

ANNEX P

Hazard Mitigation

Tyler County



RECORD OF CHANGES

CHANGE #	DATE OF CHANGE	DESCRIPTION	CHANGED BY
01	3/18/13	New cover	Jo Manning
02	3/18/13	New "Record of Changes"	Jo Manning

APPROVAL & IMPLEMENTATION

Annex P

Hazard Mitigation

County Judge

Date

Emergency Management Coordinator

Date

REMOVE THIS NOTE BEFORE AFFIXING SIGNATURES:

NOTE: The signature(s) will be based upon local administrative practices. Typically, the individual assigned primary responsibility for this emergency function will approve the annex by signing the first signature block with the second signature block for the Emergency Management Coordinator, Mayor, or County Judge. Alternatively, each department head assigned tasks within the annex may sign the annex.

ANNEX P

HAZARD MITIGATION

I. AUTHORITY

- A. See Section I of the Basic Plan for general authorities.
- B. The Robert T. Stafford Disaster Relief and Emergency Assistance Act (PL 93-288), as amended by the Disaster Mitigation Act of 2000 (PL 106-390)
- C. Applicable Commissioners Court orders and/or city ordinances appointing members of the local Hazard Mitigation Team (HMT).
- D. Applicable Commissioners Court orders and/or city ordinances pertaining to emergency management or mitigation plans.
 - 1. City Ordinance # _____ adopting the *Mitigation Action Plan*
 - 2. Commissioners Court Order # _____ adopting the *Mitigation Action Plan*
 - 3. Joint Resolution # _____ adopting the *Mitigation Action Plan*
- E. Applicable Commissioners Court orders and/or city ordinances, or countywide or regional plans pertaining to mitigation, floodplain management, zoning regulations, land management, and/or construction standards, etc.

II. PURPOSE

- A. This annex describes the organization of the local HMT, and assigns tasks, and responsibilities for coordinated hazard mitigation planning and implementation activities and actions.
- B. This annex addresses mitigation as a long-term, on-going process, and identifies planning and implementation actions applicable to both pre-incident and post-incident situations.
- C. This annex is applicable to and ensures that mitigation planning and implementation services address and are provided to the entire area of responsibility covered in the County Emergency Management Plan.
- D. This annex explains the methodologies and progressive steps as to how we plan to identify the hazards that affect us and to systematically reduce the identified levels of risk and vulnerability to these hazards.
- E. This annex explains our active partnership, and participation in countywide mitigation planning and implementation activities.

III. EXPLANATION OF TERMS

A. Acronyms

AOR	Area of Responsibility
B/C	Benefit/Cost
DEM	Division of Emergency Management
FMA	Flood Mitigation Assistance Program
GIS	Geographical Information System
GPS	Global Positioning System
HMGP	Hazard Mitigation Grant Program
HMC	Hazard Mitigation Coordinator
HMT	Hazard Mitigation Team
MAP	Mitigation Action Plan
NFIP	National Flood Insurance Program
PA	Public Assistance (Program)
PDM	Pre-Disaster Mitigation Program
SOP	Standard Operating Procedures

B. Definitions

Appropriate Mitigation Measures. Mitigation actions that balance the cost of implementation against the potential cost of continued damages, if such measures are not taken. Mitigation measures should be less costly to implement than the damages they are intended to prevent. Floodplain management, acquisition of flood prone property, enhanced insurance coverage, and the adoption and enforcement of safe land use regulations and construction standards are considered as highly appropriate mitigation actions.

Area of Responsibility. The entire area covered by our comprehensive Emergency Management Plan that is: Tyler County and cities within

Benefit/Cost. The ratio between the cost of implementing a mitigation project versus the benefits (amount of future cost savings) potentially achieved. Projects funded under HMGP or PDM must have a B/C of 1 to 1 or greater.

Disaster. A hazard caused event that results in widespread or severe damage, injury or loss of life, property or resources, and exceeds the recovery capabilities of a jurisdiction. Disaster assistance provided by the Federal or State government is intended to supplement local government resources and so enhance recovery capabilities to achieve a speedy and efficient return to pre-incident conditions.

Disaster Resistant Community. A community-based initiative that seeks to reduce vulnerability to natural hazards for the entire designated area through mitigation actions. This approach requires cooperation between government agencies, volunteer groups, individuals, and the business sectors of a community to implement effective mitigation strategies.

Hazard Analysis. A document that provides a risk based quantitative method of determining mitigation and preparedness priorities and consists of a hazard assessment, vulnerability assessment, and risk assessment. A Hazard Analysis identifies vulnerabilities and risks

within each sector of the community and is a living document that is reviewed and updated annually

Hazard Event. Any occurrence in which people and/or property are adversely affected by the consequences of a natural or man-made hazard.

Hazard Mitigation. Sustained actions taken to eliminate or reduce long-term risk to people and property from hazards and their effects. The goal of mitigation is to save lives and reduce damages to property, infrastructure, and the environment and, consequently to minimize the costs of future disaster response and recovery activities.

Hazard Mitigation Grants. There are three federal mitigation grant programs that provide federal cost-share funds to develop and implement vulnerability and risk reduction actions:

1. Flood Mitigation Assistance Program (FMA) – Provides pre-disaster grants to State and local governments for both planning and implementation of mitigation strategies. Each State is awarded a minimum level of funding that may be increased depending upon the number of National Flood Insurance Program (NFIP) policies in force and repetitive claims paid. Grant funds are made available from NFIP insurance premiums, and therefore are only available to communities participating in the NFIP.
2. Hazard Mitigation Grant Program (HMGP) – Authorized under Section 404 of the Stafford Act; provides funding for cost-effective post-disaster hazard mitigation projects that reduce the future potential of loss of life and property damage.
3. Pre-Disaster Mitigation Program (PDM) - Authorized by Section 203 of the Stafford Act as amended by the Disaster Mitigation Act (DMA) of 2000 (Public Law 106-390). The PDM Program provides a means to fund pre-disaster hazard mitigation actions specifically designed to eliminate or reduce the consequences of future disasters. The PDM's focus is: (1) to prevent future losses of lives and property due to hazards and (2) to implement State or local hazard mitigation plans.

Local Hazard Mitigation Team (HMT). A multi-disciplined organization composed of representatives of mutually supporting organizations and agencies from local governments and the private, public and civic sectors. Members of the HMT, also referred to as the local "Team", meet regularly to evaluate hazards, identify strategies, coordinate resources and implement measures that will reduce the vulnerability of people and property to damage from hazards. The HMT is a partnership through which all governmental, public, civic and private sector entities come together to support and participate in activities to determine and implement methods, and commit resources to reduce the community's level of risk. Team membership is listed in Appendix 1 to this annex. The roles and responsibilities of each team member organization/agency are described in Section VI.B.3.b.

Mitigation Action Plan (MAP).

A document that outlines the nature and extent of vulnerability and risk from natural and man-made hazards present in a jurisdiction and describes the actions required to minimize the effects of those hazards. A mitigation action plan also describes how prioritized mitigation measures will be funded and when they will be implemented. The area of

coverage for a MAP is based on commonly shared hazards, needs, and capabilities; plans may be prepared for a single city, as a countywide plan, or on a regional basis (prepared by a Council of Governments, a River Authority, or a coalition of several counties). MAPs must be formally adopted by city ordinance, Commissioners Court order, and/or joint resolution. DMA 2000 (Public Law 106-390) requires jurisdictions to have a FEMA-approved MAP or be signatories to a regional plan not later than November 1, 2004, or they will not be eligible for mitigation grant funds for mitigation projects.

Public Assistance Program. For the purposes of this annex, this refers to disaster recovery grants authorized under Section 406 of the Stafford Act to repair the damages to public facilities following a major disaster declaration. PL 106-390 requires mitigation components be added to repair projects to reduce repetitive damages.

Risk Factors. A group of identifiable facts and assumptions concerning the impact of specific or associated hazards. An analysis of interrelated risk factors provides a means to determine the degree (magnitude) of risk produced by a particular hazard or an incident and, consequently, provides a means to determine the priority of mitigation planning and implementation activities. A sample listing of risk factors are as follows:

1. Number of previous events involving this hazard.
2. Probability of future events occurring that involves this hazard.
3. Number of people killed or injured during previous events and number of people potentially at risk from future events involving this hazard.
4. Damages to homes, businesses, public facilities, institutional facilities, and unique historic or cultural resources, crops, livestock that have been caused by previous events or are potentially at risk from future events involving this hazard.
5. Capabilities and shortfalls of emergency management organization to effectively respond to emergency situations involving this hazard.
6. Recovery activities needed to return jurisdiction to pre-event status. The recovery process involves not only time requirements, but also the associated costs to repair damages, restore services, and return economic stability after occurrence of the event.

Sectoring. Dividing the community into manageable geographic segments for defining specific types of information concerning what is vulnerable and at risk in each sector. Sectioning facilitates mitigation and preparedness planning as well as response, search and rescue, and damage assessment operations.

Sustainable Development. Managed community growth that meets the needs of the present without jeopardizing the needs of future generations. Sustainable development considers the impact of hazards on the community in the years ahead.

IV. SITUATION & ASSUMPTIONS

A. Situation

1. Our current *Hazard Analysis* indicates we are vulnerable and at risk from hazards that have caused, or have the potential for causing, loss of lives, personal injuries, and/or extensive property damage. We have suffered incidents, emergencies, and disasters in the past and are still vulnerable and at risk from future similar occurrences.
2. Our area of responsibility has been divided into [number] of sectors to facilitate the collection of vulnerability and risk data, and for conducting damage assessment operations.
3. Our local HMT has been appointed and is operational under the leadership of our Hazard Mitigation Coordinator (HMC).
4. Our Mitigation Action Plan (MAP) is a countywide plan. Our MAP meets state planning standards for mitigation and [has been/will be formally adopted by ordinance, court order, joint resolution, and has been approved by FEMA.

B. Assumptions

1. Exposure to risk from hazards exists whether or not an incident actually occurs.
2. The adverse impact of hazards can be directly affected by hazard mitigation actions accomplished prior to occurrence of an emergency situation. Effective post-event mitigation actions can also reduce the risk of repeat disasters.
3. Hazard mitigation planning and implementation activities are an on-going program/process and are an integral and complimentary part of our comprehensive emergency management program.
4. Mitigation actions to save lives and reduce damages can be achieved through properly coordinated group efforts. These efforts will require the cooperation of various levels of government and will be enhanced by the involvement and partnership of talented individuals with expertise in varying disciplines from both the public and private sectors.
5. The effective, long-term reduction of risks is a goal and responsibility shared by all residents.

V. CONCEPT OF OPERATIONS

A. General

1. This annex is not intended to describe in detail all aspects of our mitigation program. The achievement of hazard mitigation objectives is a high governmental priority, and all departments will seek out and implement risk reduction measures.

2. The Hazard Mitigation Coordinator (HMC) is responsible for the coordination of all mitigation activities of this jurisdiction. To achieve mitigation objectives, the HMC will be assisted by a HMT composed of public and private sector partners that represent the local population.
3. The data collection process described in this annex provides a systematic means to identify hazards and assess their impact on this jurisdiction and will facilitate the development and maintenance of our local *Hazard Analysis* by the HMT.
4. The “Notice of Interest and Hazard Mitigation Team Report” (Appendix 3 to this annex) provides a means to develop a multi-disciplined, on-going mitigation planning and implementation process and facilitates the development and maintenance of our *Mitigation Action Plan* by the HMT. It also facilitates the development, and expedited submission of applications for mitigation grants to implement mitigation projects.
5. Consistent with capabilities, the Division of Emergency Management (DEM) and the State HMT will provide coordination, technical assistance, and guidance to help us achieve effective risk reduction objectives.
6. Our mitigation planning and implementation process is intended to facilitate the identification and implementation of appropriate mitigation actions. This process, in turn, facilitates the development of a joint federal, state, and local government partnership dedicated to the achievement of effective risk reduction objectives.
7. Consistent with capabilities, the HMC and members of the HMT will participate in appropriate training and exercises related to their hazard mitigation responsibilities.
8. Consistent with capabilities, we will utilize the most current information and guidance provided by DEM to include web-based assistance available via the Internet.

B. Overview of Mitigation Process

Hazard mitigation is an on-going process that begins with the establishment of a local based planning group referred to as the local HMT. The team’s first job is development of the local *Hazard Analysis* that provides a means for prioritizing mitigation and preparedness needs based on levels of vulnerability and risk. The next step in the process is the development of our *Mitigation Action Plan* that defines specific mitigation measures designed to address the needs identified in the hazard analysis, to include actions that are to be taken, who will take them, how much they will cost, and how they will be funded. The next step is to implement the measures identified in the *Mitigation Action Plan* using a variety of funding sources identified through an on-going and active search for funding opportunities. The final step is to monitor and evaluate the effectiveness of implemented mitigation measures and to repeat the process-review and update the *Hazard Analysis* and the *Mitigation Action Plan*, continue the active search for funding opportunities, implement mitigation measures consistent with availability of funds, and monitor and evaluate their effectiveness.

C. Pre-Event and Post-Event Relationships.

1. General

Hazard mitigation activities are not only a response to an event and a known hazard, but are also an active search for ways to prevent or reduce the impact from newly discovered hazards. The mitigation process is long-term in nature and, therefore, is an on-going element of the emergency management program that directly influences preparedness, response, and recovery requirements. Mitigation activities can be initiated at any time, but are classified as either pre-event or post-event actions. These actions are not mutually exclusive and will be merged into a coordinated, continuous mitigation process.

2. Pre-Event Mitigation

Activities that take place prior to the occurrence of an emergency situation. This time frame provides a more relaxed atmosphere for the development and implementation of long-term, multi-hazard oriented mitigation measures. This time frame is preferred and is the most appropriate for reducing risks and potential damages.

3. Post-Event Mitigation

Activities that take place after an emergency situation has occurred and already adversely affected this jurisdiction. These activities are a response and are too late to prevent or reduce impacts already suffered. Heightened hazard awareness and a desire for speedy recovery, provide an emphasis for conducting mitigation activities during this time frame. Mitigation opportunities can be identified and implemented which can be very effective in reducing potential damages from future events.

D. Activities by Phases of Emergency Management

Hazard mitigation actions are an on-going process, and are more appropriately classified and associated with the time frames before, during, and after occurrence of an emergency situation caused by a hazard. The following is a sequenced set of actions that should be taken by the HMT during each time frame:

1. Pre-Event Period

- a. Develop and maintain *Hazard Analysis*.
- b. Develop and maintain hazard *Mitigation Action Plan*.
- c. Apply for grants and loans to conduct studies and implement mitigation projects.
- d. Conduct studies and implement mitigation projects.
- e. Provide vulnerability and risk data for use in community development planning, exercise design, emergency preparedness planning, and floodplain management.

2. Incident Response Period

- a. Assist decision makers and emergency responders better understand potential impact consequences and emergency response needs by providing detailed

vulnerability and risk data for all sectors impacted or likely to be impacted by the incident.

- b. Assist decision makers and emergency responders answer “What if” questions through use of appropriate real-time and model based damage assessment tools such as DERC, HAZUS, and other programs.

3. Post-Incident Period

- a. Conduct site surveys to record damage “Footprint” and record and map high-water marks and other benchmarks to verify inputs and results of damage assessment tools. Inspect and evaluate effectiveness of previously implemented mitigation measures. Evaluate accuracy of floodplain maps and studies and identify any mapping needs.
- b. Complete Hazard Mitigation Team Reports based on observations and findings from site inspections. Begin development of potential mitigation project application(s) based on team reports.
- c. Provide assistance to decision makers for prioritization of damage assessment operations, conducting substantial damage determinations, and preparation of request for a state and/or federal disaster declaration by providing detailed incident impact data.
- d. Provide assistance to state and federal mitigation team activities once a disaster is declared.
- e. Assist designated Local Project Officer(s) prepare and submit Hazard Mitigation Grant Program (HMGP) Notice of Interest(s) (NOIs), and application(s), and monitor Public Assistance (PA) projects for inclusion of mitigation components once a state or federal disaster is declared.
- f. Review Hazard Mitigation Team Reports and update hazard analysis and mitigation action plan.
- g. Assist designated Local Project Officer(s) in implementing projects and administer HMGP and other mitigation grant programs.

E. Local Hazard Mitigation Team

1. Members of the HMT provide a multi-disciplined, local capability to identify mitigation opportunities and implement mitigation measures in both a pre-event and post-event situation. [Our HMT has primary responsibility for mitigation activities for our jurisdiction, but also provides representatives to and actively participates in countywide, mitigation action planning.
2. The HMT is not viewed as an organization with rigid membership and regular duties, but rather one of flexible membership whose makeup and duties are dependent upon the particular mitigation activity under consideration. This flexibility allows the HMC to tailor

the group to meet the situation while insuring the involvement of appropriate individuals from the community.

3. The HMT are the local experts that understand local concerns, issues, and capabilities to achieve local mitigation goals and objectives. The HMT, under the leadership and coordination of the HMC, is collectively responsible for development, distribution, and maintenance of the local *Hazard Analysis, Mitigation Action Plan*, and this annex.
4. In the event of a Presidential or State Major Disaster Declaration for this jurisdiction, the HMC and Team will provide assistance to the federal and state HMT and will assist in conducting damage and effectiveness assessments, and the identification and implementation of appropriate hazard mitigation measures for the jurisdiction(s).
5. The HMC and the Team will also be responsible for providing assistance necessary for submission and administration of HMGP and PDM grants.

F. Local Hazard Analysis

Our *Hazard Analysis* was developed through a joint effort of our HMT and our countywide, mitigation action planning partners. It is a stand-alone product consisting of maps, databases, charts, atlases, and other supporting documentation that is reviewed and updated at least annually by the HMC with assistance from the HMT. The analysis provides a risk-based quantitative method to prioritize mitigation and preparedness needs for the jurisdiction as a whole. Our analysis supplements the *State of Texas Hazard Analysis* and focuses on hazards and their impact to our area of responsibility. Our analysis has been distributed to all appropriate agencies/organizations, and additional copies are available from the HMC. [Some of the data in our *Hazard Analysis* was developed and provided through our partnership efforts in contributing to development of our countywide, mitigation action plan, and our data has been incorporated into our countywide, plan.

G. Mitigation Action Plan

Our *Mitigation Action Plan* was developed through joint efforts of our HMT and our countywide, mitigation action planning partners. It is reviewed annually and updated at least every five years by the HMC with assistance from members of the HMT [and our partners]. Our mitigation action plan outlines our mitigation goals, our risk reduction strategy for each of the significant hazards that threaten our area of responsibility, and a discussion of on-going risk reduction activities. Our plan also details what is to be done, how much it will cost, who will be responsible for the action, how it will be funded, and provides an implementation schedule. It is an action plan for accomplishment of vulnerability and risk reduction measures for our area of responsibility. Our plan supplements, and is in concert with the *State of Texas Hazard Mitigation Plan*, and focuses on mitigation actions that affect our area of responsibility. Our plan meets state planning standards for mitigation Planning Standards Checklist P, and Section 201 CFR 44 requirements, and has been approved by FEMA and adopted by ordinance, court order, joint resolution. Copies have been distributed to all appropriate agencies/organizations, and additional copies are available from the HMC.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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A. Organization

1. Hazard mitigation is a function that requires the coordination of a variety of multi-disciplined on-going activities. The County Judge as the Emergency Management Director, is responsible for the overall emergency management program, and has designated Emergency Management as the agency with primary responsibility for hazard mitigation. The Tyler County Emergency Management Coordinator has been designated as the HMC and serves as the single manager/coordinator for this function for this jurisdiction.
2. The HMT consists primarily of representatives of local government, but also includes partners that represent industry and the private sector. Individual team members and functional areas of expertise are listed in Appendix 1 of this Annex. The HMT provides a pool of local people with skills in the wide variety of disciplines that may be required to achieve effective hazard mitigation objectives. The County Judge appoints supporting agencies and organizations to provide representatives to the HMT, and the HMC serves as team leader and functional manager.
3. The HMT organization provides the flexibility to involve all team members in the problem solving process, or to involve only those team members who possess the specific skills needed to mitigate a hazard specific condition.
4. The County Judge will designate individuals to serve as local applicant's project officer to administer Hazard Mitigation Grant Program (HMGP) applications and projects. The local project officer(s) will serve as the single point of contact for the jurisdiction and coordinate with designated state mitigation project officers.

B. Task Assignments

1. The County Judge will:
 - a. Appoint an agency to exercise primary responsibility to coordinate hazard mitigation activities and an individual to serve as HMC.
 - b. Appoint support agencies and organizations to provide representation to the HMT.
 - c. Appoint local Project Officer(s) to administer HMGP and other mitigation applications and projects.
2. The Hazard Mitigation Coordinator will:
 - a. Coordinate all hazard mitigation related activities of this jurisdiction, to include development, distribution, and maintenance of the local *Hazard Analysis, Mitigation Action Plan*, and this annex.
 - b. Assist in selecting supporting agencies and individual members of the HMT, assign tasks, and manage the various activities of the team so as to accomplish mitigation functional responsibilities for the jurisdiction.

- c. Insure development, distribution and retention of mitigation reports, records and associated correspondence, and manage implementation of appropriate mitigation measures.
 - d. Serve as point of contact and provide local assistance for federal, state, and [countywide, regional] level mitigation program and planning activities.
 - e. Develop Standard Operating Procedures (SOPs) for compiling information, determining priority of efforts, preparing reports, and monitoring implementation and effectiveness of mitigation measures.
 - f. Maintain this annex and insure that all component parts are updated and contain current data.
 - g. [Serve as or provide assistance to] the designated local Project Officer(s) responsible for administering mitigation program grants such as HMGP and PDM, and for reviewing PA projects for inclusion of appropriate mitigation measures.
 - h. Conduct or assist in annual reviews and scheduled updates of [city, countywide, regional] mitigation action plan.
 - i. Periodically review, download, and utilize the most current guidance material from the DEM website: www.txdps.state.tx.us/dem.
3. Hazard Mitigation Team members will:
- a. General
 - (1) Assist in the accomplishment of team objectives as assigned by the HMC.
 - (2) Provide technical assistance and functional expertise in disciplines as assigned in Appendix I of this Annex.
 - (3) Assist the HMC develop, distribute, and maintain the local *Hazard Analysis*, and this annex, and local Project Officer(s) administer mitigation program grants.
 - (4) Conduct or assist in annual reviews and scheduled updates of the [city, county, countywide, regional] mitigation action plan.
 - (5) Provide assistance to the designated local Project Officer(s) responsible for administering mitigation program grants such as HMGP and PDM.
 - b. [List each organization that is part of the team and indicate their role(s).]
4. Local Project Officer(s) will:
- a. Serve as single point of contact and administer HMGP, PDM, and other mitigation program applications and projects.
 - b. Coordinate with designated state mitigation project officer(s).

VII. DIRECTION & CONTROL

- A.** The HMC will manage the activities of the HMT and coordinate all hazard mitigation related activities of this jurisdiction.
- B.** Lines of Succession
 - 1. Lines of succession for the HMC will be in accordance with the [name of primary agency] Standard Operating Procedures (SOP).
 - 2. Lines of succession for HMT members will be in accordance with their parent organization's established SOP.
 - 3. The County Judge will appoint successors for unaffiliated individual team members.

VIII. INCREASED READINESS ACTIONS

Hazard Mitigation activities are ongoing and standard increased readiness actions are not applicable.

IX. ADMINISTRATION & SUPPORT

A. Records and Reports

- 1. The Emergency Management Coordinator maintains records of previous hazard events and disaster declarations. These records contain data pertinent to risk factor analysis and, consequently, aid in determination of mitigation requirements. Risk factor analysis provides a means to determine significant levels of risk or significant hazard events that require initiation of a Hazard Mitigation Team Report.
- 2. A listing of mitigation-related documents on file pertaining to this jurisdiction is provided in Appendix 2 of this Annex. This is a listing of plans, programs, grants, regulations, studies, maps, etc., which address hazards or mitigation activities unique to this jurisdiction. Items listed may include flood control studies, levee improvement agreements, dam safety plans/guidance, local ordinances, flood mitigation plans, flood hazard boundary maps, flood insurance rate maps, drainage studies, Corps of Engineer Section 22 or feasibility studies, master drainage studies/plans, flood mitigation plans, etc. This record provides a listing of reference documents to be maintained and utilized as an aid to identify vulnerability and risks impacts and accomplish mitigation objectives.
- 3. The "Notice of Interest and Hazard Mitigation Team Report" provides a means to identify, record, and coordinate on going mitigation planning and implementation activities. The report is a management tool to facilitate the identification of mitigation opportunities and the development of an action plan and implementation schedule. The report is used to document mitigation opportunities discovered during the damage assessment process following occurrence of emergency situations, and also to

document and facilitate the implementation of findings and recommendations identified in the *Hazard Analysis* or land use, development, flood control, or other special comprehensive studies. This report system also provides a means to increase inter-governmental participation in the mitigation process through exchange of ideas, technical assistance and guidance. This report is a component of our *Mitigation Action Plan*, and is also used to notify the state of our interest in applying for a mitigation program grant. This form may be found in Appendix 3 to this annex.

4. The instructions for completing the "Notice of Interest and Hazard Mitigation Team Report" are located in Tab A to Appendix 3 to this annex. The most current version of these instructions is also available as "Mitigation Job Aid #1" on the DEM website at www.txdps.state.tx.us/dem under "documents".
5. Additional reports to evaluate effectiveness and monitor long-term implementation measures will be prepared as needed. Records pertaining to loans and grant programs will be maintained in accordance with applicable program rules and regulations.

B. Release and Distribution of Information

1. Completed Hazard Mitigation Team Reports, the *Hazard Analysis*, and the *Mitigation Action Plan* will be presented to the chief elected official(s), and city council(s), commissioners-courts for review, approval, adoption, and implementation.
2. Completed reports, historical records and associated correspondence will be maintained and utilized as a management tool for the continued development of a mitigation strategy for this jurisdiction.

X. ANNEX DEVELOPMENT & MAINTENANCE

- A. The HMC has overall responsibility for the development and maintenance of all components of this annex, to include reports, records, SOPs, and associated correspondence files.
- B. The HMC, with assistance from the HMT and in conjunction with the Emergency Management Coordinator, will ensure that copies of this annex are distributed to all HMT members, all jurisdictions within our area of responsibility, the Division of Emergency Management, and other agencies/organizations as appropriate.

XI. REFERENCES

- A. Division of Emergency Management (DEM), *State of Texas Emergency Management Plan*.
- B. DEM, *State of Texas Hazard Analysis*
- C. DEM, *State of Texas Hazard Mitigation Plan*.
- D. DEM-21, *Mitigation Handbook*.
- E. Local Hazard Analysis, (date).

F. Local Hazard Mitigation Action Plan, (date).

APPENDICES:

1. Hazard Mitigation Team
2. Mitigation Reference Records
3. Notice of Interest and Hazard Mitigation Team Report

Tab A - Mitigation Job Aid #1: Instructions for Completing the NOI/Hazard Mitigation Team Report

HAZARD MITIGATION TEAM

The implementation of effective hazard mitigation measures requires utilization of all resources available to this jurisdiction. Multi-disciplined, long-range mitigation planning requires a coordinated team of personnel with administrative, financial, and technical knowledge and expertise in a variety of functional areas that may be needed to achieve mitigation objectives. HMT supporting member agencies and organizations along with their functional areas of responsibility are listed in this appendix. Team members will provide assistance for hazard mitigation activities as required by the HMC. Team members have been selected for all functional areas that are applicable to this jurisdiction and which may require local expertise. Primary responsibility for Team members is to provide mitigation program services for all jurisdictions covered in our emergency management plan, but Team members are also responsible for coordinating and providing assistance to our partners for development, adoption, implementation, and maintenance of our mitigation action plan.

	Title/Agency
Hazard Mitigation Coordinator	
Functional Responsibility	
Public Awareness/Education	Emergency Management Coordinator
Emergency Preparedness and Response	Emergency Management Coordinator
Disaster Recovery	Emergency Management Coordinator
Floodplain Management	Assistant Emergency Management Coordinator
Engineering Services	TX DOT
Damage Assessment	Emergency Management Coordinator
Volunteer Services	Transportation Director-Warren ISD
Water Treatment	City of Woodville
Wastewater Treatment	City of Woodville
Drainage/Flood Control	Tyler County Commissioners
Public Health	Tyler County Hospital Director
Legislative Representation/Liaison	State Representative
Building Codes and Permits	City of Colmesneil Secretary
Zoning Regulations	City Manager
Legal Services	District Attorney
Development Planning	City Administrator
Subdivision Regulations	Mayor of Ivanhoe
Fiscal/Funding Resources	Tyler County Auditor
Tax Assessment	Tyler County Appraisal District – Chief Appraiser
Septic Tank/Sanitation Standards	City of Ivanhoe Inspector
Environmental Protection	TXDOT-Maintenance Supervisor
Land Use Planning	Tyler County Commissioners
Property Condemnation	City of Colmesneil –Utilities Director
Land Acquisition	Tyler County Commissioners
Historical Preservation	Chamber of Commerce
Parks and Wildlife	Ranger National Services
River Authority	Corp of Engineer

Levee/Seawall Management	N/A
Dam Safety/Reservoir Management	Corp of Engineer
Coastal Zone Management	N/A
Agricultural Recovery Programs	Tyler County Extension Agent
Fire and Casualty Insurance	Tyler County Constables & Woodville PD
Flood Insurance	Emergency Management Coordinator
Wind Insurance	Emergency Management Coordinator
Drainage District	Tyler County Commissioners
Citizen Group(s)	Housing Authority in Woodville
Business/Industry	Director Dogwood EMS
Council of Government	DETCOG Director
Data Processing Services	Director Woodville Health and Rehab
Mapping Services	Tyler County Appraisal District – Chief Appraiser
GIS Services	East Texas Home Health Director
Grant Writing/Management	City of Woodville-Chief Police
Urban/Regional Planning	Ranger Park Service
Professional Group(s)	The Burke Center
Neighborhood Association(s)	The Mayor of Ivanhoe
Chamber of Commerce	Chamber of Commerce
Realtors	Representative Discovery/Citizens
Bankers/Lenders	Tyler County Commissioners

MITIGATION REFERENCE RECORDS

[Data below are examples]

	Title/Subject	Date	Prepared By	File Location
1.	Hazard County Drainage Study	5-20-01	Y. Critch Inc.	Hazard County Public Works Department
2.	USACOE Section 22 Study for Roaring River	4-1-00	Ft. Worth District	City of Disasterville Engineering Department
3.	Storm Data Report for Hazard County	9-1-02	NWS	Hazard County Emergency Management Office
4.	Hazard Mitigation Plan for Areas affected by Hurricane Polly (DR-XXXX)	10-4-92	Texas DEM	Hazard County Emergency Management Office
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NOTICE OF INTEREST AND HAZARD MITIGATION TEAM REPORT

Jurisdiction: _____ County: _____ Date: _____

1. Hazard Mitigation Coordinator/Project Officer: Address:
Phone#: _____ Fax#: _____ E-mail: _____
2. Impact Area:
3. Hazard Identification:
4. Incident Period:
5. Number of Previous Events Involving this Hazard:
6. Number of Residents at Risk from this Hazard:
7. Background and Discussion:
8. Hazard Mitigation Team Recommendations:
Work Element # 1
Mitigation Action:
Lead Agency:
Estimated Cost:
Funding Method:
Schedule:

CONTINUATION SHEET
 (Use this and additional pages as needed to detail multiple work elements)

Work Element # ___
Mitigation Action:
Lead Agency:
Estimated Cost:
Funding Method:
Schedule:

Work Element # ___
Mitigation Action:
Lead Agency:
Estimated Cost:
Funding Method:
Schedule:

MITIGATION JOB AID #1: INSTRUCTIONS FOR COMPLETING NOI/ MITIGATION TEAM REPORT

A. General

The “Notice of Interest and Hazard Mitigation Team Report” discussed in Annex P is concerned with one basic goal: to assist in the identification and implementation of mitigation actions that will eliminate, or at least reduce, the potential for future losses.

The report is designed for use to conduct and record an initial survey of an impacted disaster area and facilitate the identification of causes and mitigation opportunities. The report provides the basis for development of a coordinated Mitigation Action Plan (MAP) and a Notice of Interest (NOI) to apply for federal and state funds to implement hazard mitigation actions.

The mitigation report is primarily a response action following a disaster or significant event, however, the process will also be used to document mitigation opportunities identified in findings or recommendations of special comprehensive studies, and for review and update of the *Hazard Analysis and Mitigation Action Plan*.

This report identifies mitigation opportunities and addresses them as work elements to be accomplished. The various work elements contained in the report constitute the actions necessary to reduce risk within the designated impact area. It is recommended that the report be prepared no later than 15 working days following a significant event. The report will also be prepared any time an analysis of risk factors indicates a significant level of risk, or opportunities for mitigation actions are identified. A separate report should be completed for each individual proposed mitigation project.

B. Following is an explanation of the components of the report:

Item

1. Hazard Mitigation Coordinator/Project Officer:

Identify the person responsible for completing the report and serving as the single point of contact concerning the project. This person represents our jurisdiction and works directly with the state project officer to manage and administer this project.

2. Impact Area:

Identify area or areas impacted by incident/disaster- focus on affected area such as a specific sub division, a section of property along a creek or drainage ditch, or a specific structure such as a building or bridge or culvert etc. This could also identify a vulnerable area potentially at risk such as a designated hurricane risk area, floodway, floodplain, dam failure inundation zone, high erosion or subsidence area, vulnerability zone, etc.

3. Hazard Identification:

[Identify specific hazard(s) addressed in this report. For example – severe thunderstorms with flooding from Hurricane Allen, wind damage from a tornado, dam failure and downstream flooding, surge flooding from hurricanes, etc.]

4. Incident Periods:

[Identify time(s) and date(s) of incident/disaster. If report is prepared prior to an incident/disaster, use “Pre-Incident Report” for this entry.]

5. Number of Previous Events Involving This Hazard:

[Identify the number of events caused by this hazard in the time frame for which records are available. For example, two (2) events in 1986, five (5) events from 1983 to present, etc.]

6. Number of Residents at Risk from this Hazard:

[Identify the number of people at risk in the above identified impact area, or the specific facility. Focus on information pertaining to the proposed problem and recommended actions -- include information such as number of families, housing units, and access and functional needs population affected by incident, or at risk from a potential incident.]

7. Background and Discussion:

[Explain the problem and what benefits will be derived once problem is corrected]

[Briefly describe what happened, or what could possibly happen, and the real cause of the problem. A flood is a hazard, but what really caused it to flood this sub-division or this part of town, and why was it so bad this time? Perhaps drainage ditches overflowed because excessive vegetation impeded water flow, or flood control gates were rusty and inoperable, or increased run-off from new development has increased the area vulnerable to floods, etc. If possible, identify specific conditions that directly contributed to impact of incident/disaster]

[If this is a pre-event situation explain how the problem was identified and why it is important to resolve-explain the problem and how the recommended actions will correct it. If actions are to implement recommendations or findings in a hazard analysis, atlas, or other comprehensive study, identify and discuss the source documents-this will strengthen and reinforce the need to implement your recommend mitigation actions.]

8. Hazard Mitigation Team Recommendation:

Work Element #:

[This section of the report is a listing of specific step by step actions to be accomplished that will eliminate, or at least reduce the impact of this hazard. This section is essentially an implementation strategy of mitigation actions that will reduce risk and vulnerability levels within this impact area. Each “Work Element” is a numbered separate task that identifies a specific mitigation action along with a discussion of the means to be

employed to accomplish the action. The number of work elements (i.e., mitigation actions) developed for each report will be determined by the HMC and will be based on the nature of the hazard, and the complexity of the recommended solution.] Each work element is a proposed task to be accomplished to complete a single project. Each proposed project may have multiple work elements and each proposed project requires a separate team report.

a. Mitigation Action:

[Identify specific actions that, if accomplished, will reduce vulnerability and risk in the impact area. Actions should be listed in implementation sequence so they constitute a step by step action plan to achieve mitigation objectives. As an example, you may want to identify the number and value of structures at risk in a particular subdivision; and then apply for environmental and historical preservation clearances; and then develop a land use plan; and then determine availability of grants; and then invite property owners to participate; and then apply for a grant; etc. All of the actions are needed and collectively will provide a way to reduce vulnerabilities and risks. Most mitigation projects consist of a number of interrelated and coordinated mitigation actions accomplished through a step by step process.]

b. Lead Agency:

[Identify the local agency or organization that is best suited to accomplish this action. In most cases the organizations represented on the HMT will be ideally suited to accomplish specific mitigation actions.]

c. Cost of Action:

[Indicate what the cost will be to accomplish this action. This amount will, of course, have to be estimated until actual final dollar amounts can be determined.]

d. Funding Method:

[Indicate how the cost to complete the action will be funded. For example – funds may be provided from existing operating budgets, or from a previously established contingency fund, by voter endorsed bond action, or a cost sharing Federal or State grant, etc. Remember that various funding methods are available and that creative funding techniques may be necessary.]

e. Schedule:

[Indicate when action will begin, and when action is expected to be completed. Remember that some actions will require only a minimum amount of time, while others may require a long-term continuing effort.]

ANNEX R

Search & Rescue

Tyler County



RECORD OF CHANGES

CHANGE #	DATE OF CHANGE	DESCRIPTION	CHANGED BY
01	3/18/13	New cover	Jo Manning
02	3/18/13	New "Record of Changes"	Jo Manning

APPROVAL & IMPLEMENTATION

Annex R

Search & Rescue

County Judge

Date

Emergency Management Coordinator

Date

ANNEX R

SEARCH & RESCUE

I. AUTHORITY

See Basic Plan, Section 1.

II. PURPOSE

The purpose of this annex is to outline operational concepts and organizational arrangements for SAR operations during emergency situations in our community. This annex is applicable to all agencies, organizations and personnel assigned SAR functional responsibilities.

III. EXPLANATION OF TERMS

A. Acronyms

DDC	Disaster District Committee
EMC	Emergency Management Coordinator
EOC	Emergency Operations Center
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
JP	Justice of the Peace
ME	Medical Examiner
NIMS	National Incident Management System
SAR	Search and Rescue
SOP	Standard Operating Procedures
TEEX	Texas Engineering Extension Service
TX-TF1	Texas Task Force 1
US&R	Urban Search and Rescue
VFD	Volunteer Fire Department

B. Definitions

1. Hazmat. Hazardous materials.
2. Secondary Hazard. A situation that occurs as a result of an initial hazard. For example, a chemical release from a tank car involved in a train derailment or a gas leak within a collapsed building.
3. Terrorist Incident. A violent act, or an act dangerous to human life, in violation of the criminal laws of the United States or of any state, to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political and social objectives.
4. Texas Task Force 1. Also known as TX-TF1, this task force is the state's urban search and rescue team, headquartered at the Texas Engineering Extension Service's Emergency Response and Rescue Training Field in Bryan, Texas. Its members are from city and county agencies throughout the state. They respond to mass casualty disasters anywhere in the state. Their assistance is not limited to heavy US&R. They also have a Flood Rescue Strike Team to assist during flooding situations.

IV. SITUATIONS AND ASSUMPTIONS

A. Situations

1. This County depends on municipal fire department(s)/volunteer fire department for SAR.
2. Local buildings are subject to severe structural damage from hurricane, tornado, flood, earthquake, explosion, and acts of terrorism, which could result in injured people trapped in the damaged and collapsed structures.
3. In emergency situations involving structural collapse, large numbers of people may require rescue.
4. The mortality rate among trapped victims rises dramatically after 72 hours; therefore, search and rescue operations must be initiated without delay.
5. Secondary hazards may compound problems and threaten both disaster victims and rescue personnel.
6. Weather conditions such as rain, temperature extremes, and high winds, may pose additional hazards to disaster victims and rescue personnel.
7. Large-scale emergencies, disasters, and acts of terrorism may adversely impact SAR personnel, equipment, and facilities as well as communications systems.

B. Assumptions

1. A trained, equipped, organized rescue service will provide the capability to conduct methodical SAR operations, shore up and stabilize weakened structures, release trapped persons, and locate the missing and dead.
2. Access to disaster areas may be limited because of damaged infrastructure.
3. If our resources and those obtained pursuant to inter-local agreements are insufficient and additional support is required, we will request assistance from the State.
4. During major emergency situations, our SAR resources may be damaged and specialized supplies depleted.

V. CONCEPT OF OPERATIONS

A. General

1. The fire service/other has the primary responsibility of providing our community with SAR operations. Our SAR resources include:
 - a. The Woodville, Chester, Colmesneil, Dam B, Fred, Ivanhoe, Warren, Whitetail Ridge, Spurger Volunteer Fire Department.
 - b. The Woodville Search and Rescue Team
 - c. The Task Force SAR Team, which provides the following capabilities:
 - 1) Area Search-Air Scent
 - 2) Tracking/Trailing
 - 3) Evidence Search
 - 4) Cadaver Search
 - 5) Water Search
 - 6) Urban Search
 - 7) Disaster/Collapse Structural
 - 8) Fire Scene
 - 9) Arson-Accelerant Search
 - 10) Evidence-Article Search
2. The responsibilities of our SAR team will be extensive during some types of emergency situations. These responsibilities include the search for and extrication of victims during events such as structural collapse, hazmat accidents, flooding incidents, radiological incidents, and major fires or explosions.

B. Implementation of ICS

The first responder on the scene of an emergency situation should initiate the ICS and establish an Incident Command Post (ICP). As other responders arrive, this jurisdiction will implement the Incident Command System (ICS). The individual present, most qualified to

deal with the specific situation will be designated as the Incident Commanders (IC). The IC will implement ICS to direct and control responding resources and designate emergency operating areas.

C. Terrorist Incident Response

During terrorist incident response it is essential that the incident command team establish operating areas and formulate a plan of action that will allow SAR personnel to conduct operations in such a way as to minimize the impact to the crime scene. Emergency responders should be especially watchful for any signs of secondary devices usually set off for the purpose of injuring responders. Refer to Annex V, Terrorist Incident Response, for more information on the response to terrorist threats and activities.

D. Requesting External Assistance

1. If our local SAR resources are inadequate to deal with an emergency situation, SAR resources covered by mutual aid agreements will be requested by the Fire Chief or other individuals who are specifically authorized to do so. The Fire Chief may also request assistance from industries and businesses with SAR resources that have agreed to assist us during emergencies.
2. [If our SAR resources and those obtained pursuant to inter-local agreements are insufficient to deal with an emergency situation, statewide mutual aid will be requested in accordance with the *Texas Fire and Rescue Mutual Aid Plan* during an emergency situation (see *State of Texas Emergency Management Plan*, Annex R, Section IV.G).]
3. If the foregoing resources are inadequate to deal with an emergency situation, the County Judge may request SAR assistance from the State through the Disaster District in Lufkin.

E. Activities by Phases of Emergency Management

1. Prevention
 - a. Maintain up-to-date information on known hazards present in facilities such as refineries, factories, power plants, and other commercial businesses.
 - b. Maintain up-to-date information on type and quantities of hazardous material present in local businesses and industrial facilities.
2. Preparedness
 - a. Maintain a schedule for testing, maintenance, and repair of rescue equipment.
 - b. Maintain a list of all SAR resources (see Annex M) and stock specialized supplies.
 - c. Make arrangements for responders to obtain building plans during emergencies.
 - d. Identify sources of dogs that can be used for SAR operations.

- e. Develop communications procedures to ensure adequate communications between SAR units, fire units, law enforcement units and other emergency responders.
 - f. Plan and execute training exercises for all SAR personnel on a regular basis.
 - g. Revise and update response plans at regular intervals.
3. Response
- a. Initiate rescue missions, as necessary.
 - b. Mobilize support resources.
4. Recovery
- a. Perform or assist in decontamination and cleanup.
 - b. Assess damage to SAR equipment and facilities, if necessary.
 - c. Inventory and replace depleted supplies.

VI. ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES
--

A. General

1. Our normal emergency organization, described in Section VI.A of the Basic Plan and depicted in Attachment 3 to the Basic Plan, shall carry out the function of providing SAR services in emergency situations. [Routine SAR operations can be handled by our SAR team, with limited support from one or two other emergency services, operating under an IC]. and will rely on mutual aid agreements with neighboring jurisdictions for assistance with SAR operations. The EOC will normally be activated for major emergencies and disasters that require extensive SAR operations and a commitment of all emergency services as well as external assistance.
2. The Fire Chief shall serve as the Chief Rescue Officer and coordinate emergency SAR operations.

B. Task Assignments

1. The Fire Department/SAR Team will:
 - a. Coordinate all SAR operations using county resources or those obtained pursuant to inter-local agreements.
 - b. Provide assistance during evacuations (see Annex E).
 - c. Prepare and execute inter-local agreements for SAR support.
 - d. Provide support for other public safety operations, as necessary.

2. The IC will:
 - a. Establish an ICP and control and direct emergency response resources.
 - b. Assess the incident, request any additional resources needed, and provide periodic updates to the EOC, if activated.
 - c. Determine and implement initial protective actions for emergency responders and the public in the vicinity of the incident site.
 - d. Establish a specific division of responsibilities between the incident command operation and the EOC, if activated.

3. Law Enforcement will:

Upon request of the IC, provide control access to and control traffic around incident sites.

4. The Public Works/Utilities will:

- a. Upon request of the IC, provide heavy equipment support for SAR operations.
- b. Upon request of the IC, shut off gas or power to collapsed structures.

5. County EMS will:

Provide trained personnel and equipment to administer emergency medical support, if necessary.

6. SO/FD/EM will:

Coordinate body recovery activities with the JP's/Coroner's/ME's office, if needed.

VII. DIRECTION AND CONTROL

A. General

1. For most emergency situations, an IC will establish an ICP and direct and control emergency operations at the scene from that ICP. All SAR resources will carry out missions assigned by the IC. The IC will be assisted by a staff with the expertise and of a size required for the tasks to be performed. The individual most qualified to deal with the specific type of emergency situation present should serve as the IC.
2. In some situations, the EOC may be activated without an incident command operation. This type of organizational arrangement is most likely when: (a) a hazard threatens, but has not yet impacted the local area (such as the predicted landfall of a hurricane), or (b) when a generalized threat exists and there is no identifiable incident site (as may be the case for a terrorist threat). During these situations, a senior SAR officer will normally report to the EOC to coordinate any response by SAR personnel.
3. However, organized response units will normally work under the immediate control of their own supervisors.

B. Incident Command System (ICS) – EOC Interface

If both the EOC and an ICP are operating, the IC and the EOC must agree upon a specific division of responsibilities to ensure proper response to the incident without duplication of efforts. A general division of responsibilities between the ICP and the ECO that can be used as a basis for more specific agreement is provided in Section V of Annex N, Direction and Control.

C. Line of Succession

Line of succession for the Chief Rescue Officer is:

1. President of Association
2. Vice President
3. Secretary

VIII. INCREASED READINESS ACTION

A. Readiness Level IV – Normal Conditions

See the mitigation and preparedness activities in paragraphs V.E.1 and V.E.2 above.

B. Readiness Level III – Increased Readiness

1. Monitor situation.
2. Alert key personnel.
3. Check readiness of all equipment and supply status and correct deficiencies.
4. Review inter-local agreements for use of SAR resources operated by other agencies.
5. Review plans and procedures and update them, if necessary.

C. Readiness Level II – High Readiness

1. Alert personnel of possible emergency duty.
2. Place selected personnel and equipment on standby.
3. Identify personnel to staff the EOC and ICP if those facilities are activated.
4. Prepare to implement inter-local agreements.

D. Readiness Level I – Maximum Readiness

1. Mobilize selected SAR team members.

2. Consider precautionary deployment of personnel and equipment, if appropriate.
3. Dispatch SAR representative(s) to the EOC when activated.

IX. ADMINISTRATION AND SUPPORT

A. Reporting

In addition to reports that may be required by their parent organization, SAR teams participating in emergency operations should provide appropriate situation reports to the IC, or if an incident command operation has not been established, to the EOC. The IC will forward periodic reports to the EOC. Pertinent information will be incorporated into the Initial Emergency Report and the periodic Situation Report that is prepared and disseminated to key officials, other affected jurisdictions, and state agencies during major emergency operations. The essential elements of information for the Initial Emergency Report and the Situation Report are outlined in Appendices 2 and 3 to Annex N (Direction and Control).

B. Records

1. Activity Logs. The IC and, if activated, the EOC, shall maintain accurate logs recording significant operational activities, the commitment of resources, and other information relating to emergency response and recovery operation. See Section IX.B of Annex N, Direction and Control, for more information on the types of information that should be recorded in activity logs.
2. Documentation of Costs. Expenses incurred in carrying out emergency response operations for certain hazards, such as radiological accidents or hazmat incidents may be recoverable from the responsible party. Hence, all SAR service elements will maintain records of personnel and equipment used and supplies consumed during large-scale emergency operations.

C. Preservation of Records

Vital records should be protected from the effects of disaster to the maximum extent feasible. Should records be damaged during an emergency situation, professional assistance in preserving and restoring those records should be obtained as soon as possible.

D. Resources

A listing of local SAR resources is found in Annex M, Resource Management.

E. Communications

General emergency communications capabilities and connectivity are discussed and depicted in Annex B, Communications. The SAR team communications network is shown in Appendix 1.

F. Post Incident Review

For large-scale emergency operations, the County Judge/Mayor/EMC shall organize and conduct a review of emergency operations in accordance with the guidance provided in Section IX.E of the Basic Plan. The purpose of this review is to identify needed improvements in this annex, procedures, facilities, and equipment. SAR personnel who participated in the operations should participate in the review.

X. ANNEX DEVELOPMENT AND MAINTENANCE

- A.** The Fire Chief is responsible for developing and maintaining this annex. Recommended changes to this annex should be forwarded as needs become apparent.
- B.** This annex will be revised annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.
- C.** Departments and agencies assigned responsibilities in this annex are responsible for developing and maintaining SOPs covering those responsibilities.

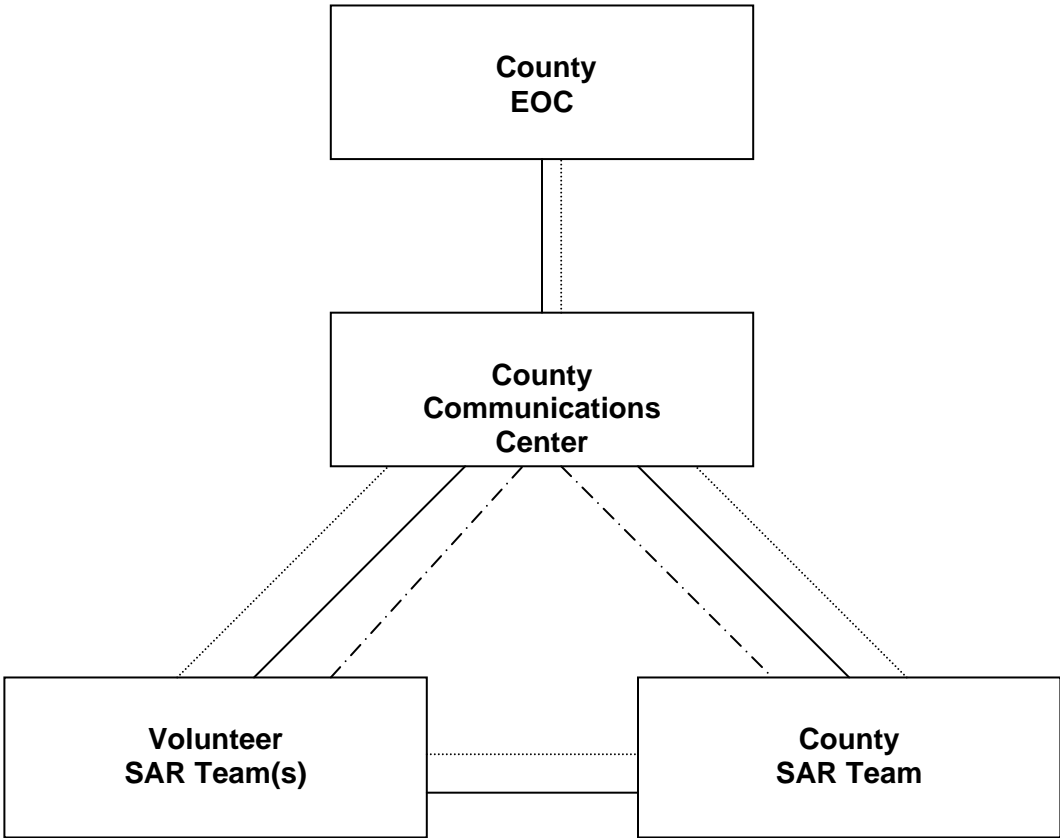
XI. REFERENCES

- A.** Annex R (Search and Rescue) to the *State of Texas Emergency Management Plan*.
- B.** Annex U (Terrorist Incident Response) to the *State of Texas Emergency Management Plan*.
- C.** *Texas Fire and Rescue Mutual Aid Plan*, May 1998.

APPENDIX

Appendix 1: Communications Network

SAR COMMUNICATIONS NETWORK



LEGEND:

- Phone
- VHF Radio
- - - - - Cell Phone

ANNEX T

Donations Management

Tyler County



APPROVAL & IMPLEMENTATION

Annex T

Donations Management

County Judge

Date

Emergency Management Coordinator

Date

**ANNEX T
DONATIONS MANAGEMENT**

I. AUTHORITY

- A. See the Basic Plan for general authorities.
- B. Annex T (Donations Management), State of Texas Emergency Management Plan.

II. PURPOSE

The purpose of this annex is to outline the concept of operation, organizational arrangements, and responsibilities for coordinating the efforts of volunteer groups and local government to manage donations of goods and services that may occur in the aftermath of an emergency situation.

III. EXPLANATION OF TERMS

A. Acronyms

ACS	Adventist Community Services
ARC	American Red Cross
CBO	Community-Based (Volunteer) Organization (see VOLAG)
DC	Donations Coordinator
DSG	Donations Steering Group
EOC	Emergency Operations Center
PIO	Public Information Office/Officer
PSA	Public Service Announcement
RSA	Resource Staging Area
TSA	The Salvation Army
VOAD	Voluntary Organizations Active in Disaster
VOLAG	Voluntary Agency (charitable organization that meets the Provisions of IRS Code 501(c)(3))

B. Definitions

Donations refer to the following:

1. Cash: Currency, checks, money orders, securities, etc.
2. Goods: Food, water, clothing, equipment, toys, furniture, pharmaceuticals, bedding, cleaning supplies, etc.
3. Volunteers and Services:
 - a. Individuals who are not members of any particular volunteer group (often referred to as “spontaneous,” “emergent,” or “non-affiliated” volunteers).
 - b. Individuals who are members of recognized disaster relief organizations who have undergone formal training by those organizations (i.e., “affiliated” volunteers).

- c. People with specialized training and expertise (e.g., doctors, nurses, medics, search and rescue, firefighting, heavy equipment operators, etc.) who may either be non-affiliated or members of a disaster relief organization.
- d. Teams that provide specialized equipment or capabilities (e.g., urban search and rescue, dog teams, swift water rescue teams, home repair teams, etc.).

IV. SITUATION & ASSUMPTIONS

A. Situation

1. As noted in the Basic Plan, this jurisdiction is at risk from a number of hazards that could threaten public health and safety as well as private and public property. Should a major disaster or a lesser emergency where there is high level of media interest occur, many individuals may want to donate money, goods, and/or services to assist the victims or participate in the recovery process? The amount of donations offered could be sizable, and we could face extreme difficulties in receiving, storing, securing, sorting, transporting, accounting for, and distributing the donations to the disaster victims and supervising volunteer workers desiring to assist in the effort.
2. Tyler County does not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best operated by community-based organizations (CBOs) and other voluntary agencies (VOLAGs) who have successfully handled donations in the past. Local government does, however, desire to coordinate its donation management efforts with volunteer organizations and agencies.
3. According to Chapter 418.074 of the Texas Government Code, our County Judge may accept a donation (in the form of a gift, grant, or loan) on behalf of the County for purposes of emergency services or disaster recovery. In turn, our County may use all the services, equipment, supplies, materials, and funds to the full extent authorized by the agreement under which they are received.

B. Assumptions

1. Should a major emergency or disaster occur, donations may be given/delivered to our County whether or not they are requested? In large quantities, such donations may overwhelm the capability of the local community to handle and distribute them.
2. In a catastrophic disaster affecting the jurisdiction, local government and local volunteer groups and agencies may be adversely affected and may not be able to cope with a sizable flow of donations.
3. Donated goods may be offered to local volunteer groups or simply delivered to local government. Donations of cash for disaster victims may be made to local government.
4. Many individuals donate goods that are not needed by disaster victims or offer services that are not needed in the recovery process. Receiving and sorting unneeded goods or hosting volunteers who do not have needed skills wastes valuable resources; disposing of large quantities of unneeded goods can be a lengthy and very costly process.

5. In some cases, the amount of donations received by a community may relate more to the media attention the emergency situation receives than the magnitude of the disaster or the number of victims.
6. The problem of unneeded donations can be reduced, but not eliminated, by developing and maintaining a current list of disaster needs, screening donation offers, and providing information to potential donors through the media on current needs and those items and services that are not required.
7. Most personal donations are given little expectation of return other than the personal satisfaction of giving and perhaps some acknowledgment of thanks. However, some donations may be unusable, have “strings attached,” or not really be donations at all. They may:
 - a. Be given with an expectation of some sort of repayment, publicity, or a tax write-off.
 - b. Be items that are out-of-date (such as expired foodstuffs or pharmaceuticals) unusable (broken furniture; dirty or torn clothing) or unsuitable (food that requires refrigeration, winter coats in August).
 - c. Be volunteer services that do not meet the announced or advertised expectations or capabilities; skilled trades that are not properly licensed or certified.
 - d. Be provided illegally as a ruse in a fraudulent process to obtain money from disaster victims.
 - e. Be offered at a “discount” to disaster victims, with any real savings being minimal or nonexistent.
 - f. Be offered in limited quantity as a deception to simply show an “association” with government or disaster relief as a basis for future advertising or publicity.
8. Donated goods may arrive in the local area without warning, day or night. Delivery drivers will want to know where they should deliver their load and who will unload it. They typically want their cargo off-loaded quickly so they can minimize down-time.
9. Donations will frequently arrive unsorted and with minimal packaging and markings. Donations may be packed in boxes, crates, barrels, or garbage bags; some items may be in bins or on pallets. When such goods are received, they must typically be sorted, repackaged and labeled, temporarily stored, and then transported to distribution points to be picked up by disaster victims.
10. Donors may want to:
 - a. Know what is needed in the local area -- cash, goods, and/or services.
 - b. Know how they should transport their donation to the local area, or if there is someone who can transport it for them.

- c. Start a “drive for donations” to help disaster victims, but have no knowledge of what to do and how to do it.
- d. Earmark their donation for a specific local group or organization, such as a church, fraternal society, or social service agency, or want to know to who, specifically, received their donation.
- e. Have their donation received by a local official and/or receive a letter of appreciation or public recognition.
- f. Want to be fed and provided with lodging if they are providing volunteer services.

11. Disaster victims may:

- a. Desire immediate access to donations before they are sorted and ready to be disseminated at appropriate distribution points.
- b. Believe that the donations have not been or are not being distributed fairly if they do not have information on the process of distributing donations.
- c. May have unmet needs which can be satisfied by additional donations.

V. CONCEPT OF OPERATIONS

A. Objectives

The objectives of our donations management program are to:

- 1. Determine the needs of disaster victims and inform potential donors of those needs through the media and a variety of other means.
- 2. Receive, process, and distribute goods and cash donations to victims that can be used to recover from a disaster.
- 3. Accept offers of volunteers and donated services that will contribute to the recovery process.
- 4. Discourage the donations of goods and services that are not needed, so that such donations do not in themselves become a major problem.

B. Operational Concepts

- 1. County does not wish to operate a system to collect, process, and distribute donations to disaster victims. Such a system is best operated by community-based organizations and other volunteer organizations that have successfully handled donations in the past. However, experience has shown that volunteer groups can be overwhelmed by the scale of donations and need certain government assistance (such as traffic control, security, and help in identifying facilities to receive, sort, and distribute donated goods); additionally, large numbers of donations may be sent to the local government itself.

Hence, local government desires to coordinate donation management efforts with volunteer organizations and agencies.

2. Recognized local and national charities e.g., community-based organizations (CBOs) and the voluntary (disaster relief) agencies (VOLAGs) have been accepting, handling, and distributing donations for many years. These CBOs and VOLAGs are skilled in the donations management process, and they should be the first recourse for collecting and managing donations after a major emergency or catastrophic disaster. Donors outside the local area should be encouraged to work through recognized community, state, or national social service organizations or voluntary human resource providers in the community in which they live. These organizations are capable of receiving donations in areas across the State or nation and then earmarking assistance for a particular disaster.
3. Donations of cash to CBOs and VOLAGs for disaster relief allows those organizations to purchase the specific items needed by disaster victims or provide vouchers to disaster victims so that they can replace clothing and essential personal property with items of their own choosing. Cash donations also reduce the tasks of transporting, sorting, and distributing donated goods. Therefore, cash is generally the preferred donation for disaster relief.

C. Donations Management Program

The donations management program for County is composed of several organizational elements and several operating units that are activated as needed at a level suitable for the anticipated workload. The organizational elements include the Donations Coordinator, Donations Steering Group, and the Unmet Needs Committee. The operating units include: a Donations Operations Office, a Resource Staging Area, a Phone Bank, one or more Distribution Points, and a Volunteer Center.

1. Organizational Elements

- a. Donations Coordinator (DC). A Donations Coordinator shall coordinate the donation management efforts of volunteer groups and local government. The Donations Coordinator should be appointed in writing by the County Judge when this annex is initially published and a replacement should be appointed in writing whenever there is a vacancy in this position. See Appendix 4, Tab A, for a sample of the DC appointment letter.
- b. Key Donations Management Personnel. Key donations management personnel should, to the extent feasible, be identified in advance so that they can receive training and assist in the development of operating procedures. In addition to the Donations Coordinator, key personnel include the individuals who will supervise operation of the Resource Staging Area, Phone Bank, Volunteer Center, and Distribution Point(s), as well as the Donations Financial Manager. See Appendix 4, Tab C, for the list of key donations management personnel.
- c. Donations Steering Group (DSG). The DSG provides policy guidance and general direction for the donations program. Composed of representatives of local volunteer groups and appropriate government officials, it meets periodically to plan for donation management operations. Group members should be selected prior to a

disaster, but it may be desirable to update and expand membership once a disaster occurs. Oftentimes the core of the Group is an existing association of local volunteer agencies such as the Voluntary Organizations Active in Disaster (VOAD). The Donations Coordinator is responsible for organizing the DSG and normally chairs the Group. See Appendix 4, Tab B for the DSG membership roster. When a disaster has occurred, the DSG should meet regularly to address policy issues and coordinate the solution to major challenges.

- d. Unmet Needs Committee. The function of the Unmet Needs Committee is to assist disaster victims who need assistance that local government has been unable to provide. The DC is expected to assist in forming the Committee as soon as practicable after a disaster occurs. The Committee may continue to operate for an extended period. The Unmet Needs Committee should consist of representatives from organizations that have provided or can provide money, manpower, or materials to assist in disaster relief. Members would typically include:
 - 1) Representatives of local volunteer organizations.
 - 2) Representatives of the local ministerial alliance.
 - 3) Representatives of corporations that have donated money, staff, or goods for disaster relief.
 - 4) Other interested parties that have donated to disaster relief.

Although the DC should assist in forming the Unmet Needs Committee, its chair should be elected by the members and preferably be a highly regarded and well-known local citizen who does not have other major commitments. As this Committee will decide which individuals receive supplemental aid, it is generally inappropriate for government officials to serve as members of this Committee. If they do, they should play a non-voting advisory or support role only. See Appendix 4, Tab D, for Unmet Needs Committee membership.

2. Operating Units

All of the operating units listed below are established after a disaster has occurred. To facilitate rapid activation of the units, suitable local facilities for each unit should be identified in pre-emergency preparedness planning; see Appendix 4, Tab 1. Some of the operating units listed below may be collocated if suitable facilities are available; for example, the Volunteer Center may be collocated with the Resource Staging Area, if a facility that provides sufficient warehouse and office space is available. In coordinating use of facilities, it is important that those providing facilities understand that some of these facilities may need to continue operations for an extended period – possibly several months. All of these facilities will be largely staffed by volunteers.

a. The Donations Operations Office.

- 1) The Donations Operations Office coordinates operation of the donations management program in the aftermath of a disaster; it further:
 - a) Maintains a Current Needs List that identifies donations that are needed and donations that are not needed. (See Appendix 1 for a sample of a Current Donations Needs List.)

- b) Maintains a record of the following, as appropriate:
 - (1) Phone responses and referrals.
 - (2) Cash donations received and distributed.
 - (3) Donated goods received and distributed.
 - (4) Volunteer workers utilized and tasks accomplished.
 - c) Handles correspondence related to the donations management program.
 - d) Ensures an appropriate accounting and disbursing system is established for any cash donations received (see Appendix 4, Tab J).
 - e) Works closely with the Public Information Officer (PIO) to ensure donation needs, information on the availability of donated goods, and pertinent information on the operation of the donations management program is provided to the media for dissemination to the public.
- 2) See Appendix 4, Tab E, for information on the operation of the Donations Operations Office and the facilities, equipment, and staffing required.
- b. Phone Bank
- 1) A Phone Bank is normally established to receive and respond to offers of donations and disseminate other disaster-related information. Depending on the goods or services offered and the current local situation, the Phone Bank may refer some donors to other agencies that may be better equipped to handle their donations. The Phone Bank may also be used to provide disaster-related information to callers.
 - 2) Donation offers received by phone for goods and services on the Current Needs List will normally be recorded on a Record of Donation Offer, which will be provided to the Donations Operations Office for follow-up action. See Appendix 2 for an example of the Donation Offer Record.
 - 3) The Phone Bank should work closely with the County Emergency Operations Center (EOC) to advise on items needed and not needed; to obtain official, updated disaster relief information for rumor control and victim assistance referrals; to provide data for government situation reports; etc.
 - 4) See Appendix 4, Tab G, for information on the operation of the Phone Bank and the facilities, equipment, and staffing required.
- c. Resource Staging Area (RSA)
- 1) An RSA may be established to receive, sort, organize, repackage if necessary, and temporarily store donated and other goods and then transport them to Distribution Points where victims can pick them up.
 - 2) It is normally located outside of the disaster area and is operated by volunteer workers. Because of their expertise in warehouse management, the Adventist

Community Services (ACS) has an agreement with the State to operate regional RSAs, and they also can be asked to operate a local community's RSA.

- 3) A regional RSA may be established to serve a group of affected communities. If a regional RSA is established, volunteers from those communities that receive goods from the facility will normally participate in its operation.
- 4) See Appendix 4, Tab F, for information on the operation of the RSA and the facilities, equipment, and staffing required.

d. Distribution Points

- 1) Distribution Points are sites from which ready-to-use goods (received directly from donor agencies or from an RSA or cash vouchers will be distributed to disaster victims.
- 2) They are typically operated by local community-based (volunteer) organizations (CBOs) or nationally-recognized volunteer agencies (VOLAGs) such as The Salvation Army (TSA) and the American Red Cross (ARC).
- 3) Distribution points are generally located in proximity to areas where disaster victims are living. They may be housed in facilities owned by volunteer groups or local government or in donated space.
- 4) See Appendix 4, Tab H, for information on the operation of Distribution Points and the facilities, equipment, and staffing required.

e. Volunteer Center

- 1) The Volunteer Center is a facility where spontaneous, emergent, unaffiliated volunteers are assembled, registered, assigned recovery tasks, and provided logistical and other support. Volunteers may be assigned to operate various donation management facilities, to provide direct assistance to victims (such as clean-up and home repair), or to assist government departments in recovery operations.
- 2) The Volunteer Center should be located in reasonable proximity to the disaster area, but not in that area.
- 3) See Appendix 4, Tab I, for information on the operation of the Volunteer Center and the facilities, equipment, and staffing required.

D. Actions by Phases of Emergency Management

Donations Management, as a function, primarily occurs during the recovery phase of an emergency. However, some donations management activities should occur during the preparedness and response phases of emergency management.

1. Preparedness

- a. Appoint a Donations Coordinator and establish the DSG to oversee pre-disaster donations management planning and assign responsibilities for various donations management activities.
- b. Prepare and update this annex to outline local donations management plans.
- c. Identify possible sites for the Donations Operations Office, Phone Bank, RSA, Distribution Points, and a Volunteer Center.
- d. Develop tentative operating procedures for the Phone Bank, RSA, Distribution Points, and Volunteer Center and determine how those facilities will communicate with each other.
- e. Identify and coordinate with those volunteer organizations that could provide assistance in operating the jurisdiction's donations management program.
- f. Brief elected officials, department heads, and local volunteer groups on a periodic basis about the local donations management program.
- g. Brief the local media so they understand how the donations program will work so they can be prepared to advise the public of specific donation needs, discourage donations of unneeded items, disseminate information on the availability of donated goods, and provide other information as applicable.
- h. Brief citizen groups on how they can contribute to disaster relief with their donations and how a donations management program typically operates.
- i. Include consideration of donation management in local emergency management exercises to test donations management plans and procedures.
- j. Ensure contingency procedures are established for rapidly activating a bank account to receive and disburse monetary donations.

2. Response

- a. Review the donations management program with senior government officials.
- b. Activate the DSG.
- c. Identify and prepare specific sites for donations management facilities and begin assembling needed equipment and supplies.
- d. Identify and activate staff for donations management facilities.
- e. Provide the media (through the PIO) with information regarding donation needs and procedures, and regularly update that information.

3. Recovery

- a. The DSG should determine which donations management facilities will and will not be activated.

- b. Set up the donations management facilities that are activated and determine how each facility will be logistically supported.
- c. Staff donations management facilities with volunteer or paid workers, conducting on-the-job training as needed.
- d. Collect, sort, store, distribute, and properly dispose of donations, if necessary.
- e. In coordination with the PIO, provide regular updates to the media on donations procedures, progress, status, and the Current Needs List (goods and services that are needed and not needed).
- f. Continually assess donations management operations and determine when the donations management facilities should close down or be consolidated and when the donations management program can be terminated.
- g. Keep records of donations received and, where appropriate, thank donors.
- h. Activate the Unmet Needs Committee to provide continuing assistance to victims in need, depending upon the donations available.
- i. Maintain accounts of expenses, individual work hours, etc. Donations activities and functions are not generally reimbursable; however, if certain expenses are considered for reimbursement, accurate records will have to be submitted.

VI. ORGANIZATION & ASSIGNMENT OF RESPONSIBILITIES
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A. Organization

1. The organization for donations management in the aftermath of a disaster shall consist of the organizations and facilities described in this annex, supplemented by government personnel and other resources where needed, available and appropriate. The organizations described in this annex are composed largely of volunteers; the facilities described in this annex will be primarily operated by volunteers.
2. Our normal County emergency organization, described in Section VI.A of the Basic Plan and depicted in Attachment 3 to the Basic Plan, will carry out government activities in support of donation management.
3. The County Emergency Management Coordinator is responsible for managing donations (cash or goods) that are made to the County government for disaster relief, subject to any regulations that may be enacted by the Commissioner's Court/City Council.
4. The County Emergency Management Coordinator shall appoint a Donations Coordinator to manage the overall donations program and coordinate the efforts of volunteer groups and local government. The Donations Coordinator may be a volunteer or government employee familiar with the role of volunteer organizations active in disasters. As the Emergency Management Coordinator (EMC) has demanding duties during emergency response and recovery, the EMC should not be appointed as the Donations Coordinator.

B. Task Assignments

1. The County Emergency Management Coordinator will:
 - a. Appoint a Donations Coordinator. See Appendix 4, Tab A.
 - b. Ensure that a donations management program that coordinates the efforts of volunteer groups and local government is planned and ready for activation.
 - c. Monitor the operation of the donations management program when activated.
2. The Donations Coordinator (DC) will:
 - a. Coordinate planning for and oversee the operation of the donations management program.
 - b. Prepare and keep current this annex.
 - c. Designate members of the DSG, with the advice of senior local officials and local volunteer groups, and chair that group.
 - d. Identify, in conjunction with appropriate senior local officials and the DSG, individuals for the following key donations management positions:
 - 1) Volunteer Coordinator
 - 2) Resource Staging Area Manager
 - 3) Phone Bank Supervisor
 - 4) Donations Financial Manager
 - e. Develop and maintain, in coordination with the DSG, a Donations Management Operations Guide (Appendix 4 to this annex) as a separately published document. In the pre-emergency phase, this Guide will contain general planning information with respect to facilities, equipment, staffing, and general operating guidance. When the donations management program is activated, the Guide will be updated with specific facility and equipment information, updated staff rosters, and detailed operating procedures; copies of the document will be provided to all key donations management program personnel. In the pre-emergency phase, the Guide shall include:
 - 1) Potential locations for the Volunteer Center, RSA, Phone Bank, Distribution Points, and Donations Operations Office.
 - 2) Equipment requirements for the facilities listed above.
 - 3) Supply requirements for the facilities listed above.
 - 4) Skeleton staff rosters for the facilities listed above.
 - 5) A list of organizations that could potentially provide volunteers to staff the facilities listed above.
 - f. Determine, in conjunction with the County Attorney, the procedures for preparing for and handling liability issues involving volunteers that are assisting the County in donations management operations. Since these individuals may be performing

volunteer services directly for the County, they may be entitled to medical coverage; accident and injury claim compensation; workman's compensation coverage; reimbursement for stolen property; or even restitution for inappropriate comments, discrimination, or harassment.

- g. Provide the media, in coordination with the PIO, information on donations management for dissemination to the public.
 - h. Provide local government officials with regular reports on donations management operations.
 - i. Ensure required donations system-related records are maintained.
3. The Donations Steering Group (DSG) will:
- a. Assist the Donations Coordinator (DC) in developing a donations management program for the County and in preparing operating procedures for the donations management functions.
 - b. Meet regularly to coordinate, update, and collaborate on the donations system and operational process before, during, and after a disaster.
 - c. Assist the DC in determining which donations management functions should be activated after a disaster occurs.
 - d. Provide advice to the DC on suitable candidates for managing the various donations management functions.
 - e. Assist in locating volunteers to work in the donations management functions.
 - f. Assist the Donations Operations Office in maintaining records on donations activities.
 - g. Provide information to donors regarding voluntary agency operations and needs through the Donations Phone Bank.
 - h. Work together to determine the best method for handling and distributing large-volume or high-value donations received from the public or corporate entities.
 - i. Help the DC make decisions on when to terminate or consolidate donations management functions.
4. The Volunteer Coordinator will:
- a. Select a site for a Volunteer Center and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Volunteer Center.
 - c. Supervise Volunteer Center operations.
 - d. Prepare and keep current Tab I to Appendix 4.

5. The Resource Staging Area (RSA) Manager will:
 - a. Select a site for an RSA and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the RSA.
 - c. Supervise RSA operations.
 - d. Prepare and keep current Tab F to Appendix 4.
6. The Phone Bank Supervisor will:
 - a. Select a site for a Phone Bank and coordinate equipping and staffing the facility.
 - b. Develop operating procedures for and train staff to operate the Phone Bank.
 - c. Supervise Phone Bank operations.
 - d. Prepare and keep current Tab G to Appendix 4.
7. The Donations Financial Officer will:
 - a. Establish a Donations account for receiving monetary donations.
 - b. Establish specific wording for the *"Pay to the Order of"* line for all checks and other securities so that appropriate information can be provided to potential donors.
 - c. Ensure written disbursing procedures are prepared in close coordination with the Unmet Needs Committee so account disbursing officials have a clear mandate on how to prepare assistance checks (e.g., when, how much, to whom, etc.).

VII. DIRECTION and CONTROL

A. General

1. The County Emergency Management Coordinator is responsible for all governmental activities involved with the jurisdiction's donations management system.
2. The DSG, chaired by the DC, will provide general guidance for donations management operations.
3. The DC will manage the donations management program, supervise key donations management program personnel, and coordinate the efforts of volunteer groups and local government.
4. The work of volunteers and paid government employees at a donations management facility will be directed by the supervisor of that facility.

5. Volunteers working as an integral part of a recognized volunteer group (e.g., the Red Cross, the Adventist Community Services, The Salvation Army, etc.) will respond to direction from those organizations.
6. Each individual supervising a donations management function will select an appropriate assistant or designee to run the operation in his or her absence.

B. Coordination

1. The DC will work out of and communicate from the Donations Operations Office, which should be located in or adjacent to the County Emergency Operations Center (EOC) if possible.
2. Each volunteer group assisting in the disaster will designate a specific individual with authority to accept task assignments and coordinate its activities with the Donations Operations Office.

VIII. INCREASED READINESS LEVELS

A. Level IV – Normal Conditions

See actions recommended in the preparedness activities in Section V.D.1.

B. Level III – Increased Readiness

1. Monitor the situation and inform key donations management personnel of the potential for activating all or portions of the donations management system.
2. Review donation management procedures for currency.
3. Check recall rosters for accuracy and update as required.

C. Level II – High Readiness

1. Continue to monitor the situation.
2. Alert key donations management staff for potential operations.
3. Ensure source lists for volunteer workers are up-to-date.
4. Check potential donations operations facilities for accessibility and availability.

D. Level I - Maximum Readiness

1. Continue to monitor the situation.
2. Activate key donations management staff to update planning.
3. Make tentative donations management facility selections.

4. Review equipment and supply status and alert providers of possible need.
5. Alert organizations that provide volunteer workers of possible activation.

IX. ADMINISTRATION & SUPPORT

A. Reporting

1. During emergency operations, the Donations Operations Office shall compile and provide a daily summary of significant donations management activities to the EOC for use in staff briefings and inclusion in periodic Situation Reports (see Annex N). If the EOC has been deactivated, a periodic summary of activities will be provided to local officials and the heads of volunteer organizations participating in the recovery process.
2. Donations management facilities, if government-operated, shall provide a daily report of their activities to the Donations Operations Office. Such reports will include the following information:
 - a. Phone Bank
 - 1) Number of calls by type (donation offer, vendor capabilities, requests for information, etc.)
 - 2) Significant donations offered and their disposition
 - 3) Major issues or challenges
 - b. RSA
 - 1) Number and type of bulk donations received (truckloads, pallets, etc.)
 - 2) Significant donations and disposition
 - 3) Goods delivered to distribution points (truckload, pallets, boxes)
 - 4) Unneeded goods delivered to other agencies
 - 5) Current hours of operation
 - 6) Number of persons employed (volunteers and paid workers)
 - 7) Major operational activities
 - 8) Support activities (feeding, lodging, etc.)
 - 9) Major issues or challenges
 - c. Distribution Points
 - 1) Number of customers served
 - 2) Hours of operation
 - 3) Number of workers (volunteers and paid workers)
 - 4) Major issues or challenges
 - d. Volunteer Center
 - 1) Hours of operation
 - 2) Number of volunteers assigned to tasks
 - 3) Number of workers within the facility

- 4) General types of jobs to which workers have been dispatched
- 5) Support activities (feeding, etc.)
- 6) Major issues or challenges

e. Financial Accounting

- 1) Cash received
- 2) Cash distributed
- 3) Major issues or challenges

B. Records

1. Activity logs - Each donations facility will maintain a log of major activities at that facility, location including activation and deactivation, arrivals and departure of staff, receipt of or return of major equipment, and the commitment of people, equipment, or materials to specific tasks.
2. The Donations Steering Group shall appoint a Secretary to provide a written record of the policies formulated and activities undertaken at meetings of the Group. Those records shall be maintained by the DC.
3. The Unmet Needs Committee shall appoint a Secretary to maintain a written record of its actions. When the recovery process is completed, those records shall be turned over to the DC for retention.
4. Documentation of costs – Expenses incurred in operating the donations management system are generally not recoverable. However, in the event state and/or federal reimbursement is considered, accurate records would need to be provided. Therefore, all government departments and agencies should maintain records of personnel and equipment used and supplies consumed during donations management operations.

C. Resources

Government resources that may be needed to operate the donations management system are listed in Annex M, Resource Management.

D. Post Incident Review

The Basic Plan provides that the County EMC shall organize and conduct a review of the emergency operations in the aftermath of major emergency or disaster operations. The purpose of this review is to identify needed improvements in this plan, its procedures, its facilities, and its equipment. When the donations management system has been activated after a major emergency or disaster, donations management program personnel shall participate in the review.

E. Training

1. The DC should attend training in donations management. Such training is offered by the Texas Division of Emergency Management and a number of volunteer groups.

2. Donations management facility supervisors are responsible for providing on-the-job training for individuals who will be working in the facility.

F. Exercises

Local drills, tabletop exercises, functional exercises, and full-scale exercises should periodically include a donation management scenario based on the anticipated hazards which could be faced by this jurisdiction.

X. ANNEX DEVELOPMENT & MAINTENANCE

- A. The Donations Coordinator is responsible for developing and maintaining this annex. Recommended changes to this annex shall be forwarded as needs become apparent.
- B. This annex will be revised annually and updated in accordance with the schedule outlined in Section X of the Basic Plan.
- C. Individuals, departments, agencies, and volunteer organizations assigned responsibilities in this annex are responsible for developing and maintaining appropriate standard operating procedures (SOPs) to carry out those responsibilities.

XI. REFERENCES

- A. FEMA, *Donations Management Guidance Manual*, Feb 1995
- B. FEMA, *Donations Management Workshop (Student Manual)*, Oct 1997
- C. FEMA, *Donations Management Workshop (Toolbox)*, Oct 1997
- D. FEMA, *Support Annex (DM-1)*, Apr 1999

APPENDICES:

1. Current Donation Needs List
2. Sample Record of Donation Offer
3. Sample Public Information Release
4. Donations Management Operations Guide (published separately)

Tab A	Letter of Appointment – Donations Coordinator
Tab B	Donations Steering Group Members
Tab C	Key Donations Management Personnel
Tab D	Unmet Needs Committee
Tab E	Donations Operations Office
Tab F	Resource Staging Area
Tab G	Phone Bank
Tab H	Distribution Points
Tab I	Volunteer Center
Tab J	Handling Cash Donations

**SAMPLE
CURRENT DONATION NEEDS LIST**
Tyler

As of Date/Time: _____

1. Needed

a. Goods

b. Services

2. Unneeded:

**SAMPLE
RECORD OF DONATION OFFER**

Call received by: _____ Date: _____ Time: _____

Donor Name and Information:

Salutation: _____

First Name: _____

Last Name: _____

Title: _____

Organization: _____

Phone 1: _____

Phone 2: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Country: _____

Donated (free) Goods or Services

Commercial (vendor) Goods or Services

Type of Resource: (e.g., people, food, equipment): _____

Category: (e.g., clothing, water, bedding): _____

Sub-category: (e.g., shoes, blankets, chairs): _____

Description/Notes: _____

Total Quantity: Units (#): _____ Measure (e.g., box, each): _____

Packaging _____ Amount (#): _____ Size (e.g., can, dozen, gallon): _____

Palletized: Yes No Transportation required: Yes No

Refrigeration required: Yes No Restrictions: Yes No

Resource Location: _____

Estimated Value: _____ Available until: _____

Follow-up required: Yes No Action taken: _____

**SAMPLE
PUBLIC INFORMATION RELEASE**

(County Letterhead)

(Date)

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT: Tyler County

We are receiving citizen and community inquiries regarding the [name of disaster]. The calls primarily involve citizens who want to offer assistance or make donations to the [name of disaster] victims. It is important that such good intentions do not create the potential for a disaster within a disaster. Therefore people who wish to offer assistance should do so in as effective a manner as possible.

Individuals or organizations that want to provide assistance to victims of the (name of disaster) should first work through their local disaster relief organizations. These may include the American Red Cross, The Salvation Army, the Texas Baptist Men Feeding Organization, the Adventist Community Services, the Second Harvest Food Banks, etc. People can find these organizations listed in the Telephone Book Yellow Pages under "Social Service Organizations."

Cash is the best contribution since items can be purchased within the affected areas to meet the specific needs of victims. To contribute cash, contributions should be sent to [the precise organization name, address, and account number where cash contributions should go].

If people prefer to donate goods or service, they should still work through their local disaster relief organizations. These organizations know the immediate needs of people in the affected areas, how best to meet those needs, and how to ensure assistance is appropriate, adequate, and delivered to the right places. The disaster relief organizations can tell potential donors what is needed and what is not needed and how to package and transport those goods that are needed to the disaster area.

We encourage people not to send unsolicited donations to the disaster area. Unsolicited donations may not reach the proper people or even would meet their current needs. If donors plan to travel to the disaster area, they may find that lodging and other services are unavailable and they may add to problems in the disaster area rather than helping.

Attention News Editors and Directors: *Please assist us in publicizing this information relating to donations for the [name of disaster]. We would like to encourage donations of goods and services that are needed, while discouraging donations that cannot be used and that may add to the problems that already exist. You can also help us by discouraging sightseers from driving into the disaster area*