



*Leadership, Partnership, Stewardship*

## Wake County Business Plans *FY 2007 - 2009*

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Public Safety  
Emergency Management Division

# Emergency Management Division

## FY2007 – FY2009

### Business Plan

#### Statement of Purpose

The Emergency Management(EM) Division coordinates the emergency planning function for emergencies that occur in Wake County, including the municipalities. Through emergency response and preparedness training, the EM Division responds to emergencies on a 24-hour basis to assist fire, law enforcement, EMS/rescue and municipalities to insure continuity in response efforts. Activities may include, coordinating efforts in an emergency operations center, evacuating persons from homes or businesses whose lives or property is threatened by an emergency situation, and giving informed recommendations on emergency protective actions and emergency response procedures.

Key program areas involve the Harris Nuclear Plant and the county's Homeland Defense programs and public safety communications projects. The EM Division's role with these interrelated programs has increased dramatically over the past years and likely will continue. Not only do these programs involve Wake County and its citizens, now more than ever regional partnerships and collaborations are a necessity.

#### Scope

The EM Division is a coordinating agency that provides services to county first responders, private organizations and citizens of the county for preparedness, response, recovery and mitigation from both natural and man-made disasters on a 24 hour per day, 7-day per week basis. The staff of five (5) specialists and two (2) staff support personnel act as coordinators and emergency planning experts in natural disaster planning and hazardous materials planning throughout Wake County. Our services fall into five (5) major categories:

- ❖ Harris Nuclear Plant Response Planning
- ❖ Hazardous Materials Response Planning
- ❖ Local Emergency Response Capability/Domestic Preparedness Response Planning
- ❖ Emergency Technology/Communications System
- ❖ Planning, Training and Response for Significant Incidents

#### Objectives, Outcome Goals and Updated Status

##### ❖ Harris Nuclear Plant Response Planning

The Harris Nuclear Power Plant Emergency Preparedness program is designed to improve and maintain the Wake County Radiological Emergency Response Plan (REP). WCEM provides and coordinates annual training and related record keeping for emergency response personnel and support agencies, maintains and improves Standard Operating Procedures and manages scheduling, preparation, coordination and delivery of drills and exercises for Wake

County organizations and agencies. WCEM also maintains the Radiological Equipment Exchange program (including TLDs, dosimeters, survey meters and portal monitors) and conducts informative and positive public relations with identified groups. These identified groups include public and private schools, daycare facilities, adult care facilities and individual residents that are identified as having special needs requiring specialized assistance during an emergency. Progress Energy, our partner, continues to commit to fund and maintain this program.

- Update Wake County Standard Operating Procedures to maintain accuracy and comply with current guidelines
  - ❑ FY06; Completed
  - ❑ FY07-FY09; Annual review to determine if changes are needed.
- Maintain the Emergency Operations Center (EOC) equipment for Harris related emergencies, including monthly tests of dedicated phone systems between the plant and effected counties and the State radio system, annual test of Alert and Notification System and maintain the special needs individuals database and test Communicator system's ability to reach those people with a 90% success rate semi-annually.
  - ❑ FY06; Completed
  - ❑ FY07-FY09; Annual review to determine if changes are needed.
- Annually exchange and calibration of 430 self-reading pocket dosimeters and 115 handheld survey meters, which are deployed at the three command posts currently in the field and the EM warehouse.
  - ❑ FY06; Completed
  - ❑ FY07-FY09; Continue to operate, maintain and complete.
- Ensure supplies are adequate and available for three command posts, three staging areas, three reception centers and three congregate care centers.
  - ❑ FY06; Completed.
  - ❑ FY07-FY09; Inventory and restock supplies as needed.
- Provide required training for emergency support agencies identified in the Harris Emergency Plan, and continue to provide training for daycare directors and adult care facility operators in the Emergency Planning Zone (EPZ). This training involves approximately 2200 man-hours.
  - ❑ FY06; Completed
  - ❑ FY07-FY09; Continue to provide training as requested and needed.
- Increase shelter/reception center program capacity. The population of the EPZ has grown substantially and we must increase our shelter/reception center capacities to shelter 20% of the total EPZ population. This is a FEMA requirement.
  - ❑ FY06; Completed the implementation of the expansion plan, in coordination with WC Human Services, August 2006.
  - ❑ FY07-09; Continue to review, annually, based upon population figures and capacity needs.
- Represent Wake County at all Harris Task Force meetings.
  - ❑ FY06; Completed
  - ❑ FY07-FY09; Continue to attend scheduled meetings.
- Medical Services Drills for WakeMed and Rex Hospitals. Organize participants, scheduling and facility participation, ensuring drill success by not receiving any "Area of Required Corrective Action" from FEMA evaluators
  - ❑ FY06; No drill necessary.

- FY07; Drill planned for Wake Med.
- FY08; Drill planned for Rex Hospital.
- FY09; No drill necessary
- Biannual Full Scale Harris Drill, including coordination of Extend of Play between Wake County agencies and State/Federal officials, prepare Wake County participants through review training and practice drill in the EOC.
  - FY06; No planned drill requirement.
  - FY07; Extensive planning for full-scale drill completed April 10, 2007.
  - FY08; No planned drill requirement.
  - FY09; Prepare and plan for biannual drill to be conducted in early 2009.

## ❖ Hazardous Materials Response Planning

Ensure chemical emergency planning & SARA Title III compliance throughout Wake County. Conduct chemical outreach programs to allow chemical information exchanges between public and private sector agencies. Conduct Local Emergency Planning Committee (LEPC) meetings quarterly ensuring compliance with federal and state mandates. Under the scope of the Wake County Site-Specific Planning Program, work with identified high hazard businesses and industries that manufacture, use or store extremely hazardous substances (EHS) by providing emergency preparedness resources; including training, exercises and site-specific planning models. Through the LEPC, insure that Wake County meets or exceeds all requirements of the federal and state governments on the development of a National Incident Management System (NIMS) plan for the county, which includes the Incident Command System (ICS) requirements for federal grant support by federal FY 2008. Participate as an active member of the Wake County Environmental Network by attending quarterly meetings and participating in approved group activities.

- Conduct annual quality assurance check of at least 80% of the reporting Sara Title III, which utilizes the Tier II reporting form, facilities to ensure compliance and accuracy.
  - FY06; 100% quality assurance check was performed on Wake County Tier II documents
  - FY07-FY09; Continue to operate, maintain and complete.
- Apply for and receive funding from the Hazardous Materials Emergency Planning (HMEP) Grant to assist update of Emergency Plan for county Commodity Flow Study.
  - FY06; Completed update to Site Specific Plans required within the county.
- Apply for and receive funding from the Hazardous Material Emergency Planning (HMEP) Grant to assist in update Site Specific Plans (SSP) for 112 Extremely Hazardous Substance (EHS) facilities.
  - FY07; WCEM was granted partial funding for the SSP revision, however, project will be completed with available EM funds.
- Distribute information, collected from Tier II facilities, to emergency responders through computer database access.
  - FY06; Completed
  - FY07-FY09; Continue to operate, maintain and complete.
- Conduct at least six site tours of EHS facilities. Site tours consist of facility/site familiarization; viewing of hazardous chemical storage areas and processes, review of applicable and required HAZMAT training, and inspection of the hazardous materials

data storage box. Applicable fire department, HAZMAT, EMS, and/or law enforcement personnel from responding authorities are invited to said tours.

- FY06; Eight EHS locations will have had site tours conducted and planning activities completed.
- FY07-FY09; Conduct at least six site tours each fiscal year.
- Conduct the quarterly LEPC meetings in a competent manner.
  - FY06; Conducted all scheduled meetings.
  - FY07-FY09; Continue to schedule and conduct quarterly meetings.
- Conduct Annual BEST Conference
  - FY05; Accomplished with 300 attendees.
  - FY06; Accomplished with 357 attendees on 2/06.
  - FY07-FY09; Will be conducted, with dates to be determined.
- Provide assistance to EHS facilities regarding planning, exercises and training.
  - FY06; Approximately 172
  - FY07; Approximately 65 to date.
  - FY08-FY09; Continue to provide as needed and requested.
- Provide technical assistance to HAZMAT teams and emergency responders in emergency and non-emergency settings.
  - FY06; Approximately 34
  - FY07; Approximately 16 to date
  - FY08-FY09; Continue to provide as needed and requested.
- Attend and participate in the regularly, quarterly Environmental Stewardship Network meetings.
  - FY06; Completed
  - FY07-FY09; Continue to attend quarterly meetings.
- The automated Tier II reporting system, continues to be unique within the State of North Carolina. WCEM has been able to compile information, with accurate results in a very efficient manner, utilizing this automated system.
  - FY06; System to be utilized for filings.
  - FY07-FY09; Annual review to determine if additional changes are needed.

## ❖ **Local Emergency Response Capability/Domestic Preparedness Response Planning**

Develop, implement and manage the objectives associated with the Metro Medical Response System (MMRS) program for the City of Raleigh and Wake County, which will improve the abilities of the county medical community to respond to an incident of mass destruction. Organize system components and establish workgroups to effect necessary partnerships and collaboration of the medical/hospital community, law enforcement, fire and related response organizations. Research and procure equipment, supplies and logistical accounting/mobilization procedures for same to support the MMRS and other emergency teams.

WCEM is to ensure that plans exist and training has been conducted for local first responders to operate during a significant incident(s) of Domestic Preparedness, which would occur within Wake County. This includes preparation for Weapons of Mass Destruction (WMD), biological weapons, radiological weapons or other types of “weapons” which would affect the mass community of Wake County. This is

accomplished through the Wake County Domestic Preparedness Task Force (DPTF), which incorporates both public and private sectors of the county in the setting of preparedness priorities and the planning for activities related to domestic preparedness actions.

- Promote interagency coordination, collaboration, communication and cooperation among government sector and private sector entities through the course of meetings and joint training and exercise platforms through demonstration of meetings, training and exercise sessions in accordance with the guidelines established by the DPTF Steering Committee.
  - ❑ Since 1998 the DPTF has been meeting on a regular basis. Due to the events of September 11, 2001, participation in the DPTF increased from an average of 15-20 regular participants to meetings that, at times, had attendees in excess of 100 people representing fourteen disciplines from over 40 agencies. Due to this increase in participation, the DPTF underwent a reorganization to ensure that all disciplines were equally represented. The DPTF has established a scaled approach, referred to as the “Tier System” to analyze, prioritize and procure equipment, supplies and services to improve Wake County’s Domestic Preparedness program.
  - ❑ FY06; Conducted three DPTF Meetings, and numerous subsequent subcommittee meetings.
  - ❑ FY07-FY09; Continue to schedule and conduct DPTF and relevant subcommittee meetings.
- The MMRS system planning and implementation process is on schedule in accordance with goals and objectives of the program. The program continues to unite the medical and other support communities to better respond a significant medical emergency in the region.
  - ❑ FY06; Completed all project milestones to Department of Homeland Security (DHS) satisfaction. Granted contract extension to “Regionalize” MMRS program to include the counties of : Johnston, Harnett, Lee, Chatham, Durham, Vance, Granville, Orange and Person to become established partners in the MMRS program.
  - ❑ FY07-FY09; Utilizing and completing future deliverables as stated in expanded MMRS grant award.
- Continue the progression established by the Domestic Preparedness program and define the project schedule by completing the current program objectives.
  - ❑ FY06; Completed project schedule through Tier IV. Tier V to be completed by fiscal year end.
  - ❑ FY07-FY09; Project schedule to be complete through Tier VII, dependant upon funding.
- Continue to develop and revise, as required, the “Tier System”..
  - ❑ FY06; Approximately eight notable revisions made thus far
  - ❑ FY07-FY09; Continually review to determine if changes are needed.
- Establish a training/exercise program that reflects the needs of the Local Emergency Response/Domestic Preparedness capabilities. Develop process and program for providing training, equipment and educational opportunities to meet the needs of the public safety community, while following Federal and State Homeland Security requirements and guidelines.
  - ❑ FY06; Since the beginning of the Department of Homeland Security (DHS) grants program, WCEM has secured Homeland Security grants totaling \$3,243,031. Highlights of part of the utilization include: Level C PPE for all WC Law Enforcement and EMS personnel; development of Tactical Communications vehicle;

equipment and training for enhanced HazMat services; updated USAR services; assisted in development of Public Health, Public Works and local hospital Emergency Operation Plans.

- ❑ FY07-FY09; Continue to operate, maintain and complete, obtaining DHS grant funds for which the county is eligible.
- Vital Facility Survey and Vulnerability Assessment
  - ❑ FY06; Continue to collect, analyze information and implement recommendations from the Vital Facility Survey and Vulnerability Assessment and rank with the use of a nationally recognized standard
  - ❑ FY07-FY09; Continue to complete implementation recommendations from the Vital Facilities Survey and Vulnerability Assessment.

## ❖ **Emergency Technology/Communications Systems**

Manage and maintain emergency radio equipment and tower sites to provide effective operability throughout the year. These systems are to operate to assure that all first responders have optimal communications capabilities to meet emergency needs, from E911 to the end user at the mobile or portable radio. Assist in the procurement of equipment, installation of systems, training of personnel, site management and related coordination activities

The division maintains automated technology systems to quickly and efficiently notify necessary person(s) in an emergency and to provide critical notification information for a rapid response to incidents through out the county.

- Operate and maintain “The Communicator” notification system so as the system is immediately available 95% of the time.
  - ❑ FY06-FY07; Completed
  - ❑ FY07-FY08; Complete upgrade to include expanding use to municipalities , maintain and operate.
- Operate and maintain the Tone & Voice and Alphanumeric paging systems so as these systems are immediately available 95 % of the time.
  - ❑ FY07; Aspect will be transitioned to Wake County IS. Completed
- Trunked radio system will be managed and maintained to achieve 99.999% operability throughout the year.
  - ❑ FY06; Completed
  - ❑ FY07; Function will be transitioned to Wake County IS. Completed
- Provide assistance and consulting services to the Public Safety radio user community on radio operation, maintenance and capability throughout the year. Assist policy group in establishing budget and user fee allocations.
  - ❑ FY06; Completed
  - ❑ FY07; Function will be transitioned to Wake County IS. Completed
- Provide site management and tenant services to radio sites owned and operated by Wake County throughout the year.
  - ❑ FY06; Complete.
  - ❑ FY07; Aspect will be transitioned to Wake County IS. Completed
- Recruit and hire a Radio Systems Manager to oversee the day-to-day and overall

management and operations of the many complex public safety communications systems implemented over the past year. Due to the very nature of these critical systems it is imperative to have a staff focal point to insure the systems are operating properly and our many contractors are performing their roles in the most effective and efficient manner. Other important functions will be to review and recommend equipment to users agencies, develop budgets and user costs allocation methods, site management issues, replacement and expansion strategies, etc.

- FY06; Radio Systems manger hired August, 2005 Completed
- Logging Recorder System Upgrade for 800 MHz Trunked Radio System. Upgrade the current logging recorder system operated by the City of Raleigh to accommodate 800 MHz trunked radio voice recordings, provide database search capabilities and remote access to logging recorder databases
  - FY06; IS Responsibility
- Replacement for EM2000 Emergency Information System.
  - FY07; Work with IS to research, procure and implement the WebEOC Emergency Information system. Expand the use of the system to municipalities to include training and support, procedures and access. Work to identify daily and expanded use of the system and to integrate with other systems such as GIS, CAD, etc.
  - FY08-09; Complete implementation, training and expansion to municipalities
- Communications Interoperability and Tactical Support Vehicles. The Public Safety Department in collaboration with area fire, law enforcement and EMS organizations has designed and procured a Communications Interoperability and Support Vehicle. The vehicle and associated communications and support equipment will be used on the scene of emergency incidents and special events to provide on-scene field communications and interoperability for coordination, automation equipment, and related support services for emergency personnel and related emergency operations in all conditions. A working group has been established to determine the justification, specifications and policies surrounding the intent and use of these vehicles.
  - FY06; Design vehicle specifications, award contract and commence construction of vehicle.
  - FY07; To be completed and operable by March 2007.
  - FY08-FY09; Continue to operate and maintain.

## ❖ **Planning, Training and Response for Significant Incidents**

- Update the Wake County Multi-Hazard Plan ensuring consistency between municipal, county and state planning efforts. Work with two municipalities each year to assist them in updating their emergency plans. Implement a functional approach to emergency planning.
  - FY06; Completed updates for the Town of Garner and Town of Holly Springs.
  - FY07-FY09; Continue to update two local municipalities plans' and assist upon request.
- Maintain an equipment storage area to support public safety emergency response efforts. Keep an updated inventory of supplies and materials
  - FY06; Completed ... moved into a large facility in conjunction with Emergency Medical Services
  - FY07-FY09: Continue to operate, maintain and complete.

- Maintain an updated emergency contact and resource database to effectively respond to and manage emergency operations. Manage the emergency contact and resource support program for Wake County Public Safety.
  - ❑ FY06: Completed
  - ❑ FY07-FY09; Continue to operate, maintain and complete.
- Enhance a Search and Rescue (SAR) plan within the county to assure a proper response capability to incidents of lost persons. The EM Division offers support services to law enforcement personnel in the conduct of search operations and provides training in the acceptable methods of search.
  - ❑ FY06; Worked with Wake County Sheriff's Department on Search and Rescue (SAR) plan revisions.
  - ❑ FY07-FY09; Continue to operate, maintain and complete.
- Plan for major emergencies involving weather and other natural and technological events and hazards. Assist municipalities by providing protective actions for affected populations. Assist in the orchestration of emergency response activities throughout the incident and during the recovery phase.
  - ❑ FY06; Assisted in numerous incidents within Wake County and its' municipalities.
  - ❑ FY07-FY09; Continue to monitor weather conditions and prepare for significant events.
- Enhance shelter capabilities in Equipment and Supplies to provide cots, blankets, pillows etc. to established shelter capacity at each site. Review and amend proceeding to transport and preparation/organization of Equipment and Supplies.
  - ❑ FY07-FY09; Has been placed as an expansion item request.
- Work with Facilities, Design and Construction and Wake County Public Schools to design and construct a shelter facility in the Wake Forest area concurrent with the establishment of new high school. This should include the necessary auxiliary power to support the established shelter.
  - ❑ FY07; Has been placed as a CIP request.
- Research, plan, train and implement the National Incident Management System (NIMS) among over 50 key EOC staffers to include any SOP changes and amendments.
  - ❑ FY07; Completed research, planning and began training and implementation
  - ❑ FY08; Complete training and make necessary SOP changes, conduct annual training.