evacuation is an organized, timed and supervised dispersal of civilians from dangerous or potentially dangerous areas, their reception and care in safer areas, and their return to their home communities. First Responders shall make liberal use of Hawai'i Revised Statute 135 sections one through four when facilitating evacuation from areas in danger.

1. Voluntary. A voluntary evacuation is used when an identifiable section of the population is vulnerable to an impacting threat or potential threat within a definable geographic area. A voluntary evacuation usually

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involves the removal of priority groups (those that are vulnerable to the threat, which almost always includes special needs populations).

a. The Office of the Mayor, in coordination with the Policy Group, will decide whether an emergency will be declared and if a voluntary or compulsory evacuation is necessary.

b. Voluntary evacuations will comply with the following:

(1) The Policy Group will determine the priority of the groups that should evacuate based on their vulnerability to the threat.

(2) Evacuation Centers and/or Shelters will accept persons based on the priorities established by the Policy Group.

(3) Immediate family evacuating with the member of a priority group will be treated as a member of the priority group.

(4) Persons not falling within a priority group from the evacuation zone are eligible for the services provided by the Center/Shelter.

(5) Persons not located within the evacuation zone, but who fall within one of the priority groups, who are shadow evacuating will receive Center/Shelter services if the Center/Shelter is not over capacity.

(6) Persons within the evacuation zone do not have to evacuate. Any person in a priority group who chooses not to evacuate is responsible for their actions and will have no claim against Hawai'i County should they suffer injury from the threat.

2. Compulsory/Directed. A compulsory or directed evacuation involves the mandatory removal of a portion or all of the civilian population from a threatened area. A compulsory evacuation is necessary when there is a severe threat to life and property within a geographic location and shelter-in-place will not reduce or mitigate the threat to life.

a. No-notice evacuation. A no-notice evacuation occurs when the onset of an incident is very rapid and the population within a geographic location must leave the area to prevent loss of life.

(1) HCCDA will immediately notify the Office of the Mayor when a no-notice evacuation incident occurs.

(2) The Office of the Mayor will decide whether to issue a no-notice evacuation.

(3) HCCDA will disseminate the evacuation order via every means of communication available.

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(4) HPD, with the assistance of DPW, HFD, MTA and P&R, will activate the evacuation plan for the affected location(s).

(5) The Incident Commander, Unified Command, or Policy Group will determine whether evacuation Centers/Shelters will be opened.

(6) Persons who fail to comply with the evacuation order will be subject to the penalties listed in Chapter 7 of the County Code.

b. Notice or Planned Evacuation. A notice evacuation occurs when the on-set of the incident is slow enough to allow the activation of control measures and the preparation of evacuation destinations.

(1) HCCDA will notify the Office of the Mayor or, if activated, the Policy Group when the potential threat warrants the evacuation of one or more geographic areas.

(2) The Office of the Mayor or the Policy Group will determine whether an evacuation will be ordered.

(3) HCCDA will disseminate the evacuation order via all means available.

(4) HPD, with the assistance of DPW, HFD, MTA and P&R, will activate the evacuation plan for the affected location(s).

(5) ARC will coordinate with HCCDA on which centers/shelters will be open and then prepare and open evacuation centers/shelters.

(6) Persons who fail to comply with the evacuation order will be subject to the penalties listed in Chapter 7 of the County Code.

3. Shadow. A shadow evacuation is a spontaneous evacuation that occurs when people feel that they are in danger and begin to leave in advance of, or in spite of, official instructions to the contrary. A shadow evacuation often occurs in areas that are not immediately threatened by the incident when one or more areas is/are threatened by the incident or is/are being evacuated.

a. First Responders on site must quickly recognize when a shadow evacuation is occurring and immediately communicate the occurrence to their dispatch or HCCDA.

b. Once notified, the Incident Commander, Policy Group, or Unified Command will determine whether to facilitate the shadow evacuation or attempt to halt the shadow evacuation. Once the decision is made the appropriate spontaneous evacuation

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procedures will be applied to the situation and, if the decision is to halt the evacuation, efforts will be made to halt the evacuation.

c. Persons not from a location under a voluntary or compulsory evacuation who arrive at an evacuation destination, center, or shelter will be accommodated after all persons from the location(s) under a voluntary or compulsory evacuation are accommodated.

4. Spontaneous. A spontaneous evacuation occurs when residents and/or people in the threatened area(s) observe an emergency event or receive unofficial word of an actual or perceived threat and elected to evacuate the area without receiving instructions to do so. This type of evacuation is the most difficult to control and poses the greatest risk to the persons evacuating and to First Responders.

- a. First Responders on site must quickly recognize when a spontaneous evacuation is occurring and communicate the occurrence to their dispatch or HCCDA immediately.
- b. Once notified, persons with decision making authority must determine whether there is a verified need to continue the spontaneous evacuation and to activate control measures to facilitate the evacuation process or if an attempt should be made to halt the evacuation.
- c. If the spontaneous evacuation is warranted, the evacuation plan for the affected location(s) will be activated.
- d. If the spontaneous evacuation is not warranted:
 - (1) HCCDA will initiate a public information campaign to halt the evacuation
 - (2) HPD will continue to facilitate the evacuation until the public complies with the information campaign.
 - (3) While HPD is facilitating the evacuation they will attempt to discourage the event when prompted by the public.
 - (4) Hawai'i County will not establish or activate any shelters or provide comfort items to the public during a non-warranted spontaneous evacuation.

5. Sheltering. Hawai'i County will provide sheltering to residents and guests when a voluntary or compulsory evacuation is ordered.

a. Shelter types.

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(1) Congregate shelter – a facility used for sheltering large groups of people, but that normally serve other purposes such as a gym or community center.

(2) Transitional shelter – a facility that provides short-term lodging and additional privacy, such as a hotel.

(3) Temporary housing – is a facility intended to provide living accommodations for an extended period of time, to include single and multi-family homes, apartments and manufactured homes.

b. Hawai'i County will only provide congregate shelters during a compulsory or voluntary evacuation. The situation will determine the number of shelters that will be opened, the location or locations of the shelters, and whether the facility(ies) will be County property or Department of Education property. Congregate shelters will provide ten square feet of space to each evacuating individual, restroom facilities, and access to food and drinking water. Residents should bring their emergency kits with them which should include bedding, medications, and personal hygiene items.

c. The American Red Cross has the discretion to offer transitional sheltering to a displaced population when the number of displaced persons is small and/or the time that they will be displaced is less than 72 hours.

d. Temporary housing will only be used when a Type 1 or Type 2 incident impacts the County and residents will be displaced from their homes for an estimated period of time exceeding thirty days. Temporary housing will normally be a Federal Government program with minimal input from the County.

6. Special Needs Sheltering. Facilities that are designated as special needs shelters will be austere at best and will not be capable of providing specialized care to evacuees. Special needs shelters will be staffed by members of the medical community and/or Medical Reserve Corps volunteers who will provide medical related assistance within their authorization and skill level.

a. Persons with special needs evacuating to a designated special needs shelter must bring any specialized equipment that they require for care and/or comfort and the supplies required to operate that equipment with them to the shelter.

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- b. Persons with special needs evacuating to a designated special needs shelter must bring any medication that they require with them to the shelter.
- c. Persons with special needs will be given additional space and privacy in the congregate shelter as determined by medical personnel staffing the shelter.
- d. Persons with special needs must be accompanied to the shelter and attended to by a person or persons who will serve as their primary care provider during their stay at the shelter. Medical personnel staffing the shelter are not equipped to provide specialized care or to be the primary care provider for individuals at the shelter.
- e. Medical personnel at the designated special needs shelter may refuse to accept a special needs person who requires treatment that should be done in a medical facility or licensed care facility.

7. Tourists/Visitors. Hawai'i County does not have sufficient evacuation space to accommodate County residents.

- a. Shelter-in-place is the primary emergency response for tourist/visitors who are staying in resort/hotel facilities.
- b. If shelter-in-place is not appropriate for the incident, tourists/visitors will be evacuated to the nearest evacuation center or shelter with open capacity. Resort/hotel facilities will provide assistance to their guests during an evacuation to include directions to the nearest open shelter/center and a contact number to the BIVSA.

8. Service Animals. The Americans with Disabilities Act defines a service animal as an animal that is individually trained to perform tasks for people with disabilities – such as guiding people who are blind, alerting people who are deaf, pulling wheel chairs, alerting and protecting a person who is having a seizure, or performing other special tasks. Service animals are considered working animals, not pets.

- a. Service animals will be allowed into all shelters and will be allowed to remain with the person whom they serve without restriction.
- b. Identification or certification that the animal is a service animal will not be requested.

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c. The service animal's owner will be responsible for the care and feeding of the service animal while staying in the shelter.

d. A service animal may be removed from the shelter, if there is not sufficient space to isolate the service animal from the general population, when one of the following conditions exists.

- 1) The animal is out of control and the animal's owner does not take effective action to control it.
- 2) The animal poses a direct threat to the health or safety of others.

9. Pet Evacuation. Pet friendly evacuation centers and/or shelters will not be opened if the incident is expected to last less than twenty-four hours.

a. Only household pets will be accepted at pet friendly shelters. A household pet is defined as 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, and 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, chickens, and potbellied pigs), and animals kept for racing purposes.

b. Pet owners who bring their pet to a pet friendly shelter will be required to:

- (1) Bring sufficient food to sustain their pet for at least seven days.
- (2) Bring their pet to the shelter in a commercial carrier. The pet will remain in this carrier in the designated pet area within the shelter except for brief exercises periods with the pet owner.
- (3) Care for their pet (food, water, exercise) which will be housed in a designated location away from where people are being sheltered.
- (4) Assist shelter personnel with cleaning and maintaining the pet area within the shelter.

c. Shelter personnel may:

- (1) Refuse to admit any pet to the shelter when they believe that the pet poses a danger to other pets or to people at the shelter.

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- (2) Refuse to admit any pet that does not arrive in a commercial carrier capable of serving as temporary living quarters for the animal.
- (3) Remove a pet from the shelter that causes harm to other pets or to people at the shelter.
- (4) Remove a pet from the shelter when the pet owner does not provide the proper care for the animal.

10. Return to home or community. Hawai'i County will make every reasonable effort to facilitate the return of displaced residents to their homes or community once the incident transitions into the recovery phase of emergency response.

- a. As congregate shelters are facilities that have a primary purpose other than sheltering displaced persons, they will be closed as soon as it is safe for displaced persons to return to their homes.
- b. It may be necessary to transfer displaced persons from a DOE facility to a County facility in order to resume pre-incident activities once a Type 3 or Type 4 incident enters the recovery phase.
- c. Persons displaced by a Type 1 or Type 2 incident may be transferred to temporary housing when the incident enters the recovery phase.
- d. Evacuation centers and shelters will close within seven days from the date that the incident enters the recovery phase and the evacuated area or areas have been declared safe for residents to return.

IV. TASK ORGANIZATION AND RESPONSIBILITIES.

A. Organization. See Annex A.

B. Task Assignments.

1. Office of the Mayor.

- a. Declare an emergency in accordance with Section 13-23 of the County Charter.
- b. Decide what course of action to take (shelter-in-place or evacuate) based on the information provided by HCCDA.

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- c. Make or approve all decisions that have political ramifications or that may be controversial due to the need to prioritize where limited resources will be dispatched which will result in some communities or areas receiving response before other areas that are also affected by the incident.
- d. If the Joint Information Center has not been established, prepare and disseminate evacuation press release to the media which will include area(s) to be evacuated, shelter(s) that will be open, and a request to follow all instructions of first responders in the area.
- e. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

2. Policy Group. When activated, the Policy Group will:

- a. Develop the evacuation strategy and determine the policies that the Operations Group will follow when conducting the evacuation and sheltering of County Residents.
- b. Make recommendations to the Operations Group on the priority of work and resource distribution.

3. HCCDA.

- a. Serve as the multi-agency coordination system.
- b. Disseminate public information in coordination with the JIC, if activated.
- c. Coordinate with ARC, P&R and DOE to determine which shelters/centers will be opened.
- d. Coordinate through State Civil Defense for additional State and Federal evacuation resources, if required.
- e. Establish a disaster assistance center if needed (Type 1 through Type 3 incidents).
- f. Coordinate evacuation with other jurisdictions as required.
- g. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Receive this data from all County Departments/Agencies/Offices and compile County wide data for AAR and Federal reimbursement, if applicable.

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4. HPD.

- a. Provide Incident Commander for evacuation.
- b. Activate evacuation plan for affected communities/areas.
- c. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

5. HFD.

- a. Assist HCCDA with evacuation notification.
- b. Assist HPD with evacuation of the special needs population.
- c. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

6. DPW.

- a. Assist HPD with evacuation barriers.
- b. Keep evacuation routes clear of obstructions.
- c. Direct ESF#1 actions, if activated.
- d. Provide maintenance service and fuel to all equipment used to support emergency operations.
- e. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

7. MTA.

- a. Assist HPD and HFD with special needs population evacuation by providing and coordinating for transportation assets.
- b. Provide transportation and other resources required to aid evacuation.
- c. Identify County owned and commercial transportation assets that may be available to evacuate special needs populations and integrate them as needed into the evacuation process.

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- d. In conjunction with Coordinated Services for the Elderly manage and dispatch all County assets used to evacuate individuals from the evacuation area.
- e. Provide evacuation assignments to Federal, State, and volunteer resources participating in the evacuation.
- f. Establish/coordinate special needs population pickup points within the evacuation area(s).
- g. Establish, coordinate, and manage mutual aid agreements with other government and non-government organizations that may provide transportation resources during an evacuation.
- h. Maintain an updated inventory of public and private vehicles for use by the Transportation Coordinator or other EOC staff to meet emergency needs.
- i. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

8. P & R.

- a. Open, prepare, and man County property that will be used as a congregate shelter.
- b. As requested, assist DPW with keeping evacuation routes open.
- c. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

9. American Red Cross.

- a. Provide volunteers to manage designated emergency shelters.
- b. Provide shelter statistics to EOC on a regular basis.
- c. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

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10. Humane Society.

- a. Provide volunteers to manage pet friendly shelters.
- b. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

11. Department of Education.

- a. Provide facilities for sheltering as directed by SCD.
- b. Provide facilities and resources for congregate feeding, if required.
- c. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

12. Department of Health.

- a. Assist the Emergency Management Director in planning the scheduled evacuation of hospitals and nursing homes in the event of hazards or other threats to these institutions.
- b. Coordinate staff and services for designated special needs shelters.
- c. Keep records of equipment use, man-hours, and incident associated costs by incident phase. Provide this data to HCCDA at the conclusion of each phase.

13. County Residents.

- a. Prepare a family emergency plan. Know what important papers you need to take with you and store them together for quick retrieval. Do not endanger you or your family over material possessions which can be replaced.
- b. If you live in an evacuation area, comply with compulsory evacuation orders. It is highly recommended that you evacuate the area when the evacuation order is voluntary especially if you fall in a special needs category.

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- c. Comply with all instructions from First Responders within the evacuation area and while in the process of leaving the evacuation area.
- d. Check-in to the shelter at your evacuation destination. Family and loved ones will not be able to locate you and you will not be able to locate them through the American Red Cross unless you check-in to the shelter. The ARC's locator system does not work if your information is not collected at the shelter.

V. DIRECTION AND CONTROL.

A. Command.

- 1. An Area Command will be established at the County EOC for all evacuations that involve more than one geographic location. HPD will provide the Area Commander and the Site Commanders at each geographic location. The American Red Cross or the Department of Education, and Parks & Recreation Department will provide the Site Commanders at the shelters.
- 2. An Area Command will not be established when the evacuation only affects one geographic location.
- 3. The EOC will function as the multi-agency coordination center with or without an Area Command.

B. Evacuation Timeframes.

1. Tsunami.

- a. Tsunami evacuations will always be compulsory.
- b. The evacuation will be completed not later than one hour before the estimated initial impact of the first wave. The amount of time available to evacuate will be determined based on the location of the geological event that generates the tsunami and cannot be predetermined.
- c. First responders will continue to facilitate all evacuation efforts until thirty minutes before the estimated initial impact of the first wave. All First Responders will immediately leave the evacuation area when the Warning Siren Sounds thirty minutes before the estimated initial impact of the first wave.

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d. Residents evacuating due to a tsunami must be prepared to be away from their home for an extended period of time and should anticipate returning to nothing more than the foundation of their house.

2. Hurricane.

a. Hurricane evacuations will almost always be voluntary. Residents with homes that have been built to hurricane specifications and that do not reside in a flood zone should consider shelter-in-place as their first option.

b. There is ample time to prepare for a hurricane evacuation. The evacuation will be initiated twelve hours before the estimated arrival time of tropical storm force winds. Hurricane evacuation may be initiated earlier if the majority of the evacuation time is during hours of darkness to take advantage of visibility.

c. Traffic control will be done by exception for a hurricane evacuation.

d. Persons with special needs that require an uninterrupted power supply should evacuate to a designated shelter where the probability of having back-up power is better than at their residence.

3. Lava Flow.

a. Lava Flow evacuations will always be compulsory.

b. An evacuation due to Lava Flow will be ordered as soon as the Hawaiian Volcano Observatory determines that a specific geographic location is threatened.

c. County facilities will be the primary source for shelter locations for Lava Flow evacuations.

d. The size of the area threatened will determine whether an Area Command will be established.

4. Brush Fire.

a. Brush Fire evacuations will always be compulsory. Any resident who chooses to remain at their residence and fight the fire does so at their own risk and will have no claim against the County for any injuries that they sustain during the course of the incident.

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b. HFD will determine when a residence or community is threatened by a brush fire and when to order that the area be evacuated.

c. Traffic control will be by exception for brush fire evacuations.

5. Small Incidents.

a. Incidents such as a chemical spill, multi-dwelling fire, or civil disturbance may require a small or isolated area to be evacuated for a short duration.

b. The First Responder Organization with jurisdiction over the incident will determine if an evacuation is necessary and, if so, the extent of the evacuation area.

c. Traffic control will be by exception for this kind of incident.

VI. CONTINUITY OF GOVERNMENT.

See Section 5.5, Continuity of Government, of the Base Plan and Section VI, Continuity of Government, of Annex B, Direction, Control, and Coordination, to the Hawai'i County Emergency Operations Plan.

VII. ADMINISTRATION AND LOGISTICS.

See Section 4 (Administration, Finance, and Logistics) of the Base Plan.

VIII. PLAN DEVELOPMENT AND MAINTENANCE. HCCDA will review this annex annually and make any warranted changes. If an incident that requires an evacuation or shelter-in-place order occurs during the year, the AAR will serve as the review of this annex and any warranted changes will be made.

IX. AUTHORITIES AND REFERENCES.

A. See Section 5, Authorities and References of the Base Plan.

B. Federal Insurance Administration (FIA), FIA-2, Questions and Answers on the Flood Insurance Program.

C. FIA-13, Flood Emergency and Residential Repair Handbook.

DAMAGE ASSESSMENT

I. PURPOSE. This annex provides guidelines for the assessment of damage resulting from incidents that may occur within Hawai'i County. This annex is applicable to both initial assessments and detailed assessments which will serve as the basis for Federal assistance. All Federal, State, County and non-governmental organizations will comply with this annex when conducting an assessment within Hawai'i County.

II. SITUATION AND ASSUMPTIONS.

See Sections 1.3, Situation Overview, and 1.4, Assumptions, of the Base Plan.

III. CONCEPT OF OPERATIONS. Disaster intelligence is a tool for action and involves the complete cycle in which information about an event is collected, processed, evaluated, and disseminated to those who need it. This is a key process in caring for the short and long-term disaster needs of the people in the community. Damage assessment, which is an element of disaster intelligence, is an appraisal or determination of the actual effects on human, economic and natural resources resulting from an incident. A Delay in conducting an assessment in any area may cause hardship as well as erode resident's confidence in the County's ability to react in time of emergency. Although a rapid preliminary assessment is desirable and should be reported to the State EOC as soon as possible, a more accurate assessment should be compiled as soon as weather and other local conditions permit. Trained observers should be used to assess actual damage.

IV. TASK ORGANIZATIONS AND RESPONSIBILITIES.

A. General. Disaster intelligence and damage assessment are two functions that must be properly conducted in order to properly respond to and recover from an incident.

B. Task Assignment and Responsibility.

1. The Policy Group.

- a. Approve in what order the affected areas will be assessed.
- b. Approve priority of response efforts based on initial and subsequent assessments.
- c. Authorize non-governmental organizations to conduct assessments.

2. HCCDA Administrator responsibilities.

- a. The Administrator will be located in the EOC and will be responsible to the Policy Group for overseeing all disaster intelligence and damage assessment activities.

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- b. Coordinate additional resource procurement and distribution based on advice from the Policy Group, and coordination with volunteer groups, surrounding jurisdictions, and the State EOC.
- c. Ensure that all information and Structural Damage Assessment reports are completed and summarized on the Structural Damage Assessment Summary Worksheet which will be forwarded to State Civil Defense (SCD) as soon as they become available.
- d. Ensure that coordination is made with SCD and the Federal Emergency Management Agency (FEMA) in scheduling and conducting joint preliminary damage assessments if the joint surveys are required. This coordination will be made through SCD.

3. The County Damage Assessment Officer.

- a. The Damage Assessment Officer should be located in the EOC and be responsible to the HCCDA Administrator for the operation of damage assessment teams and for receiving and compiling all damage reports.
- b. Activate the teams to assess damage to public and private property; assign teams to the areas which are to be surveyed; and, coordinate the surveys with other groups.
- c. Compile all damage assessment team reports and reports from other sources, such as the American Red Cross. Provide this information to the HCCDA Administrator (See Appendix 1).
- d. Assist the HCCDA Administrator in establishing the recommended sequence of repairs and priorities for restoration of facilities by the appropriate service organizations.

4. Damage Assessment Teams.

- a. The Damage Assessment teams, each of which should consist of a minimum of three individuals, a team leader/recorder, an observer and a driver, are responsible for particular portions of Hawai'i County.
- b. Response activities when a disaster occurs are as follows:
 - (1) Damage Assessment Teams report to EOC for assignment instructions.
 - (2) Damage Assessment Teams record damage information, plot locations on maps, and take pictures if the

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situation permits. NOTE: Team members must not interfere with First Responder personnel.

(3) Teams return the information they collect to the Damage Assessment Officer at the EOC and receive further instructions.

(4) The Damage Assessment Officer compiles all information received from the teams and provides same to the Emergency Management Director.

5. The American Red Cross (ARC).

a. The American Red Cross, by ARC Regulation 3029, is required to submit a preliminary damage assessment survey of homes to the operations headquarters of the jurisdiction involved in a disaster within 24 hours and submit a detailed damage assessment within 72 hours.

b. A copy of the Red Cross damage survey information is provided to the State EOC.

V. DIRECTION AND CONTROL.

See Annex B, Direction, Control, and Coordination, to the Base Plan.

VI. CONTINUITY OF GOVERNMENT.

See Section VI, Continuity of Government, to Annex B, Direction, Control, and Coordination, to the Base Plan.

VII. ADMINISTRATION AND LOGISTICS.

A. Reports and Records.

1. Damage assessment report forms will be forwarded to SCD.

2. Sufficient records will have to be maintained to document all costs to the community caused by the disaster.

B. Individual Relief Assistance. All individual disaster assistance provided by the government will be administered with policies set forth by the HCCDA and those Federal agencies providing said assistance.

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C. Public Relief Assistance. All public relief disaster assistance provided by the government will be administered with policies set forth by SCD and those Federal agencies providing said assistance.

VIII. PLAN DEVELOPMENT AND MAINTENANCE.

See Section 5.6, Plan Maintenance, of the Base Plan.

IX. AUTHORITIES AND REFERENCE. See Section 5.1, Authorities, of the Base Plan.

RESOURCE MANAGEMENT

I. PURPOSE. The Hawai'i County Government is responsible for protecting the lives and property of residents and the lives of the transient population within Hawai'i County's jurisdiction during emergencies and incidents that reach the level of a disaster. This annex establishes the policy for requesting and coordinating resources during incident response and short-term recovery to meet those obligations. The intent of this annex is to effectively employ available resources, including trained personnel, during the response and short-term recovery phases of emergency management for Type 1 through Type 4 incidents.

II. SITUATION AND ASSUMPTIONS.

See Sections 1.3, Situation Overview, and 1.4, Assumptions, of the Base Plan.

III. CONCEPT OF OPERATIONS.

County resources are the primary means to meet our obligations to residents and to the transient population. Hawai'i County will commit all the resources necessary to bring the incident to a swift conclusion in order to protect lives and/or property and to restore the community to pre-emergency conditions. The Civil Defense Coordinators in every Hawai'i County organization should maintain a Resource Management Manual that contains information on all resources that the organization controls, copies of all mutual aid agreements to provide assistance during an emergency with Federal, State, County, and private organizations, and a list of sources for all locally available resources that may be required by the organization during emergency response. When all local resources have been expended, Hawai'i County will request assistance through Hawai'i State Civil Defense. The County Emergency Operations Center (EOC) will host the multi-agency coordination system which will include ESF #7, Logistics Management and Resource Support, if activated.

IV. TASK ORGANIZATION AND RESPONSIBILITIES.

A. Type 5 incidents. The responding agency with jurisdiction over the incident will provide and/or make all the necessary coordination for the resources required to satisfactorily resolve the incident.

B. Type 1 through Type 4 incidents.

1. Responding agency with primary jurisdiction for the incident.

a. Establish necessary ICS positions and request and/or coordinate resources using existing agency policies and procedures.

1) The Agency's assets are the first source of resources.

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- 2) Mutual Aid/Assistance Agreements are the secondary source of resources.
- 3) Private assets located within Hawai'i County's jurisdiction are the tertiary source of resources.
- 4) State assets, whether on island or located on a neighbor island, are the quaternary source of resources.
- 5) Federal assets are the final source of resources for incident response.

b. Once the Emergency Operations Center is activated, a Unified Command is established, or ESF #7 is activated.

- 1) The Incident Commander will request resources through the activated element (EOC, Unified Command, or ESF #7) and the activated element will procure and/or make necessary coordination for the requested resources.
- 2) The requesting agency is responsible for proper employment of the resource and for providing a periodic status of the resource to the activated element.

2. Emergency Operations Center (EOC).

a. The HCDA Assistant Administrator (Logistics).

- 1) Receive all requests for resources and prioritize the acquisition of resources based on the overall situation.
- 2) Prioritize the distribution of resources to multiple sites based on the overall situation.
- 3) Coordinate the procurement of and the movement of resources from the source to the incident staging area(s).
- 4) Keep a record of expenses exclusive to the incident.

b. The EOC will follow these priorities when coordinating resources:

- 1) County assets are the primary source of resources.
- 2) Private assets located within Hawai'i County's jurisdiction are the secondary source of resources.
- 4) State assets, whether on island or located on a neighbor island, are the tertiary source of resources.
- 5) Federal assets are the final source of resources for incident response.

c. The Planning Section will track the resource from procurement (mobilization) through demobilization.

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d. The agency submitting the resource request to the EOC is responsible for all expenses associated with the resource procured.

e. If the Mayor proclaims a "Local State of Emergency" or the Governor declares a "Civil Defense Emergency Period" for the incident all expenses associated with the resource(s) procured will be funded by Hawai'i County's Disaster and Emergency Fund. Provisions of Section 2-212, Reimbursement from Grants, will apply to any expenses covered by the fund.

3. Unified Command.

a. Policy Group. The Policy Group will decide where to employ and/or approve the employment of resources when a resource required for incident response is not available in sufficient quantity to be simultaneously employed in every location that requires the resource.

b. Operations Section.

- 1) Employ resources within restrictions.
- 2) If an unidentified resource is required before the next operational period, coordinate procurement with the Planning and Logistics Sections.

c. Planning Section.

- 1) Project resource requirements for the next operational period.
- 2) Coordinate procurement of resource shortages with the Logistics Section.
- 3) Track all resources involved in the incident response from mobilization through demobilization.

d. Logistics Section.

- 1) Procure resources to sustain incident response.
- 2) Procure resources requested by the Planning Section.
- 3) Procure resources requested by the Operations Section.
- 4) Follow EOC resource coordination priorities.
- 5) If the Finance/Administration Section has not been activated, keep a record of expenses exclusive to the incident response.
- 6) Establish Base Camp if necessary.
- 7) Establish Staging Areas as Required.

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e. Finance/Administrative Section.

- 1) Keep a record of expenses exclusive to the incident response.
- 2) Identify fund source for each procurement action.
- 3) Process resource expenses and vendor claims.
- 4) Keep time records for all incident response personnel and hired equipment.

4. ESF #7.

- a. Follow EOC and Unified Command procedures for procurement of resources.
- b. Activate all parts of ESF #7 appendix of the Emergency Support Function annex necessary for incident response and short-term recovery.

5. County Departments/Agencies/Offices.

- a. Provide persons with expertise required for specific incident response to advise the UC.
- b. Execute incident response and recovery mission assignments in accordance with the UC's priorities.

6. Voluntary Organizations Active in Disaster.

- a. Provide persons with expertise required for specific incident response to advise the UC.
- b. Execute incident response and recovery mission assignments in accordance with the UC's priorities.

V. DIRECTION AND CONTROL.

The HCDA Assistant Administrator (Logistics), under the direction of the HCDA Administrator, will be responsible for the acquisition, distribution, management, and coordination of resources and supplies until ESF #7 is activated. ESF #7 will assume these responsibilities once activated. The Resources Management Manual(s) will be used to identify and list available sources from which needed resources can be obtained during emergencies. The Resource Coordinator will develop and maintain the Resources Management Manual for use during times of crisis. Routine checks of supplies and equipment availability will be made to ensure the manual is accurate.

VI. CONTINUITY OF GOVERNMENT.

See Section 5.1, Authorities, of the Base Plan.

VII. ADMINISTRATION AND LOGISTICS.

A. Communications.

1. The existing County communication network will be used to obtain resources in times of emergency.
2. The HCDA Assistant Administrator (Logistics) has the responsibility to maintain the communications system during an incident.

B. Resources.

1. A copy of the County Departments'/Agencies'/Offices' Resource Management Manuals will be maintained in the EOC for ready reference.
2. The Operations Group requests and employees resources that support the response/recovery actions and the affected populations.
3. The Logistics Group requests and employees resources to sustain the emergency response staff.
4. County Organizations will maintain a supply of materials that will be in high demand during emergency response if that material is not readily available on island. The amount of on-hand resources should be determined by the rate the resource is expended during incident response, the probability that the resource will be used, and cost associated with the purchase and storing of the resource.

C. Records.

1. Each Organization involved in the incident response will keep a record of expenses directly associated with their response actions. Expenses include but are not limited to expended supplies, fuel, wages, and direct incident response purchases. An itemized copy of these expenses will be provided to HCCDA at the conclusion of each phase of incident response. Recommend that Forms listed in paragraph VII.B.6, Incident Documentation, of Annex B, Direction and Control, be used to record these expenses.
2. The HCCDA Assistant Administrator (Logistics) will:

Annex G, Resource Management, to Hawai'i County Emergency Operations Plan

- a. Compile a record of all material, supplies, and equipment used from private sources during incident response. A copy of expenses will be provided to the Finance Department to settle the account when the incident is resolved, if required.
- b. Compile the incident response expenses for all County Organizations involved in incident response. The total of this compiled expense list will be submitted to FEMA for reimbursement, if applicable.

D. Donated Relief Supplies.

1. Hawai'i County will assess the initial impact of the incident to determine what resources are required for incident response and what resources the population affected by the incident may need.
2. All the resources that the population requires due to the incident will be placed on a required resources list.
3. The required resources list will be released through the JIC to inform the general public what resources Hawai'i County requires to sustain the affected population. The JIC will include a caveat that only the items requested will be accepted by the Volunteer and Donations Coordinator.
4. Any item that is shipped to Hawai'i County that is not on the required resources list will not be accepted by the Volunteer and Donations Coordinator.

VIII. AUTHORITIES AND REFERENCES.

A. Authorities. See Section 5.1, Authorities, of the Base Plan.

B. References.

FEMA, State and Local Guide 100 (SLG 100); Guide for Increasing Local Government Civil Defense Readiness During Periods of International Crisis.

State Emergency Operations Plan, State of Hawai'i.

Hawai'i County Resources Management Manual.

Hawai'i County Inventory Reports.

Hawai'i County Code.

Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

EXECUTIVE SUMMARY

The County of Hawaii Emergency Support Function (ESF) Annex aligns County Departments/Agencies with State, Federal, and non-governmental departments and agencies into twenty (20) ESFs. The Annex incorporates the fifteen ESFs from the National Response Framework and adds an appendix for each State developed ESF which are Special Needs, Tourist Evacuation, Mass Fatalities, Pet Evacuation and Sheltering, and Military Support. The Annex, in concert with the other annexes to the Hawai'i County EOP, supersedes Annexes A-P of the *County of Hawaii Plan for Emergency Preparedness* dated 1989 and updated in 1992.

The County will respond to both potential and impacting incidents that require a coordinated response from two or more County Departments or Agencies, or that require State or Federal assistance for effective incident response through either full or partial activation of one, or more, ESF. An ESF may be selectively activated for an incident and may be tasked to provide staffing and/or resources to respond to incidents in other Hawaii Counties. Selective implementation allows for a scaled response of personnel and resources to effectively bring each incident to a satisfactory conclusion in the most efficient manner possible.

The Annex assigns roles and responsibilities to all Federal, State, County and NGO Departments/Agencies with assets located on the Island of Hawaii and it provides the framework for these departments/agencies to coordinate response actions and to integrate resources during incident response. All departments and agencies with a role or multiple roles assigned must be prepared to execute their assigned responsibilities when required. These departments and agencies should also participate in the County's exercise and evaluation program to increase the probability of an effective and efficient coordinated response to incidents.

The Annex is an essential portion of the *County of Hawaii Emergency Operations Plan*.

Introduction

The introduction summarizes response levels and provides an overview of the County response organization and structure. The County is the first level of government to respond to an incident or disaster and remains the primary level of government responsible for incident response regardless of the type of incident. The majority of emergency situations are resolved at the County level without State assistance.

The Mayor, through HCCDA, may request State assistance when the incident response exceeds the County's resources. State government resources are applied to response and recovery efforts in proportion to the need. State assistance may involve only a few ESF and limited resources or it may require commitment of considerable resources in the event of a major or catastrophic disaster.

The Governor may request Federal assistance, under the provisions of the Stafford Act, PL 93-288, as amended, when the incident response and/or recovery requirements exceed County and State resources.

Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

It briefly discusses the role of the Deputy Director of Civil Defense (appointed by the Governor with approval by the County Council, usually the Mayor) who has overall responsibility for coordinating County resources, providing strategic guidance, requesting State assistance, and setting incident response priorities. It also discusses the role of the Civil Defense Administrator, and the purpose and organization of the Local Emergency Response Team (LERT).

It introduces the Policy Group which convenes, at the request of the Mayor, and recommends priorities for County resources.

The introduction also provides general roles and responsibilities applicable to all departments/agencies, training requirements, position descriptions, and the common responsibilities for the ESF Coordinator for both the Primary Agency, and the Support Agency(ies). Matrices at the end of the introduction identify: 1) County, State and Federal ESF Coordinator/Primary Agencies; 2) County ESF Coordinator/Primary and Support Agencies; and 3), Department/Agency Assigned ESF Roles.

ESF-Specific Appendices

An appendix is provided for each of the following ESF and function:

<u>ESF</u>	<u>FUNCTION</u>	<u>ESF</u>	<u>FUNCTION</u>
1	Transportation	11	Agriculture & Natural Resources
2	Communications	12	Energy
3	Public Works & Engineering	13	Public Safety & Security
4	Firefighting	14	Long Term Community Recovery
5	Emergency Management	15	External Affairs
6	Mass Care, Emergency Assistance, Housing & Human Services	16	Special Needs
7	Logistics Management and Resource Support	17	Tourist Evacuation
8	Public Health & Medical Services	18	Mass Fatalities
9	Search & Rescue	19	Pet Evacuation & Sheltering
10	Oil & Hazardous Materials Response	20	Military Support

Each ESF appendix addresses the specific functional need, provides capabilities, and has County, State, Federal, and non-governmental departments/agencies assigned roles as an ESF Coordinator, Primary, and Support Agencies. Each appendix describes the purpose, scope, policies, concept of operations, and the specific responsibilities of the ESF Coordinator, Primary Agency, and Support Agencies for that function.

ESF Roles and Responsibilities

Each ESF Annex identifies the ESF coordinator and the primary and support agencies pertinent to the ESF. Several ESFs incorporate multiple components, with primary agencies designated for each component to ensure seamless integration of and transition between preparedness, response, recovery, and mitigation activities. ESFs with multiple primary agencies will designate an ESF coordinator for the purpose of pre-incident planning and coordination.

Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Following is a discussion of the roles and responsibilities of the ESF coordinator and the primary and support agencies.

ESF Coordinator

The ESF coordinator has ongoing responsibilities throughout the preparedness, response, recovery, and mitigation phases of incident management. The role of the ESF coordinator is carried out through a Unified Command approach as agreed upon collectively by the primary agencies. ESF Coordinator responsibilities include:

- Pre-incident planning and coordination;
- Maintaining ongoing contact with ESF primary and support agencies;
- Conducting periodic ESF meetings and conference calls;
- Coordinating efforts with corresponding private-sector organizations; and
- Coordinating ESF activities relating to catastrophic incident planning and critical infrastructure preparedness as appropriate.

Primary Agencies

When an ESF is activated, the primary agency is responsible for:

- Orchestrating support within their functional area for the affected population and area;
- Providing staff for the operations functions at fixed and field facilities;
- Notifying and requesting assistance from support agencies;
- Managing mission assignments and coordinating with support agencies, as well as appropriate State agencies;
- Working with appropriate private-sector organizations to maximize use of all available resources;
- Supporting and keeping other ESFs and organizational elements informed of ESF operational priorities and activities;
- Executing contracts and procuring goods and services as needed;
- Ensuring financial and property accountability for ESF activities;
- Planning for short-term and long-term incident management and recovery operations; and

Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Maintaining trained personnel to support interagency emergency response and support teams.

Support Agencies

When an ESF is activated in response to an incident, support agencies are responsible for:

- Conducting operations, when requested by HCCDA or the designated ESF primary agency, using their own authorities; subject-matter experts, capabilities, or resources;
- Participating in planning for short-term and long-term incident management and recovery operations and the development of supporting operational plans, SOGs, checklists, or other job aids, in concert with existing first-responder standards;
- Assisting in the conduct of situational assessments;
- Furnishing available personnel, equipment, or other resource support as requested by HCCDA or the ESF primary agency;
- Providing input to periodic readiness assessments;
- Participating in training and exercises aimed at continuous improvement of preparedness, response, and recovery capabilities;
- Identifying new equipment or capabilities required to prevent or respond to new or emerging threats and hazards, or to improve the ability to address existing threats;
- Nominating new technologies that have the potential to improve performance within or across functional areas to HCCDA for review and evaluation; and
- Providing information or intelligence regarding their agency's area of expertise.

Plan Development and Maintenance.

HCCDA will review this annex annually and make any warranted changes. If a Type 1 through Type 3 incident occurs during the year, the AAR will serve as the review of this annex and any warranted changes will be made.

Authority and References.

See Section 5.1, Authorities, of the Base Plan.

Enclosure 1, ESF Responsibilities, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF	Responsibilities
ESF #1 – Transportation	Restoration/recovery of transportation infrastructure Movement restrictions Damage and impact assessment
ESF #2 – Communications	Coordination with telecommunications and information technology industries Restoration and repair of telecommunications infrastructure Protection, restoration, and sustainment of national cyber and information technology resources Oversight of communications within the Federal incident management and response structures
ESF #3 – Public Works and Engineering	Infrastructure protection and emergency repair Infrastructure restoration Engineering services and construction management Emergency contracting support for life-saving and life-sustaining services
ESF #4 – Firefighting	Coordination of State and county firefighting activities Support to wildland, rural, and urban firefighting operations
ESF #5 – Emergency Management	Coordination of incident management and response efforts Issuance of mission assignments Resource and human capital Incident action planning Financial management
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Mass care Emergency assistance Disaster housing Human services
ESF #7 Logistics Management and Resource Support	Logistics planning and management Resource support (facility space, office equipment and supplies, contracting services, etc.)
ESF #8 – Public Health and Medical Services	Public health Medical Mental health services Mass fatality management
ESF #9 – Search and Rescue	Life-saving assistance Search and rescue operations
ESF #10 – Oil and Hazardous Materials Response	Oil and hazardous materials (chemical, biological, radiological, etc.) response Environmental short and long term cleanup

Enclosure 1, ESF Responsibilities, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF #11 – Agriculture and Natural Resources	Nutrition assistance Animal and plant disease and pest response Food safety and security Natural and cultural resources and historic properties protection and restoration
ESF #12 – Energy	Energy infrastructure assessment, repair, and restoration Energy industry/utilities coordination Fuel shortage management
ESF #13 – Public Safety and Security	Facility and resource security Security planning and technical resource assistance Public safety and security support Support to access, traffic, and crowd control
ESF #14 – Long-Term Community Recovery	Social and economic community impact assessment Long-term community recovery assistance to States, local governments, and the private sector Analysis and review of mitigation program implementation
ESF #15 – External Affairs	Emergency public information and protective measure guidance. Media and community relations. Congressional and international affairs.
ESF #16 - Special Needs	Assistance to the special needs population. Warning and notification. Sheltering and care. Special equipment and transportation needs.
ESF#17 - Tourist Evacuation	Evacuation and sheltering. Accounting for visitors. Reunite families and return to their homes.
ESF #18 - Mass Fatalities	Mortuary services support. Identification of the deceased. Family assistance. Sensitive, orderly, and respectful care and handling of human remains. Records and documentation
ESF #19 - Pet Evacuation and Sheltering	Sheltering of household pets and service animals. Feeding and sheltering of displaced household pets.

Enclosure 1, ESF Responsibilities, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF #20 - Military Support	Defense Support to Civil Authorities. Law enforcement support. Transportation. Communications support. Logistics support. Debris clearance support.
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Enclosure 2, Primary and Support Agencies, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF	Function	Primary Agencies	Support Agencies
1	Transportation	Department of Public Works (DPW), Highway Maintenance State Department of Transportation	Office of Corporate Counsel Hawai'i County Civil Defense Agency Department of Environmental Management Finance Department Mass Transit Agency Office of Aging Department of Parks & Recreation Hawai'i Police Department State Department of Health Big Island Contractors Association
2	Communications	Data Systems Hawai'i County Civil Defense Agency Hawai'i Police Department	Finance Department Hawai'i Fire Department Department of Public Works Pacific Disaster Center AT&T Verizon
3	Public Works and Engineering	Department of Public Works (DPW), Engineering Hawai'i County Civil Defense Agency	Corporate Counsel Department of Environmental Management Finance Department Human Resources Office of Housing and Community Development Planning Department Research and Development Department of Water Supply Department of Defense Department of Education Department of Health Department of Hawaiian Home Lands Department of Transportation University of Hawai'i U.S. Army Corps of Engineers Commercial Utilities (HELCO, PGV, Hamakua Energy, etc.)

Enclosure 2, Primary and Support Agencies, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF	Function	Primary Agencies	Support Agencies
4	Firefighting	Hawai'i Fire Department Department of Land and Natural Resources	Hawai'i County Civil Defense Agency Department of Public Works Department of Defense Joint Task Force Homeland Defense (JTF-HLD) U.S. Coast Guard, District 14 American Red Cross
5	Emergency Management	Hawaii County Civil Defense Agency (HCCDA)	All County Departments, Agencies, and Offices American Red Cross Civil Air Patrol Pacific Disaster Center
6	Mass Care, Emergency Assistance, Housing, and Human Services	Hawai'i County Civil Defense Agency American Red Cross (NGO)	Office of the Mayor Data Systems Finance Department Hawai'i Fire Department Immigration Information Office Mass Transit Agency Office of Aging Office of Housing and Community Development Department of Parks & Recreation Hawai'i Police Department Department of Public Works Department of Research and Development Department of Agriculture Department of Consumer Affairs Hawai'i National Guard Department of Education Department of Hawaiian Homelands Department of Health Department of Labor and Industrial Relations Department of Land and Natural Resources Department of Taxation Hawai'i State Bar Association VOAD Salvation Army

Enclosure 2, Primary and Support Agencies, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF	Function	Primary Agencies	Support Agencies
7	Logistics Management and Resource Support	Hawai'i County Civil Defense Agency Finance Department	Office of the Mayor Corporate Counsel Mass Transit Agency Department of Parks & Recreation Department of Public Works Human Resources Department Department of Education Hawai'i National Guard VOAD
8	Public Health and Medical Services	Department of Health, State District Health Office	Hawai'i County Civil Defense Agency Hawai'i Fire Department Office of Aging Office of Housing and Community Development American Red Cross
9	Search and Rescue	Hawai'i Fire Department	Hawai'i County Civil Defense Agency Hawai'i Police Department Department of Agriculture Hawai'i National Guard Department of Land and Natural Resources Department of Transportation U.S. Coast Guard, District 14
10	Oil and Hazardous Materials Response	Hawai'i Fire Department	Hawai'i County Civil Defense Agency Department of Environmental Management Department of Public Works Department of Land and Natural Resources Department of Transportation U.S. Coast Guard, District 14 U.S. Environmental Protection Agency, Region IX
11	Agriculture and Natural Resources	Department of Research and Development Department of Parks & Recreation Department of Health Department of Agriculture Department of Land and Natural Resources	Hawai'i County Civil Defense Agency Finance Department Office of Aging Hawai'i National Guard Department of Education Department of Transportation

Enclosure 2, Primary and Support Agencies, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF	Function	Primary Agencies	Support Agencies
12	Energy	Department of Research and Development	Hawai'i County Civil Defense Agency
13	Public Safety and Security	Hawai'i Police Department	Hawai'i County Civil Defense Agency Prosecuting Attorney
14	Long-Term Community Recovery	Planning Department Hawai'i County Civil Defense Agency Department of Research and Development	Office of the Mayor Corporate Counsel Finance Department Office of Housing and Community Development Hawai'i Police Department Department of Public Works
15	External Affairs	Mayor's Office Hawai'i County Civil Defense Agency Hawai'i Fire Department Hawai'i Police Department Department of Public Works	All County Departments, Agencies, and Offices
16	Special Needs	Office of Aging State Department of Health	Hawai'i County Civil Defense Agency Hawai'i Fire Department Immigration Information Office Mass Transit Agency Office of Housing and Community Development Department of Parks & Recreation Hawai'i Police Department Department of Education American Red Cross
17	Tourist Evacuation	Hawai'i County Civil Defense Agency Department of Research and Development	Office of the Mayor Corporate Counsel Mass Transit Agency Hawai'i Police Department Department of Public Works Planning Department American Red Cross Hawai'i Hotel and Lodging Association Hawai'i Hotel Visitors and Security Association

Enclosure 2, Primary and Support Agencies, to Annex H, Emergency Support Functions, to Hawai'i County Emergency Operations Plan

ESF	Function	Primary Agencies	Support Agencies
18	Mass Fatalities	District Office of Department of Health	Office of the Mayor Hawai'i County Civil Defense Agency Hawai'i Fire Department Hawai'i Police Department American Red Cross Hawai'i Funeral Directors Association
19	Pet Evacuation and Sheltering	Humane Society American Red Cross Department of Education	Hawai'i County Civil Defense Agency Department of Parks & Recreation Hawai'i Association of Animal Welfare Agencies Hawai'i Veterinary Medical Association
20	Military Support	Hawai'i National Guard (Army or Air)	Hawai'i County Civil Defense Agency

Appendix 1 (Emergency Support Function #1, Transportation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Department of Public Works, Highway
Maintenance

Primary Agencies:

State Department of Transportation
Highways Division
Airports Division
Harbors Division

Support Agencies:

Office of Corporate Counsel
Hawai'i County Civil Defense Agency
Hawai'i County Department of Environmental
Management
Hawai'i County Finance Department
Mass Transit Agency
Office of Aging
Department of Parks & Recreation
Hawai'i Police Department
State Department of Health
Big Island Contractors Association

INTRODUCTION

Purpose

Emergency Support Function (ESF) #1 - Transportation provides support to State and county governmental agencies, voluntary organizations, nongovernmental organizations, and the private sector in the management of transportation systems and transportation infrastructure during incident response and/or a credible homeland security threat. Because the State and County jurisdictions are co-dependent, a coordinated and complimentary approach must be adopted to enable a seamless incident response. ESF #1 provides considerable inter-modal expertise and public and private sector transportation stakeholder relationships. ESF #1 is responsible for coordinating transportation in support of State agencies and County government. Activities are coordinated with federal transportation officials and private sector representatives, as appropriate.

Scope

ESF #1 includes all activities that may affect roadways (County and State) and ports (sea and air). It includes the Department of Public Works (DPW) statutory responsibilities in regards to transportation infrastructure. It also acknowledges the jurisdiction the State of Hawai'i has over harbors, airports, and State highways, and the safety and security of the State's transportation systems.

Support includes, but is not limited to the following activities:

- Debris clearance for area assessment and to facilitate movement of emergency personnel and equipment.
- Debris clearance and removal from all transportation arteries: State highways, airports, and harbors.
- Establish and operate transport terminals, cargo handling operations and tracing systems for disaster response passengers and cargo.
- Restricted access to roadways to facilitate emergency response.

Appendix 1 (Emergency Support Function #1, Transportation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Policies

The primary incident management responsibility is shared by the Hawai'i County Department of Public Works for County roads and facilities, Hawai'i State Department of Transportation for State roads and air & sea port facilities, and the private sector, which owns most of the transportation resources. The Unified Command will establish transportation policies and plans and their priorities for the movement of relief personnel and supplies.

County requests for ESF #1 support are forwarded to State Civil Defense or the State EOC, if activated, and coordinated by the State Emergency Response Team (SERT). Requests that cannot be supported by State and private sector assets will be forwarded to the Hawaii National Guard, if they possess the required transportation or response capabilities.

Route clearance priorities to CR/KI in impacted areas are:

1. SAR (ESF #9).
2. Mass Care (ESF #6).
3. Utilities (ESF #12)
4. Businesses capable of providing relief supplies.
 - a. Water.
 - b. Food.
 - c. Temporary shelter.

CONCEPT OF OPERATIONS

General

ESF #1 provides the County with a single point to obtain key transportation-related information, emergency management, planning, response, and recovery capabilities. Initial response activities that ESF #1 conducts during emergencies include the following:

- Reporting the status of and damage to the transportation system and infrastructure.
- Assist with identifying temporary alternative transportation solutions when primary systems or routes are unavailable or overwhelmed.
- Coordinating appropriate air, harbor, and highway management measures with federal authorities.
- Coordinating the issuance of regulatory waivers and exemptions.

In addition to the above initial activities, ESF #1 provides longer term coordination of the restoration and recovery of the affected transportation systems and infrastructure, if required.

HDOT operates and maintains two commercial service airports, and the general aviation airports, two commercial harbors, and 2,450 miles of highway. Access to harbors and airports are a significant concern due to the need to evacuate personnel and to receive response personnel and resources from the other islands and the continental United States. Initial response support will focus on emergency access to the distribution routes, rapid restoration of airports to support sustainment operations, and restoration of maritime routes to access harbors.

Appendix 1 (Emergency Support Function #1, Transportation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Following a catastrophic event, restoration of the transportation networks is critical to all response operations. Damage to transportation systems will influence the means and level of accessibility for disaster relief services and supplies. In coordination with county officials, ESF #1 will immediately conduct a damage assessment of State and County transportation systems and assets and submit a prioritized list of resources needed for transport system restoration to the SCO via the County Coordinating Officer (CCO) and Mayor.

ESF #1 provides support to ESF #3 for debris removal and disposal. ESF #1 assists and provides technical expertise for debris removal from public roads, airports, and ports. Debris removal efforts will focus first on clearing airports, harbors, and roadways (collectors and arterials) to critical infrastructure and key resources to allow for the movement of emergency vehicles and emergency resources and supplies. Once major transportation routes have been cleared, debris will then be removed from other collector roadways and then remaining county roadways. Private roads will only be cleared to the extent that allows emergency vehicles to enter and egress, if required.

Contracting for commercial transportation services will be accomplished by ESF #7. The Corporate Counsel will assist with the preparation and review of emergency contracts.

RESPONSIBILITIES

The ESF #1 coordinating agency and all the primary and the supporting agencies will send a liaison to the EOC or location of the Unified Command when ESF#1 is activated by HCDA.

ESF Coordinator/Primary Agency: Department of Public Works

- Responsible for the planning and coordination of activities affecting transportation. Activities include planning, coordination, building and maintaining relationships with ESF primary and support agencies, and conducting periodic training and meetings.
- Provide technical assistance in the assessment of damage to the transportation infrastructure and the analysis of the impact of the disaster on transportation operations in the disaster area.
- Assess the condition of roadways and bridges to identify unsafe sites that must be closed and, in coordination with the Unified Command and Public Information Officer, issue appropriate warnings.
- Provide signage and barricades to control access to hazardous routes.
- Coordinate the reconstruction and repair of the County transportation system, including the designation of alternate modal routes in coordination with the State and private sector.
- Coordinate law enforcement support for traffic control, public safety, and security at transportation hubs with ESF #5 and ESF #13.

Appendix 1 (Emergency Support Function #1, Transportation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Primary Agency: Hawai'i Department of Transportation (Highways, Airports, & Harbors Divisions)

- Responsible for the planning and coordination of activities affecting transportation. Activities include planning, coordination, building and maintaining relationships with ESF primary and support agencies, and conducting periodic training and meetings.
- Provide technical assistance in the assessment of damage to the transportation infrastructure and the analysis of the impact of the disaster on transportation operations in the disaster area.
- Assess the condition of airports, roadways, bridges, tunnels, and harbors and identify unsafe sites that must be closed and, in coordination with the Unified Command and Public Information Officer, issue appropriate warnings.
- Provide signage and barricades to control access to hazardous routes.
- Coordinate the reconstruction and repair of the State transportation system, including the designation of alternate modal routes in coordination with the county and private sector.
- Coordinate law enforcement support for traffic control, public safety, and security at transportation hubs with ESF #5 and ESF #13.

SUPPORT AGENCIES

Agency	Functions
Office of Corporate Counsel	• Provide legal advice and representation, as needed, to protect the interests of the State. • Provide assistance to draft, review, and approve Memorandums of Agreement and emergency contracts. • Develop "hold harmless" and other releases, as required.
Hawai'i County Civil Defense Agency	• Activate the County EOC, as required. • Coordinate federal, State, County, and private sector support. • Coordinate requests for National Guard Civil Support and Defense Support to Civil Authorities.
Hawai'i County Department of Environmental Management	• Designate and operate temporary debris collection sites. • Properly dispose of all incident debris.
Finance Department	• Provide expertise on procurement and support to establish a list of approved vendors and execute pre-event and post-event contracts. • Collect and maintain information for historical databases.
Mass Transit Agency	• Provide status of County Roads. • Assist with coordinating traffic patterns. • Provide transportation for Incident response workers as required.

Appendix 1 (Emergency Support Function #1, Transportation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Office of Aging	• Coordinate transportation for special needs population (elderly)
Hawai'i County Police Department	• Provide traffic control.
Department of Health	• Assist with identifying locations for debris disposal and recycling sites. • Assist with obtaining emergency environmental waivers and legal clearances for debris clearance and disposal. • Develop procedures for the safe handling and disposal of radioactive, chemical, and biological materials, including fugitive materials and wastes. • Determine the need for disaster debris clearance from private property.
Department of Parks and Recreation	• Provide transportation for special needs population.
Big Island Contractors Association	• Provide services per contract.

Appendix 2 (Emergency Support Function #2, Communications) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Data Systems Department

Primary Agencies:

Hawai'i County Civil Defense Agency
(HCCDA)
Hawaii Police Department (HPD)

Support Agencies:

Finance Department
Hawai'i Fire Department (HFD)
Department of Public Works
Pacific Disaster Center
Time Warner
AT&T
Verizon

INTRODUCTION

Purpose

This appendix establishes the policies that will guide the restoration/repair of Hawai'i County's communications network during the response, recovery, and mitigation phases of emergency management. It also establishes policy on which communication system will be used for what purpose and assigns responsibility to County organizations

Scope

ESF #2 applies to County owned and/or operated communication systems that may be or will be used during the response and recovery phases of emergency management.

State and Federal communication systems used during any phase of emergency management fall outside the scope of this appendix. Issues affecting communication systems outside of the scope of ESF #2 will be handled by the affected jurisdiction.

Private communication system providers such as telephone, cell phone, cable, and internet do not fall within the scope of this appendix, but ESF #2 will coordinate repair/restoration of these systems for priority areas with the provider of the affected system(s).

Policies

Public Information will be disseminated in accordance with Annex C, Emergency Public Information, to the Base Plan. Public Information will be disseminated by one or more of the following methods:

- The primary means of mass notification is the Emergency Alert System (EAS) via local radio broadcast stations.
- The Citywatch notification system will be used for response personnel notifications and when a specific area (district, town, neighborhood, etc.) or population requires notification.
- The Talisman notification system is a cellular phone based text message system and will be used to notify the transient population that registers for the service.

Appendix 2 (Emergency Support Function #2, Communications) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- HPD mobile megaphone announcements may be used to supplement other means of public notification (particularly in areas that have poor or non-existent radio reception and/or poor or non-existent cellular phone coverage).

Oral and written public information messages will be transmitted in English. If the resources are available to translate public information into another language and there is sufficient time to do so, public information will be transmitted in non-English languages.

The County Radio System is the primary means to convey emergency message traffic within the County Government.

Cellular telephone service (voice primary; text secondary) is the secondary means to convey emergency message traffic within the County Government.

Landline telephone service is the tertiary means (secondary means for County Agencies that do not have County issued cellular telephones) to convey emergency message traffic within the County Government.

The internet, to include email, is not an acceptable means to convey emergency information within the County Government. The internet may be used to post public information that does not have to be updated frequently.

Requests for telecommunications equipment and resources are routed through ESF #2. Resource allocation to support emergency contracting for telecommunications equipment and services and backup contracting support is provided through ESF #7.

CONCEPT OF OPERATIONS

Data Systems Department is designated as the coordinator for ESF #2. As ESF coordinator, Data Systems develops, through the Ho'omakaukau Training and Exercise Program, plans, training, and other activities in coordination with HCCDA, the private sector, and with ESF #2 support agencies. When activated, ESF #2 provides communications support to augment capabilities in the affected area and supports the County EOC, Incident Command Post, State Field Office, or Federal Joint Field Office, as needed. ESF #2 assembles reports of damages to County and State agency communications infrastructure as well as to commercial service provider infrastructure. The ESF will coordinate restoration priorities for private and public networks and systems based on established guidelines.

The magnitude of a particular situation determines the extent of the emergency response and the need for communications. The degree to which and the type of telecommunications systems are utilized is directly related to the scope of the incident.

ESF #2 will respond to service requests during emergencies according to priorities set by the Policy Group or County EOC. ESF #2 will review its overall roles and responsibilities; document the financial and human resources required to undertake those roles; and establish commitments for government and non-government services required by this ESF.

Appendix 2 (Emergency Support Function #2, Communications) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF #2 will develop a pool of trained volunteers with specific skill and knowledge sets to provide back up availability during prolonged emergencies and when one or more primary members are not available during an incident.

ESF #2 will oversee the employment and status of emergency communications and warning systems. Based on ESF #2 priorities, ESF #5 will coordinate deployment of emergency response satellite communications systems and employment of National Guard communications resources.

ESF #2 coordinates County actions to restore and maintain information processing capabilities and telecommunications support to response and recovery operations.

ESF #2 assesses the status of County telecommunication capabilities and facilitates the recovery of systems and applications, to include recovery from cyber attacks.

ESF #2 coordinates with commercial telecommunications companies to determine the status of their facilities and identify the magnitude of the service disruption. ESF #2 identifies available telecommunications facilities, equipment, and personnel within and outside of the County and coordinates deployment of additional telecommunications equipment and support.

ESF #2 requests state, federal and military telecommunications resources through ESF #5 and coordinates deployment of systems to augment County and commercial networks.

ORGANIZATION

Data Systems is the primary agency for coordinating ESF #2 operations for provisioning with commercial service providers, and oversight of telecommunications and information management resources and support during emergency response operations.

HCCDA is the primary agency for coordinating and deployment of ESF #2 emergency response communications resources and support, to include assistance under the Stafford Act (PL 93-288 as amended) Federal Public Assistance Program when authorized. HCCDA will provide technical planning support for employment of state agency, federal agency, and military unit communications resources when provided to augment incident communications capabilities.

The private sector plays a key role in restoration of services and providing supplemental services to support the incident response, and will be invited to provide liaisons to ESF #2.

RESPONSIBILITIES

The ESF #2 coordinating agency and all primary and supporting agencies will send a liaison to the EOC or location of the Unified Command when ESF#2 is activated by HCCDA.

Appendix 2 (Emergency Support Function #2, Communications) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator/Primary Agency: Data Systems Department

- Coordinate with private sector providers and support their efforts to restore services.
- Coordinate with County, state, public agencies to determine priorities for restoral of first responder networks, and facilitate provisioning of emergency restoral actions, where appropriate.
- Coordinate with service providers to establish temporary emergency telecommunications facilities for use by emergency personnel and the general public until normal capabilities have been restored.
- Receive and process requests for telecommunications equipment and coordinate deployment of communications personnel and resources.
- Coordinate contracting for telecommunications equipment and services.
- Restore the County government information, internet, and video conferencing systems.
- Coordinate operations in accordance with the State Communications Interoperability Plan.
- Establish and maintain a master list of commercial carrier and service provider contacts with Data Systems, County, and DOD/SCD for emergency responses.
- Inventory services and assets that may be required and develop specific contracts with service providers that stipulate how and when telecommunications equipment and related services will be available in emergencies.

Primary Agency: Hawai'i County Civil Defense Agency

- Coordinate the operation and maintenance of emergency communications and warning systems.
- Coordinate deployment of emergency satellite communications resources to the impacted area to support the overall response.
- Operate and maintain backup communications systems between the State EOC and county EOCs to assure continuity of operations in impacted areas.
- Coordinate and manage the deployment of federal agency and military unit communications resources which are made available to support disaster operations.

Primary Agency: Hawai'i Police Department

- Assist with emergency telecommunications and warnings, as required.
- Provide maintenance and technical support to County communications systems, as needed.

Support Agencies

Agency	Functions
Finance Department	• Identify and allocate funding sources to support communications infrastructure restoration operations. • Coordinate legislative measures for emergency appropriations in support of communications infrastructure repairs.

Appendix 2 (Emergency Support Function #2, Communications) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Hawai'i Fire Department	• Provide communications support to augment State and county capabilities, as required. • Provide support from department telecommunications systems, as needed.
Department of Public Works	• Coordinate transportation for communications equipment, resources, and personnel to the impacted area. • Prioritize shipment and deployment of resources in accordance with restoration plans and schedules. • Provide support from department telecommunications systems, as needed.
Department of Defense (Hawaii National Guard)	• Provide communications support to augment County and state capabilities, as requested. • Provide transportation for communications resources and personnel, as required, to restore the communications infrastructure.
Pacific Disaster Center	• Provide backup public information dissemination, as requested.
Commercial Providers (AT&T, Verizon, HawaiianTel, etc.)	• Restore communications links as quickly as possible in accordance with the priorities set by the Mayor or Policy Group.

Appendix 3 (Emergency Support Function #3, Public Works & Engineering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Department of Public Works

Primary Agencies:

Department of Public Works
Hawai'i County Civil Defense Agency

Support Agencies:

Corporate Council
Environmental Management
Finance Department
Human Resources
Office of Housing and Community Development
Research and Development
Department of Water Supply
Hawai'i National Guard
Department of Education
Department of Health
Department of Hawaiian Homelands
Department of Transportation
University of Hawaii, Hilo
U.S. Army Corps of Engineers
HELCO

INTRODUCTION

Purpose

Emergency Support Function (ESF) #3, Public Works and Engineering, establishes the policy that governs public works and engineering projects, assigns specific responsibilities to primary and support agencies, and creates the framework required to coordinate resources and to manage capabilities that support public works and engineering requirements during the response and recovery phases of emergency management.

Scope

This appendix applies to all public works and engineering projects that are a direct result of one or more hazards' impact on the Island of Hawai'i when a Unified Command has been established regardless of which jurisdiction (County, State or Federal) is primarily affected by the hazard(s).

Policies

- State and Federal departments and agencies will provide assistance within the constraints of their own authorities to public works and infrastructure assignments.
- The Unified Command will develop and/or approve work priorities for ESF #3. If a Unified Command has not been established the ESF Coordinating Agency will coordinate with County, State, and Federal agencies to develop priorities of work. These priorities will be coordinated with the State Coordinating Officer.
- County, State, and Federal resources will be coordinated to provide integrated and complimentary support to ESF #3 assignments.

Appendix 3 (Emergency Support Function #3, Public Works & Engineering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- The Unified Command or Multi-Agency Coordination Center (MACC) will be responsible for obtaining required statutory and/or regulatory waivers and clearances required to implement ESF #3 assignments.
- The MACC will integrate the private sector into incident action planning and response activities that affect critical infrastructure and key resources that partially or completely reside within the private sector.
- County, State, and Federal resources and capabilities may assist the private sector in restoring critical infrastructure and key resources that reside in-part or completely within the private sector.
- The private sector may take the lead role in the rapid restoration of infrastructure-related services that reside within the private sector.
- The ESF #3 coordinator in coordination with HCCDA, the private sector, and ESF #3 support agencies will develop the plans, training, and exercises required to enhance incident response within the framework provided by the Ho'omakaukau Training and Exercise Program.

CONCEPT OF OPERATIONS

In most cases ESF #1, Transportation, will precede ESF #3, Public Works & Engineering, in activation. Once ESF #3 is activated their mission assignments may overlap with ESF #1 mission assignments. When this occurs ESF #1 mission assignments will take priority over ESF #3 mission assignments when there are not enough resources to simultaneously execute both mission assignments.

ESF #3 Effective incident response may require significant resources, including personnel with engineering and construction skills, construction equipment, and construction materials, from State, Federal, and private commercial sources within and outside of Hawai'i County.

ORGANIZATION

DPW is the primary agency for coordinating ESF #3 technical assistance, engineering, and construction management resources and for providing support during incident response.

HCCDA is the primary agency for coordinating ESF #3 recovery resources and support, to include assistance under the Stafford Act (PL 93-288 as amended) Federal Public Assistance Program when authorized. The Federal Public Assistance Program provides supplemental assistance for debris removal and disposal, emergency protective measures, and for the repair of disaster-damaged public facilities and the facilities of certain qualified private non-profit organizations.

The private sector plays a key role in providing available resources in support of ESF #3.

A Unified Command will be established when response and recovery involves two or more jurisdictions.

Appendix 3 (Emergency Support Function #3, Public Works & Engineering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

RESPONSIBILITIES

The ESF #3 coordinating agency and all primary and supporting agencies will send a liaison to the EOC (MACC) or location of the Unified Command when ESF#3 is activated.

State organizations' responsibilities are listed in the State ESF Annex.

ESF Coordinator/Primary Agency: Department of Public Works

- Provide engineers and technical specialists in support of emergency response teams and facilities. These may include: Rapid Needs Assessment teams; Damage Assessment teams; State Emergency Operations Center; SFO, Joint Field Office; and Disaster Assistance and Recovery Centers.
- Conduct damage assessments of County-owned buildings and public systems and provide this information to the Unified Command and/or Policy Group.
- Repair and/or restore County-owned equipment, buildings and facilities that are under the control of County organizations that do not have the capability to accomplish this task.
- Coordinate repair and restoration of damaged public systems (i.e., water, electrical, natural gas, sanitary sewage, generating, distribution systems, etc.), as required.
- In coordination with ESF #9, Search and Rescue, demolish or stabilize damaged public and private structures to facilitate search and rescue and/or to protect public health and safety.
- During damage assessment, provide technical assistance to County agencies with respect to flooding, water management, structure integrity, and impact assessments of infrastructure.
- Provide construction management, construction contracting, and real estate services for all County organizations during the recovery phase of emergency management.

Primary Agency: Hawai'i County Civil Defense Agency

- Develop the common operating picture to facilitate the assessment of the extent of damage and the establishment of priorities of work.
- Coordinate joint preliminary damage assessments, and damage inspections.
- Coordinate the distribution of emergency power supply capability.
- Coordinate the distribution of water and ice supplies in accordance with State priorities for health and safety with ESF #6, Mass Care.
- Coordinate temporary housing with ESF #6, Mass Care.
- Coordinate Federal funding, if available, for post-disaster recovery projects.
- Monitor, and if necessary coordinate, the private sector's response and recovery actions to repair and/or restore critical infrastructure and key resources that are partially or completely reside within the private sector.

Appendix 3 (Emergency Support Function #3, Public Works & Engineering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Support Agencies

Agency	Functions
Corporation Counsel	• Provide legal support for the demolition of and debris removal from private property. • Address County liability issues in all four phases of emergency management. • Review Memorandums of Agreement, emergency contracts, and other documents required to conduct the response and recovery phases of emergency management. • Prepare “Right of Entry” and other legal documents, as required.
Department Environmental Management	• Lead agency for all incident-generated debris management activities to include pick-up, removal, separation/segregation, recycling, reduction, and disposal of debris. • Coordinate and prioritize debris clearance and removal operations with ESF #1, Transportation, and ESF #9, Search and Rescue during the response phase of emergency management and with ESF #5, Emergency Management, and ESF #14, Long Term Community Recovery, during the recovery phase of emergency management. • Prioritize debris removal projects and coordinate the capabilities and resources required to complete the projects. • Develop a plan for emergency collecting, sorting, and disposing of debris from public and private property and identify collection sites and routes to these sites.
Finance Department	• Provide budgeting and financial management assistance to County organizations to facilitate the response and recovery phases of emergency management. • Coordinate the documenting of costs directly associated with incident response and recovery for all County organizations involved in the incident. • Monitor incident contracting to ensure that no statutory or regulatory requirements are violated.
Human Resources	• Provide worker safety advice, assistance, and policy support for debris removal and building demolition. Assistance may include site safety monitoring, worker exposure sampling and analysis, and respirator fit-testing.
Office of Housing and Community Development	• Conduct preliminary damage assessments of business and commercial facilities.
Planning Department	• Facilitate reconstruction projects. • Ensure reconstruction projects are in accordance with the General Plan and the Multi-Hazard Mitigation Plan.

Appendix 3 (Emergency Support Function #3, Public Works & Engineering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Research and Development	• Coordinate with the Energy Council and ESF #12, Energy, to prioritize allocation of energy resources during the response and recovery phases of emergency management.
Department of Water Supply	• Provide engineering support to assist in evaluating damage to water control systems, i.e., dams, levees, and water delivery facilities. • Provide engineering support to other County organizations to facilitate damage assessments, if requested. • Provide construction trade employees, equipment, and vehicles, as requested during the response and recovery phases of emergency management.
Department of Defense (Hawaii National Guard) IF REQUESTED, AND APPROVED VIA ESF #20	• Provide staff engineers to assist ESF #3 in the coordination of debris removal, emergency power, water and ice. • Provide transportation and engineering resources for debris clearance, debris removal, and emergency construction, when requested. • Provide potable water, Reverse Osmosis Water Purification Units (ROWPU), when requested. • Provide environmental resources including GIS support to ESF #3 for response and recovery activities.
Department of Education	• Provide engineering support to other State and County organizations for facilities assessment, as requested. • Provide technical support/assistance to facilitate damage assessments of public schools and other facilities, as necessary. • Provide construction trade employees, equipment, and vehicles, as requested during the response phase of emergency management.
Department of Health (See Note 1)	• Provide environmental health personnel to assist in assessing the status of wastewater and solid waste facilities. • Provide guidance and technical assistance related to health problems associated with hazardous materials. • Assist in monitoring water supplies and determining suitability for human consumption. • Coordinate emergency landfill requirements for disaster debris. • Provide investigative support and intelligence analysis for incidents involving oil or hazardous materials. • Provide guidance and technical assistance for debris management and disposal issues.
Department of Hawaiian Home Lands	• Identify potential debris management staging areas. • Provide technical support for damage assessments of Department of Hawaiian Home Lands facilities and other facilities as necessary.

Appendix 3 (Emergency Support Function #3, Public Works & Engineering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Transportation	• Perform damage assessments of State infrastructure (airports, harbors, highways) and other facilities, as required. • Conduct debris clearance and removal activities from State transportation infrastructure (may include county roads). • Conduct repairs of roads and highways to support the initial emergency response. • Support State priorities for debris removal. • Repair damaged segments of transportation facilities (airports, harbors, highways, and bridges). • Provide engineering support for facilities assessment and other technical support, as required. • Provide construction trade employees, equipment, and vehicles, as required.
University of Hawaii, Hilo	• Provide engineering support for facilities assessment and other technical support, as required. • Provide construction trade employees, equipment, and vehicles, as required.
U.S. Army Corps of Engineers	• Coordinate Emergency Power team missions to establish priorities for emergency generator installation. • Provide emergency power generation technical advice and support, as required.
HELCO PGV Hamakua Energy	• Determine the level of damage to energy production and transmission facilities and provide the assessment to the EOC. • Safely resume/restore operations in the shortest amount of time possible. (A delay of 24-48 hours for a permanent repair is preferable to a hasty repair that will require loss of service at a later date to critical infrastructure and key resources.

Note 1: Major disasters, such as hurricanes and earthquakes, will cause the destruction of buildings, other structures, and vegetation. This destruction will create significant quantities of debris of uncertain composition. The extraordinary volume of debris can result in the rapid depletion of approved and operating landfill sites and overwhelm existing recycling storage sites and processing capacity. Debris disposal efforts will focus on minimizing the impact on remaining landfill capacity by use of an alternative means of disposal such as recycling or diversion whenever possible. The Department of Health and county officials will designate the location of debris disposal and recycling sites. All necessary emergency environmental waivers and legal clearances for debris clearance and disposal will be obtained by the counties with the assistance of the Department of Health.

Appendix 4 (Emergency Support Function #4, Firefighting) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i Fire Department (HFD)

Primary Agency:

Hawai'i Fire Department (HFD)
Department of Land and Natural Resources
(Division of Forestry and Wildlife)

Support Agencies:

Hawai'i County Civil Defense Agency
(HCCDA)
Department of Public Works
Department of Defense
(Hawaii National Guard)
American Red Cross
Joint Task Force Homeland Defense (JTF-
HLD)
U.S. Coast Guard, District 14

INTRODUCTION

Purpose

Emergency Support Function (ESF) #4, Firefighting, establishes the policies and procedures for a coordinated County, State and/or Federal response to detect and suppress Type 1 through Type 3 wild land, rural, and urban fires within the County of Hawaii regardless of the jurisdiction in which the fire originates or the jurisdiction(s) impacted by the fire.

Scope

ESF #4 is applicable to County firefighting operations when responding to a Type 1 through Type 3 incident in fire response zones 1, 3, and 4 and to all (Federal, State, and County) firefighting operations in fire response zones 2 and 5.

Policies

Firefighting actions will follow this priority: the safety of the general public and firefighters, protection of property, and impact on the environment.

Each firefighting agency, with resources in the County of Hawaii, has the primary responsibility for firefighting within their assigned zone of responsibility. The jurisdiction with the primary responsibility for each zone should provide the Incident Commander (IC) until a Unified Command (UC) is established. The firefighting agencies actively engaged in response will determine which agency will provide the IC once a UC is deemed necessary.

The Battalion Chief is in charge of planning, coordinating, and executing wildlife fire protection and control per Chapter 185, Land Fire Protection Law, Hawai'i Revised Statutes.

The State of Hawaii has Joint Standing Operating Procedures (JSOP) for Mutual Civil Emergency Support, applicable to non-Presidential declared civil emergency support, provided by any U.S. Pacific Command Service Component Commander to the State of Hawai'i and also to any civil emergency support provided by SCD to U.S. Pacific Command Service Component Commands in Hawaii. This agreement is activated if lives and property

Appendix 4 (Emergency Support Function #4, Firefighting) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

are endangered and available State and HING assets are not capable of providing adequate resources.

Existing memorandums of agreement for the allocation and sharing of federal, state, County, or private firefighting resources will be followed. The agreements hold each agency responsible for their own salaries, losses, damages, and injuries to their personnel and equipment while engaged in a mutual undertaking. The agreements also provide that each agency waives all claims against the other for compensation for any loss, damage, personal injury, or death occurring as a consequence of the performance of the agreement.

Hawai'i County, U.S. Army Support Command Hawai'i, and the National Park Service will establish a mechanism for mutual support and training.

The Incident or Unified Commander will coordinate additional resources through the Multi-Agency Coordination Center (MACC).

The County or State jurisdiction with primary responsibility for a wild-land fire will submit a Fire Management Assistance Grant (FMAG) request when the incident nears the threshold to qualify for this program. All eligible County and State support agency incident costs will be included in the FMAG request. If a declaration is approved and the cost thresholds are met, up to 75% of the eligible costs will be reimbursed by FEMA in accordance with 44 Code of Federal Regulations Part 204 guidelines. Federal agencies are not eligible to apply for FMAG reimbursement.

Requests for state manpower and equipment are submitted through the HCCDA EOC to the SCD EOC. Division of Forestry and Wildlife (DOFAW) Administrator or his designate. The State Protection Forester (SPF) will coordinate mobilization of additional resources. The requesting DOFAW branch is responsible for the administrative/logistical support and tactical deployment of off-island resources from time of arrival to departure.

Requests for military firefighting support are initiated by the IC/UC and are forwarded through the HCCDA EOC to SCD or the State EOC, if activated. SCD, or the State EOC, will forward the request to the HING Director of Operations and Military Support (DOMS) for coordination. SCD will coordinate with Joint Task Force–Homeland Defense (JTF-HD) to request active military assets when HIARNG assets are not available when the affected County requests additional assets. All actual costs for HIARNG and active military organizations providing fire suppression resources will be billed at 100% of the cost to the requesting County or State.

In the event of a significant fire incident that overwhelms the State's resources, requests for federal assistance, for incidents other than wildland fires, are transmitted from the FEMA Region IX Regional Response Coordination Center (RRCC) or Joint Field Office (JFO), if activated, ESF #4 representative to the Northern California Geographic Area Coordination Center (GACC). For wildland fire incidents, requests for assistance in obtaining firefighting resources are submitted as per the *National Interagency Mobilization Guide* to the GACC and coordinated with the JFO. For resources beyond those available within the geographic

Appendix 4 (Emergency Support Function #4, Firefighting) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

area, the requests are sent to the National Interagency Coordination Center (NICC) in Boise, Idaho, by the Geographical Area Coordinator. The NICC contacts the national ESF #4 coordinator in the event of national-level shortages or unavailability of needed resources.

CONCEPT OF OPERATIONS

The jurisdiction in which the fire originates will respond to the location, establish an incident command structure, and assess the situation. Type 4 and Type 5 incidents will not require activation of ESF #4. ESF #4 may be activated if the conditions have the potential to exacerbate the fire to an extent that may overwhelm the jurisdiction's ability to effectively respond to the incident.

When the Incident Commander determines that ESF #4 should be activated the HCCDA EOC will be activated. At that point the jurisdictions that are, or that will be, active in the incident response will form a Unified Command (UC). The HCCDA EOC will function as the MACC for the incident.

ESF #4 will operate out of the HCCDA EOC to manage and coordinate firefighting activities and to mobilize the resources for future operational periods. ESF #4 will also coordinate with mutual aid providers, U.S. Department of Agriculture/Forest Service, and with the JFO during Stafford Act declarations for additional firefighting resources.

The UC will use available public resources and any available private resources to fight wild-land fires. The Multi-Agency Coordination Group (MACG) at the HCCDA EOC will coordinate resources and support when incident response overwhelms County resources. The State Protection Forester and/or SCD or the State EOC, if activated, will coordinate State, and any Federal support, for fire suppression operations.

ORGANIZATION

The Jurisdiction with primary responsibility for the incident response will establish the incident command structure and determine how the operations section will be organized. Qualified firefighters from any jurisdiction involved in the incident response may serve in any capacity within the ICS structure. Each jurisdiction's resources should operate as an independent group under the operations section. The independent groups will receive their mission assignments from the operations section. The remaining incident command structure may be filled by any qualified individual regardless of which jurisdiction they represent.

RESPONSE ACTIONS

- Establish communication links HCCDA and HFD.
- Obtain initial fire situation and damage assessment; determine the appropriate management response to the request for assistance; and obtain and distribute incident contact information to responders and HCCDA.
- Analyze requests for personnel and resources and verify that responding personnel have the correct personal protective equipment and training for the response.

Appendix 4 (Emergency Support Function #4, Firefighting) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Ensure appropriate all-hazard incident-specific training and briefings are conducted prior to deployment.
- Obtain, maintain, and provide incident situation and damage assessment information through established procedures.
- Coordinate incident resource needs; identify and resolve issues related to resource shortages or ordering.
- Maintain close coordination with HCCDA and HFD.
- Provide HCCDA the data required to prepare Exhibit E to the FEMA-State Agreement for the FMAG Program for each declared fire (as necessary).
- Maintain a complete log of actions taken, resources used, records, and reports.

Recovery

- Priority of effort is to ensure that firefighting resources are reconstituted and repaired or replaced to maintain response capabilities.
- Compile information on incident costs and resource utilization to facilitate reimbursement of eligible costs under the Fire Management Assistance Grant Program, if a declaration is requested and approved.
- Settle financial obligations for contracted services.

RESPONSIBILITIES

The primary and supporting departments or agencies will assemble appropriate staff at a designated location to conduct incident response.

ESF Coordinator/Primary Agency: Hawai'i Fire Department

- Directs firefighting activities in all areas under Hawai'i County jurisdiction.
- The Hawai'i Fire Department has the primary mission to respond to fires, emergency medical incidents, and hazardous materials incidents, to save lives, property, and the environment within Hawai'i County.
- Coordinates with appropriate ESF or state and federal agencies to determine and fulfill firefighting resource requirements.
- Maintain and periodically update existing mutual aid agreements with state and federal fire fighting agencies with jurisdictions within the County of Hawaii.

ESF Primary Agency: Department of Land & Natural Resources

- Directs firefighting activities in State-owned lands within forest reserves, public hunting areas, wildlife and plant sanctuaries, and natural area reserves.
- Responsible for measures to prevent, control, and extinguish wildland fires within forest reserves, public hunting areas, wildlife and plant sanctuaries, and natural area reserves.
- State Protection Forester (SPF) serves as the Principal State Advisor to FEMA for requests for a FMAG declaration. The SPF assesses the threat to life and improved

Appendix 4 (Emergency Support Function #4, Firefighting) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

property (homes, critical facilities, and infrastructure), as well as fire weather, fire behavior, and fire prognosis.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Mobilize and coordinate resources to support operations, as requested. • Assist the IC/UC with disseminating public information. • Recommend and coordinate requests for a Governor's Emergency Proclamation for a drought/fire disaster, as appropriate. • Coordinate and request National Guard Civil Support and Defense Support to Civil Authorities. • Process and forward requests for fire management assistance declarations to State Civil Defense. • Update the County Multi-Hazard Mitigation Plan, every 5 years, and obtain FEMA approval of the plan. Forward FMAG applications as requested. • Coordinate with ESF #8 (Public Health and Medical Services) to make sure that emergency first aid and medical triage are available.
Department of Public Works	• Provide requested resources to fight brush/wild fires. • Provide personnel and resources to close County roads threatened by brush/wild fires.
Department of Defense (Hawaii National Guard)	• Support fire fighting operations with air and ground fire fighting resources, as requested. • Maintain a record of incident costs, resource utilization, and water bucket drop locations to support reimbursement. • Provide aircraft reimbursable rates to SCD at the start of the new fiscal year.
American Red Cross	• Provide disaster relief services to meet immediate emergency needs, to include shelter, food, health, and mental health services, to victims and responders.
Joint Task Force-Homeland Defense	• Assume full responsibility for firefighting activities on DoD installations. • Support firefighting operations in nonmilitary lands with personnel, equipment, and supplies under the terms of the existing Memorandum of Agreement. • Coordinate and provide support as authorized and in accordance with the JSOP for Mutual Civil Emergency Support.
U.S. Coast Guard, District 14	• Provide support for marine firefighting incidents.

Appendix 5 (Emergency Support Function #5, Emergency Management) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i County Civil Defense Agency

Primary Agency:

Hawai'i County Civil Defense Agency

Support Agencies:

Office of the Mayor
Corporate Council
Data Systems Department
Department of Environmental Management
Finance Department
Hawai'i Fire Department
Human Resources
Immigration Information Office
Liquor Control
Mass Transit Agency
Office of Aging
Office of Housing and Community Development
Parks and Recreation
Planning Department
Hawai'i Police Department
Prosecuting Attorney
Department of Public Works
Research and Development
Department of Water Supply
American Red Cross
Civil Air Patrol

INTRODUCTION

Purpose

Emergency Support Function (ESF) #5, Emergency Management, establishes the policy and procedures that govern how emergency response and the incident command will be organized and assigns roles and responsibilities to organizations that may play a role during the response and recovery phases of emergency management.

Scope

ESF #5 is applicable to all County Departments, Agencies, and Offices during incident response to and recovery from Type 1 through Type 4 incidents. ESF #5 will also apply to all State and Federal organizations that provide incident response and recovery resources in support of the Hawai'i County's incident response efforts

Policies

All County of Hawai'i Departments, Agencies, and Offices will assign the additional duty of Civil Defense Coordinator to someone in their organization who is knowledgeable about the entire organization and who has been delegated, in accordance with the organizations continuity of operations plan, the authority to make decisions for the organization and to

Appendix 5 (Emergency Support Function #5, Emergency Management) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

commit the organizations resources during the response and recovery phases of emergency management.

All County of Hawai'i organizations will participate in Ho'omakaukau, Hawai'i County's multi-year training and exercise program, to prepare for incident response.

All County of Hawai'i organizations should have their employees take the four basic Incident Command System (ICS) classes: ICS 100a, Introduction to Incident Command System; ICS 200a, ICS for Single Resources and Initial Action Incidents; ICS 700a, National Incident Management System (NIMS) and Introduction; and ICS 800b, National Response Framework an Introduction.

ESF #5 facilitates information flow in the pre-incident phase and is the conduit for situation reports from each activated ESF.

Departments/agencies will provide the names and contact information for their primary and alternate representatives to the HCDA Plans and Operations Branch Chief. The HCDA Plans and Operations Branch Chief will maintain a roster of the assigned department/agency representatives and incorporate them into their emergency contact roster.

CONCEPT OF OPERATIONS

ESF #5 will be activated when an incident has the potential to exceed the responding organization's ability to effectively respond to the incident. When activated ESF #5 will review the responding organizations assessment of the situation and develop a plan to coordinate the additional resources and support required for effective incident response.

The County EOC, which is staffed by ESF #5 and other ESFs when activated, monitors potential or developing incidents, develops the common operating picture, and coordinates resources and support for field operations. In the event of a no-notice event, the Deputy Director of Civil Defense (The Mayor), or his/her designated representative (Hawai'i County Civil Defense Administrator), may direct execution of the Hawai'i County Emergency Operations Plan

ESF #5 will not take command of the incident. ESF #5 will assume the role of the Multi-Agency Coordinating Group (MACG) as part of the effort to resource the incident response which will be based on the Incident Commander/Unified Command's assessment of the situation. ESF #5 coordinates with ESF #6, Mass Care; ESF #7, Logistics Management and Resource Support; ESF #8, Public Health and Medical Services; and ESF #16, Special Needs, to transport personnel requiring emergency medical treatment or special emergency sheltering facilities. ESF #5 works closely with ESF #17, Tourist Evacuation, to coordinate and provide transportation for the evacuation of visitors to other Hawaiian Islands or to other locations.

Appendix 5 (Emergency Support Function #5, Emergency Management) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF #5 activities carry over from the response phase to the recovery of emergency management. As such, ESF #5 will be the last ESF deactivated.

Because ESF #5 activities reach into recovery, organizations providing personnel to support ESF #5 may be required to provide support for an extended period of time following the conclusion of the response phase of emergency management.

ESF #5 supports the activation and deployment of damage assessment and emergency response teams. ESF #5 in conjunction with ESF #7 will coordinate, control, prioritize and allocate all modes of transportation in accordance with Senior Policy Group objectives. ESF #5 and ESF #7 will coordinate contracts and other agreements for transportation assistance.

The County EOC coordinates operations and situational reporting to the State Civil Defense EOC and FEMA.

ORGANIZATION

Response Structure

Hawai'i County will employ the ICS organizational structure when responding to type 1 through type 5 incidents. This structure includes sections for Operations, Planning, Logistics, and Finance & Administration. The coordinating agency will provide the Incident Commander, Operations section chief and technical assistance to the Planning section while the Planning, Logistics and Finance & Administration sections will be staffed by Hawai'i County Departments and Agencies with expertise in those areas.

The Operations Section is further divided into branches for Human Services (ESF #6, ESF #11, ESF #16, ESF #17 and ESF #19), Emergency Services (ESF #1, ESF #4, ESF #8, ESF #9, ESF #10, ESF #12, ESF #13, and ESF #18), Infrastructure Support (ESF #3), Military Support (ESF #20), and Mitigation (ESF #14) as needed. Each Operations branch will be staffed by Hawai'i County Department or Agency designated as the ESF coordinator for that branch. The Operations Section provides support and services to persons affected by the incident.

The Planning Section is further divided into four branches; Resources, Demobilization, Situation, and Documentation. The Planning Section develops the common operating picture, tracks resources, and documents the incident response.

The Logistics Section (ESF #7) is further divided into two branches, Service Branch and Support Branch, which in-turn are sub-divided. The Service Branch is divided into Communication (ESF #2), Food, and Medical. The Support Branch is divided into Supply, Facilities, and Ground Support. The Logistics Section is only provides support to organizations and personnel actively involved in response to the incident. Persons affected by the incident receive assistance through the Operations Section.

Appendix 5 (Emergency Support Function #5, Emergency Management) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

The Financial & Administrative Section is further divided into four branches; Time, Procurement, Compensation, and Cost. The Financial and Administrative Section only provides support to the organizations and personnel actively involved in response to the incident.

Every County government employee has a role to play in incident response; regardless of their designation as essential personnel required to conduct their department's/agency's essential functions under their department's/agency's continuity of operations plan. County employees who are not designated as essential personnel are available to fill positions in the ICS staff or provide surge capability for other department's/agency's essential functions. All County departments and agencies will have support plans and emergency roles to perform during incident response to Type 1-3 incidents. Departments and agencies will provide qualified personnel, as tasked, to staff the sections, branches, and units in the ICS organization. All County agencies will provide available vehicles to support response operations, as required.

Responsibilities

ESF #5 is performed by the County EOC staff in support of the lead agency for the incident. The HCCDA Administrator or the Plans and Operations Branch Chief may be designated as the lead for ESF #5 and may serve as the Planning Section Chief in the ICS command and staff structure.

All County departments/agencies will identify essential functions that must be performed to ensure continuity of government and continuity of operations. Personnel required to perform the identified essential functions must be identified as well.

Departments/agencies will designate and assign a qualified person as their Civil Defense Coordinator to provide technical advice and coordinate the responsibilities assigned to their department or agency. Departments/agencies must be able to provide representation to support continuous operations over extended periods, as necessary.

ESF Coordinator/Primary Agency: Hawai'i County Civil Defense Agency (HCDA)

- Conducts preparedness planning with other County departments to develop response plans.
- Receives and acts upon requests for assistance from County Departments and Agencies in accordance with established procedures.
- On order, activates and convenes the ICS and required ESF(s) to prevent and respond to incidents that may require a coordinated County, state and/or federal response.
- Coordinates County assets and capabilities to prepare for and respond to an incident.
- Coordinates County preparedness, response, recovery, and mitigation planning activities including incident action, current, and future operations planning.
- Coordinates staffing at the County EOC.

Appendix 5 (Emergency Support Function #5, Emergency Management) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Coordinates law enforcement support for activating, maintaining, and deactivating one-way plans for ordered evacuations.

Support Agencies

Support agency responsibilities are outlined in the ESF appendices.

Support agencies provide liaisons to the County EOC as requested, to assist with the delivery of resources and to provide departmental reports. All agencies, as appropriate, identify points of contact to provide technical and/or subject matter expertise, data, advice, and staff support for operations that fall within their domain.

Support capabilities of other organizations may be used as required and available.

Appendix 6 (Emergency Support Function #6, Mass Care, Emergency Assistance, Housing and Human Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i County Civil Defense
Agency

Primary Agency:

American Red Cross

Support Agencies:

Office of the Mayor
Data Systems Department
Finance Department
Fire Department
Immigration Information Office
Mass Transit Agency
Office of Aging
Office of Housing and Community Development
Department of Parks and Recreation
Police Department
Department of Public Works
Department of Research and Development
Department of Agriculture
Department of Agriculture
Department of Consumer Affairs
Hawai'i National Guard
Department of Education
Department of Hawaiian Homelands
Department of Health
Department of Labor and Industrial Relations
Department of Land and Natural Resources
Department of Taxation
Hawai'i State Bar Association
VOAD
Salvation Army

INTRODUCTION

Purpose

Emergency Support Function (ESF) #6, Mass Care, Emergency Assistance, Housing, and Human Services establishes the policy and procedures that govern who is eligible for mass care during an incident and specifies what supplies and services may be available through ESF #6 during an incident.

SCOPE

ESF #6 is applicable to all County Departments, Agencies, and Offices for Type 1 through Type 4 incidents during the response and recovery phases of emergency management and to all County of Hawaii residents and guests during the incident. All Federal, State, and Non-governmental organizations that provide support to Hawai'i County during an incident are subject to the stipulations and provisions of ESF #6.

Appendix 6 (Emergency Support Function #6, Mass Care, Emergency Assistance, Housing and Human Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF #6 includes four primary functions: Mass Care, Emergency Assistance, Housing, and Human Services

- **Mass Care:** Involves the coordination and provision of services to include sheltering victims, organizing feeding operations, providing emergency first aid at designated sites, collecting and providing information on victims to family members, and coordinating bulk distribution of emergency relief supplies.
- **Emergency Assistance:** Involves support to evacuations (including registration and tracking of evacuees), reunification of families, coordination of donated goods and services, and coordination of voluntary agency and private sector assistance.
- **Housing:** Involves the provisions of assistance for short and long term housing needs of emergency disaster victims.
- **Human Services:** Includes implementation of programs to assist victims of emergencies and disasters to recover their non-housing losses. It includes: referral services, disaster unemployment assistance, tax information, debris removal, health and sanitation assistance, disaster loans, and emergency food stamps. It also includes appropriate case management, crisis counseling and supportive mental health services.

Policies

ESF #6 policies and concept of operations apply to County Departments and Agencies, the American Red Cross, and any other governmental or non-governmental organization participating in the preparation, response, recovery, and mitigation phases of emergency management. Underlying principles include the following:

- ESF #6 may be activated to initiate a County response to an official request from an impacted area.
- County assistance and support may vary depending on an assessment of incident impact(s), the magnitude and type of event, and the stage of the response and recovery efforts.
- All government/voluntary/private resources will be utilized based on the needs of individuals, households and families impacted by the event as requested and as available.
- Supporting medical special needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, and/or other affiliation.

Congregate shelters operated by the County of Hawai'i will follow the provisions specified in Annex E, Evacuation/Shelter-in-Place, to the Hawai'i County Emergency Operations Plan.

Congregate shelters operated by private organizations should consult with the American Red Cross or State Civil Defense in order to conduct safe shelter operations.

CONCEPT OF OPERATIONS

Prior to activation, ESF #6 functions are managed and coordinated by the organization with daily responsibility for that function. When the organizations resources are overwhelmed or the number of affected persons is large, ESF #6 may be activated to prioritize how the limited available resources will be organized and tasked. Initial response activities will focus on immediate health, safety, and shelter needs of victims directly impacted by the incident. Recovery efforts may be initiated concurrently with response activities if the situation warrants immediate recovery actions.

ESF #6 operations will be performed in parallel with other ESF activities in accordance with guidance from the Policy Group. ESF #6 will coordinate support requirements with the Multi-Agency Coordination Group. ESF #6 will coordinate operations with ESF #16, Special Needs, to provide for the care of the special health needs and vulnerable population groups, and with ESF #19, Pet Evacuation and Sheltering, to provide for pet care.

ESF #6 may provide representatives to the Joint Field Office (JFO), if a Federal Disaster Declaration authorizes individual assistance.

RESPONSIBILITIES

The primary and support departments and agencies assemble staff at a designated location to support operations. The location may be the County EOC, State Field Office, or the federal JFO.

ESF Coordinator/Primary Agency: Hawai'i County Civil Defense Agency

- Activate required support agencies and coordinate ESF #6 logistical and fiscal activities.
- Coordinate support with ESF # 8, Public Health & Medical Services, and ESF #18, Mass Fatalities, for mass casualty incidents.
- Coordinate requests for water and ice with ESF #3, Public Works and Engineering.
- Coordinate Special Needs sheltering with ESF #8, Public Health & Medical Services.
- Coordinate Pet sheltering with ESF #19, Pet Evacuation & Sheltering.

ESF Primary Agency: American Red Cross

- Support evacuation and sheltering operations in the impacted area.
- Procure, store, and distribute supplies and equipment at the shelters.
- Coordinate for the feeding of disaster victims and emergency workers through the combination of fixed sites, mobile feeding units and bulk food distribution with ESF #11.
- Implements Disaster Welfare Information (DWI) systems to collect and provide information regarding individuals residing within the affected area to immediate family members outside the affected area.
- Coordinate disaster assistance programs including support for crisis counseling, disaster unemployment assistance, and disaster legal services.

Appendix 6 (Emergency Support Function #6, Mass Care, Emergency Assistance, Housing and Human Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Provide assistance with short-term and long-term temporary (and possibly permanent) housing requirements of eligible victims. Housing assistance provided to victims may include:
 - Rental assistance
 - Temporary housing
 - Loans for the repair and/or replacement of primary residences
- Coordinate emergency shelter and congregate care operations.
- Provide food and emergency first aid services to disaster victims.
- Develop and maintain DWI services.
- Provide disaster damage assessments to HCCDA.

Support Agencies

Agency	Functions
Office of the Mayor	• Take lead for ESF #15, if activated. • Provide policy guidance for incident response.
Data Systems Department	• Provide communication links to the DWI centers, as required.
Finance Department	• Provide logistical support for mass care requirements through ESF #7, Logistics Management and Resources Support.
Hawai'i Fire Department	• Provide EMS support.
Immigration Information Office	• Facilitate public information to special needs population (new arrivals, limited English proficiency).
Mass Transit Agency	• Provide and coordinate transportation resources and networks to support response and distribution operations. • Provide technical assistance, as required.
Office of Aging	• Provide assistance to special needs population (elderly). • Coordinate with ESF #5, Emergency Management to facilitate incident response to special needs population (elderly).
Office of Housing and Community Development	• Provide assistance for the short and long term temporary and permanent housing needs of Section 8 participants. • Assess federal grants and coordinate the use of existing grants to finance loans for the repair of eligible homes and other eligible disaster assistance/loans.
Parks and Recreation	• Make facilities available for temporary shelter and as assembly points/ staging areas for response personnel. • Assist DPW with ESF #1, Transportation, as requested.
Police Department	• Secure mass casualty sites. • Provide traffic control between mass casualty site(s) and medical facilities.

Appendix 6 (Emergency Support Function #6, Mass Care, Emergency Assistance, Housing and Human Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Public Works	• Keep route(s) between mass casualty site(s) and medical facilities clear of debris and obstructions
Research and Development	• Coordinate mass care support for stranded visitors with ESF #17, as required. • Provide disaster loan assistance in accordance with the Commercial and Personal Loan Program.
Department of Agriculture	• Coordinate emergency farm loan assistance through ESF #14.
Department of Commerce and Consumer Affairs	• Provide assistance to consumers affected by adverse insurance industry actions on personal and household property impacted by disaster.
Department of Defense (Hawaii National Guard)	• Provide Defense Support to Civil Authorities for security, transportation, evacuation, and communications, as required. • Provide support to staff logistic supply points and deliver essential supplies to critical areas. • Provide support to law enforcement agencies to augment security for food sources, distribution points, supplies, and emergency shelters, when directed.
Department of Education	• Provide support from available school facilities for emergency feeding and sheltering, as required. • Coordinate with USDA Food and Nutrition Services (FNS) to obtain food commodities. • Perform duties as the State Distributing Agency for USDA FNS commodities to distribute food to eligible organizations. • Coordinate use of the school lunch program and food supplies, as needed, for congregate care.
Department of Hawaiian Home Lands	• Assess the condition of departmental homestead programs in communities impacted by disaster. • Provide resources to support disaster relief operations.
Department of Health	• Provide medical supplies and services, as required. • Provide public health workers to augment shelter management teams. • Coordinate health care (including the Disaster Medical Assistance Teams and Medical Reserve Corps) and mental health services for the impacted population. • Provide casualty information from the affected area in support of a DWI system. • Coordinate assistance for the disabled and community based program recipients with ESF #1 and ESF #16. • Provide a database on licensed care providers and home-care facilities, as required.

Appendix 6 (Emergency Support Function #6, Mass Care, Emergency Assistance, Housing and Human Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Labor and Industrial Relations	• Establish temporary unemployment compensation and employment offices in disaster areas, as required. • Provide employment information regarding labor and unemployment. • Assist in solving special employment problems brought about by the disaster. • Administrate the federal program for Disaster Unemployment Assistance. • Support efforts and programs which provide outreach messages to inform individuals with limited English proficiency, and immigrant population of preparedness procedures and response actions.
Department of Land and Natural Resources	• Provide National Flood Insurance Program information to disaster victims. • Provide engineering technical assistance to ESF #6 and ESF #5, as required.
Department of Taxation	• Provide technical assistance to disaster victims, as required.
Hawaii State Bar Association	• Coordinate legal assistance support from the Young Lawyers Division for eligible disaster victims, as needed.
Voluntary Organizations Active in Disaster	• Coordinate disaster relief volunteers, commodities, and services from supporting organizations. • Provide call center support (2-1-1) as available. • Provide referral services, as needed.
Pacific Disaster Center	• Provide geographical information systems support, as needed.

Appendix 7 (Emergency Support Function #7, Logistics Management and Resource Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i County Civil Defense Agency

Primary Agencies:

Finance Department

Support Agencies:

Office of the Mayor
Corporation Council
Mass Transit Agency
Parks and Recreation
Department of Public Works
Human Resources Department
Department of Education
Hawai'i National Guard
East Hawai'i VOAD

INTRODUCTION

Purpose

Emergency Support Function (ESF) #7, Logistics Management and Resource Support, establishes the policy and procedures for procuring, managing, and distributing resources by County of Hawaii organizations during the response and recovery phases of emergency management.

Scope

Logistics management and resource support consists of emergency relief supplies, equipment, services, temporary facilities, and contracting services in support of County incident response and recovery efforts. Functions include, but are not limited to:

- Accounting for all County emergency response and recovery expenditures in order to quantify costs and develop future budgets.
- Locating, procuring, receiving, distributing, and if necessary contracting for resources necessary to support response and recovery efforts.
- Transporting personnel requiring emergency medical treatment.
- Transporting special emergency sheltering facilities from port of debarkation to their assigned location.
- Creating and maintaining a data base of County, State, and private transportation (air, surface, marine) resources.
- Providing transportation for emergency response personnel, equipment, and supplies when requested. This may include prioritized booking on federal, State, or commercial transport. ESF #5, Emergency Management, will set priorities of movement for supplies and personnel.
- Hiring and providing orientation to personnel when requested by County departments to meet emergency response and recovery operations.
- Managing unsolicited cash, goods, and donated services.
- Negotiating contingency contracts to be activated during incident response prior to an incident occurring.

Appendix 7 (Emergency Support Function #7, Logistics Management and Resource Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Policies

Hawai'i County's primary source of resources for incident response is Public resources. Privately held resources physically located on the island are the secondary sources for incident response. Requests for State and Federal resources will be submitted to State Civil Defense (SCD) or the State EOC, if activated.

Hawai'i County will request through SCD that the Governor of Hawai'i make an emergency declaration when the incident warrants the request.

ESF #7 provides transportation support to all personnel participating in incident response from the port of debarkation to their response location and back to the port of embarkation.

All County agencies will provide available County vehicles to support incident response operations when requested by ESF #5, Emergency Management, or ESF # 7.

Once State and/or Federal resources are available, ESF #7 will coordinate the transportation of these resources with the federal emergency response teams under FEMA.

The County Coordinating Officer, State Coordinating Officer, FCO and the Unified Coordination Group will identify, prioritize, and support county requirements for transportation.

CONCEPT OF OPERATIONS

When an incident occurs, County organizations will coordinate the distribution of materials and supplies necessary to meet the immediate emergency needs of disaster victims through ESF #7, when activated. County organizations will activate contingency contracts and/or seek expedient sources of procurement of facilities, resources and supplies as on-hand assets are depleted or overwhelmed, and the need for interim facilities and/or emergency contractor services is identified.

The measure of success for ESF #7 is the timeliness in which identified needs are met (establish time procurement goals for commodities, resources, and services; but with the understanding that these are only arbitrary goals, the extent of the situation will determine actual, reasonable timeliness). Critical to those efforts is the need to coordinate shipments into the County and the reception and distribution of goods. Coordination with ESF #1 is necessary to gain proper authorization and priority for movement of goods into and within the County. Establishment of one or more Points of Distribution (PDA) may be required to serve as a centralized site for receiving, inventorying, storing, and distributing relief supplies.

Media attention may generate spontaneous offers of assistance from the public which will complicate resource management and require coordination with volunteer manager in the Coordination Group.

Appendix 7 (Emergency Support Function #7, Logistics Management and Resource Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Resource support operations, as a minimum, must be prepared to provide the following goods or services:

Ice	Water	Food
Vehicles	Generators	Fuel
Relief supplies	Medical supplies/services	Waste/debris removal
Office supplies/equipment	Portable toilets	Office/warehouse space
Duplicating/printing	Telecommunications	Transportation

RESPONSIBILITIES

When public and private resources are insufficient for incident response, the County will seek assistance with a request to the Governor for support from the federal government through a Presidential Disaster Declaration. As recovery efforts progress and the situation is stabilized, arrangements may be made, by mutual consent, to shift these initial responsibilities to other appropriate organizations or agencies.

ESF Coordinator/Primary Agency: Hawai'i County Civil Defense Agency

- Prioritize resource support requirements from all organizations involved in incident response.
- Maintain a database of food supplies available through retail and wholesale suppliers.
- Identify emergency food stocks for use in ESF #6 operations.
- Coordinate law enforcement escort-support for the strategic national stockpile (SNS), emergency materials, supplies, and personnel vehicles, singularly or in conjunction with ESF #5.
- Locate and coordinate use of space for incident management and response activities.
- Activate a Donation Coordination Center (DCC) to centrally manage donations.
- Establish and direct a program, when requested, to use spontaneous unaffiliated volunteers to meet exigent manpower requirements for incident response.
- Establish a phone bank with an 800 number in the DCC to receive and respond to donation offers and volunteer services.
- Oversee and coordinate management of spontaneous volunteers and unsolicited donations. Receive, account for and distribute all donated cash and goods specifically designated for County (government) use.

Primary Agency: Finance Department

- Establish communications with private vendors to prevent inadvertent redundancy of government agency efforts to procure materials and services.
- Locate, procure, receive, distribute, and if necessary, contract for resources necessary to support response and recovery efforts.
- Coordinate with HCCDA or ESF #5 to pre-identify POD sites.
- Coordinate emergency contracts, as needed.
- Provide funding to purchase and contract goods and services

Appendix 7 (Emergency Support Function #7, Logistics Management and Resource Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Negotiate contingency contracts for emergency supplies and services listed in the concept of operations with local vendors to be activated, if needed, during incident response.

Support Agencies:

Agency	Functions
Office of the Mayor	• Provide policy guidance to incident response.
Corporate Council	• Provide assistance regarding legal issues such as licensing of professional volunteers, contracts, liability, and interpretation of State statutes. • Assist with the preparation of emergency contracts, as required.
Mass Transit Agency	• Identify, procure, prioritize and allocate available transportation resources. • Coordinate transportation assets to support mass care and evacuation plans.
Parks and Recreation	• Provide staging areas for incident response equipment and personnel. • Provide locations for warehousing of incident response supplies (Points of Distribution).
Human Resources	• Publish and maintain personnel policies applicable to State civil service employees during an emergency. • Provide assistance with labor issues.
Public Works	• Establish and operate an emergency supply warehouse.
Department of Defense (Hawaii National Guard)	• Assist in the distribution of relief supplies to RSAs, distribution centers, and isolated portions of the community. • Provide support to law enforcement agencies and assist with security for the transport and storage of relief supplies. • Provide air and surface transportation to assist with movement of personnel, equipment, and supplies. • Provide staff support to the Logistics Section, SERT Organization, when requested.
Department of Education	• Provide vehicles, equipment, and personnel to assist with logistics operations. • Provide space, as required, to warehouses resources required to support incident response.

Appendix 7 (Emergency Support Function #7, Logistics Management and Resource Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
East Hawai'i Voluntary Organizations Active in Disaster	• Coordinate resource support requirements and capabilities of volunteer organizations with HCCDA or through the volunteer organizations' designated representatives at the Multi-Agency Coordination Group (MACG).

Appendix 8 (Emergency Support Function #8, Public Health and Medical Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Department of Health

Primary Agencies:

Department of Health

Support Agencies:

Hawai'i County Civil Defense Agency
Hawai'i Fire Department
Office of Aging
Office of Housing and Community Development
Department of Agriculture
Department of Commerce and Consumer Affairs
Department of Defense (State Civil Defense)
Department of Defense (Hawaii National Guard)
Department of Human Services
Department of Labor and Industrial Relations
Department of Land and Natural Resources
Department of Transportation
Hawaii Health Systems Corporation
County Emergency Services/Fire Department
American Red Cross

INTRODUCTION

Purpose

Emergency Support Function (ESF) #8, Public Health and Medical Services, establishes the policy and procedures for coordinated County and State incident response to a public health and medical disaster, potential or actual incident requiring a coordinated response, and/or during a developing potential health and medical emergency during the preparation, response and recovery phases of emergency management.

Scope

ESF #8, in conjunction with ESF #5, coordinates incident related health and medical support to individuals and groups affected by the incident. Medical Services support to incident response personnel is an ESF #7, Logistics Management and Resource Support, responsibility. Public Health and Medical Services support is categorized in the following core functional areas:

- Health surveillance and assessment of public health/medical needs.
- Injury prevention.
- Medical and veterinary care personnel, equipment, and supplies.
- Patient care and evacuation.
- Safety and security of drugs, biologics, and medical devices.
- Safety and security of blood, blood products, and food.

Appendix 8 (Emergency Support Function #8, Public Health and Medical Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Public health and medical consultation, technical assistance, and support.
- Behavioral health care.
- Vector Control

Public health and medical services include responding to medical needs associated with mental health, behavioral health, and substance abuse considerations of incident victims and response workers.

Services also cover the medical needs of members of “at risk” or “special needs” population described in the Pandemic and All-Hazards Preparedness Act and in the National Response Framework. This includes a population whose members may have medical and other functional needs before, during, and after an incident.

Public health and Medical Services include behavioral health needs consisting of both mental health and substance abuse considerations for incident victims.

Policies

All requests from appropriate county authorities for medical and public health assistance will be assumed to be valid. Upon receiving conflicting or questionable requests, ESF #8 will attempt to confirm the actual needs.

Assistance in pre-event evacuation may be provided whenever patients or clients of the State and the Department of Health are affected, or pre-established plans for health care institutions have failed.

Medical care is provided at a cost to be determined by DOH during the incident. The cost to the individual may be waived if State or Federal funds are made available to pay for incident response.

Patients will be seen per the triage guidelines used by hospital emergency rooms.

Organization

Department of Health (DOH): serves as the primary coordinating agency for ESF #8 within Hawai'i County and will provide the link to Federal medical resources through the DOH Department Operations Center.

Multi-agency Coordination System (MACS): The EOC provides the location for the MACS. All resources and support requirements that are not Federal medical resources will be arranged through the MACS.

Hospitals: The hospitals are primary critical infrastructure for ESF #8. Secondary critical infrastructure includes licensed care facilities and established points of distribution (POD).

Appendix 8 (Emergency Support Function #8, Public Health and Medical Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Emergency Medical Services: EMS is the primary mode of transportation for victims to the critical infrastructure. EMS assets should not be assigned tasks that pull them from their primary task, such as manning a POD or staffing a shelter.

DMAT/DMOT/VMAT: These specialized teams are available from State and Federal sources that may augment the existing medical resources when the incident response exceeds the islands response capacity.

DOH will establish one or more of the following sites when the situation warrants:

- Alternate Care Site (ACS) which will provide basic medical care and triage.
- Pandemic Alternate Care Site (PACS) which will provide basic medical care during a pandemic incident.
- Disaster Alternate Care Site (DACS) which will provide licensed care facility support when intermediate care facilities are overwhelmed or incapacitated.
- Acute Care Module (ACM) which will provide acute care when hospitals are overwhelmed or incapacitated.

CONCEPT OF OPERATIONS

When State public health and medical services support is required, the District Health Administrator deploys a DOH civil defense coordinator to the County EOC. The DOH civil defense coordinator will normally serve as an agency representative to the County EOC and may fulfill the role of a special health advisor to the Policy Group.

The District Health Administrator will liaison with the DOH Department Operations Center which is a fixed facility located at Kinau Hale in Honolulu. The center is a critical node for health resource management. It maintains redundant emergency communications links with District Health Officers, who are located in the counties of Kauai, Maui, and Hawaii, and with health coalition organizations. The DOH Department Operations Center may be activated to perform the following tasks:

- Evaluate and analyze the situation and monitor the operational capability of the State's healthcare facilities and emergency medical services.
- Evaluate and respond to reports of health concerns and requests for technical and public health assistance.
- Provide health advisories and coordinate public information.
- Coordinate and deploy medical teams and health care resources.
- Conduct contingency planning to meet anticipated demands.

The Director of Health also designates a SERT/ESF #8 cell to serve in the SERT Organization. The SERT/ESF #8 cell works closely with the DOH Department Operations Center staff to coordinate the following:

- Requirements for additional medical personnel and resources.

Appendix 8 (Emergency Support Function #8, Public Health and Medical Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Hospital bed availability and patient transport needs.
- Mental health, sanitation and medical resource needs for victims and responders.
- Health risk communication materials and public information releases.
- Medical resources for the emergency sheltering of special health needs groups.
- Vector control.
- Status of potable water and wastewater systems and solid waste transfer stations.
- Victim identification, mortuary services, and death certificates.
- Disaster Medical Assistance Teams (DMAT); Disaster Mortuary Operational Response Teams (DMORT); and Veterinarian Medical Assistance Teams (VMAT).
- Pharmaceutical and Strategic National Stockpile operations.

RESPONSIBILITIES

ESF Coordinator/Primary Agency: Department of Health

- Direct, coordinate and integrate the overall State effort to provide medical, public health, substance abuse services and mental health assistance to affected areas.
- Mobilize and deploy medical resources to provide patient care and assessment teams to identify medical needs/priorities.
- In coordination with ESF #5, direct the activation and deployment of Hawaii disaster medical assistance teams and volunteers under the Medical Reserve Corps.
- Coordinate the evacuation and/or relocation of patients and victims through ESF #1, when deemed appropriate.
- Ensure the safety of food, drugs, biologic products and medical devices and arrange for the seizure and disposal of contaminated or unsafe products.
- Assess the threat of vector-borne diseases and hazardous materials.
- Test air, potable water sources, and near-shore waters for hazards or contamination and issue appropriate warnings and restrictions.
- Coordinate technical assistance requirements with the Centers for Disease Control, US Department of Health and Human Services.
- Establish lines of communication and coordination with FEMA Region IX ESF #8.
- Coordinate and manage receipt and distribution of the Strategic National Stockpile (SNS).
- Coordinate any waiver of rules and regulations regarding licensed professional personnel.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Coordinate County incident response through the MACS
Hawai'i Fire Department	• Provide EMS services, as required.
Office of Aging	• Coordinate assistance to special needs populations (elderly) who do not reside in an assisted care facility.

Appendix 8 (Emergency Support Function #8, Public Health and Medical Services) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Office of Housing and Community Development	• Coordinate assistance to special needs populations (economically disadvantaged).
Department of Agriculture	• Provide technical assistance, management and response to foreign animal diseases in domestic livestock and poultry. • Provide technical assistance regarding the handling of contaminated and non-contaminated animal remains.
Department of Commerce and Consumer Affairs	• Verify licensure of medical/health care personnel and provide credentialing, as required.
Department of Defense (State Civil Defense)	• Coordinate and request National Disaster Medical System (NDMS) support. • Coordinate with DOH to request the Strategic National Stockpile (SNS) and support storage, security, and distribution operations, as required. • Coordinate requests for federal assistance and/or Defense Support to Civil Authorities. • Coordinate and assist with dissemination of public health information, as required.
Department of Defense (Hawaii National Guard)	• Provide assistance from the Chemical, Biological, Radiological/Nuclear, and Explosive Enhanced Response Force Package (CERFP), as required. • Provide support from the 93rd Civil Support Team (CST), as required. • Provide Expeditionary Medical Support (EMEDS) support to augment civilian medical capabilities, as required. • Provide security for the Strategic National Stockpile, when released. • Provide transportation and communications support, as required.
Department of Human Services	• Provide funeral payments for deceased persons who are eligible for medical or financial assistance from the State or for those with no known or surviving relatives. • Provide assistance with Medicaid applications.
Department of Labor and Industrial Relations	• Monitor the health and well-being of emergency workers. • Provide technical assistance and guidance on health and safety measures for responders.
Department of Land and Natural Resources	• Provide management and response to foreign animal diseases in the wildlife and feral animal population. • Provide watercraft, as required, for collection and sampling.

**Appendix 8 (Emergency Support Function #8, Public Health and Medical Services) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

Agency	Functions
Department of Transportation	• Provide technical assistance in identifying and arranging for transportation to support movement of seriously ill or injured patients from the impacted area. • Coordinate air traffic control and maritime support to expedite priority missions and cargo. • Provide transport for personnel, medical supplies and equipment.
Hawaii Health Systems Corporation	• Coordinate State hospital resources, as required. • Provide operational status reports. • Perform damage assessments of State hospital facilities.
American Red Cross	• Provide emergency first aid and supportive counseling. • Assist community health personnel, as available. • Provide available personnel to assist with health services, administrative and logistics support. • Provide blood products and services as needed.

Appendix 9 (Emergency Support Function #9, Search and Rescue) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:	Support Agencies:
Hawai'i Fire Department	Hawai'i County Civil Defense Agency
Primary Agency:	Hawai'i Police Department
	Department of Agriculture
	Department of Defense
Hawai'i Fire Department	(Hawaii National Guard)
	Department of Land and Natural Resources
	Department of Transportation
	U.S. Coast Guard, District 14

INTRODUCTION

Purpose

Emergency Support Function (ESF) #9, Search and Rescue, establishes the policy and procedures for Search and Rescue (SAR) operations during the response phase of emergency management for Type 1 through Type 4 incidents within Hawai'i County. ESF #9 will coordinate all SAR (County, State, and Federal) during and incident even if the SAR activity is not associated with the incident for which ESF #9 has been activated.

Scope

This appendix applies to Hawai'i County SAR resources when they are assigned missions within the County of Hawai'i's jurisdiction. State, Federal, and Neighbor Island resources will operate in accordance with this appendix when operating as part of a Unified Command either within their jurisdiction or within another jurisdiction while conducting SAR in Hawai'i County during a Type 1 through Type 4 incident.

SAR activities involve locating, extricating, and providing on-site medical treatment to persons trapped in collapsed structures. ESF #9 also includes other disaster related SAR activities, including locating persons trapped in natural debris or in water.

Policies

The State disaster response system assists and augments local SAR capabilities. Upon activation by State Civil Defense (SCD), resources are considered State assets. All volunteers are considered State employees in accordance with Chapter 128 of the Hawaii Revised Statutes. The Hawaii Search and Rescue Team (HI SAR) operates under a Memorandum of Understanding between the four counties and the State Department of Defense.

First response agencies will command single jurisdiction incidents. When ESF #9 is activated for an incident that requires and extensive SAR effort, ESF #9 will identify and request the specialized SAR disciplines required for effective incident response and then prioritize and coordinate their missions upon arrival.

Appendix 9 (Emergency Support Function #9, Search and Rescue) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Jurisdictions: Each jurisdiction residing within Hawai'i County is responsible for SAR activities within their jurisdiction. If they lack the required resource for effective SAR, then they may activate the mutual aid agreement with the jurisdiction that has the required resource.

Mutual Aid Agreements: Each jurisdiction in Hawai'i County should enter into a codified mutual aid agreement with the other two jurisdictions to provide SAR resources when requested. The Agreements should also specify which jurisdiction will specialize in which SAR capabilities in order to reduce duplication of effort.

Reimbursement: The private citizen who requires the use of SAR resources is financially liable for the direct SAR expenses. If the individual does not survive the SAR event, the individual's family is responsible for direct SAR expenses. If the SAR event is associated with a large incident where State or Federal funds are made available to offset response and recovery expenses, the SAR expenses may be covered with those funds.

Under what conditions does SAR switch to recovery operations?

County Assets supporting region (State SAR Response System)

CONCEPT OF OPERATIONS

The State SAR Response System integrates specialized statewide resources and coordinates response from out-of-state resources. The system is based on the concept of flexible response to disasters. While the Federal SAR Response System focuses on deploying large "Task Forces," to collapsed structure incidents, the State SAR Response System focuses on preparing local resources to respond and supports local efforts by coordinating deployment of additional resources as necessary.

SCD may activate the State SAR Response System for any actual or potential event likely to result in persons trapped in collapsed structures, under natural debris, or in bodies of water that may overwhelm existing local SAR resources. Activation is dependent upon the nature and magnitude of the event, the suddenness of onset, and the capabilities of SAR resources in the affected area.

ORGANIZATION

SCD coordinates SAR resources through ESF #9. The Vice Director of Civil Defense appoints a State Search and Rescue Coordinator, who acts as Liaison between SCD and the various counties, State, and private SAR resources and coordinates the activities of ESF #9. SCD supports the HI SAR by providing training, equipment, and coordination activities.

The State Disaster SAR Response System consists of HI SAR and the Hawaii National Guard Chemical, Biological, Radiological, Nuclear and Explosive Enhanced Response Force Package (CERFP).

Appendix 9 (Emergency Support Function #9, Search and Rescue) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

The HI SAR Team consists of five elements: Command, Rescue, Medical, Search, and Support. The Command Element coordinates field activities and maintains safety controls. The Support Element provides logistics, communications, structural safety assessment and planning functions.

The HI SAR Team is centered on the Rescue Element, comprised of a Rescue Squad in each of the four counties. Each Rescue Squad is comprised of volunteers from the county fire departments who serve at the discretion of the Fire Chief.

The Rescue Element is enhanced by a Medical Element consisting of professional medical personnel with specialized training in treating patients in disasters and a Search Element consisting of volunteer personnel capable of locating trapped and inaccessible subjects utilizing canines and technical search equipment.

If a disaster involves a large geographic area or multiple remote incidents where persons may be trapped, State-activated resources from different HI SAR Elements can be teamed and sent to locations to support local responders or can be assigned to primary responsibility for operations in a specific area. For response to incidents involving collapsed reinforced masonry structures, State-activated resources can be combined as the complete HI US&R Team, capable of conducting highly technical operations similar to the capability of the Federal Emergency Management Agency (FEMA) style "Task Forces."

The CERFP consists of three elements: Medical, Decontamination, and Search and Extraction. The elements can be activated individually or as a combined force. In cases where CERFP resources are needed to support SAR efforts, SCD will coordinate CERFP activation through the Hawaii National Guard Director of Operations and Military Support.

ACTIONS

Initial Actions

State Civil Defense

When an event may require State activation of Disaster SAR resources, SCD can place HI SAR on Advisory. During the Advisory Phase, HI SAR utilizes internal processes for notifying personnel and determining response capability based on availability of personnel, equipment, and canines.

When a local authority requests State-activated Disaster SAR resources or in the event of an impending or current event likely to overwhelm local resources, SCD can place HI SAR on Alert. During the Alert Phase, SCD utilizes the Civil Defense System to alert local governments and State agencies with employees who serve on HI SAR that personnel may be needed for State Disaster SAR response. HI SAR utilizes an internal process for alerting HI SAR volunteers. Local governments, State agencies, and volunteers advise SCD of response availability.

Appendix 9 (Emergency Support Function #9, Search and Rescue) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Based on the availability of resources, ESF #9 provides SCD with recommendations on activation of individual HI SAR and other resources. SCD authorizes specific resources to be activated for State service and assumes responsibility for coordinating transportation and logistical support for the deployment.

ESF #9 begins planning for demobilization as soon as practical after activation. During demobilization, SCD coordinates demobilization of resources and assists HI SAR in returning to operational readiness.

Continuing Actions

State Civil Defense

ESF #9 continuously evaluates ongoing SAR operations. ESF #9 makes recommendations to SCD for additional State registered resources, in-state federal resources, and out-of-state federal resources. When federal SAR resources are activated for service in the State of Hawaii, ESF #9 coordinates the deployment with the Federal Emergency Management Agency (FEMA).

Civil Defense Agencies/Department of Emergency Management

Civil defense agencies of counties where State-activated resources are deployed coordinate the ground transportation requirements of the State resources from other islands. Once State-activated resources arrive at an incident, the civil defense agency supports logistical needs through the Incident Command.

During sustained operations, the civil defense agency will provide SCD with periodic reports on the status of resources and SAR operations. SCD, through ESF #9 will constantly re-evaluate operations to determine if additional resources are needed. When the civil defense agency no longer requires the services of State-activated resources or the resources must otherwise discontinue operations, the civil defense agency will initiate demobilization by advising SCD.

RESPONSIBILITIES

ESF Coordinator/Primary Agency: Hawai'i Fire Department

- Develop County SAR policy, provides planning guidance and coordination assistance.
- Standardize SAR procedures.
- Fund special equipment and training requirements within available appropriations, and reimburses, as appropriate, costs incurred as a result of deployment.
- Coordinate logistical support for SAR assets during field operations.
- Develop policies and procedures for the effective use and coordination of SAR assets.

Appendix 9 (Emergency Support Function #9, Search and Rescue) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

SUPPORT AGENCIES

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if Required. • Coordinate additional resources requested by HFD. • Provide logistics support for SAR resources responding from off-island.
Hawai'i Police Department	• Provide incident site security.
Department of Agriculture	• Provide veterinary support for HI SAR canine assets. • Assist with clearance of search dogs from out-of-state.
Department of Defense (Hawaii National Guard)	• Provide transportation and logistics support for HI SAR resources, as required. • Authorize and coordinate response of CERFP resources.
Department of Land and Natural Resources	• Provide personnel for HI SAR. • Provide personnel and equipment for water rescue operations. • Provide ESF #4 support, when requested.
Department of Transportation	• Provide personnel for HI SAR, when requested. • Provide personnel and equipment for water rescue operations in commercial harbors.
U.S. Coast Guard, District 14	• Coordinate maritime and waterborne SAR. • Facilitate resolution of any conflicting demands for waterborne or maritime distress response resources.

Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i Fire Department

Primary Agency:

Hawai'i Fire Department

Support Agencies:

Hawai'i County Civil Defense Agency
Department of Environmental Management
Department of Public Works
Department of Agriculture
Department of Business, Economic Development and Tourism
Department of Defense
(State Civil Defense)
Department of Defense
(Hawaii National Guard)
Department of Labor and Industrial Relations
Department of Land and Natural Resources
Department of Transportation
US Coast Guard, District 14
US Environmental Protection Agency, Region IX
American Red Cross

INTRODUCTION

Hawai'i County's geographical isolation makes it imperative for the County to develop on-island capabilities to plan for and respond to oil and hazardous substance, pollutant or contaminant emergencies.

Purpose

Emergency Support Function (ESF) #10, Oil and Hazardous Materials, provides an all-hazards approach in responding to an actual or potential discharge or release of chemical, biological, or nuclear materials. ESF #10 will provide a coordinated interagency response to an actual or potential release of hazardous materials, resulting from a transportation incident, fixed facility incident, natural disaster (i.e., hurricane, flood, etc.), or terrorist attack.

Scope

ESF #10 will use a broadly defined definition Hazardous materials which will include oil; hazardous substances under the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), as amended; pollutants and contaminants defined under Section 101 (33) of CERCLA; and certain chemical, biological, and radiological material, including Weapons of Mass Destruction (WMD).

ESF #10 includes the appropriate actions for all four phases of emergency management.

Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Policies

As the ESF #10 coordinator, the Hawai'i County Fire Department (HFD) is responsible for monitoring and enforcing environmental laws relating to releases or threats of releases of hazardous substances, pollutants or contaminants. As such, the HFD develops hazardous materials plans, provides planning guidance and coordinating assistance, evaluates operational readiness, and oversees site cleanup actions.

All County departments and agencies with statutory responsibilities and assets to support local response efforts support ESF #10.

County agency actions are determined by specific State and County statutes, and agency plans and policies. Appropriate response and recovery actions can include efforts to detect, identify, contain, decontaminate, cleanup or dispose of released hazardous substances, pollutants or contaminants. If the incident is large enough to require a response by State or federal resources, the HFD will request a State On-Scene Coordinator (SOSC); neighbor islands SOSC will be the State OSC representative.

ESF #10 executes responses to hazardous materials incidents according to the policies outlined in the following documents:

- State of Hawaii, Oil and Hazardous Substances Emergency Response Plan (March 2001);
- State of Hawaii Plan for Emergency Preparedness, Volume III, Disaster Response and Assistance;
- Title 12, Subtitle 8, Department of Labor and Industrial Relations, Division of Occupational Safety and Health, Chapter 99: Hazardous Waste Operations and Emergency Response;
- Hawaii Revised Statutes Chapters 128D (Environment Response Law) and 128E (Hawaii Emergency Planning and Community Right-To-Know Act);
- Hawaii Administrative Rules Chapter 11-451, the State Contingency Plan, adopted on August 17, 1995;
- National Oil and Hazardous Substances Pollution Contingency Plan (40 CFR part 300); and
- National Response Framework (NRF) ESF #10—Oil and Hazardous Materials Annex for applicable federal laws and related annexes.

CONCEPT OF OPERATIONS

HFD is the responding agency to all hazardous spill incidents within the County of Hawai'i. Hazardous spill incidents will be handled through a coordinated effort by HFD, the Department of Health and the United States Coast Guard. HFD will request State public environmental health support, if required, through the County EOC.

Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Private and/or commercial entities that use hazardous substances on a routine basis may respond to internal spills with their own resources or with a commercial company capable of handling the incident in accordance with EPA guidelines. Entities that chose to respond in this manner must still notify HFD. HFD will inspect the site and determine what, if any, danger there is to the public.

Notification

Hazardous material incidents are normally reported directly to county warning points (police dispatch 9-1-1 operators).

The National Response Center (NRC) is the sole national point of contact for reporting all oil, chemical, radiological, biological, and etiological discharges into the environment anywhere in the United States. Spills are reported to the NRC through their website (<http://nrc.uscg.mil>) or by calling **the National Spill Hotline (800) 424-8802**. The minimum information in the report is a description of the incident, location, material released (if known), and suspected responsible party (if known). The NRC will notify the appropriate federal on-scene coordinator and other appropriate agencies. Notified agencies will analyze the information and respond accordingly.

ORGANIZATION

Response Structure

Fire HAZMAT teams, police, and emergency medical personnel are usually the initial responders to HAZMAT incidents. The County will notify State Civil Defense if the hazard is significant and may request State assistance if the severity of the event is beyond their capability or if local resources are overwhelmed.

The Department of Health is the lead agency for the State of Hawai'i for hazardous material response.

Support from federal agencies is requested in accordance with the Stafford Act (as amended) and coordinated by State Civil Defense (SCD) when it appears that County and State response capabilities are not sufficient to bring the incident to a satisfactory conclusion.

Under an agreement with the U.S. Environmental Protection Agency (EPA), the U.S. Coast Guard (USCG) is the lead federal response agency for oil and hazardous substance spills in Hawaii. When an oil or hazardous substance spill results in a federal response, the State and county agencies will provide support, as available, and as requested by the lead federal agency. The EPA serves as the federal ESF #10 coordinator and is responsible for oversight of all preparedness and response actions associated with federal ESF #10 activities.

When there is no identifiable responsible party, DOH is the lead State agency for coordinating the cleanup, removal, and remediation of hazardous substance releases.

Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Regardless of the nature of the HAZMAT emergency, the State will establish a Joint Information Center (JIC) that functions as the principal source of information about the HAZMAT incident response in the State. The State JIC coordinates closely with federal officials to ensure consistency in the information released to the communications media and the public.

RESPONSIBILITIES

ESF Coordinator/Primary Agency: Hawai'i County Fire Department

- Provide overall coordination, leadership, assessment, and technical assistance for public health needs for potential or actual events including radiological and human biohazard incidents.
- Perform damage assessments. Determine short- and long-term health effects posed by radiological, biological or chemical events and coordinate with State Public Information Officers (PIO) the release of such information to the media and public.
- Provide technical assistance and guidance regarding necessary protective actions.
- Provide assistance in hazard determination, including air monitoring, dispersant monitoring, and soil sampling. Provide laboratory analytical support as needed.
- Provide support to hospital emergency room for contamination control and toxicological information.
- Identify cleanup requirements and work with governmental and private industry to ensure that clean-up/restoration is accomplished in accordance with existing regulations.
- Provide technical guidance concerning appropriate disposal of debris, wastes, and contaminated materials at temporary and permanent disposal sites.
- Coordinate environmental variances or waivers when required. Such waivers may include, but are not limited to, disposal, open and incinerator burning, application of mitigation materials (e.g., surfactants), *in situ* burning of petroleum, and waste water treatment plant bypasses.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Coordinate additional resources should County assets be overwhelmed.
Department of Environmental Management	• Assist with proper disposal of hazardous material.
Department of Public Works	• Assist with proper disposal of hazardous material.
Department of Business, Economic Development and Tourism	• Provide technical support and assess the economic impact of a major hazardous materials release or oil spill. • Report damages to energy facilities that present an environmental health hazard to communities.

Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Agriculture	• Provide on-site technical support to agricultural chemical spills. • Perform damage assessments and evaluate the adverse impact of an incident involving agricultural resources. • Provide support for the sampling and analysis of pesticides and other agricultural chemicals. • Provide livestock owners with information to decontaminate premises exposed to oil or hazardous materials.
Department of Business, Economic Development and Tourism	• Provide technical support and assess the economic impact of a major hazardous materials release or oil spill. • Report damages to energy facilities that present an environmental health hazard to communities.
Department of Defense (State Civil Defense)	• Activate the State Emergency Response Team (SERT) and request Defense Support of Civil Authorities (DSCA) as needed. • Coordinate damage assessment teams to assess the severity of the HAZMAT event. • Establish a Joint Information Center (or Virtual-JIC) and coordinate the flow of information to the public. • Coordinate federal assistance for hazardous spill incidents with EPA Region IX and with US Coast Guard, District 14.
Department of Defense (Hawaii National Guard)	• Provide support, e.g., 93rd Civil Support Team, CBRNE (Chemical, Biological Radiological, Nuclear, Explosives) Enhanced Response Force Package (CERFP), as needed, to assist local and State authorities at domestic Weapons of Mass Destruction (WMD) incident sites or other HAZMAT related incidents by identifying agents and substances, assessing current and projected consequences, advising on response measures, and assisting with requests for additional military support and additional HAZMAT support. • Provide personnel, equipment, and other resources, when requested, to support HAZMAT response and recovery operation efforts including: traffic control, emergency transportation, evacuation of civilian population, search and rescue, communications assistance, area security, debris removal, and damage assessments. • Monitor radiological, chemical and biological effects and assist in controlling contaminated areas.

Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Labor and Industrial Relations	• Provide technical support for air monitoring and analysis to emergency responders. • Ensure that occupational safety and health is not compromised.
Department of Land and Natural Resources	• Respond to environmental hazards that could adversely affect and degrade State parks (land or waters) including fish, wildlife or their habitat. • Evaluate and document impact on fish and wildlife and determines natural resource damages for loss of fish, wildlife or habitat, to include preparation of natural resource damage assessments and recovery activities. • Enforce all State laws and rules involving State lands, waterways, parks, historic sites, forest reserves, aquatic life and wildlife areas, coastal zones, conservation districts, and shores. • Coordinate with the Department of Health cleanup operations for spills that occur on State land and waterways.
Department of Transportation	• Provide technical assistance regarding oil and hazardous substances transportation spill incidents. • Issue alerts related to oil pollution, marine contingencies and hazards related to highways, harbors, and airports. • Coordinate the closure of State roads, harbors, or airports and re-routes traffic, as needed, for public safety or to allow for investigation and cleanup activities. • Provide barricades and signage to implement closures and detours of State roads and assist local government in doing the same around the incident area. • Support damage assessments and perform structural evaluations of roads and bridges as needed. • Coordinate with the Department of Health on cleanup operations for spills that occur on state highways, harbors and property under DOT jurisdiction.
US Coast Guard, District 14	Provide emergency response and technical assistance under the National Oil and Hazardous Substances Pollution Contingency Plan through the Hawaii Area Contingency Plan under the direction of the federal On Scene Coordinator.

**Appendix 10 (Emergency Support Function #10, Oil and Hazardous Materials Response)
to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations
Plan**

Agency	Functions
US Environmental Protection Agency, Region IX	• Provide technical assistance under CERCLA, when required.
American Red Cross	• Identify and coordinate, if needed, shelter requirements for displaced population. • Report environmental health hazards discovered during disaster outreach activities.

Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Research and Development

Primary Agencies:

Department of Parks & Recreation
Department of Health District Office
State Department of Agriculture
State Department of Land and Natural Resources

Support Agencies:

Hawai'i County Civil Defense Agency
Finance Department
Office of Aging
Hawai'i National Guard
State Civil Defense
Department of Education
American Red Cross

INTRODUCTION

Purpose

Emergency Support Function #11, Agriculture & Natural Resources, establishes the policies and procedures that the County of Hawaii will follow to enable continued agricultural operations and to ensure that commercial food sources are available to the public during the response and recovery phases of Type 1 through Type 3 incidents impacting Hawai'i County. ESF #11 also sets policy and procedures for combating plant and animal epidemics during all phases of emergency management.

Scope

ESF #11 is applicable to all County, State, Federal, and Non-governmental organizations providing or assisting with response and recovery operations within Hawai'i County.

ESF #11 includes four primary functions:

- **Identification and provision of nutrition assistance:** Includes determining nutrition assistance needs, obtaining appropriate food supplies, and arranging for delivery of the supplies.
- **Animal and plant disease and pest response:** Includes implementing an integrated, State, county, and federal, response to an outbreak of a highly contagious or economically devastating animal/zoonotic disease, an outbreak of a highly infective exotic plant disease, or an economically devastating plant pest infestation. Provides technical support to ESF #8- Public Health and Medical Services and ESF #19- Pet Evacuation and Sheltering, on animal/veterinary/wildlife issues during disasters..
- **Assurance of the safety and security of the commercial food supply:** Includes the inspection and verification of food safety aspects of slaughter and processing plants, products in distribution and retail sites, and import facilities at ports of entry; laboratory analysis of food samples; control of products suspected to be adulterated; plant closures; food borne disease surveillance; and field investigations.

**Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

- **Protection of natural and cultural resources:** Includes appropriate response actions to conserve, rehabilitate, recover, and restore natural and cultural resources.

ESF #11 provides for an integrated response to an outbreak of a highly contagious or economically devastating animal/zoonotic disease, an outbreak of a highly infective exotic plant disease, or an economically devastating plant or animal pest infestation in Hawaii.

ESF #11 ensures the safety and security of the County's commercial supply of food (e.g., meat, poultry, and egg products) following a potential or actual emergency or disaster, and mitigates the effect of the incident(s) on all affected parts of County's population and environment.

Policies

<i>General</i>	• ESF #11 will coordinate their actions with ESFs that either impact or will be impacted by ESF #11 actions. • ESF #11 will coordinate resource requirements through ESF #7. The County is the primary source for resources required to implement ESF #11 actions. Secondary sources include State, Federal and private resources. • ESF #11 actions such as temporary food distribution and refrigeration support will be terminated in a systematic manner as shelter, utilities and commercial establishments reopen for business. • Each supporting agency is responsible for managing its respective assets and resources after receiving direction from the primary agency for the incident.
<i>Nutrition Assistance</i>	• Residents are responsible for providing for their own food and water through existing commercial vendors requirements during all incidents. When residents are not capable of providing for their own requirements due to circumstances directly related to the incident the County of Hawaii will make feeding arrangements either through ESF #6 (large scale congregate feeding) or by temporarily expanding existing nutrition programs to meet the feeding requirement. • If the conditions warrant temporary rationing of food ESF #11 will assume control of all wholesale food stocks in the County that are not subjected to United States Department of Agriculture (USDA) control and incorporate them into the nutrition program. Commercial vendors will be compensated at the wholesale rate for their merchandise. When necessary the County of Hawaii will distribute food and water to affected residents at established Points of Distribution (PODs).
<i>Animal and Plant Disease and Pest Response</i>	• Priorities are first, to isolate, second, treat, third, eradicate. All animal depopulation activities will be conducted as humanely as possible. • Disposal methods for infected or potentially infected carcasses and plant host material will be coordinated with ESF #8, Public Health & Medical Services, and ESF #10, Oil & Hazardous Materials Response.

**Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

<i>Food Safety and Security</i>	• The ownership and management integrity of food producers, processors and distributors will be maintained to the extent possible. • Established health and sanitation measures related to food safety, storage and handling will be maintained to the highest degree possible.
<i>Resources Protection</i>	• The Department of Land and Natural Resources (DLNR) is the primary agency for State Natural and Cultural Resources and Historic Properties (NCH). • Actions undertaken under ESF #11 to protect, conserve, rehabilitate, recover, and restore NCH resources are guided by the existing internal policies and procedures. • As the primary agency for NCH related emergencies, DLNR will coordinate with appropriate ESF to ensure appropriate use of volunteers and their health and safety. DLNR will also ensure appropriate measures are in place to protect the health and safety of all workers who are engaged in damage assessments and recovery operations.

CONCEPT OF OPERATIONS

Most of the capabilities and expertise for ESF #11 reside at the State and Federal levels. Hawai'i County will not play a major role in ESF #11, but will provide recommendations for areas to be supported and facilitate residents' requests for support with ESF #11.

Emergency Support Function (ESF) #11 – Coordinates support for County and state government efforts to meet essential needs in agriculture and natural resources during an emergency or disaster. ESF #11 is responsible for planning, coordination, and identification of the following:

- Provision of nutrition assistance.
- Control and eradication of an outbreak of a highly contagious or economically devastating animal/zoonotic (communicable from animals to humans) disease, highly infective exotic plant disease, or economically devastating plant pest infestation.
- Assurance of food safety and food security.
- Protection of natural and cultural resources and historic properties (NCH) resources prior to, during, or after an emergency or disaster.

Primary and support agencies for ESF #11 should establish and cultivate relations with other agencies across jurisdictions in order to seamlessly transition into incident response.

ESF #11 officials will work with ESF #6 for the use of congregate feeding centers or hub emergency shelters as the primary distribution points for disaster food supplies. ESF #11 identifies, secures, and coordinates with ESF #7 for the transportation of food to affected areas.

Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ORGANIZATION

ESF #11 operates under the lead of the Research and Development Department which serves as the ESF Coordinator. When ESF #11 assistance involves only NCH resources protection and recovery, DLNR provides this function.

During emergencies or disasters, matters pertaining to food safety and security fall under the purview of the Department of Health.

In the event of an outbreak of a highly contagious or economically devastating animal/zoonotic disease, the State Highly Pathogenic Avian Influenza Plan provides for interagency response protocols including;

- The State Coordinating Officer in collaboration with the State Veterinarian serves as the State's principal point of contact with the Federal Government, represented by the Area Veterinarian in Charge for the State.
- The HCDA Emergency Operating Center (EOC) serves as the coordination center for all federal, state, county, and private sector actions taken in response to and mitigation of the incident.
- The State Veterinarian and Area Veterinarian in Charge may establish a Departmental Operations Center, which serves as the focal point for coordinating the disease management decision-making process.

In the event of an outbreak of a highly infective exotic plant disease or an economically devastating plant pest infestation, the State Department of Agriculture serves as the County's lead agency. The County activates the Emergency Operating Centers (EOC), as needed, for response coordination, interface with local community, State agencies, and the private sector. The Department of Agriculture may establish a Departmental Operations Center, Area Command, or Unified Command as the focal point for coordinating the disease or pest management decision-making process.

Regardless of the nature of the disease or pest emergency, the State establishes a Joint Information Center (JIC) that functions as the principal source of information about the disease outbreak or pest infestation response in the State. Hawai'i County Information Officers will coordinate all public information releases with the State JIC. The State JIC will also coordinate with federal officials to ensure that information released to the public is consistent.

RESPONSIBILITIES

The primary and supporting departments or agencies assemble appropriate (pre-selected) staff at a designated location to support operations. The location may be the HCCDA EOC, a Field Office, or a Federal JFO.

Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator: Department of Research and Development

- Organizes and coordinates the movement of people, conveyances, and/or things in response to zoonotic and/or botanical incidents.
- Coordinates with the USDA State Emergency Board and Food Advisory Council when responding to USDA claims for non-food requisites needed to support food production, and the processing and distribution of commodities which Hawaii produces in surplus through the wholesaler level.
- Coordinates a marketing strategy for economic recovery in the event of a zoonotic and plant disease emergency or disaster.

Primary Agency: Parks and Recreation

Food Supplies

- Catalogs available resources of food, transportation, equipment, storage, and distribution facilities and is able to locate these resources geographically.
- Determines the availability of food products, including raw agricultural commodities (e.g., taro, sweet potato, vegetables and fruits) that could be used for human consumption and assesses damage to food supplies.
- Coordinates shipment of food to staging areas within the affected area.
- Initiates direct market procurement of critical food supplies that are unavailable from existing inventories.
- Works with county and voluntary agencies to develop a plan of operation that ensures timely distribution of food in good condition to the proper location, once need has been determined. Determines the critical needs of the affected population in terms of numbers of people, their location, and usable food preparation facilities for congregate feeding.
- Assists in making emergency food supplies available through ESF #6 to households for take-home consumption in lieu of providing Supplemental Nutrition Assistance benefits for qualifying households.
- Expedites the request to the USDA, FNS for the authorization of emergency Supplemental Nutrition Assistance benefits.
- Provides the issuance of Disaster Supplemental Nutrition Assistance benefits to qualifying households within the affected area, after access to commercial food channels is restored.

Primary Agency: Department of Agriculture

Animal and Plant Diseases

- Detects animal disease anomalies and assigns Foreign Animal Disease Diagnosticians to conduct investigations.
- After diagnosis of disease, circulates warning notice to appropriate State officials in order to facilitate a more timely and efficient response.
- Coordinates tasks with other ESF, Veterinary Medical Assistance Teams, and voluntary animal care organizations to respond to a highly contagious animal disease.
- Coordinates surveillance activities along with ESF #8 in zoonotic diseases.

Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Coordinates with ESF #8 in the case of a natural disaster, in which animal/veterinary/wildlife issues arise, to ensure technical support for such issues.
- If criminal activity is suspected in connection with an outbreak, the responding veterinary diagnostics staff ensures the proper handling and packing of any samples to include shipping to the appropriate diagnostic or reference laboratory for testing and forensic analysis.
- Provides information and recommendations for incidents involving an outbreak of highly contagious/zoonotic animal disease that may require quarantine actions or that may impact intrastate/interstate commerce.
- For incidents involving an outbreak of highly contagious/zoonotic animal disease, coordinates animal health care to injured or abandoned livestock and veterinary preventive medicine activities, including the conducting of field investigations and the provision of technical assistance and consultation as required.
- Coordinates and provides technical assistance to ESF #19 for incidents involving pet evacuation and emergency sheltering needs.
- After diagnosis of disease, circulates warning notice to appropriate State officials in order to facilitate a more timely and efficient response.
- If criminal activity is suspected in connection with an outbreak, the responding plant diagnostics staff ensures the proper handling and packing of any samples to including shipping to the appropriate diagnostic or reference laboratory for testing.
- Provides information and recommendations for incidents involving an outbreak of highly infective exotic plant disease, or economically devastating plant pest infestation that may require quarantine actions or that may impact intrastate/interstate commerce.

Primary Agency: Department of Land and Natural Resources

- As the primary agency for NCH resources, DLNR organizes and coordinates the capabilities and resources of the State to facilitate the delivery of services, technical assistance, expertise, and other support for the protection, conservation, rehabilitation, recovery, and restoration of NCH resources in prevention of, preparedness for, response to, and recovery from a disaster.
- DLNR will maintain a Programmatic Agreement with FEMA for historical preservation for historical sites and will implement the agreement during disaster response and recovery operations.
- Serves as the point of contact for any zoonotic diseases involving wildlife.
- Assists in responding to a highly contagious/zoonotic disease, biohazard event, or other emergency involving wildlife by providing wildlife emergency response teams; geospatial assessment and mapping tools; assistance in the identification of new emerging and resurging zoonotic diseases; assistance with the prevention, control, and eradication of any highly contagious/zoonotic disease involving wildlife; and carcass disposal facilities, as appropriate.
- Determines the critical needs and resources available for NCH resources protection.
- Provides scientific/technical advice, information, and assistance to help prevent or minimize injury to and to preserve, protect, conserve, stabilize, rehabilitate or restore NCH resources.

**Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

- Establishes logistical links with organizations involved in long-term NCH resources protection, preservation, conservation, rehabilitation, recovery, stabilization, and restoration.
- Implements Programmatic Agreements for historic properties.
- Makes available an environmental data archive for determining baseline conditions.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Coordinate additional State and Federal resources when required.
Finance Department	• Supports necessary procurement efforts required to meet the needs of the affected population. Procurement actions may include: transportation; food supplies; and facilities.
Office of Aging	• Provide assistance to special needs populations
Department of Defense (Hawaii National Guard)	• Provides security for food sources, distribution points, and supplies when directed. • Provides transportation resources when requested. • Provides Meal Ready to Eat, drinking water, Reverse Osmosis Water Purification Units (ROWPU), and perishable rations when requested. • Provides environmental resources and support for NCH response and recovery activities when requested.
Department of Defense (State Civil Defense)	• Coordinates all issues regarding the recovery and restoration of the associated critical infrastructure sector supported by the ESF, including the allocation and prioritization of resources, demographic information about the disaster area, and private sources of food. • Provides additional support in interdicting adulterated products in transport and at ports of entry; subject-matter expertise and technical assistance; and air and transport services as needed, for personnel and laboratory samples. • Maintains a database of critical infrastructure and key assets and maintains detailed information on selected sites derived from site visits and collection of vulnerability assessments. • Provides assistance on issues relating to disasters on historic properties.

**Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

Agency	Functions
Department of Health	• Evaluates the adequacy of available inspectors, program investigators, and laboratory services relative to the emergency on a geographical basis. • Inspects and verifies slaughter and processing plants, distribution and retail sites, and import facilities at ports of entry. • Engages in laboratory analysis activities to screen meat, poultry, and egg products for chemical, biological, and radiological agents. • Suspends operations of meat, poultry, and egg processing plants as appropriate. • Engages in surveillance of food safety/security-related illness, injury, and other consumer complaints. • Conducts product tracing to determine the source, destination, and disposition of adulterated and/or contaminated products. • Works with State and county authorities as well as industry to conduct tracing, recall, and control of adulterated products. This includes proper disposal of contaminated products in order to protect public health and the environment in the affected area. • Identifies potential problems of contaminated foods. • Provides health education in the areas of food preparation and storage. • Provides laboratory and diagnostic support, subject-matter expertise, and technical assistance as well as field investigators to assist in product tracing, inspection and monitoring, and interdiction activities. • Provides human health-related information, including surveillance for food borne disease and occupational safety and health issues. • Provides technical assistance, subject-matter expertise, and support for biological, chemical, and other hazardous agents on contaminated facility remediation, environmental monitoring, and contaminated agriculture (animal/crops) and food product decontamination and disposal. • Provides surge capacity for laboratory and diagnostic support. • Provides investigative support and intelligence analysis for incidents involving oil or hazardous materials. • Provides technical assistance in determining when water is suitable for human consumption and canning.

**Appendix 11 (Emergency Support Function #11, Agriculture & Natural Resources) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

Agency	Functions
Department of Education	• For federally approved disasters, coordinate, as required, with the U.S. Department of Agriculture (USDA), Food and Nutrition Services (FNS) to release food stocks from the National School Lunch and Summer Food Service Programs. • Perform duties as the State Distributing Agency for USDA FNS commodities in the event of a disaster or situation of distress.
Department of Transportation	• In the event of a plant or animal disease, enforce a quarantine zone by inspection and movement control at commercial airports and harbors.
American Red Cross	• Identifies and assesses requirements for food and distribution services on a two-phase basis: (1) critical emergency needs immediately after the disaster (acutely deficient, moderately deficient, self-sufficient, and surplus supplies), and (2) longer-term sustained needs after the emergency phase has ended. • Coordinates the food distribution efforts of other voluntary organizations. • Establishes logistical links with organizations involved in long-term congregate meal services.

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Department of Research and
Development

Primary Agency:

Department of Research and
Development

Support Agencies:

Hawai'i County Civil Defense Agency
Department of Accounting and General
Services
Department of Commerce and Consumer
Affairs
Department of Defense
(State Civil Defense)
Department of Defense
(Hawaii National Guard)
Department of Transportation

INTRODUCTION

Purpose

Emergency Support Function (ESF) #12 - Energy provides a coordinated response in the restoration of energy services in a disaster in order to save lives and protect health, safety and property, and carry out other emergency response functions.

Scope

Hawaii is unique in that it is almost totally dependent on petroleum for all of its energy needs. Petroleum provides the fuel that generates electricity, is the raw material for propane and liquid natural gas, and provides the energy for nearly all transportation (land, air, water-borne). Hawaii is also unique in that the State has no indigenous fossil fuels, no interconnected electrical grids, and limited opportunities to reduce oil consumption through conservation programs. In addition, all U.S. military bases in Hawaii are on the commercial power grid, fueled mostly by oil.

ESF #12 involves the provision of emergency power and fuel to support the immediate response activities within a disaster area, as well as providing power and fuel to normalize community functions. The scope of the activities includes:

1. **Assessing** energy system damage, energy supply, demand, and requirements to restore such systems,
2. **Assisting** State agencies, Hawai'i County Government, and other ESFs to obtain emergency fuel for critical facilities, transportation, communications, and emergency operations.
3. **Providing** assistance, if needed, to energy suppliers to obtain equipment, specialized personnel, and transportation to repair or restore energy systems.
4. **Administering**, if necessary, statutory authorities for energy priorities and fuel allocations.
5. **Administering** public information, education, and conservation guidance concerning energy emergencies to the general public via Hawai'i County Civil Defense Agency.

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Policies

ESF #12:

- Addresses significant disruptions in energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems, unexpected operational failure of systems, or unusual economic or international political events.
- Addresses the impact that damage to an energy system in one area may have on energy supplies, systems, and components in other areas that rely on the same system or systems that are interdependent.
- Coordinates with and assists public- and private-sector partners to ensure that electrical energy service is restored in minimum time.
- Is the primary County point of contact with the energy industry for information sharing and requests for assistance from private-sector and public-sector owners and operators.
- Maintains lists of energy-centric critical assets and infrastructures, and continuously monitors those resources to identify or mitigate vulnerabilities to the energy system.
- Establishes policies and procedures regarding preparedness for “all hazards” and response and recovery due to shortages and disruptions in the supply and delivery of petroleum products.
- Formulates and recommends specific proposals, as necessary, for conserving energy and fuel, including the allocation and distribution thereof, to the Mayor and to the County Council.
- When shortages of fuel occur or are anticipated, control the distribution and sale of petroleum products, to procure such products, and to impose rules that will provide extraordinary measures for the conservation of petroleum products and for their distribution and sale in an orderly, efficient, and safe manner.

Restoration of normal operations at energy facilities is the responsibility of the facility owners.

The authority to activate the State of Hawaii Energy Emergency Preparedness Plan rests with the following parties:

- Office of the Mayor
- Civil Defense Administrator
- Director of Research and Development
- Director of Water Supply

The DBEDT/Energy Resources Coordinator (ERC) is the lead agency in a “non-disaster” related fuel shortage in the State (Chapter 125C, Hawaii Revised Statutes).

CONCEPT OF OPERATIONS

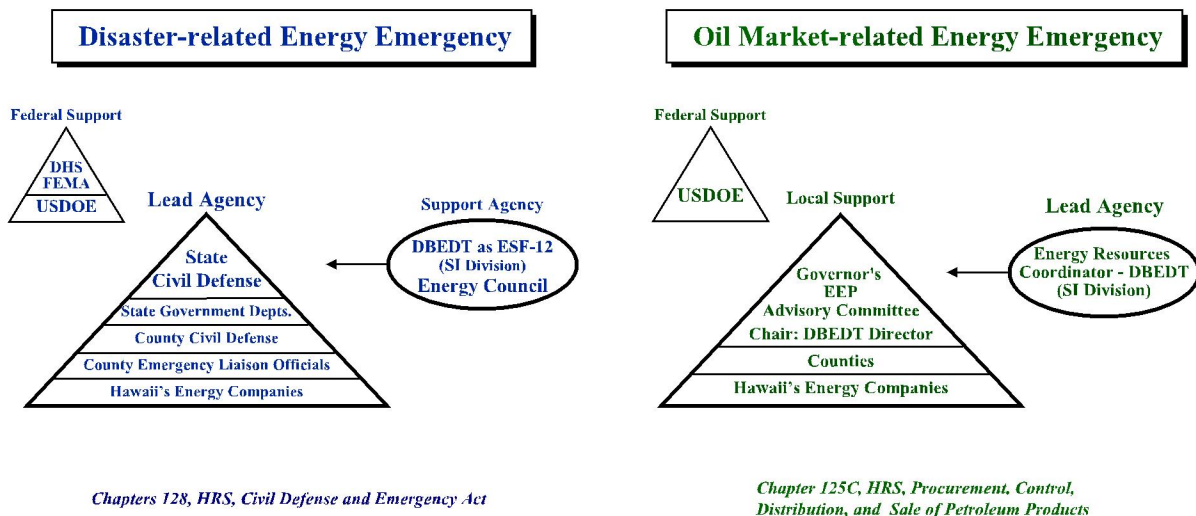
The Concept of Operations provides information on the overall management of ESF #12 in the event of activation due to a significant disaster causing loss of electrical power, or gasoline and fuel supplies to a large population and/or area of the State. Pursuant to DBEDT’s Energy

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Emergency Preparedness Plan, the Shortage Management Center (SMC) ensures centralized coordination of all ESF #12 activities in the event of a declared emergency or fuel shortage.

1. The SMC (ESF #12), following a disaster and once activated, will serve as the focal point within the State government for receipt of information on actual or projected damage to energy supply and distribution systems, and on procedures/requirements for preparedness, restoration, recovery, and mitigation. The SMC functions as the DBEDT Department Operations Center for ESF #12 and integrates with the State of Hawaii Emergency Operations Center, when activated.
2. The SMC (ESF #12) will coordinate closely with Federal, State, County, and private utility and fuel industry officials to establish priorities to repair damaged facilities and to coordinate the provision of temporary, alternate, or interim sources of emergency fuel, and power.
3. The SMC (ESF #12) will provide guidance on the conservation and efficient use of energy to State and County agencies and to the public.
4. The SMC (ESF #12) will provide logistical support for DBEDT personnel and facilities as relates to ESF #12 response operations and ensure accurate fiscal tracking of DBEDT expenditures pursuant to the activation of the SMC.

ORGANIZATION



Hawaii's Organizational Concept for Energy Emergency Preparedness & Critical Energy Infrastructure Protection

Governor's Energy Emergency Preparedness Committee (GEEPAC)

The GEEPAC is a multi-agency, multi-organizational committee which is chaired by the Director of DBEDT. The committee is comprised of policy-level executives and managers from

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

government, private sector organizations, and representatives from the energy industry and employee unions. The GEEPAC assesses the effectiveness of energy emergency plans and procedures prior to oil market-related energy emergencies. During an oil market-related emergency, the GEEPAC will advise the DBEDT Director and the Governor on the implementation of specific actions and will evaluate their impacts at appropriate times to decide whether the actions should be continued, modified, replaced or ended.

State of Hawaii Energy Council (EC)

The State of Hawaii Energy Council is a multi-agency, multi-organizational coordinating group which is chaired by the DBEDT Director/Energy Resources Coordinator (ERC). It is made up of executives, managers, and technical representatives from a cross-section of government, energy industry, and private sector organizations. The council meets regularly to review/update response procedures and protocols to ensure support to the SMC. The council coordinates activities and information necessary to facilitate the safe, rapid restoration of the commercial energy grid and the adequacy and availability of fuel supplies, storage, and distribution. The illustration below depicts the parallel representation of the GEEPAC and EC.

Inter-Agency Coordination

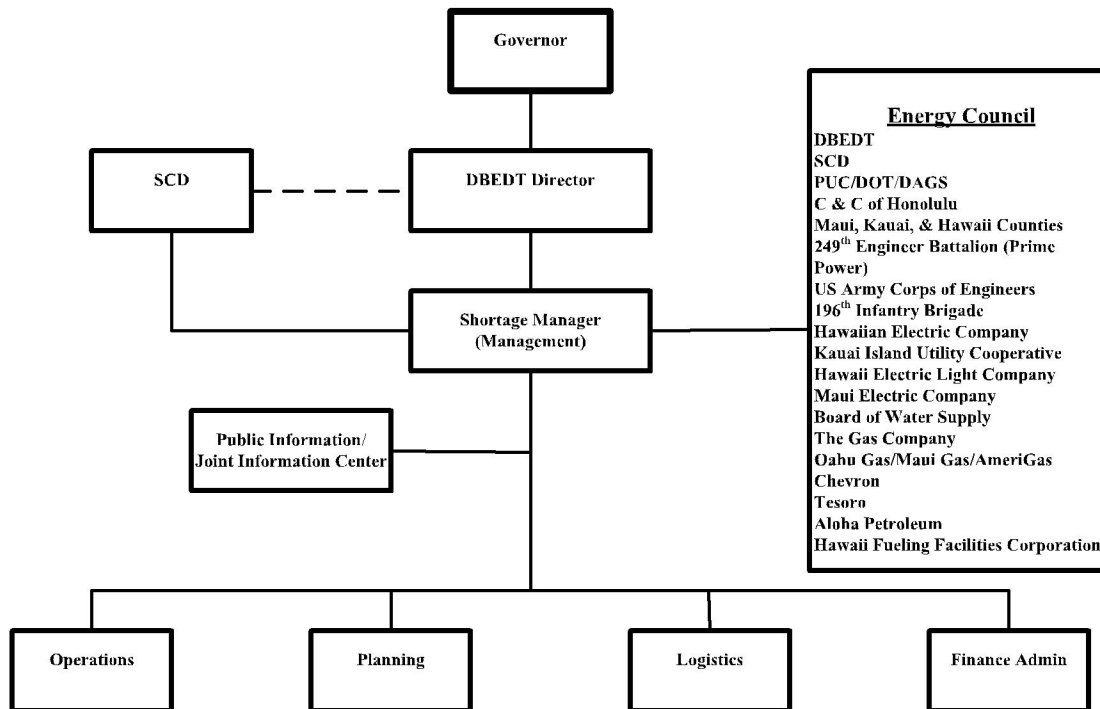
During a disaster or terrorism event State Civil Defense is the lead agency responsible for overall coordination of all activated Emergency Support Functions, to include ESF #12. DBEDT's SMC representative(s) respond to the State Emergency Operations Center to coordinate energy support needs between the State Emergency Operations Center and SMC staff.

During a global, regional, or local oil market supply disruption or shortage DBEDT's SMC acts as "lead agency" for such non-disaster related shortages. The SMC coordinates and implements the Fuels Set-Aside Program pursuant to a Governor's Declaration of an Energy Emergency and allocates fuel consistent with established priorities. State Civil Defense may function as a "clearing-house" for all State Government requests associated with public safety and emergency services. The SMC coordinates all Set-Aside requests from other eligible applicant categories.

Governor's Energy Emergency Preparedness Committee Membership	Energy Council Membership
Chair: DBEDT Director – State Agencies: ○ DBEDT ○ Attorney General ○ Public Utilities Commission ○ Health ○ Transportation ○ Human Services ○ Defense (HING) ○ Commerce & Consumer Affairs – Federal Agencies: ○ FEMA ○ U.S. DOE – Oil Refiners – Electric and Gas Companies – County Representatives – Coalition of Gasoline Dealers – Longshoreman's Union – Hawaii Government Employees Association	Chair: Energy Resources Coordinator, DBEDT – State Agencies: ○ ESF #1 Transportation ○ ESF #2 Communications ○ ESF #3 Public Works & Engineering ○ ESF #7 Resource Support – Federal Agencies: ○ NRF Reps for ESF #1, 2, 3, & 7 ○ U.S. DOE for ESF #12 ○ Defense Coordinating Officer – Oil Refiners – Electric and Gas Companies – County Representatives – Airlines

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

1. The organization structure of the Shortage Management Center for ESF #12 is shown below.



2. The Governor provides direction to the citizens of Hawaii and for all State government agencies during an energy emergency or shortage. The Governor may recommend voluntary energy conservation measures and may also declare an Energy Shortage and sign executive orders that implement mandatory conservation programs as deemed necessary, and as recommended by the DBEDT Director/ERC.
3. The DBEDT Director/ERC oversees the progressive implementation of the Energy Emergency Preparedness Plan. Based on information and analyses provided by the SMC staff, the Director recommends the enactment of appropriate energy demand reduction and shortage mitigation measures to the Governor.
4. State Civil Defense is the lead agency responsible for overall coordination of all activated ESFs. A DBEDT representative responds to the State Emergency Operations Center, and coordinates energy support needs between the State EOC and the SMC.
5. The DBEDT Director appoints the Shortage Manager whenever the SMC is activated. The Shortage Manager is responsible for direct supervision and operation of the SMC, ensuring that all appropriate functions are effectively staffed. When the Hawaii State Energy Council is convened, the Shortage Manager promotes inter-agency coordination at all levels of government, and facilitates management level coordination and

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

communication with industry groups. The Shortage Manager keeps the Chief Technology Officer/SID Administrator and DBEDT Director/ERC informed at all times.

6. The Energy Council (EC) functions as a multi-agency, multi-organizational coordinating group. The EC integrates into and provides support for all activated SMC functions, to include: member-agency policy information and clarification, direct coordination augmentation to operations function, critical situation and status information to the planning function, and material resources as appropriate in support of the logistics function. As a comprehensive coordinating group, the EC may provide constructive strategy and solutions to resolving both mid-term and prolonged energy shortages. Those involved must be cognizant of the need to communicate individually with oil companies on proprietary information in order to avoid any anti-trust issues.
7. The Public Information Officer is responsible for implementing the EEP Public Information Program. With the authorization of the Governor, DBEDT Director, Chief Technology Officer/SID Administrator, or Shortage Manager, the PIO can schedule media conferences and media releases. The PIO ensures that the information released to the general public is coordinated prior to the release with the Governor's Office, State Civil Defense, and affected Energy Council agencies and industry organizations. The PIO participates in joint information center activities that ensure consistent, coordinated media releases and information dissemination.
8. The SMC functional areas (Operations/Planning/Logistics/Finance-Administration) are made up of staff of the Strategic Industries Division of DBEDT. Other DBEDT staff and/or other support agencies' staff will assist, dependent upon the nature of the event).
9. Upon notification of an emergency requiring activation of the State Emergency Operations Center or other significant State response, the Shortage Manager will brief and consult with designated essential personnel, supporting agency representatives, and SCD to implement the Energy Emergency Preparedness Plan's Operating Guidelines, as appropriate, during the Verification, Pre-Shortage, Declared Energy Shortage, and Post-Shortage/Evaluation Phases of the energy emergency. That response may involve:
 - Other Emergency Support Functions (ESFs)
 - State Agencies
 - Non-State Agencies, including County governments
 - Federal Agencies
 - Private Industry
 - Military Units
 - Hawaii State Energy Council
 - Governor's Energy Emergency Preparedness Advisory Committee

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Actions

ESF #12 uses a phased response to an event that may cause an energy shortage.

Phase 1: Verification

This initial phase of a shortage event or response is activated when ESF #12 receives information that global or regional petroleum supplies may be disrupted to the extent that will negatively impact shipments to Hawaii, or that local events, such as a natural disaster or refinery or storage facility failure, may impair supply availability. ESF #12 will utilize the Energy Council network to verify to the extent possible the nature of the information received. Every effort is made to determine the nature of the event, potential impacts to the State's energy supply, and the likely duration of a potential shortage.

Phase 2: Pre-Shortage

This phase is activated when actions taken during the Verification Phase result in a determination that an impending shortage may be imminent and further preparations are warranted. Activation may be triggered by unpredictable supplies, market instability, rising prices for petroleum fuel, natural disaster, or local events that threaten availability. ESF #12 prepares for potential implementation of mitigation and conservation programs and measures, facilitates meetings with the Energy Council, and provides updates and recommendations to the Governor.

Phase 3: Declared Shortage

This phase is characterized by the Declaration of an Energy Emergency or Energy Shortage, pursuant to Chapter 125C, HRS, independent of or in addition to a disaster declaration by the Governor. The ESF #12 response is situation dependent and contingent on the severity of the shortage (mild, moderate to severe, or severe). ESF #12 activates the SMC, coordinates with State Civil Defense and the Energy Council, intensifies public information and outreach programs, assures there is adequate Set-Aside fuel for public safety, prioritized Emergency Support Functions as determined by State Civil Defense, critical services and industries, and institutes supply and demand intervention measures, as required.

Phase 4: Post-Shortage Evaluation

The final phase occurs when supplies are normalized and restored. Energy emergency response measures are suspended. Utilities and critical facilities are operational, global or regional supplies have been restored, and local production and distribution networks are functioning. ESF #12 recommends suspension of emergency response measures and stands down the SMC. ESF #12 will continue to analyze the situation to ensure sustainment of the energy network and develop a Corrective Action Plan based on lessons learned.

RESPONSIBILITIES

ESF Coordinator/Primary Agency: Department Research and Development

- Activate and sustain operation of appropriate components of the Hawaii Energy Emergency Plan pursuant to a Gubernatorial Proclamation or request from State Civil Defense.
- Recommend and implement supply and demand intervention measures.

Appendix 12 (Emergency Support Function #12, Energy) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Recommend the Governor declare an Energy Shortage and implement mandatory conservation programs.
- Serve as claimant for the State's emergency petroleum requirements to the DOE.
- Facilitate partnership planning with supporting ESFs, agencies, private utilities and energy providers.
- Maintain and update an ESF #12 Continuity of Government Operations (COGO) plan.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Coordinate State assistance as required.
Department of Accounting and General Services	• Prepare Governor's proclamations and executive orders, as required. • Assist in the preparation and execution of emergency contracts. • Provide legal opinions and services, as required.
Department of Commerce and Consumer Affairs	• Monitor and enforce price controls, as appropriate. • Assess the impact of the emergency upon the State.
Department of Defense (State Civil Defense)	• Coordinate requests for support and response efforts. • Coordinate the dissemination of emergency public information. • Advise the Governor on the need to implement State disaster assistance programs and request Federal assistance. • Coordinate the efforts of the supporting ESF agencies.
Department of Defense (Hawaii National Guard)	• Provide support to law enforcement agencies, as required. • Provide transportation services, as required. • Assist with debris clearance and emergency operations, as required. • Provide emergency electrical power and water purification support, as required.
Department of Transportation	• Support fuel transportation requirements. • Design and implement transportation policies to support contingency measures.

Appendix 13 (Emergency Support Function #13, Public Safety and Security) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i Police Department

Primary Agencies:

Hawai'i Police Department

Support Agencies:

Hawai'i County Civil Defense Agency
Prosecuting Attorney
Department of Agriculture
Department of Defense
(State Civil Defense)
Department of Defense
(Hawaii National Guard)
Department of Health
Federal Bureau of Investigation
U.S. Coast Guard, District 14
U.S. Transportation Security Administration

INTRODUCTION

Purpose

Emergency Support Function (ESF) #13 – Public Safety and Security coordinates and integrates County public safety and security resources and capabilities to support the County across the full spectrum of incident management activities for potential or actual disasters and emergencies.

Scope

Effective law enforcement is essential during emergencies or disasters to ensure protection of lives and property. ESF #13 provides a mechanism for coordinating federal-to-State and State-to-county support for law enforcement, public safety, and security operations. ESF #13 assesses public safety and security needs, and responds to requests, mission assignments, or tasks for law enforcement resources and planning/technical assistance as needed.

Policies

County, State, and specific Federal authorities each have the primary responsibility for public safety within their respective jurisdictions. Private-sector authorities have primary responsibility for security of their facilities. The County, State, Federal, Military, and private sector retain primary authority and responsibility for law enforcement and security activities within their respective jurisdictions.

The Hawai'i Police Department retains direction and control of the incident response when ESF #13 is activated. When directed, ESF#13 will integrate state and federal resources to support the county or, if required, County resources to support state and/or federal jurisdictions.

The Hawai'i Police Department serves as the ESF Coordinator for ESF #13. All support requests for ESF #13 are coordinated through the Hawai'i County EOC or ESF #5.

Appendix 13 (Emergency Support Function #13, Public Safety and Security) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF #13 activities may also include criminal investigative law enforcement activities for investigations related to any emergency, disaster, or terrorist acts or threats.

Hawaii Revised Statutes, §§ 128-10(11) and 128-15 will govern the interchange of all State law enforcement officers with jurisdictional limitations on the exercise of police officers by detail or transfer to the Hawai'i Police Department to serve as public safety officers, State law enforcement officers, or deputy sheriff officers (HRS § 353C-4), or to the Department of the Attorney General to serve as Attorney General Investigators (HRS § 28-11) whichever option is appropriate under the circumstances as determined by ESF #13.

This appendix does not usurp or override the policies and mutual aid agreements of the County, including the standing agreement that establishes the State Law Enforcement Coalition (SLEC). Law enforcement activities and criminal investigations are conducted in conformance with existing codes and statutes.

CONCEPT OF OPERATIONS

ESF #13 is activated when County law enforcement resources are overwhelmed by incident response, or lack the capability to respond to specific incident requirements. The Mayor or Hawai'i County Civil Defense Agency will request the required resources from State Civil Defense or the State EOC, if activated.

ESF #13 will coordinate with supporting agencies to obtain and deploy the required resources. Mission assignments or tasks will be issued by the Operations Section within the Unified Command Structure.

ESF #13 will coordinate with ESF #5 and ESF #20 to provide transportation support to the response force.

ESF #13 will coordinate with ESF #20 to provide National Guard assets when incident response overwhelms County and/or federal resources. National Guard assets will be deployed in support of and accompanied by sworn law enforcement officers.

ORGANIZATION

Hawai'i Police Department is responsible for enforcement of laws, traffic control, investigation of crimes, and other public safety activities within Hawai'i County's jurisdiction.

Hawai'i County participates in the State Law Enforcement Coalition (SLEC) which is a multi-agency committee comprised of representatives from the State law enforcement agencies, United States Coast Guard, State Civil Defense, National Guard, private security, and private sector companies. SLEC assembles and deploys response forces to support the counties upon request.

Appendix 13 (Emergency Support Function #13, Public Safety and Security) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

The location, jurisdiction, or type of incident will determine which primary agency serves as the lead for the SLEC Command Group.

Lead Agency	Type of Incident								
	Terrorist Incidents	Criminal Incidents/ Investigations	Incidents on State Property	Security Related Missions	Tactical Response Missions	Maritime Incidents on the Ocean	Recreational Harbor Incidents	Commercial Harbor Incidents	Airport Incidents
Department of the Attorney General	X	X							
Department of Land & Natural Resources						X	X		
Department of Public Safety			X	X	X				
Department of Transportation									
— Airports Division									X
— Harbors Division								X	

RESPONSIBILITIES

The Primary and Supporting Agencies assemble appropriate (pre-selected) staff at a designated location to support operations. The location may be at the County EOC, an alternate facility designated by HCDA, or a JFO.

ESF Coordinator/Primary Agency: Hawai'i Police Department

- Prepare to take the lead in coordinating or assisting in the performance of all functions under ESF #13.
- Provide representatives to the State Emergency Response Team for ESF #13.
- Provide a representative for the SLEC Command Group who has the requisite authority to serve in the position.
- Be prepared to take the lead of the Operations Section and/or Planning Section of the Unified Command.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Coordinate State and Federal resources, as needed.
Prosecuting Attorney	• Prosecute all violations of the law.
Department of Agriculture	• Be prepared to provide agricultural and food related technical support as needed. • Be prepared to help plan, prepare, and coordinate security needs during an agricultural or food related incident.

**Appendix 13 (Emergency Support Function #13, Public Safety and Security) to Annex H
(Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

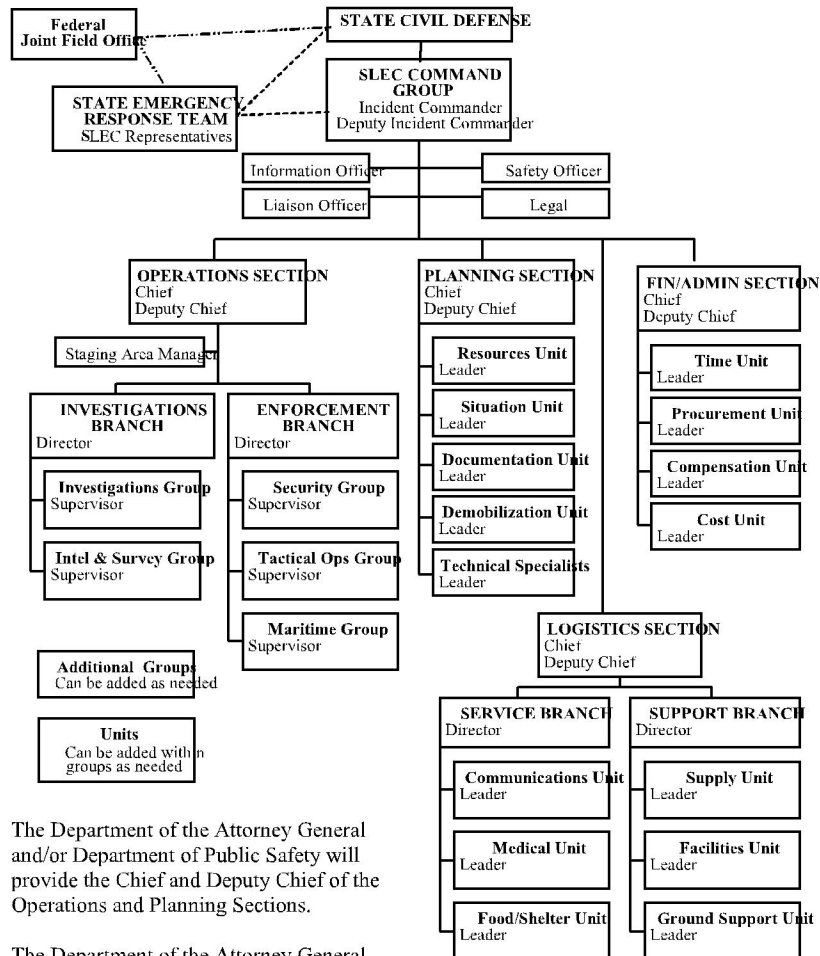
Agency	Functions
Department of Defense (State Civil Defense)	• Provide a representative for the SLEC Command Group who has the requisite authority to serve in the position. • Issue mission assignments and tasks for ESF #13. • Provide logistics support as needed by ESF #13. • Coordinate security for critical infrastructure and key resources. • Coordinate security for emergency shelter operations, SNS distribution, and civil disturbances through ESF #13 and ESF #20.
Department of Defense (Hawaii National Guard)	• Provide a representative for the SLEC Command Group who has the requisite authority to serve in the position. • Provide Quick Reaction Force and National Guard Reaction Force (NGRF) support, as required. • Provide DSCA support to augment county law enforcement agencies in accordance with existing plans. • Provide transportation and facility support, as required. • Provide WMD CST support and technical assistance, as required. • Provide CERFP support and technical assistance, as required.
Department of Health	• Be prepared to provide health related technical support as needed. • Be prepared to help plan, prepare, and coordinate security needs during a public health emergency, distribution of the Strategic National Stockpile, Chempack, or other health related incident. • Be prepared to give technical assistance regarding the ease of transmissibility and the lethality of any communicable or dangerous disease during any quarantine and participate in identifying, determining, and providing direction regarding the amount of force that is reasonable to enforce quarantine if ESF #13 is called upon to enforce quarantine.
Federal Bureau of Investigation	• Serves as lead federal agency for criminal and/or terrorist – related investigations. • Serves as the lead federal agency in support of the FBI/Joint Terrorism Task Force.
US Coast Guard, District 14	• Serves as the lead federal agency for criminal investigations involving maritime incidents.

**Appendix 13 (Emergency Support Function #13, Public Safety and Security) to Annex H
(Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

Agency	Functions
US Transportation Security Administration	• Provides screening detection and protection of travel in and out of the State of Hawaii. • Provides, on request, explosive detection resources to State and county law enforcement agencies.

**Appendix 13 (Emergency Support Function #13, Public Safety and Security) to Annex H
(Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

SAMPLE ESF #13 ICS STRUCTURE



Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i County Planning Department

Primary Agencies:

Hawai'i County Civil Defense Agency
Department of Research and Development

Support Agencies:

Office of the Mayor
Corporate Counsel
Finance Department
Office of Housing & Community Development
Hawaii Police Department
Department of Public Works
Department of Agriculture
Department of Commerce and Consumer Affairs
Department of Education
Department of Health
Department of Human Services
Department of Labor and Industrial Relations
Department of Land and Natural Resources
Department of Taxation
Hawaii Community Development Authority
Hawaii Housing Finance and Development Corporation
U.S. Small Business Administration
U.S. Army Corps of Engineers
Pacific Disaster Center
American Red Cross

INTRODUCTION

Purpose

Emergency Support Function (ESF) #14, Long-Term Community Recovery, establishes the policy and procedures that will be used to facilitate the return to normalization of communities once an incident is stabilized. ESF #14 coordinates the County's, non-governmental organizations' (NGOs), and the private sector's recovery actions to include identifying available programs and resources designed for or focused on long-term community recovery.

Scope

ESF #14 is applicable to all households and business that are directly impacted by the incident and to businesses that are indirectly impacted by the incident. Activities that may fall under ESF #14 include those actions taken by incident victims that begin the process of rebuilding homes, replacing property, resuming employment, and restoring businesses. Recovery activities also include repairing, rebuilding, or relocating public infrastructure. All activities or actions taken under ESF #14 will comply with General Plan and the Multi-Hazard Mitigation Plan.

Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

POLICIES

- All long-term recovery actions must focus on permanent restoration of infrastructure, housing, and the economy and must also be based on, and compatible with, both the General Plan and the Multi-hazard Mitigation Plan.
- ESF #14 will coordinate recovery assistance among the levels of government, the private sector, and private citizens until the recovery is completed.
- Only dwellings and businesses directly impacted by the incident will be eligible for assistance through ESF #14. Businesses indirectly impacted by the incident may be eligible for assistance through ESF #14.
- ESF #14 will follow the strictest building code standards in regards to repairs to critical infrastructure to mitigate future incident impacts. (e.g., in repairing hospitals or emergency operations centers to mitigate for future seismic or hurricane risk).
- Economic policy-making and economic stabilization activities that are not in the General Plan are beyond the scope of ESF #14.

CONCEPT OF OPERATIONS

ESF #14 is responsible for returning communities to pre-incident conditions. To accomplish this task ESF #14 will use the General Plan and the Multi-Hazard Mitigation Plan as the basis for all actions. ESF #14 will focus on these areas: returning residents to permanent housing, facilitating the return of normal business activity (with an emphasis placed on major revenue generating industries such as tourism), and repairing infrastructure (with an emphasis on hazard mitigation). ESF #14 will only provide assistance support to persons and businesses directly impacted by the incident. The goal is the return of normalcy as quickly as possible. To reach the goal some ESF #14 tasks must begin pre-incident. Specifically, each County Department and Agency needs to prepare a continuity of operations plan (COOP) and businesses, especially businesses that control or operation critical infrastructure and key resources, should be encouraged to develop a COOP. Additional actions included in ESF #14 include:

- Establishing procedures to integrate pre-incident risk assessment and planning into post-incident recovery and mitigation efforts.
- Determining recovery priorities based on community assessments.
- Assessing the social and economic consequences in the impacted area to identify specific long-term community and coordinating multi-agency efforts to address long-term community recovery issues.
- Providing technical assistance to response activities.
- Conducting comprehensive market disruption and loss analysis and developing a long-term recovery plan for the affected community.
- Identifying appropriate government programs and agencies to support implementation of the recovery plan.
- Avoiding duplication of assistance.
- Coordinating program application processes and clarifying policy and program issues.
- Identifying and assigning responsibilities for recovery activities.

Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

A developed, coordinated, resourced, and trained Continuity of Operations Plan (COOP) is the key to short-term and long-term recovery following an incident that reaches the disaster level. As the first process in COOP planning, individual County departments and agencies will determine their essential functions and assess their ability to provide these essential functions during an incident. The County Government's ability to provide essential services without prolonged interruption is a key component to returning to normalcy. Following an incident, the County's departments and agencies will initiate their COOP and conduct damage assessments of properties under their control and/or jurisdiction. County departments and agencies will provide an assessment or an estimate of the capabilities of critical infrastructure sectors that they may interact with, i.e., agricultural sector, public health, transportation, energy, etc. These assessments or estimates will be reported to the County EOC (ESF #5) to determine whether or not ESF #14 should be established. ESF #14 will take the lead in short-term and long-term recovery efforts until the County of Hawaii returns to a condition equivalent to a pre-incident level.

Short-Term and Long-Term Recovery Activities

Initial and short-term recovery activities focus on the safety and welfare of the affected community and restoration of essential services to include:

- Coordinating and conducting initial damage assessments to facilitate decision making and to establish priorities.
- Coordinating the restoration of essential public services, utilities, and facilities (e.g., removal of debris from emergency routes, emergency repairs to hospitals and public safety facilities).
- Recovery of visitor industry services (temporary visitor accommodations).
- Coordinating temporary housing for disaster victims.
- Estimating the economic impact on the affected communities.

Long-term recovery efforts focus on redeveloping communities and restoring the economic viability of disaster areas, including:

- Coordinating and integrating the resources and assistance programs of voluntary agencies and other community-based organizations.
- Restoring and making permanent repairs to public infrastructure damaged in the disaster.
- Reestablishing an adequate supply of permanent housing, including affordable housing.
- Restoring the economic base of disaster-impacted communities, including the loss of jobs, businesses, and infrastructure.
- Identifying hazard mitigation opportunities and implementing long-term hazard mitigation plans, projects and measures (e.g., land use plans, hazard-zone restrictions and building codes).

Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

RESPONSIBILITIES

The primary and supporting departments or agencies will assemble appropriate (pre-selected) staff at a designated location to support ESF #14 operations. The location may be the County EOC or another location based on the incident. The activation of ESF #14 may not occur during initial incident response.

ESF Coordinator/Primary Agency: Planning Department

- Provide zoning clarification for community planning and recovery.
- Provide building code information for reconstruction and new construction projects.
- Ensure all reconstruction and new construction projects comply with the General Plan.
- Approve construction of temporary housing that complies with federal standards.

Primary Agency: Hawai'i County Civil Defense Agency

- Coordinate development of strategies and plans to address housing (temporary and reconstruction), contaminated debris management, decontamination and environmental restoration, restoration of public facilities/infrastructure, restoration of the business and agricultural sectors, and short- and long-term economic recovery.
- Coordinate dissemination of information on State and Federal emergency assistance programs.
- Coordinate and administer Federal, individual, and public assistance programs.
- Coordinate and administer recovery and mitigation grant programs.
- Coordinate assessment and revision of existing risk analysis and mitigation plans. Provide technical assistance in infrastructure damage assessments, continuity of government services, and risk management (State insurance policies).
- Activate and stage Preliminary Damage Assessment (PDA) teams to identify and document the impact and determine response requirements.
- Determine the need for and coordinate joint preliminary damage assessments.
- Provide periodic damage assessment training opportunities for County personnel and maintain damage assessment forms and guidelines to use following disaster events.

Primary Agency: Department of Research and Development

- Gather and analyze information from County authorities and State departments to determine the economic impact on the community, identify remediation options, and to develop priorities of work.
- Provide demographic information about the disaster area.
- Provide technical assistance for economic recovery and growth assistance
- Develop strategies and plans to support restoration of the tourism and business sectors.
- Assist businesses, agriculture and non-agriculture, in reestablishing operations following the incident.
- Assess the impact on the visitor industry.
- Coordinate tourism promotion, marketing, and development.

Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Support Agencies

Participate in planning efforts for areas of agency expertise, and provide program assistance and expertise as appropriate and in coordination with other ESF departments and agencies.

Agency	Functions
Office of the Mayor	• Provide policy guidance. • Approve priority of reconstruction projects.
Corporate Counsel	• Ensure all projects comply with existing laws and statutes • Conduct or assist in the investigation of potential/reported fraud associated with disaster assistance. • Ensure appropriate measures are in force to provide consumer protection during emergency response and recovery operations
Finance Department	• Coordinate identification of appropriate government programs to support implementation of long-term community recovery plans and gaps under current authorities and funding. • Identify programs, waivers, funding levels, requests for additional authorities, and possible new legislation needed to address identified program gaps. • Coordinate implementation of recommendations for long-term community recovery with appropriate government agencies if recommendations include program waivers, supplemental funding requests, and/or legislative initiatives.
Office of Housing and Community Development	• Ensure special needs population (economically disadvantaged) requirements are included in reconstruction. • Ensure special needs population has the opportunity to participate in reconstruction.
Hawai'i Police Department	• Assess damage and coordinate repairs to correctional facilities. • Provide inmate worklines, as required. • Provide support to the Hawaii Correctional Industries, as required.
Department of Public Works	• Provide technical assistance in transportation planning, engineering, and transportation assistance programs. • Provide expertise in private-sector capabilities and services. • Provide coordination with private-sector transportation organizations.
Department of Agriculture	• Provide emergency agriculture loans, as required. • Provide technical assistance to evaluate damage to the agricultural sector and resource conservation. • Provide support to inspect and coordinate repairs to agricultural reservoirs and irrigation systems.
Department of Public Works	• Identify long-term repair projects in accordance with the General Plan and the Multi-hazard Mitigation Plan and either conduct the repair or prepare a contract for the repair.

Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Commerce and Consumer Affairs	• Investigate insurance and consumer protection related complaints. • Provide assistance to facilitate the recover and operation of regulated industries. • Provide listings of licensed contractors and authorized vendors.
Department of Education	• Provide alternate sites for education of displaced students. • Coordinate transportation requirements for displaced students with ESF #1.
Department of Health	• Provide expertise on long-term health and medical concerns. • Coordinate delivery of mental health and crisis counseling services to disaster victims. • Provide for technical assistance and support planning for contaminated debris management and environmental remediation.
Department of Human Services	• Assess the incident's impact on residents receiving social benefits and services from the State. • Coordinate with county human services departments to ensure continued delivery of public assistance and human services programs. • Coordinate Disaster State Nutrition Assistance, emergency housing, and outreach activities.
Department of Labor and Industrial Relations	• Establish temporary unemployment compensation and employment offices in disaster areas, as required. • Provide employment information regarding labor and unemployment. • Assist in solving special employment problems brought about by the disaster. • Administer the federal program for Disaster Unemployment Assistance. • Assist with post-disaster special employment efforts, problems, and issues.
Department of Land and Natural Resources	• Provide technical advice on repair and preservation of historical property/artifacts. • Provide personnel to serve on Damage Assessment and Hazard Mitigation teams to provide expert advice with respect to losses and repairs for public historical sites and artifacts. • Provide natural and cultural resources expertise. • Coordinate technical and financial assistance for emergency watershed protection.
Department of Taxation	• Provide tax policy and technical assistance, as required.

**Appendix 14 (Emergency Support Function #14, Long-Term Community Recovery) to
Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

Agency	Functions
Hawaii Community Development Authority	• Assess the impact to publicly owned properties under HCDA jurisdiction
Hawaii Housing Finance and Development Corporation and the Office of Housing and Community Development	• Coordinate development and construction of housing for low- and moderate-income households, elderly, and special needs groups impacted by the disaster.
American Red Cross	• Provide mass care services. • Provide individual immediate and long-term family services. • Provide health and mental health services and referral support.
Pacific Disaster Center	• Provide modeling to assess socio-economic impacts. • Provide GIS support, as required.
US Small Business Administration US Small Business Administration (continued)	• Provide long-term loan assistance to eligible homeowners, renters, businesses, and non-profit organizations for repair, replacement, mitigation, relocation, or code-required upgrades of incident-damaged property. • Provide loan assistance to small businesses to address adverse economic impact due to the incident.
US Army Corps of Engineers	• Assess the impact to flood control works and dam safety in accordance with Public Law 84-99 (Flood Control and Coastal Emergency Act), as amended. • Provide public works and engineering technical assistance.

Appendix 15 (Emergency Support Function #15, External Affairs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Mayor's Office

Support Agencies:

All County Departments and Agencies

Primary Agency:

Hawai'i County Civil Defense Agency
Hawai'i Fire Department
Hawai'i Police Department
Department of Public Works

INTRODUCTION

Purpose

Emergency Support Function (ESF) #15, External Affairs, establishes the policy and procedures for disseminating public information during all phases of emergency management. ESF #15 also establishes the policies and procedures for establishing and conducting relations with foreign governments and other American governmental agencies during the response and recovery phases of emergency management.

Scope

ESF #15 is applicable to all jurisdictions operating within the County of Hawai'i. The intent is to provide a coordinated message to the public and interested parties (news media, foreign governments, etc.) through a Joint Information Center (JIC).

ESF #15 provides support for four essential functions:

- Emergency public information
- Community Relations
- Legislative affairs
- County and State coordination

Policies

The Office of the Mayor's Public Relations Staff oversees community relations efforts using web-based communications, public service announcements, print and video information materials, events, and all other external communications.

HCCDA will provide the initial emergency public information based on available information. Subsequent emergency public information will be coordinated by ESF #15 and then disseminated by the most appropriate methods.

Appendix 15 (Emergency Support Function #15, External Affairs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

For Type 5 incidents, the external affairs activities of County, State, and Federal departments and agencies operating within Hawai'i County's jurisdiction will be the responsibility of those respective departments and agencies and will not require coordination with ESF #15.

The Office of the Mayor's Public Relations Staff is responsible for all interface with legislative bodies. The information provided will be coordinated through the JIC to ensure a coordinated message consistent with public information and community relations efforts.

In the event that the County is unable to fulfill its responsibility to provide the public with health and safety information, the State may provide relevant messages to Hawai'i County residents.

External affairs resources are coordinated by the ESF #15 through the County Joint Information Center (JIC).

ESF #15 primary and support agencies will provide staff public relations staff to fill JIC positions in accordance with the standing operating procedures for ESF #15 and Annex C, Public Information, the Hawai'i County Emergency Operations Plan.

Messages produced by ESF #15 personnel will follow the Joint Information Systems model as outlined in the National Response Framework (NRF).

In the event of a Presidential Declaration within the State of Hawaii, the State Coordinating Officer (SCO) will work with the Federal Coordinating Officer (FCO) and/or the Principal Federal Official (PFO) to ensure that the State's external affairs efforts are coordinated with the Federal external affairs efforts. Hawai'i County's JIC will provide input to this message if Hawai'i County is affected by the declaration.

ESF #15 operations may transfer from the County EOC to the State Field Office (SFO) or Federal Joint Field Office (JFO), if established. When the SFO and/or JFO stand down, ESF #15 operations will transfer back to the County JIC.

No member of the Media, credentialed or un-credentialed, will be allowed in the EOC during video teleconferences (VTC) with the State Civil Defense or Hawai'i County Organizations, or when meetings are being held in the EOC regarding current or future operations.

CONCEPT OF OPERATION

ESF #15 operations are performed in three phases: Preparedness, Response, and Recovery.

- **Preparedness.** ESF #15 implements a comprehensive multi-media emergency information program which places an emphasis on family preparedness through coordinated print and broadcast outlets as well as press conferences and briefings.
- **Response.** ESF #15 publicizes, through the media, response activities that directly impact or benefit affected communities. Publicized activities can include: the location of shelters and feeding stations, the location of comfort stations, boil water orders, road closure information, school and office closing information and environmental hazards.

Appendix 15 (Emergency Support Function #15, External Affairs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- **Recovery.** ESF #15, working in conjunction with the County EOC, responds to media inquiries for damage assessment statistics and estimates. In coordination with the FEMA, the ESF #15 publicizes the status of any emergency or disaster declarations, the types of assistance available to emergency-disaster victims and the recovery center locations. When requested, ESF #15 staff will support a State Field Office or federal Joint Field Office operation.

The Mayor of the County of Hawaii or the Civil Defense Administrator may activate ESF #15. Depending on the severity of the incident, the County EOC may establish a JIC that functions as the principal source for public information.

ESF #15 will assume all external affairs activities once activated.

The nature and magnitude of the incident will determine the type of information that must be disseminated, to whom the information is directed, and the frequency of information dissemination.

If a JIC is established, it will be at a different location than the incident command post, emergency operation center, and/or multi-agency coordination center.

The JIC will:

- Synthesize input from all affected jurisdictions and/or organizations to present an accurate and coordinate message to the public.
- Schedule and conduct official press briefings and situational updates.
- Establish communications with the consulates of Countries that have citizens affected by the incident.
- Schedule, coordinate, and conduct field tours of the impacted area for the media.

RESPONSIBILITIES

The primary and supporting departments or agencies assemble appropriate (pre-selected) staff at a designated location to support operations. The location may be the County EOC, County JIC, State Field Office, or federal JFO.

ESF Coordinator/Primary Agency: Office of the Mayor

- Oversees media relations (to include media monitoring).
- Coordinates emergency public information activities to ensure consistency and accuracy of information released to the general public through the County Joint Information Center (JIC).
- Coordinates information-sharing amongst all agencies involved in the incident management.
- Notifies support agencies to staff ESF #15 in the event of a declared disaster
- Establishes and maintains the County JIC and media center.
- Establish contact with legislators representing affected areas to provide information on the incident.
- Respond to State legislative and Congressional inquiries.

Appendix 15 (Emergency Support Function #15, External Affairs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Provide escort and itinerary support for Legislative and Congressional visits.
- Provide additional public affairs support, when needed.
- Establishes priorities for external communications.
- Approves and schedules County press conferences.
- Augments ESF #15 staffing, as appropriate.

Primary Agency: Hawai'i County Civil Defense Agency

- Broadcast county-specific EAS messages.
- Coordinates County JIC activities. Coordinate emergency public information activities to ensure consistency and accuracy of information released to the general public.
- Coordinate with community leaders and neighborhood advocacy groups to assist in the rapid dissemination of information.
- Coordinate information-sharing amongst all agencies involved in incident management.
- Disseminate information with assistance of County and state agencies.

Primary Agency: Hawai'i Fire Department

- Provide Public Information Officer to the JIC.
- Ensure HFD message is incorporated into public information.
- Assume lead role in JIC as required.

Primary Agency: Hawai'i Police Department

- Provide Public Information Officer to the JIC.
- Ensure HPD message is incorporated into public information.
- Assume lead role in JIC as required.

Primary Agency: Department of Public Works

- Provide Public Information Officer to the JIC.
- Ensure DPW message is incorporated into public information.
- Assume lead role in JIC as required.

Support Agencies

Agency	Functions
All County Departments and Agencies	• Provide staff and support for ESF #15 functions, as required. • Provide community relation support, as required. • Coordinate departmental media releases through ESF #15. • Perform Joint Information Center (JIC) staffing tasks, as required.

Appendix 16 (Emergency Support Function #16, Special Needs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Office of Aging

Primary Agency:

Department of Health (state)

Support Agencies:

Hawai'i County Civil Defense Agency
Hawai'i Fire Department
Immigration Information Office
Mass Transit Agency
Office of Housing and Community Development
Parks and Recreation
Hawai'i Police Department
Department of Education
American Red Cross

INTRODUCTION

Purpose

Emergency Support Function (ESF) #16, Special Needs, defines special needs populations, establishes emergency response roles, and assigns responsibilities for assisting special needs and other vulnerable population groups to County Organizations during the preparation, response and recovery phases of emergency management.

Scope

There is no absolute definition of the population of individuals with disabilities or special healthcare needs within the context of County planning initiatives. However, the population can be described, rather than defined, by its needs in the event of an emergency or disaster and can be clustered by their level of independence and need for health or medical support.

The special needs and vulnerable population groups, however, include individuals with physical, mental, sensory, cognitive, socio-economic (including homeless), or any other circumstance creating barriers to understanding or the ability to act/react as requested during an incident. This population also includes persons who:

- Are ethnically and culturally diverse.
- Have limitations or are unable to read or understand English.
- Have reduced or no ability to speak, see or hear.
- Have limitations in learning and understanding.
- Are elderly and unable to adequately provide for themselves during incidents.
- Are young and do not have family or their family is not capable of meeting their needs during an incident.
- Are mentally or physically disabled and require constant care.
- Have either a temporary or permanent health issue that requires specialized or constant care.

Appendix 16 (Emergency Support Function #16, Special Needs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Policies

- Support to special needs activities and services will be provided without regard to economic status or racial, religious, political, ethnic, or other affiliation.
- The County of Hawai'i will not assume the care or the responsibility for special needs persons during an incident. The County of Hawai'i will take reasonable steps to provide space requirements, sources of power for specialized equipment, and assistance to the primary care givers of special needs persons.
- ESF #16 recommends evacuation priorities for critical special health needs residents and provides risk communications for vulnerable population groups.

CONCEPT OF OPERATIONS

ESF #16 assistance is managed and coordinated at the lowest possible level.

Effective response during an incident requires that persons with special needs be identified before an incident occurs. Once identified the magnitude of required care can be determined and a plan and procedures can be developed.

Initial response activities are focused on immediate needs of people who require assistance with public information, incident alert and warning, evacuation, and temporary emergency sheltering.

Office of Aging staff elements will assume the role and responsibility for ESF #16 and will coordinate with support agencies as needed. ESF #16 operations will be performed in parallel with other ESF activities. ESF #16 will coordinate with ESF #6, Mass Care, to provide for the care of the special health needs and vulnerable population groups.

ESF #16 will provide (a) representative(s) to the County EOC and/or Joint Field Office (JFO) when a federal disaster declaration authorizes "Individual Assistance."

ESF #16's priority is to alert, warn, evacuate, and provide appropriate emergency shelter facilities for persons with special healthcare needs and to other vulnerable groups. Presently, the County has limited capabilities and facilities to support the special healthcare needs population groups. Therefore, special healthcare needs population groups must be prepared to provide for their own care and nutrition requirements when seeking shelter in a County sponsored congregate shelter.

Outreach efforts to the vulnerable populations, disability organizations, care facilities, patient educators, and health associations will provide preparedness information. Outreach messages encourage these groups to:

- Develop plans to shelter in place or report to a designated shelter.
- Organize a support network to assist them at home, shelter, and work.
- Develop plans to provide specialized transportation and assistance to travel from their home to appropriate shelters.

Appendix 16 (Emergency Support Function #16, Special Needs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Create and bring their own disaster supply kit, which includes any required medication and specialized equipment (i.e., oxygen, wheel chair, etc.), with them.

RESPONSIBILITIES

ESF COORDINATOR/Primary Agency: Office of Aging

- Coordinate the integration of special needs population planning into County policies and plans.
- Coordinate the development and distribution of warning messages for special needs population groups.
- Coordinate the acquisition and distribution of resources to support special health needs emergency shelters.
- Support education programs and provide outreach messages to inform the special needs/vulnerable population and caregivers of preparedness procedures and response actions.
- Coordinate the inspection of possible shelter sites and the development of memorandums of agreement to utilize facilities as shelters.
- Coordinate the warning, evacuation, and sheltering of special health needs population groups with ESF #5 (Emergency Management), ESF #6 (Mass Care), and ESF #15 (External Affairs).
- Establish an advisory group with representation from selected support agencies to assist in risk communications, evacuation, and sheltering of vulnerable population groups.

ESF Primary Agency: State Department of Health

- Staff Special Needs shelters when requested.
- Coordinate medical care required as a result of the incident for the affected Special Needs population.
- Establish Special Needs triage system in order to facilitate movement of special needs persons to the appropriate facility based on their medical care requirements.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Facilitate Multi-agency Coordination System (MACS) to address special needs population requirements.
Hawai'i Fire Department	• Provide EMS, as required
Immigration Information Office	• Reach out to special needs population to identify requirements. • Work requirements through the MACS.
Mass Transit Agency	• Support special needs population's transportation requirements, as requested.

Appendix 16 (Emergency Support Function #16, Special Needs) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Office of Housing and Community Development	• Reach out to special needs population to identify requirements. • Work requirements through the MACS.
Parks and Recreation	• Reach out to special needs population to identify requirements. • Work requirements through the MACS.
Hawai'i Police Department	• Assist with locating and identify special needs populations.
Department of Education	• Identify emergency power needs for DOE facilities that are designated as public emergency shelters. • Assist in the retrofit and equipping of designated shelters at public schools. • Assist in the expeditious opening of designated DOE facilities that serve as emergency shelters, and special health needs shelters, including pet friendly shelters.
American Red Cross	• Provide food, clothing, emergency shelter assistance, crisis counseling, referrals, and other services, as required. • Assist with training individuals and caregivers that furnish support services to the special needs population.

Appendix 17 (Emergency Support Function #17, Tourist Sheltering and Evacuation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i County Civil Defense Agency

Primary Agencies:

Department of Research and
Development

Support Agencies:

Office of the Mayor
Corporate Counsel
Mass Transit Agency
Hawai'i Police Department
Department of Public Works
Planning Department
Department of Defense
(Hawaii National Guard)
Department of Health
Joint Task Force – Homeland Defense
Department of Transportation
American Red Cross
Hawaii Hotel and Lodging Association
Hawaii Hotel Visitors and Security
Association

INTRODUCTION

Purpose

Emergency Support Function (ESF) #17, Tourist Sheltering and Evacuation, establishes the policy and procedures for ensuring the safety of non-residents during an incident that may require all of or a portion of the County of Hawai'i to evacuate from their homes/temporary dwellings and seek shelter in a congregate care facility.

Scope

ESF #17 is applicable to any incident within the County of Hawai'i when Annex E, Evacuation/Shelter-in-Place, and ESF #6, Mass Care, are activated and the evacuation area includes one or more hotels/resorts. The visitor industry is a significant contributor to Hawaii's economy, visitor expenditures account for approximately 21% of the State's Gross Domestic Product. According to visitor statistics, there are approximately 160,000 visitors in the State on any given day.

Policies

Shelter-in-Place is the preferred method for hotel/resort guests. To enable hotel owners and operators the opportunity to shelter their guests, Hawai'i Statutes provide the Director of Civil Defense the authority to designate hotel facilities to serve as private emergency shelters. These private shelter facilities must meet the State hurricane shelter criteria guidelines established by the Director of Civil Defense.

The limited shelter capacity available within Hawai'i County's jurisdiction will be filled based on these priorities:

Appendix 17 (Emergency Support Function #17, Tourist Sheltering and Evacuation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

1. Special Needs Population (Resident and Non-resident).
2. Big Island Residents.
3. Visitors.

Shelter Managers have the authority to exceed stated shelter capacity during incident impact when necessary to save lives or prevent injury.

Repatriation of foreign visitors will not take place during initial incident response. The decision to begin repatriation will be made once the incident is stabilized and enters the recovery phase of emergency management.

Hawai'i County is responsible for developing evacuation plans, establishing protocols, and ordering evacuation of Big Island residents and visitors.

CONCEPT OF OPERATIONS

Tourism generates a significant portion of Hawai'i County's income. Hawai'i County cannot afford negative publicity associated with not taking care of tourists during an incident that requires evacuation of one or more hotels/resorts. Visitors present special challenges in that they are not familiar with the area, evacuation plans, or evacuation procedures. The hotels/resorts have the primary responsibility for the safety of their guests during an incident. Hotels/Resorts also have better facilities than what the County can offer when it comes to sheltering visitors during an incident. Better facilities combined with the fact that the South Kohala and North Kona Districts do not have enough shelter space to accommodate residents in the event of a compulsory evacuation make it imperative that hotels/resorts develop a plan for taking care of their guests during an incident. Visitors will probably not have any emergency supplies and may have language and cultural barriers. They may have special medical needs, disabilities, and mobility impediments that must be addressed. Hotels/Resorts should prepare to shelter guests when an imminent threat to public safety occurs from a natural or man-made hazard, the Hawai'i County Civil Defense Agency or Unified Command, in collaboration with the visitor industry, will determine whether shelter-in-place or tourist evacuation to safe destinations is the appropriate action. The visitor industry, i.e., hotels, airlines, shopping centers, and cruise ships, should review the County Emergency Operations Plan and then prepare their Emergency Response Plans and then make basic preparations for hazards that may impact Hawai'i County. When an incident does impact a hotel/resort the facility should take the appropriate actions in accordance with their plans and communicate these intentions and actions to the Hawai'i County Civil Defense Agency.

The Hawai'i County Civil Defense Agency will implement the following pre-disaster initiatives:

- Support mutual assistance and emergency preparedness planning with visitor and transportation industry representatives.
- Develop and maintain tourist evacuation and hotel sheltering plans.
- Identify capabilities and shortfalls that require assistance from other agencies or organizations.

Appendix 17 (Emergency Support Function #17, Tourist Sheltering and Evacuation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Develop and maintain risk communications plans that address hazard awareness and evacuation procedures on resort information channels, print media, and intranet home pages.

When activated, ESF #17 works collaboratively with ESF #1 (Transportation), ESF #5 (Emergency Management), ESF #6 (Mass Care), and ESF #16 (Special Needs) to:

- The extent possible, provide information on registered hotel guests in affected areas to identify their location and physical condition. This information may be requested by national and foreign diplomatic agencies.
- Utilize the American Red Cross Safe and Well website to account for visitors in the affected area and notify families and friends of their status, as required.
- Coordinate the relocation of visitors to other safe vacation destinations in State if feasible.
- Evacuate visitors when necessary and provide for their emergency sheltering and special medical health needs.
- Reunite families and friends and return the visitors to their homes.
- Coordinate return of visitors to international destinations.

Because of its capabilities in EOC operations, HCCDA will serve as the coordinator and a primary agency for ESF #17 activities. The Department of Research and Development will serve as primary agency due to its capabilities, emergency preparedness plans, and day to day relationship with the visitor and travel industries.

The private sector plays a key role in providing available resources in support of ESF #17.

RESPONSIBILITIES

ESF Coordinator/Primary Agency: Hawai'i County Civil Defense Agency

- Establish communications with R&D (provide public information and receive estimates on current number of visitor arrivals and departures).
- Maintain communications with the Hawaii Hotel Visitors and Security Association (HHVISA). The EOC will receive assessments on facilities and visitor conditions and provide public information.
- Support ESF #5 and the State Department of Transportation in establishing an evacuation incident management team to be situated at the Kona International Airport at Keahole.
- If the situation permits, send a liaison for ESF #5 to the Kona International Airport at Keahole EOC to support the State Department of Transportation's tourist evacuation operations.

ESF Primary Agency: Department of Research and Development

- Send liaison to the County EOC.

Appendix 17 (Emergency Support Function #17, Tourist Sheltering and Evacuation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Establish and maintain communications with the Hawaii Hotel and Lodging Association (HHLA), HHVISA EOC, Hawaii Visitors and Convention Bureau, and island visitor bureaus to obtain an estimate of conditions, capabilities, requirements, and damage to hotel properties and other related visitor industry capabilities.
- Maintain communications with the Governor's Liaison to Tourism.
- Provide a representative to the State Department of Transportation Evacuation Incident Management Team at the Kona International Airport at Keahole EOC, when requested.
- Coordinate with the HHLA and maintain an estimate of hotel and visitor conditions including requirements for evacuation and sheltering.
- Coordinate transportation requirements through ESF #1 and ESF #5.
- Coordinate food and shelter requirements through ESF #5, ESF #6, and ESF #11, Agriculture and Natural Resources.

Support Agencies

Agency	Functions
Office of the Mayor	• Declare Emergency. • Authorize evacuation.
Corporate Counsel	• Provide legal assistance in the evacuation and repatriation of visitors, as required. • Provide assistance, as requested, in the evacuation or repatriation of foreign visitors who have lost their identification/ passports.
Mass Transit Agency	• Maintain communications with HTA Command Center; gather and disseminate information, as directed. • Maintain communications with visitor industry businesses and members of the organizations, as directed. • Assist ESF #1 and ESF #5 with ground evacuation of visitors to and from island airports, when required.
Hawai'i Police Department	• Provide evacuation route security. • Provide crowd control, as required.
Department of Public Works	• Provide debris clearance and debris removal assistance of high priority areas through ESF #3 as required.
Planning Department	• Coordinate the conduct of damage and safety inspections of hotels through ESF #3, as requested.
Department of Defense (Hawaii National Guard)	• Provide support to ESF #13 for the security, evacuation and sheltering of visitors, as required. • Provide transportation to evacuate visitors and response personnel and distribute resources, as required. • Provide air traffic control support, as required. • Provide debris removal assistance to facilitate response operations, as required.

Appendix 17 (Emergency Support Function #17, Tourist Sheltering and Evacuation) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Health	• Provide medical support to visitors through ESF #8, as required. • Establish and maintain communications with the Centers for Disease Control, Quarantine Station, Honolulu International Airport.
Department of Transportation	• Provide an estimate of transportation facilities i.e. airports, harbors, and highways) through ESF #1. • Establish and maintain communications with the State EOC or SERT Organization, when requested. • Establish and maintain communications with airline and maritime industries to identify capabilities and requirements. • Establish evacuation incident management teams to coordinate tourist evacuations at all commercial airports. • Coordinate transportation for the evacuation of visitors through ESF #1. • Coordinate shelter requirements for those visitors stranded in State transportation terminals through ESF #5, #6 and #16.
Joint Task Force – Homeland Defense	• Provide defense support to civil authorities through ESF #5 or ESF #20, when requested. • Coordinate and provide emergency assistance for the evacuation of tourists in accordance with the Joint Standing Operating Procedures for Mutual Civil Emergency Support in the State of Hawaii, as requested. • Coordinate with and provide a liaison to the State EOC or to the Honolulu Airport EOC, evacuation incident management team, when requested.
American Red Cross	• Provide shelter managers to State transportation terminals, and other facilities, when requested. • Coordinate food, water, and other personal comfort items to transportation terminal shelters, when requested. • Implement Disaster Welfare Information systems in coordination with ESF #6.
Hawaii Hotel and Lodging Association	• Maintain communications with the HTA Command Center.
Hawaii Hotel and Visitor Industry Security Association	• Maintain communications with the HTA Command Center and with the State EOC or SERT Organization when requested. • Provide an estimate of safety and security conditions at hotel properties. • Assist with the ground evacuation of visitors.

Appendix 18 (Emergency Support Function #18, Mass Fatalities) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

District Office of Department of Health

Primary Agencies:

District Office of Department of Health

Support Agencies:

Office of the Mayor
Hawai'i County Civil Defense Agency
Hawai'i Fire Department
Hawai'i Police Department
Department of Accounting and General Services
Department of the Attorney General
Department of Defense
(Hawaii National Guard)
Department of Land and Natural Resources
Department of Public Safety
Department of Transportation
Medical Examiner/Coroner
Joint Task Force-Homeland Defense
U.S. Department of State
Disaster Mortuary Operational Response Team
American Red Cross
Hawaii Funeral Directors Association

INTRODUCTION

Purpose

Emergency Support Function (ESF) #18 – Mass Fatalities establishes the policy and procedures for how the County of Hawaii will coordinate response to a catastrophic event involving the recovery of human remains that exceed existing capabilities. This appendix describes and defines roles and responsibilities for interagency support during mass fatality incidents.

Scope

ESF #18 is applicable to all mass casualty events that occur within the County of Hawaii's jurisdiction. ESF #18 will most likely be activated as a result of a request from either ESF #8, Public Health & Medical Services, or ESF #9, Search & Rescue. ESF #18 may also be activated, at the request of another jurisdiction, to support an incident that occurs within Hawai'i County but in another entity's jurisdiction.

ESF #18 coordinates County of Hawaii resources to:

- Recover and identify human remains.
- Establish temporary/mobile morgues.
- Decontaminate human remains, if required.
- Provide temporary storage and eventual permanent disposition of human remains.
- Provide mortuary services.
- Produce vital records.

Appendix 18 (Emergency Support Function #18, Mass Fatalities) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

POLICIES

A mass fatality incident is defined as any situation in which local resources are overwhelmed by the volume of human remains to be recovered and processed. The threshold that determines a mass casualty event is not the number of casualties, but the point where local resources are overwhelmed.

ESF #9 search and rescue operations have priority over ESF #18 mass fatality response activities until the ESF #9 Coordinator determines that SAR is no longer a viable operation.

The chief of police or his authorized subordinate serves as the coroner under section 841-1, Hawaii Revised Statutes.

The deceased will be treated with respect and dignity at all times. If known, cultural and religious preferences of the deceased will be accommodated within the means available.

CONCEPT OF OPERATIONS

The County of Hawaii has a plethora of opportunities for a mass casualty event to occur, to include, but not limited to: natural disasters and accidents especially in the aviation and maritime industries.

ESF #18 response will be conducted in accordance with the State of Hawaii Mass Fatality Response Plan.

A mass fatality incident includes recovery and identification of human remains, and assistance to victim's families. County officials will request ESF #5, ESF #8, and ESF #18 assistance through the SCD when an incident occurs to the magnitude where the deceased overwhelm county resources.

ESF #18 provides support to scene investigation, search and recovery, morgue operations, and family assistance center operations.

ESF #18 coordinates and provides assistance to:

- Locate and remove remains from the incident scene.
- Determine the cause of death.
- Identify the decedent.
- Provide to and obtain information from relatives/friends of victims.
- Arrange initial grief counseling.

As required and authorized, ESF #18 will coordinate with ESF #5 and appropriate federal officials to request Disaster Mortuary Operational Response Team (DMORT) support. DMORT is a program of the U.S. Department of Homeland Security that responds ONLY when requested. DMORT support can be activated by four methods:

Appendix 18 (Emergency Support Function #18, Mass Fatalities) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

1. Request for DMORT support from SCD through a federal disaster declaration
2. National Transportation Safety Board request for DMORT support under the Aviation Disaster Family Assistance Act
3. US Public Health Service request for DMORT support, under the US Public Health Act, if the State cannot provide the necessary response.
4. A federal agency request for DMORT support to provide disaster victim identification.

This appendix will address how Hawai'i County will manage a mass casualty event occurring within Hawai'i County's jurisdiction. This event will be very difficult to manage in a timely and efficient manner due to the lack of qualified personnel and resources specialized or adaptable to the unique requirements of a mass casualty event occurring on the Big Island.

Responsibilities

ESF Coordinator/Primary Agency: District Office of the Department of Health

- Identify and coordinate deployment of qualified medical response personnel from outside of the impacted area to the incident scene.
- Coordinate requests for a Governor's and/or Presidential Disaster Declaration, when needed.
- Request and coordinate State, federal, military, private non-profit, and private sector support, as required.
- Request DMORT support through a federal disaster declaration or in collaboration with an appropriate federal agency.
- Coordinate Emergency Management Assistance Compact requests to support mass fatality response.
- Facilitate identification and coordination of temporary storage areas, transportation resources; special equipment; supplies; portable morgue units; and temporary burial sites.
- Collect and analyze reports from emergency medical services and healthcare facilities to determine the number of casualties and fatalities and identify support requirements.
- Conduct epidemiological surveillance and disease control activities and provide public health messages, as required.
- Provide environmental health support and technical assistance for temporary morgues, mass burial sites, and temporary storage of remains.
- Coordinate with the Centers for Disease Control, as required.
- Identify and provide qualified medical personnel to assist morgue operations, when needed.
- Provide technical assistance to identify and establish temporary morgues and burial sites.
- Assist with forensic examinations, victim identification, and disposition of remains.
- Provide crisis counseling and victim identification.
- Process and distribute certificates of death.
- Coordinate NDMS and DMORT assistance.

Appendix 18 (Emergency Support Function #18, Mass Fatalities) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- Provide laboratory support, as required.

Support Agencies

Agency	Functions
Office of the Mayor	• Establish JIC.
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Facilitate Multi-Agency Coordination System (MACS) to address logistics requirements.
Hawai'i Fire Department	• Assist with recovery of remains.
Hawai'i Police Department	• Provide incident site security. • Perform coroner responsibilities.
Department of Accounting and General Services	• Identify through ESF #3, State facilities that could be used for temporary morgues and family assistance centers. • Provide support through ESF #7 to procure generators, refrigerated trailers, and mortuary supplies (i.e., body storage bags, caskets, etc.), and other equipment and supplies, as required.
Department of the Attorney General	• Provide legal advice and support for the recovery, treatment, burial, or transportation of remains. • Provide guidance and coordination for repatriation of remains to other countries.
Department of Defense (Hawaii National Guard)	• Provide mortuary affairs assistance to State and county authorities, as available. • Provide decontamination and casualty extraction support, as required. • Provide transportation, heavy equipment, and material handling support, as required. • Provide chaplain support to HING personnel, response personnel, and family assistance centers, as required.
Department of Land and Natural Resources	• Coordinate with counties to designate and obtain approval of burial sites.
Department of Public Safety	• Provide support to secure incident scenes and morgue facilities, as required. • Provide assistance to local authorities for notification of next of kin.
Department of Transportation	• Coordinate National Transportation Safety Board assistance, as required. • Coordinate transportation of response personnel and equipment, as required. • Coordinate and provide transportation for remains from incident sites to morgues, as requested. • Coordinate transportation for repatriation of remains, when requested.

Appendix 18 (Emergency Support Function #18, Mass Fatalities) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Medical Examiner/Coroner	• Identify remains and determine cause of death. • Prepare and sign death certificates.
Joint Task Force-Homeland Defense	• Coordinate support from the Joint Prisoner of War/Missing in Action (POW/MIA) Accounting Command, Central Identification Laboratory, when requested. • Coordinate use of military facilities for temporary morgue operations, when requested. • Coordinate transportation for repatriation of remains, as requested and authorized. • Coordinate US Pacific Command mortuary affairs and forensic assistance, as requested.
US Department of State	• Repatriation of foreign remains.
Disaster Mortuary Operational Response Team Disaster Mortuary Operational Response Team (continued)	• Provide support for human remains recovery operations. • Provide morgue operations support. • Assist with forensic examination and DNA acquisition. • Provide family assistance center support. • Provide technical assistance, as required.
American Red Cross	• Provide family assistance center support and grief counseling, as required and available. • Provide referral services, as required.
Hawaii Funeral Directors Association	• Provide worker and site safety advice. • Provide local morgue capacity status. • Provide assistance to incident commanders through county EOC. • Assist in identifying temporary holding or cold storage areas or temporary morgue sites. • Provide technical assistance in the burial of remains and transportation of remains to out-of-state destinations. • Provide services once remains are released.

Appendix 19 (Emergency Support Function #19, Pet Evacuation and Sheltering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Humane Society

Primary Agencies:

American Red Cross
Department of Education

Support Agencies:

Hawai'i County Civil Defense Agency
Department of Parks and Recreation
Department of Accounting and General Services
Department of Agriculture
Department of Commerce and Consumer Affairs
Department of Defense
(Hawaii National Guard)
Department of Education
Department of Health
Department of Transportation
Hawaii Association of Animal Welfare Agencies
Hawaii Veterinary Medical Association

INTRODUCTION

Purpose

Emergency Support Function (ESF) #19 – Pet Evacuation and Sheltering, establishes the policy and procedures for County of Hawai'i efforts to protect public and to ensure public health and human safety through effective management and humane care of pets, as defined by FEMA, during an incident.

Scope

ESF #19 is applicable when Annex E, Evacuation/Shelter-in-Place, and ESF #6, Mass Care, are activated and the conditions indicate that residents will be away from their homes for more than twenty-four hours and they are temporarily housed in a congregate care shelter operated by the American Red Cross in support of the Hawai'i County Civil Defense Agency.

ESF #19 is not applicable to service animals.

ESF #19 is not applicable to farm animals which are addressed in ESF #11, Agriculture and Natural Resources.

ESF #19 is not applicable to private shelters.

ESF #19 includes three primary functions:

- **Evacuation of pets:** Develop and implement plans and services to assist with the evacuation of pets from emergency or disaster impact areas.

Appendix 19 (Emergency Support Function #19, Pet Evacuation and Sheltering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

- **Sheltering of pets:** Identify emergency sheltering facilities for household pets and provide support at general population and special health needs shelters, as required, for service animals in accordance with State law, communicate information to the public and develop proper pet release forms and procedures to ensure return of pets to their rightful owner(s).
- **Accessibility to veterinary care for injured or sick pets:** Provide emergency pet first aid and veterinary care for injured or sick pets.

Policies

- **Household Pet – (Federal Emergency Management Agency's definition)** A domesticated pet, such as a dog, cat, bird, rabbit, rodent, or turtle that is traditionally kept in the home for pleasure rather than for commercial purposes and can travel in commercial carriers and be housed in temporary facilities. Household pets do not include reptiles (with the exception of turtles), amphibians, fish, insects/arachnids, farm animals (including horses), and animals kept for racing purposes.
- Pets will be allowed to access government and contracted transportation vehicles during emergency evacuations.
- Pets will be humanely handled and transported in a manner that is safe for both the pet and the public. The safety of the public takes precedence over the safety and/or sheltering of a pet.
- During an emergency, pet food, if it is available, will be distributed to pet owners housed in congregate care shelters. Annex E, Evacuation/Shelter-in-Place requests that persons using a pet friendly shelter bring sufficient food for their pet as part of their emergency kit. The initial distribution of food for displaced persons with pets will be through ESF #6. The general population (persons not displaced from their place of residence) will purchase pet food from retail outlets.
- If it is necessary to distribute pet food to residents the priority will be to areas of acute need and then to areas of moderate need as determined by the access to commercial sources of pet food. Supplies may be provided through County or State procurement, Federal distribution channels, and/or private donations. Temporary pet food and refrigeration support will be terminated in a systematic manner as shelter, utilities and commercial establishments reopen for business.
- Priorities and allocations related to pet food purchasing and distribution will be established in accordance with guidance provided by ESF #5.
- All wholesale pet food stocks in the County not subject to United States Department of Agriculture (USDA) control will be under distribution control of ESF #19.
- Emergency pet first aid and veterinary care may be available for injured or sick pets at the pet owner's expense.

CONCEPT OF OPERATIONS

The Humane Society will train volunteers in congregate pet care and sheltering. When ESF #19 is activated the Humane Society will coordinate HCCDA and the American Red Cross to determine which shelters will be pet friendly with. The Humane Society will coordinate

Appendix 19 (Emergency Support Function #19, Pet Evacuation and Sheltering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

staffing requirements with the American Red Cross and assign trained volunteers to run the pet friendly area of the designated shelter(s).

The Humane Society will develop a network of Veterinarians who are willing to provide emergency veterinary service at the pet friendly shelters.

ESF #19 officials will coordinate with ESF #6 to collocate distribution of emergency pet food with congregate feeding centers.

ORGANIZATION

The Humane Society of the Big Island will assume the coordinator and a primary agency role for ESF #19 and will coordinate with support agencies, as needed. ESF #19 will work collaboratively with ESF #5 and ESF #6 to provide for the care of the appropriate evacuation and sheltering of household pets.

For matters involving public health and human safety regarding pet issues during an emergency or disaster, Hawaii Association of Animal Welfare Agencies is the lead agency. For matters concerning pet first aid, emergency veterinary care and pet food safety the Hawaii Veterinary Medical Association acts as a consulting agency.

Responsibilities

The primary and support agencies assemble appropriate (pre-selected) staff at a designated location to support operations. The location may be the County Emergency Operating Center, State Field Office, or the federal Joint Field Office.

ESF Coordinator/Primary Agency: Humane Society

- Coordinate the inspection of possible emergency pet shelter sites and the development of memorandums of agreement to utilize identified facilities.
- Support education programs and provide outreach messages to inform pet owners of emergency pet shelter procedures and locations.
- Coordinate the acquisition and distribution of resources to support emergency pet shelters.
- Provide an integrated State and local response for evacuating pets from emergency or disaster impact areas through government, non-government organizations and volunteers.
- Coordinate efforts to identify, secure, and transport pet food to affected areas.

Primary Agency: American Red Cross

- Manage shelters and provide assistance to the Humane Society with their shelter operations co-located with ARC managed shelters
- Identify requirements for pet food during initial disaster outreach and assessment operations
- Coordinate pet food distribution activities of other voluntary organizations

Appendix 19 (Emergency Support Function #19, Pet Evacuation and Sheltering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Primary Agency: Department of Education

- Identify facilities that may be used for pet shelters.

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Activate EOC, if required. • Facilitate Multi-Agency Coordination System (MACS) to address sheltering requirements.
Department of Parks and Recreation	• Provide open space (outdoor) as pet evacuation area, if required.
Department of Accounting and General Services	• Support funding for the retrofit of public facilities that may serve as emergency shelters, including pet friendly emergency shelters. • Assist in identifying public facilities for use as pet friendly emergency shelters.
Department of Agriculture	• Assist in identifying available resources of pet food, transportation, equipment, storage, and distribution facilities and be able to identify these resources geographically. • Assist in the procurement of critical pet food supplies that are unavailable from existing inventories. • Provide information and recommendations for incidents involving an outbreak of highly contagious/zoonotic animal disease. • For natural disasters, provide technical assistance related to animal care to injured or abandoned animals.
Department of Commerce and Consumer Affairs	• Provide a database of licensed veterinarians to ESF #19. • Develop policies to credential out of state veterinarians that volunteer to support State emergencies.
Department of Defense (Hawaii National Guard)	• Provide security for pet-friendly shelters, pet food sources, distribution points, and supplies, as required. • Provide transportation resources, as required. • Provide environmental resources and support for response and recovery activities, as required.
Department of Health (continued)	• Provide technical assistance in determining when water is suitable for human/pet consumption and canning.

Appendix 19 (Emergency Support Function #19, Pet Evacuation and Sheltering) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Agency	Functions
Department of Transportation	• Coordinate and provide transportation for personnel, pets, and supplies, as required.
Department of Health	• Coordinate with State and county authorities and private industry to conduct tracing, recall, and control of adulterated products. This includes proper disposal of contaminated products in order to protect public health and the environment in disaster areas. • Provide human health-related information, including surveillance for pet food borne disease and occupational safety information for pet friendly shelter managers. • Provide technical assistance, subject-matter expertise, and support for biological, chemical, and other hazardous agents on contaminated facility remediation, environmental monitoring, and contaminated agriculture (animal/crops) and pet food product decontamination and disposal.
Hawaii Association of Animal Welfare Agencies	• Provide and train pet friendly shelter managers. • Identify private sector capabilities and resources to facilitate the delivery of services, technical assistance, expertise, and other support prior to, during, or after an emergency or disaster. • Coordinate plans for emergency first aid and veterinary care for pets. • Ensure that a system is in place to ensure the return of pets to the rightful owner(s).
Hawaii Veterinary Medical Association	• Provide a list of veterinarians willing to assist with sick and injured animals during emergencies and disasters.

Appendix 20 (Emergency Support Function #20, Military Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

ESF Coordinator:

Hawai'i National Guard (Army or Air)

Primary Agency:

Hawai'i National Guard

Support Agencies:

Hawai'i County Civil Defense Agency
Department of the Attorney General
Department of Transportation
Pacific Disaster Center
Joint Task Force-Homeland Defense

INTRODUCTION

Purpose

Emergency Support Function (ESF) #20, Military Support, establishes the policies by which the Department of Defense and/or Hawai'i National Guard will provide support to Hawai'i County during a Type 1 through Type 4, establishes the procedures to request military support, defines the conditions that must exist to request military support, and defines what they type of support that may be requested. Specific responsibilities are assigned to primary and support agencies. Emergency Support Function (ESF) #20 - Military Support coordinates and provides National Guard Civil Support (NGCS) for potential or actual incidents requiring a coordinated State and/or federal response. ESF #20 provides a ready force with general capabilities suitable for most incident response and specific capabilities, that the County may not possess, essential to responding to certain incidents. ESF #20 assets come with an organic chain of command which retains command and control of their assets.

Scope

ESF #20 provides a mechanism for coordinating and providing NGCS to County authorities. ESF #20 provides capabilities and resources for four (4) primary functions:

- **Support to Law Enforcement:** Includes providing security forces to assist law enforcement agencies with patrols, site security, critical infrastructure protection, detainment of individuals, traffic control, and civil unrest.
- **Incident Management:** Includes support for command and control, damage assessment and recovery center operations, fire suppression, communications, medical treatment and triage, mortuary affairs, chemical, biological, radiological/nuclear, and explosive (CBRNE) assessment and response, casualty extraction, and air traffic control.
- **Transportation Support:** Includes airlift, clearing routes to restore access and mobility for emergency operations, evacuation of personnel to shelters, and transportation of personnel and supplies.
- **Service and Support:** Includes shelter support, water purification, food preparation and distribution, distribution points, power generation, engineer support, and facilities.
- ESF #20 is a support ESF for ESFs #1, #2, #7, and #13, but may also support ESFs #3, #4, #6, #7, #10, #12, and #18. ESF #20 is the last resort and will only be activated when there is no other source for a specific resource or resources.
- ESF #20 is applicable only in Hawai'i County's jurisdiction and will most likely only be activated for a Type 1 or a Type 2 Incident.

Appendix 20 (Emergency Support Function #20, Military Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

Policies

ESF #20 will be a stand alone branch using their internal command structure. They will receive missions from the Operations Section/Group, but will not operate within the ICS chain of command.

All requests for NGCS are forwarded to State Civil Defense (SCD) or the State EOC, if activated.

If HING assets are not available or more assistance is required a request for federal forces for non-Presidential declared events from Joint Task Force-Homeland Defense under the Joint Standing Operating Procedures for Mutual Civil Emergency Support in the State of Hawaii (JSOP) may be submitted through SCD, or the State EOC. For Presidential declared events, requests will be forwarded through the Federal Coordinating Officer (FCO) and coordinated by the Defense Coordinating Officer (DCO) and Joint Task Force-Homeland Defense (JTF-HD).

Federal property, used during State emergencies, will remain under National Guard or active military control. Costs associated with this support are reimbursable.

Military assistance is always provided in support of civil authorities. Military support will not be furnished if it is in direct competition with private enterprise or the civilian labor force.

The on-scene commander, or the senior officer/non-commissioned officer present, will make the final determination as to whether the mission can be safely accomplished with the available personnel and equipment or if the mission is beyond their capabilities.

When performing missions in support of law enforcement, National Guard personnel will be deployed with a sworn and commissioned State or county law enforcement officer. National Guard personnel in a State Active Duty or Title 32 status are not subject to the provisions of the Posse Comitatus Act (PCA). If active federal forces are utilized, effort should be made to assign non-law enforcement missions to those forces to avoid violation of the PCA.

CONCEPT OF OPERATIONS

General

When the IC, Planning Section Chief, or Operations Section Chief determines that resource requirements exceed available public or private resources, and this condition is likely to exist for more than 24 hours, activation of ESF #20 may be requested by the EOC/MACC through SCD.

The request will be evaluated at SCD and if a mission is assigned to Department of Defense (DOD) the tasked organization will send a liaison to the EOC to coordinate any support required and to provide a communications link with the DOC element. Once the mission is

Appendix 20 (Emergency Support Function #20, Military Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

completed, the DOD resource will be released unless another mission assignment has already been requested and approved.

National Guard forces will begin to draw-down when the situation begins to stabilize and county and State officials are able to handle the situation with their own assets.

National Guard personnel may be ordered to duty under one of the following statutory frameworks:

Title 10 (United States Code). Under Title 10 status, National Guard personnel are federally funded and under federal command and control. *National Guard forces activated under Title 10 are subject to the Posse Comitatus Act (PCA) and are prohibited from law enforcement activities unless expressly authorized by the Constitution or law.*

Title 32 (United States Code). Under Title 32 status, National Guard personnel are federally funded, but under the control of the State. The federal government reimburses States for Guard units' activities in response to federally designated disasters. *While in Title 32 status, National Guard personnel do not fall under PCA restrictions and may perform law enforcement duties.*

State Active Duty (SAD) status. Under State law, the Governor may order National Guard personnel to respond to emergencies, civil disturbances, or perform other duties. National Guard personnel performing State missions are State funded and under State control. *Personnel on SAD do not fall under PCA restrictions and may perform law enforcement duties.*

ORGANIZATION

HING is composed of Army and Air National Guard forces and is organized under Joint Force Headquarters-Hawaii with separate Army and Air National Guard headquarters.

The Army National Guard has four major subordinate commands:

- 29th Brigade Combat Team
- 103rd Troop Command
- 298th Regional Training Institute
- Medical Command

The Air National Guard is composed of an Air Wing and Communications Group:

- 154th Wing
- 201st Combat Communications Group

HING has two special organizations to assist responses to incidents and emergencies. The 93rd Civil Support Team identifies CBRNE agents/substances, assesses current and projected consequences, advises on response measures, and assists with appropriate requests for State support. The Chemical, Biological, Radiological/Nuclear, and Explosive Enhanced Response Force Package (CERFP) provides a capability to perform mass patient/casualty decontamination, triage and emergency medical treatment, and casualty extraction.

Appendix 20 (Emergency Support Function #20, Military Support) to Annex H (Emergency Support Functions) to Hawai'i County Emergency Operations Plan

As required, additional National Guard forces may be requested and coordinated through EMAC and the National Guard Bureau.

Hawaii is located in the U.S. Pacific Command (USPACOM) area of responsibility. Joint Task Force- Homeland Defense (JTF-HD) serves as the USPACOM executive agent for homeland defense and Defense Support to Civil Authorities (DSCA). JTF-HD coordinates and provides DSCA from active military forces, as required and authorized.

RESPONSIBILITIES

ESF Coordinator: Department of Defense (State Civil Defense)

- Direct and control the State response and recovery efforts. Coordinate requests for support of disaster operations including protective measures, debris clearance, emergency repairs, mass care, and health services.
- Collect and prioritize requests for ESF #20 support from the counties.
- Coordinate the planning and mission tasking for ESF #20 with HING, supported counties, State and federal agencies.

Primary Agency: Department of Defense (Hawaii National Guard)

- Provide National Guard Civil Support, on a mission request basis, within HING capability and applicable laws and regulations.
- Provide liaison officers to State Civil Defense.
- Provide liaison officers or representatives to the supported EOC and the JFO, as required.
- Track all expenses incurred by the HING during the response.
- Coordinate the Memorandum of Agreement and reimbursement projections for disaster response with the State Fiscal Officer.

**Appendix 20 (Emergency Support Function #20, Military Support) to Annex H
(Emergency Support Functions) to Hawai'i County Emergency Operations Plan**

Support Agencies

Agency	Functions
Hawai'i County Civil Defense Agency	• Request ESF #20 support through SCD when County assets are overwhelmed.
Department of the Attorney General	• Assist in the development and review of Rules on Use of Force for use by National Guard personnel. • Provide legal advice and develop “hold harmless” and other releases. • Assist in the preparation and execution of EMAC contracts for out-of-state National Guard support.
Department of Transportation	• Provide support and coordinate assets to move resources and personnel, as required. • Provide technical expertise to expedite and coordinate road and highway clearance.
Pacific Disaster Center	• Provide GIS and modeling support, as required.
Joint Task Force - Homeland Defense	• Provide defense support to civil authorities, as required and authorized. • Coordinate and provide emergency assistance in accordance with the Joint Standing Operating Procedures for Mutual Civil Emergency Support in the State of Hawaii, as required. • Coordinate with and provide a liaison to the State EOC, when activated. • Coordinate and provide Emergency Preparedness Liaison Officer support.