



ELECTED OFFICIAL GUIDE TO EMERGENCY PREPAREDNESS

Prepared by:
HOUSTON-GALVESTON AREA COUNCIL
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Why Plan?

“Disaster” has become a common word in the American vocabulary. Natural disasters—floods, hurricanes, and tornadoes—have cost lives and billions of dollars in damage and economic disruption in the upper Gulf Coast region. Chemical spills, refinery explosions, and transportation accidents have similar impact at the local level. Although the region has not had a terrorist incident, it has nine types of potential targets identified by the FBI. In light of these persistent threats, emergency planning is a necessity. The public expects elected officials to be prepared in the event of a disaster or emergency situation. Also, the federal government now requires a Mitigation Action Plan be in place for a community to receive Hazard Mitigation Grant Program funding.

The primary responsibility for developing an emergency preparedness plan rests with mayors and county judges. The purpose of this guidebook is to assist elected officials in this leadership role. This guidebook uses the Incident Command System (ICS) format, which has been field-tested and adopted by many state and federal agencies for natural and facility disasters. It can easily be adapted for terrorist incidents. This modular system allows maximum flexibility for individual community dynamics, and can be used as a beginning framework from which detailed local plans can be developed or strengthened.

What is an Emergency Management Plan?

A properly prepared emergency management plan provides a concise statement of the emergency responsibilities of local officials, departments, and agencies, in addition to descriptions of the emergency functions that volunteer groups, industry, schools, hospitals, and other entities have agreed to perform. In this way, all individuals who must respond to an emergency have a clear understanding of what they are supposed to do and what others will be doing.

The key to preparing an effective plan is to know the risk of damage caused by different types of disasters. Risk assessment allows time and resources to be focused on greatest threats and can reveal opportunities for mitigating the effects of disasters before they occur. Mitigation is action taken to reduce and eliminate risk to people and property. Mitigation consists of activities such as public warning systems, seawalls, and home buyouts.

After risk assessment and mitigation, the objectives of an emergency plan are to prepare for, respond to and recover from a disaster. These phases are described as follows:

1. Preparedness

A time to plan, train, and practice. Specific standards and recommendations for this phase can be found on the State Division of Emergency Management web site at:

<http://www.txdps.state.tx.us/dem/documents.htm#prepare>

2. Response

A time to implement plans created during the preparedness phase. The success of local response to a disaster depends on the success of the training and testing of the plan during the preparedness phase.



3. Recovery

A process that includes local, state, and federal entities as well as citizens and business. This phase has short (48 hours) and long-term activities that allow a community to regain emotional and physical stability. Recovery does not necessarily mean business as usual, it can be a time to make changes to infrastructure and enact ordinances that will mitigate damage in the future

Incident Command System (ICS), a widely accepted and field-tested method for dealing with disasters of any size, is an effective framework for all three phases of emergency management. It was developed to manage different emergency response structures, commanders, jurisdictional conflicts, and the logistics of too many people reporting to one commander. ICS is now widely used throughout the US by fire agencies, law enforcement, the Coast Guard, Federal Emergency Management Agency, and other public safety agencies.

ICS is an interagency incident management tool that provides supervisory authority and reporting relationships. Every incident requires certain major management activities be performed. ICS is formed from five major management activities, Command, Operations, Planning, Logistics, and Finance/Administration. These activities apply to all emergencies and give the system flexibility. The basic premise is that one person at the top of the organization is responsible until the authority is delegated to another person.

With the help of Houston LEPC and information gathered from other ICS user agencies, H-GAC has compiled organizational charts (located in each planning phase section), a glossary of terms, and acronyms to aid you in preparing your community for disasters using ICS.

The five management functions are standard throughout the nation and can be used for any size and type of disaster.

1. Command -- Sets objectives and priorities; has overall responsibility at the incident or event.
2. Operations -- Conducts tactical operations to carry out the plan; develops tactical objectives; organization; directs all resources.
3. Planning -- Develops the action plan to accomplish the objectives; collects and evaluates information; maintains resource status.
4. Logistics -- Provides support to meet incident needs; provides resources and all other services needed to support the incident.
5. Finance/Administration -- Monitors costs related to incident; provides accounting procurement, time recording, cost analyses.

After a community has an emergency management plan, it is crucial that it be regularly tested and kept up to date. The chief elected official should be familiar with the plan, conducting test drills and making sure contact information is updated every three to six months.



How to Use this Guidebook

This guidebook provides a flexible framework that can be used by jurisdictions of all sizes to review an existing emergency preparedness plan or develop a new one. Each section outlines recommended actions and sample organization charts. Phased worksheets, located under the “Local Contacts” tab, can be used to identify the staff members and community leaders who will be responsible for each aspect of your plan. To get the most value out of this guidebook, we recommend following these four steps.

1. Review the *Preparedness*, *Response*, and *Recovery* sections, as well as the glossary of terms and acronyms. Identify your leadership team and share this material with them (you can use the enclosed CD).
2. Once you and your leadership team have a comfortable knowledge of the guidebook, convene a meeting to review your existing plan and determine if the ICS approach is appropriate for your community.
3. If you choose the ICS model, identify appropriate staff/community leaders to head each management function. Use the worksheets provided to list names, phone numbers and other contact information. Assign responsibility for keeping this information current and disseminating to group members (forms for this purpose are provided).
4. Conduct regular meetings to: track progress of planning; schedule practice events; and revise plan as necessary.



Objective: The objective of preparedness or mitigation efforts is to save lives and minimize physical damage caused by a natural/manmade disaster or terrorism.

Responsibility: The responsibility of preparing for a disaster or terrorism is ultimately that of the Mayor/County Judge. An emergency manager may be designated to complete the preparedness/mitigation tasks. Texas statutes for emergency management can be found in Chapter 418 of the Government Code, <http://www.capitol.state.tx.us/statutes/gvtoc.html>.

Preparedness Activities:

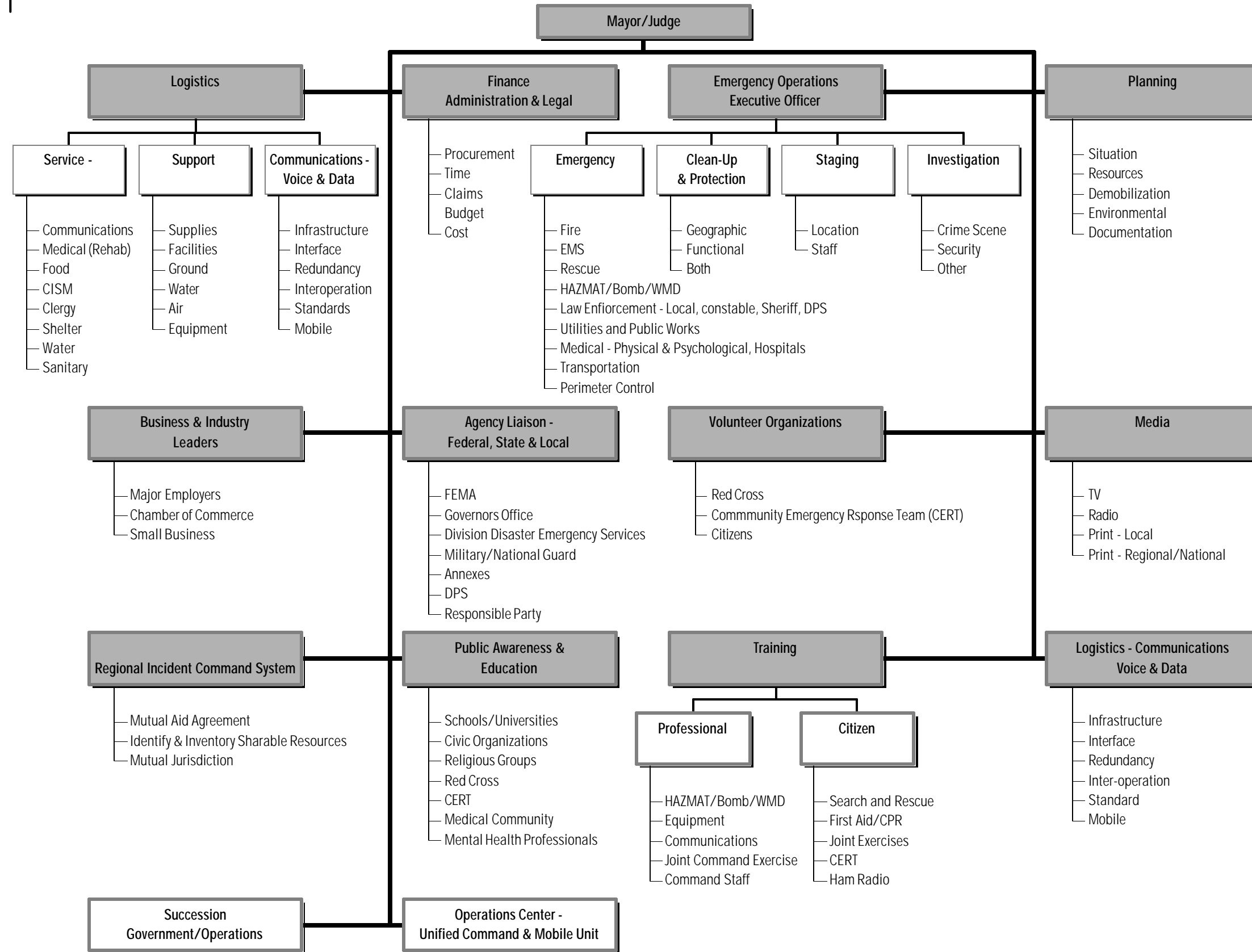
1. Determine how staff will be assigned to the Executive Emergency Operations Group.
2. Develop a plan. Requirements for completing the plan, as well as examples, can be found on the State's web site at <http://www.txdps.state.tx.us/dem>, under Documents, Forms, Plans, Annexes and Other Information.
3. Develop an inventory of public and private resources in your community. This list should include equipment (ambulances, dump trucks, front-end loaders, fire trucks, etc), businesses that specialize in disaster preparedness, response and recovery, and volunteer organizations (Red Cross, Salvation Army, Local Emergency Planning Committee, etc.). In a separate list, inventory key contacts in communities that border you.
4. Educate the public through inserts in utility bills, ads in the local newspaper, pages on the community's web site, and programs for school children. Focus on the importance of being prepared for disasters and how they can prepare as families and individuals. Instruct them on where designated shelters are located, what will trigger the opening of a shelter, how to shelter their pets, evacuation routes, how and when to shelter in place, supplies they will need in the event of electrical power loss, and safe practices in the event of rising water and high winds.
5. Develop a communications system using the following ICS organization chart.
6. Create Mutual Aid Agreements with other communities (fire service, law enforcement, emergency medical services) and volunteer organizations (Red Cross-Shelters and amateur radio organizations). Establish service level contracts with private businesses for back up generators, manpower, etc.
7. Develop an evacuation system, including routes, procedures, instructions, and alarms.
8. Drill! Drill! Drill!

The Plan

For information about a basic emergency plan, refer to *DEM-10*. *DEM-10* may be downloaded from the Division of Emergency Management's web site at, <ftp://ftp.txdps.state.tx.us/dem/dem-10.pdf>.



PREPAREDNESS DIAGRAM

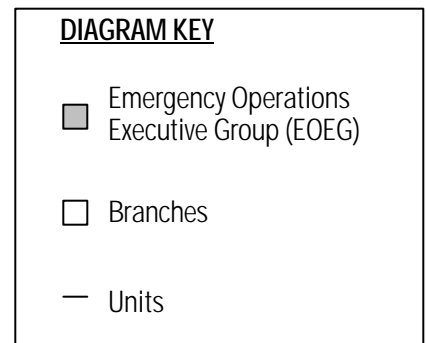
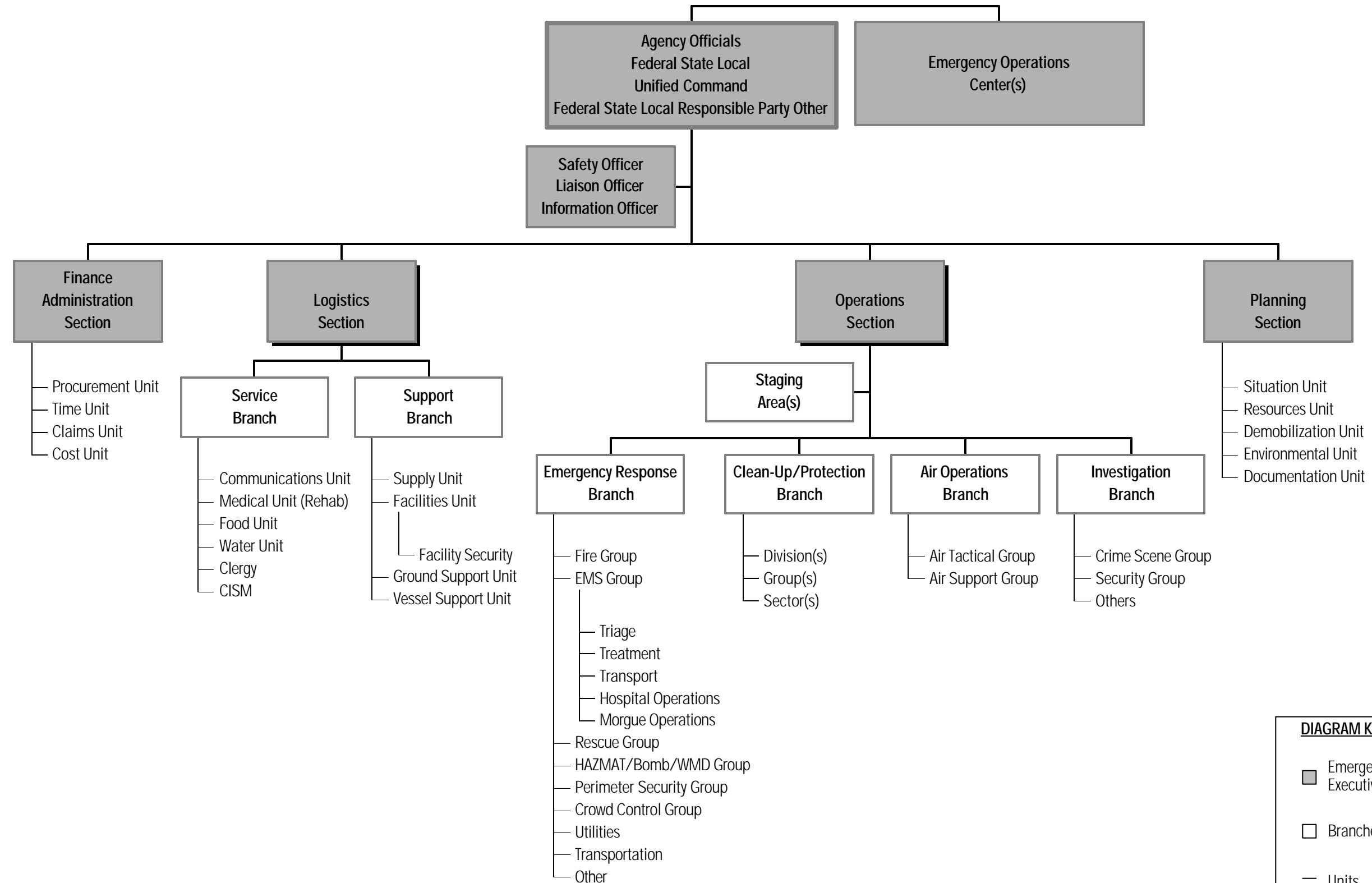




Objective: Provide emergency assistance for victims immediately following a disaster; secure the disaster site and reduce the probability of secondary damage.

Responsibility: Incident Commander with an Executive Emergency Operations Group (see chart on the following page) coordinate all response efforts.

- Activities:**
1. Warn the Public
 2. Implement Incident Command System
 - a. Contact Executive Emergency Operations Group
 - b. Meet at the appropriate command post designated in the preparedness phase.
 3. Survey Situation by interviewing first responders and witnesses.
 4. Develop a list of objectives and strategies for response. Establish Sections, Branches, Divisions, and Groups as appropriate.
 5. Send designated coordinators to the appropriate command post or emergency operations center according to the plan.
 6. Have arriving units report to command post in order to:
 - a. Register equipment and personnel (this can be done by radio or cell phone).
 - b. Receive assignments of prioritized tasks.
 7. Maintain list of Resources, Equipment and Tasks.
 8. Have agency representative report to the command post:
 - a. Needs and Problems.
 - b. Completion of assignments.
 9. Continue to inform the Executive Emergency Operations Group of changes, situations, and needs.
 10. Continue to update task list and assignments.

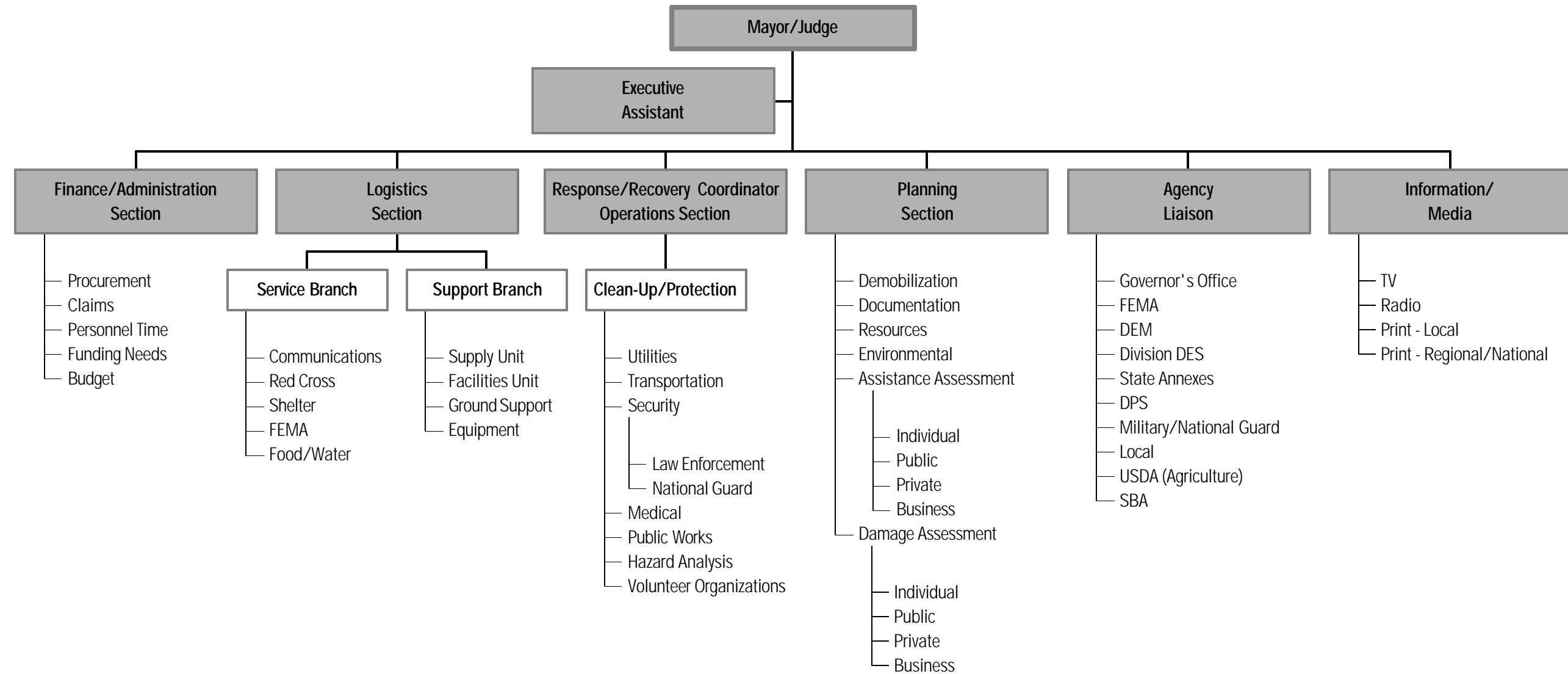




- Objective:** Return all elements of the community to normal or improved condition.
- Short-Term: Return vital systems to minimum operating standards.
 - Long-Term: Rehabilitate all systems to pre-event or improved conditions.
- Responsibility:** This is a coordinated effort by all levels of government.
- Local government has the primary responsibility.
 - Mayor/Judge may request State and Federal assistance.
- Activities:**
- Short-Term—First 48 Hours***
- **Assess Damage:** Have the Executive Emergency Operations Group report on damages concerning their departments and areas of responsibility.
 - **Disaster Declaration:** Work with local elected officials to declare a specific site, neighborhood, or entire community a disaster. Report all damages to your DEM Regional Liaison Officer.
 - **Medical Assistance:** Evaluate current medical capabilities. If your resources are not meeting current community need or you expect medical need to increase, contact the communities you have memorandums of agreement with for assistance, and request the needed equipment, materials, or staff.
 - **Temporary Housing and Food:** Convert Field Posts into stations for food and water service. Contact private sector and government organizations that you have temporary housing contracts with and give an estimate of need (set up contracts during preparedness phase).
 - **Restore use of Essential Public Facilities:** In your disaster plan, you should have a list of the most essential public facilities needed, i.e. fire stations, police stations, prisons, public works facilities (water, sewer, electricity), 911 call centers, etc.
- Long-Term***
- **Disaster Unemployment Aid:** Contact your DEM Regional Liaison for information on unemployment aid for those workers whose place of business may have been destroyed during the disaster.
 - **Rehabilitate all public and private facilities with improved building standards to resist disasters in the future.**
 - **Provide counseling services for victims of the disaster and the responders who aided the victims.** Red Cross and the State will be able to help provide these services.
 - **Evaluate the need for long-term medical care and how your community will be able to meet those needs with existing resources.**
 - **In the preparedness phase, your community should have developed a list of projects that will mitigate the affects of disasters.** Re-evaluate the list of projects and submit the list to the State as possible funding opportunities for the Hazard Mitigation Grant Program.



RECOVERY DIAGRAM -- SHORT TERM (First 48 Hours)



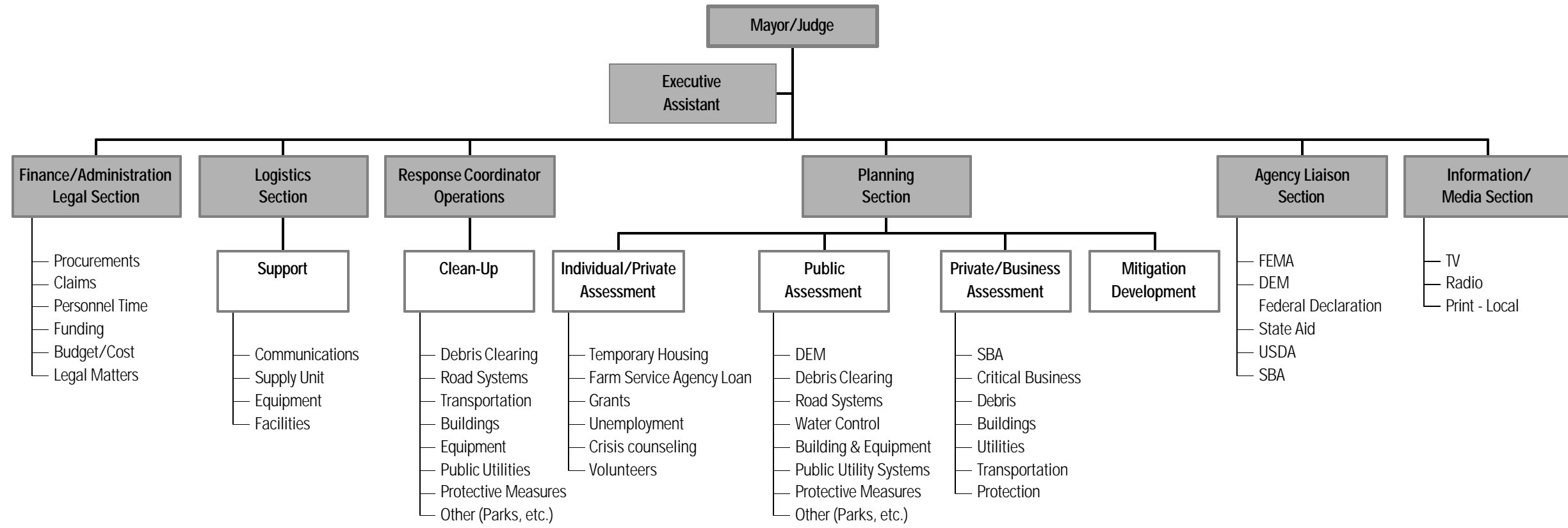





DIAGRAM KEY

-  Emergency Operations Executive Group (EOEG)
-  Branches
-  Units



LOCAL GOVERNMENT WORKSHEET
PREPAREDNESS PHASE



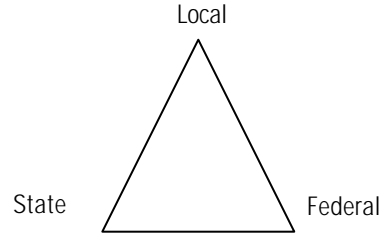
SECTION	DESCRIPTION OF RESPONSIBILITY	FUNCTION	CONTACT	ADDRESS	TELECOMMUNICATIONS
Chief Emergency Operations Executive Officer	The Mayor/Judge is responsible for providing guidance and direction for the emergency management program and taking actions to equip and train local emergency responders and officials and provide appropriate emergency facilities.	<ul style="list-style-type: none"> • Providing overall guidance and direction for the emergency management program • Taking actions to equip and train local emergency responders and officials and provide appropriate emergency facilities 	Mayor/Judge		Phone No: Fax No: E-mail:
Executive Assistant	The Executive Assistant takes notes and follows up with group members for meetings and documentation required by the Executive Officer.	<ul style="list-style-type: none"> • Take meeting notes • Support plan development • Provide updates • Prepare contact information • Support Executive Officer and Group 			Phone No: Fax No: E-mail:
Operations Response Coordinator	The Operations Response Coordinator is responsible for assisting in the development of an action plan and implementing the strategy developed by the Executive Emergency Operations Group.	<ul style="list-style-type: none"> • Emergency personnel <ul style="list-style-type: none"> Fire Law Enforcement EMS Rescue Utilities/Public Works Medical Transportation • Clean-up and protection • Staging • Investigation and security 	Office of Emergency Management Coordinator		Phone No: Fax No: E-mail:
Planning	The Planning function is to collect and evaluate information that is needed for preparation of the action plan. Planning forecasts the probable types and course of events the incident in the jurisdiction may take and prepares alternative strategies for changes in or modifications to the action plan depending on the type, location and other specific situations of possible incidents.	<ul style="list-style-type: none"> • Types of incidents • Location of staging and EOC/JOC • Resources • Demobilization Plan • Environmental Evaluation • Documentation Needs and Procedures • Communications 			Phone No: Fax No: E-mail:
Logistics	Logistics plans for the services and supplies needed to support the tactical operations during the event and is responsible for organizing and standardizing communications. Communications includes those standard facilities and backup facilities needed during an emergency.	<ul style="list-style-type: none"> • Service • Support • Communications 			Phone No: Fax No: E-mail:
Finance	Finance is responsible for identifying costs and funding resources for plan development and implementation. This function is also responsible for gathering and developing the required fiscal forms needed as a result of the emergency.	<ul style="list-style-type: none"> • Procurement • Timeline • Claims Budget • Cost 			Phone No: Fax No: E-mail:

SECTION	DESCRIPTION OF RESPONSIBILITY	FUNCTION	CONTACT	ADDRESS	TELECOMMUNICATIONS
Agency Liaison	The Agency Liaison serve as a good source of preparedness information and will be able to go between your community and State and Federal Agencies. The liaison acts as a contact point for Mutual Aid Agreement, State and Local Agencies.	Agency Communications: FEMA Governor's Office DEM Military/National Guard DPS Responsible Party	DEM Regional Liaison Officer or Locally Designated Liaison Officer		Phone No: Fax No: E-mail:
Business and Industry Leaders	The Business/Industry Liaison will represent both commercial and industrial interests in the community.	Business Communications: Major Employers Chambers of Commerce Small Business Industry Local Emergency Planning Committee (LEPC)	Industrial Liaison/LEPC		Phone No: Fax No: E-mail:
Volunteer Organizations	Volunteer Organization Active in Disaster (VOAD) coordinates planning efforts with voluntary organizations responding to disaster.	Voluntary Agency Communication: Voluntary Agencies--Red Cross, American Radio Relay League, Humane Society, Salvation Army, etc. Community Emergency Response Team (CERT) Citizens	VOAD Member		Phone No: Fax No: E-mail:
Public Education & Awareness	The Public Education coordinator is responsible for notifying the public of training classes on preparedness, response and recovery.	Public Communications: Schools/Universities Civic Organizations Religious Groups Medical Community Mental Health Professionals Assisted Living Facilities			Phone No: Fax No: E-mail:
Media	Media outlets are the best way to disseminate information quickly. A local media representative may serve as an ad hoc member in the preparedness phase to keep the public abreast of preparedness activities.	Media Communications: Television Radio Local Print Regional Print	Public Information Officer		Phone No: Fax No: E-mail:
Response and Recovery Training	Paid and Volunteer responders will need to be trained according to plan specifications. Regular training and drills should be held with Executive Emergency Operations Group.	Training: <u>Professionals</u> Equipment HAZMAT/WMD Communications Joint Command Ex. Command Staff <u>Citizens</u> Search & Rescue First Aid/CPR CERT Joint Exercise HAM Radio			Phone No: Fax No: E-mail:
Succession	Succession is responsible for identifying alternatives, will need to attend all meetings, and fill key positions such as IC or the Mayor/Judge, if designated person is unavailable during an incident.	Same as Incident Commander.	City Manager/ Chief of Staff		Phone No: Fax No: E-mail:



LOCAL GOVERNMENT WORKSHEET
RESPONSE PHASE



SECTION	DESCRIPTION OF RESPONSIBILITY	FUNCTION	CONTACT	ADDRESS	TELECOMMUNICATIONS
Unified Command 	<p>This Section is directed by the Incident Commander (IC) who is one of the three primary players in the response phase – fire, local law enforcement, and the FBI. Agency officials (Federal, State and Local) and other representatives function in an advisory capacity. Progression of incident responsibilities in ICS is from fire, to law enforcement, to the FBI as the character and goals of the incident change from (1) local-fire, rescue, medical efforts to (2) state-law enforcement to (3) federal-fully assembled FBI team.</p>	<ul style="list-style-type: none"> • Lead Command Role (IC) • See all major players in incident come together to share information, resources, etc. • Ensure all agencies are aware of each other's primary needs • Receive advice and support from agency officials and integrate into the incident response plan • Minimize inter-agency rivalry and jurisdictional conflict 	Designated Local Officer		Phone No: Fax No: E-mail:
Chief Emergency Operations Executive Officer	<p>The elected official is responsible for declaring a local state of disaster when appropriate, directing the local response to emergency situations using local resources, resources from other jurisdictions covered by mutual aid agreements, and any other on-call emergency resources that the local government may have contracted, and keeping the public and the regional Disaster District informed of the situation.</p>	<ul style="list-style-type: none"> • Declaring a local state of disaster when appropriate • Supporting and advising the IC of the local response to emergency situations in using local resources, resources from mutual aid agreements, and other contracted emergency resources • Requesting external assistance if local assets are inadequate to meet emergency needs • Keeping public and local disaster district informed of the situation through Public Information Officer 	Mayor/Judge		Phone No: Fax No: E-mail:
Executive Assistant	<p>The Executive Assistant takes notes and follows up with group members and documentation required by the Executive Officer.</p>	<ul style="list-style-type: none"> • Take meeting notes • Support plan development • Provide updates • Prepare contact information • Support Executive Officer and Group 			Phone No: Fax No: E-mail:
Operations Response Coordinator	<p>Operations directs all the incident tactical operations.</p>	<ul style="list-style-type: none"> • Operations Section • Staging Area • Emergency Response Branch • Clean-Up & Protection Branch • Air Operations Branch • Investigation & Security Branch 	Office of Emergency Management Coordinator		Phone No: Fax No: E-mail:
Planning	<p>Planning determines the required and available resources.</p>	<ul style="list-style-type: none"> • Situation Unit • Resources Unit • Demobilization Unit • Environmental Unit • Documentation Unit 			Phone No: Fax No: E-mail:



SECTION	DESCRIPTION OF RESPONSIBILITY	FUNCTION	CONTACT	ADDRESS	TELECOMMUNICATIONS
Logistics	Logistics is the supply role for the incident. Logistics provides services and supplies in support of the tactical operations.	<ul style="list-style-type: none"> • Service Branch • Support Branch 			Phone No: Fax No: E-mail:
Finance	This function is responsible for the required fiscal documentation needed and produced as a result of the emergency. Finance also provides financial planning and advice to the IC to aid in meeting any fiscal statutory requirements.	<ul style="list-style-type: none"> • Procurement Unit • Time Unit • Claims Unit • Cost Unit 			Phone No: Fax No: E-mail:
Safety Officer	The Safety Officer is responsible for monitoring hazards and unsafe situations and devising measures to protect first responders and other personnel.	<ul style="list-style-type: none"> • Monitor and assess safety hazards or unsafe situations • Develop measures for ensuring personnel safety • Knowledgeable of factors that could affect first responder safety 	Fire Service/Public Works		Phone No: Fax No: E-mail:



LOCAL GOVERNMENT WORKSHEET
RECOVERY PHASE

SECTION	DESCRIPTION OF RESPONSIBILITY	FUNCTION	CONTACT	ADDRESS	TELECOMMUNICATIONS
Chief Emergency Operations Executive Officer	The elected official is responsible for overseeing recovery programs and related hazard mitigation programs after a disaster.	<ul style="list-style-type: none"> Overseeing recovery programs and related hazard mitigation programs after a disaster 	Mayor/Judge		Phone No: Fax No: E-mail:
Executive Assistant	The Executive Assistant takes notes and follows up with group members for meetings and documentation required by the Executive Officer.	<ul style="list-style-type: none"> Take meeting notes Support plan development Provide updates Prepare contact information Support Executive Officer and Group 			Phone No: Fax No: E-mail:
Operations Response Coordinator	The Operations Response Coordinator is responsible for the clean up of the affected area and the necessary policing of the community and/or site of the emergency.	<ul style="list-style-type: none"> Clean-Up & Protection Branch 	Office of Emergency Management Coordinator		Phone No: Fax No: E-mail:
Planning	This function evaluates the response and recovery from the incident, and returns the command center to pre-disaster working condition.	<ul style="list-style-type: none"> Demobilization Documentation Resources Environmental Evaluation Assistance Assessment Damage Assessment Security Mitigation Development 			Phone No: Fax No: E-mail:
Logistics	Logistics provides services and supplies to implement recovery strategy developed by the Executive Emergency Operations Group.	<ul style="list-style-type: none"> Service Branch Support Branch 			Phone No: Fax No: E-mail:
Finance	This function is responsible for making available the required fiscal documentation needed and produced as a result of the emergency to the appropriate agencies.	<ul style="list-style-type: none"> Procurement Claims Personnel Time Funding Needs Budget 			Phone No: Fax No: E-mail:



SECTION	DESCRIPTION OF RESPONSIBILITY	FUNCTION	CONTACT	ADDRESS	TELECOMMUNICATIONS
Agency Liaison	The Regional Liaison Officer acts as a contact point for state and federal agencies.	Agency Communications: FEMA Governor's Office DEM Military/National Guard DPS Local USDA SBA	DEM Regional Liaison Officer or Locally Designated Liaison Officer		Phone No: Fax No: E-mail:
Media	Media outlets are the community's best link to recovery services being provided by the community, state, and federal agencies. The media contact should be included in meetings where disaster assistance for citizens is discussed.	Media Communications: Television Radio Local Print Regional Print	Public Information Officer		Phone No: Fax No: E-mail:



AGENCY	DESCRIPTION OF ACTIVITIES	CONTACT INFORMATION
<p>Division of Emergency Management</p> <p>http://www.txdps.state.tx.us/dem/</p>	<ul style="list-style-type: none">• Coordinates statewide response to such incidents as overdue aircraft, aircraft crashes, severe weather, hazardous materials incidents, and transportation accidents• Links to a network of amateur radio operators (HAM Radio) which support local and state emergency operations when normal communications links are not working• Coordinates the communications and information systems of other law enforcement and criminal justice agencies <p>http://www.txdps.state.tx.us/dem/PLANSOPS.HTM</p>	<p>Mailing Address: DPS Emergency Management Serv P O box 4087 Austin, Texas 78773-0001</p> <p>Phone No: Duty Hours: (512) 424-2138 Non-Duty Hours: (512) 424-2000</p> <p>Fax No: (512) 424-2444</p>
<p>Department of Public Safety</p> <p>http://www.txdps.state.tx.us</p>	<ul style="list-style-type: none">• Emergency management Training• Road condition information• Communications, warnings and police services <p>http://www.txdps.state.tx.us/geninfo.htm</p>	<p>Mailing Address: DPS P. O. Box 4087 Austin, Texas 78773-0001</p> <p>Phone No: (512) 424-2000</p>
<p>Texas Department of Human Services</p> <p>http://www.dhs.state.tx.us/</p>	<ul style="list-style-type: none">• Individual and family grant programs for disaster victims: The grant covers only disaster-related necessary expenses and serious needs, such as transportation, housing, personal property, and medical, dental, and funeral expenses. <p>http://www.dhs.state.tx.us/programs/disasterassistance/index.html</p>	<p>Mailing Address: TDHS P.O. Box 149030 Austin, Texas 78714-9030</p> <p>Phone No: (888) 834-7406 (888)425-6889(TDD) (512) 438-3011</p> <p>E-mail: mail@dhs.state.tx.us</p>
<p>Texas Department of Transportation</p> <p>http://www.dot.state.tx.us/</p>	<ul style="list-style-type: none">• Manage Traffic and decrease emergency response time• Provide engineering services, maintain highway facilities, traffic control, radio support, road condition information and routing, and damage assessment	<p>Mailing Address: TX DOT 125 E. 11th Street Austin, TX 78701-2483</p> <p>Phone No: (512) 463-8585</p>



AGENCY	DESCRIPTION OF ACTIVITIES	CONTACT INFORMATION
<p>Texas Department of Health</p> <p>http://www.tdh.texas.gov/</p>	<ul style="list-style-type: none"> • Disaster readiness and response programs • Post disaster Health safety information • Grants/funding against bio-terrorism • Mortuary and vital records • Critical incident stress management <p>http://www.tdh.texas.gov/hcqs/ems/EPOBJ.HTM</p>	<p>Mailing Address: Texas Department of Health 1100 West 49th St. Austin, TX 78756-3199</p> <p>Phone No: (888) 963-7111 (512) 458-7708 TDD (512) 458-7708</p>
<p>Emergency Medical Services</p> <p>(Bureau of Emergency Management Texas Department of Health)</p> <p>http://www.tdh.state.tx.us/hcqs/ems/emshome.htm</p>	<ul style="list-style-type: none"> • Emergency medical assistance 	<p>Mailing Address: Emergency Medical Services 1100 West 49th street, Austin, TX-78756-3199</p> <p>Phone No: Office (512) 834-6700 EMS complaints: (800) 452-6086</p>
<p>Adjutant Generals Department</p> <p>http://www.agd.state.tx.us</p>	<ul style="list-style-type: none"> • Coordinate military support, manpower and equipment • Optimizes readiness and communication 	<p>Mailing Address: The Adjutant General West 35th Street Austin, TX 78763-5218</p> <p>Phone No: (512) 782-5001</p>
<p>Attorney General:</p> <p>http://www.oag.state.tx.us/</p>	<ul style="list-style-type: none"> • Legal aid and guidance • Information about the authorization and emergency funds • Elected officials' rights and responsibilities <p>http://www.oag.state.tx.us/opinopen/opinions/op46white/mw-140.htm</p>	<p>Mailing Address: Office of the Attorney General PO Box 12548 Austin, TX 78711-2548</p> <p>Phone No: (512) 463-2100 (800) 621-0508</p> <p>E-mail: cac@oag.state.tx.us</p>



AGENCY	DESCRIPTION OF ACTIVITIES	CONTACT INFORMATION
<p>Texas Commission on Environmental Quality</p> <p>http://www.tceq.state.tx.us</p>	<ul style="list-style-type: none"> • Technical and regulatory assistance in the management of wastes and other residual materials • Assisting water supply • Water quality evaluation and sewer system assessment • Services of specialists for flood plain management, hydrology, meteorology, groundwater geology, water quality, dam safety, wastewater treatment, and solid waste management • Post emergency weather and damage assistance <p>http://www.tnrcc.state.tx.us/enforcement/emergency_response.html#1</p>	<p>Mailing Address: TCEQ Mail Code, P.O. Box 13087, Austin, TX 78711-3087</p> <p>Phone No: (512) 239-1000 (800) 447-2827</p>
<p>Texas Railroad Commission</p> <p>http://www.rrc.state.tx.us/</p>	<ul style="list-style-type: none"> • Protection of the environment and preservation of individual property rights to be two of its primary responsibilities • Provides recovery assistance information to companies handling crude oil and natural gas, natural gas transportation, propane/LP-gas, rail and surface mining 	<p>Mailing Address: Railroad Commission P.O. Box 12967 Austin, Texas 78711-2967</p> <p>Phone No: (512) 463-6788</p>
<p>Texas Aerospace Commission</p> <p>http://www.tac.state.tx.us/</p>	<ul style="list-style-type: none"> • Air transport • Research • Rescue 	<p>Mailing Address: TAC P. O. Box 12088 Austin, Texas 78711-2088</p> <p>Phone No: (512) 936-4822</p> <p>Email: admin@tac.state.tx.us</p>
<p>Texas Workforce Commission</p> <p>http://www.twc.state.tx.us/</p>	<ul style="list-style-type: none"> • Employment assistance • Employment of dislocated workers • Training and educational camps • Provision of contact information and access to available employment and training activities <p>http://www.twc.state.tx.us/boards/wia/guide/wialaw.html</p>	<p>Mailing Address: Texas Workforce Commission 101 E. 15th Street, Rm. 578 Austin, TX 78778-0001</p> <p>Phone No: (800) 832-9394</p>



AGENCY	DESCRIPTION OF ACTIVITIES	CONTACT INFORMATION
<p>Texas Department of Insurance</p> <p>http://www.tdi.state.tx.us/</p>	<ul style="list-style-type: none"> Provides information about insurance, helps people file claims, monitors the responsiveness of insurance companies, and assists with consumer complaints Investigates insurance fraud Supports fire defense and inventory of fire fighting personnel and equipment <p>http://www.tdi.state.tx.us/consumer/news3.html</p>	<p>Mailing Address: TDI P. O. Box 149104 Austin, TX 78714-9104</p> <p>Phone No: (512) 463-6169 (800) 578-4677</p>
<p>Texas Forest Services</p> <p>http://txforestservation.tamu.edu</p>	<ul style="list-style-type: none"> Wildfire prevention, detection, and suppression and emergency response Training programs for Texas firefighters Disaster assistance in emergency situations Post disaster re-forestation programs <p>http://txforestservation.tamu.edu/fire%5Fprotection/index.html</p>	<p>Mailing Address: Texas Forest Service HQ John B. Connally Building 301 Tarrow, Suite 364 College Station, TX-77840</p> <p>Phone No: (979) 458-6650</p> <p>E-mail: tx-stateforester@tamu.edu</p>
<p>Texas Department of Agriculture</p> <p>http://www.agr.state.tx.us/</p>	<ul style="list-style-type: none"> Agricultural related grants and loans Uninsured crop disaster assistance program Refinancing of existing debt 	<p>Mailing Address: Department of Agriculture P.O. Box 12847 Austin, TX 78711</p> <p>Phone No: (512) 463-7476</p>
<p>State Auditor</p> <p>http://www.sao.state.tx.us/</p>	<ul style="list-style-type: none"> Assists government leaders in creating and maintaining strong accountability systems that ensure efficient, effective operation of state agencies and universities Provides expertise on technological issues Provides guidance on audit matters involving disaster claims 	<p>Mailing Address: State Auditor P.O. Box 12067 - Austin, TX 78711-2067</p> <p>Phone No: 512-936-9500</p> <p>E-mail: auditor@sao.state.tx.us</p>
<p>Comptroller of Public Accounts</p> <p>http://www.window.state.tx.us/</p>	<ul style="list-style-type: none"> Advises local governments and taxpayers to make the necessary preparations for disaster recovery Aids local officials and businesses that encounter disaster affecting tax collection or related business and government activities Supports disaster reconnaissance and reporting activities Provides military family assistance <p>http://www.window.state.tx.us/wrp/</p>	<p>Mailing Address: Texas Comptroller P. O. Box 13528, Capitol Station Austin, Texas 78711-3528</p> <p>Phone No: (877) 662-8375 (888) 334-4112</p> <p>E-mail: texas.comptroller@cpa.state.tx.us</p>



AGENCY	DESCRIPTION OF ACTIVITIES	CONTACT INFORMATION
Texas Engineering Extension Service http://www.teex.com/	<ul style="list-style-type: none"> Emergency personnel training Grant funded training programs: preparedness, response and recovery <p>http://www.teex.com/teex.cfm?pageid=ESTIprog&area=ESTI&templateid=317</p>	Mailing Address: TEEX Mail Stop 8000, 301-Tarrow Street, College station, Texas-77840 Phone No: (979) 458-6914
Texas Department of Mental Health and Mental Retardation http://www.mhmr.state.tx.us/	<ul style="list-style-type: none"> Mitigates the long-term effects that disaster stress may have on individuals, families, responders and their community Works with local mental health resources in the development, submission, and management of crisis counseling programs funded by FEMA Develops and coordinates the state crisis consortium <p>http://www.mhmr.state.tx.us/CentralOffice/MedicalDirector/daphomepage.html</p>	Mailing Address: MHMR P.O. Box 12668 Austin, TX 78711-2668 Phone No: (512) 454-3761 (800) 252-8154
Texas Parks and Wildlife http://www.tpwd.state.tx.us/	<ul style="list-style-type: none"> Secures grants for disaster relief operations Provides personnel (game warden) assistance Provides rescue equipment, security for property, transportation, assistance to other agencies, and keep looters away <p>http://www.tpwd.state.tx.us/news/news/981102b.htm</p>	Mailing Address: Texas Parks and Wildlife 4200 Smith School Road Austin, TX-78744 Phone No: (800) 792-1112 (512) 389-4800
Texas Veterans Commission http://www.tvc.state.tx.us/	<ul style="list-style-type: none"> Assists veterans and their families in gaining disaster aid and assistance 	Mailing Address; Texas Veterans Commission P.O. Box 12277 Austin, TX 78711-2277 Phone No: (800) 252-8387 E-mail: Info@tvc.state.tx.us

AGENCY	DESCRIPTION OF ACTIVITIES	CONTACT INFORMATION
<p>Texas Department of Housing & Community Affairs</p> <p>www.tdhca.state.tx.us</p>	<ul style="list-style-type: none"> Disaster relief/urgent need fund. Development of sanitary sewer systems and cleaning drinking water Temporary housing assistance Economic opportunities: creating or retaining jobs Debris removal, clearance and demolition <p>http://www.tdhca.state.tx.us/pdf/cd/cdbgdriapp.pdf</p>	<p>Mailing Address: TDHCA P.O. Box 13941 Austin TX, 78711-3941</p> <p>Phone No: (512) 475-3800</p>
<p>Public Utility Commission</p> <p>http://www.puc.state.tx.us/</p>	<ul style="list-style-type: none"> Emergency preparedness both by electric and telecommunications providers Response to WMD (Weapons of mass destruction) situations 	<p>Mailing Address: PUC 1701 N. Congress Avenue PO Box 13326 Austin, TX 78711-3326</p> <p>Phone No: (512) 936-7000 (888) 782-8477</p>
<p>Texas VOAD-Texas Voluntary Organization Active in Disaster</p> <p>President Joe Watts</p> <p>http://www.nvoad.org/</p>	<ul style="list-style-type: none"> Coordinates planning efforts by many voluntary organizations responding to disaster: member organizations provide more effective and less duplication in service by getting together before disasters strike. State and local voluntary organizations active in disaster 	<p>Phone No: (817) 641-7679</p> <p>E-mail: Joe_Watts@compuserv.com</p>



AGENCY	DESCRIPTION OF RESPONSIBILITY	CONTACT INFORMATION
<p>Federal Emergency Management Agency (FEMA)</p> <p>http://www.fema.gov/</p>	<p>Preparedness: By encouraging state and local planning, making resources available for facilities and equipment, giving emergency personnel the training they need, sponsoring exercises and getting information out to the public, FEMA, helps build and emergency management system that plans and trains localities to protect people and property in any kind of disaster.</p> <p>http://www.fema.gov/about/prepare.shtm</p> <p>Response: When the state and local governments are overwhelmed by a disaster, they make a request for federal aid through a Presidential disaster or emergency declaration. Typically, federal assistance is financial. However, the federal government may be asked to mobilize resources from any number of federal agencies, and to participate in the response. This is when the government implements the Federal Response Plan.</p> <p>http://www.fema.gov/about/respond.shtm</p> <p>Recovery:</p> <ul style="list-style-type: none">• Individual assistance for individuals, families, farmers and businesses -- loans and grants, emergency housing, tax relief and unemployment assistance• Public assistance for states, local communities and nonprofit groups -- financial assistance to restore public systems and facilities• Matching mitigation funds for states and local communities for projects that eliminate or reduce an area's vulnerability to a hazard <p>http://www.fema.gov/about/recover.shtm</p>	<p>Mailing Address: FEMA 800 N. Loop 288 Denton, Texas 76209</p> <p>Phone No: (940) 898-5399 (800) 427-4661</p>

AGENCY	DESCRIPTION OF RESPONSIBILITY	CONTACT INFORMATION
<p>National Flood Insurance Program</p> <p>http://www.fema.gov/nfip/infosl.htm</p>	<ul style="list-style-type: none"> Federal Insurance & Mitigation Administration (FIMA) manages the National Flood Insurance Program and oversees FEMA's mitigation programs. NFIP includes flood insurance claims and adjustments. The mapping division maintains and updates the national flood insurance program maps. 	<p>Mailing Address: FEMA, NFIP 500 C Street, SW Washington, D.C. 20472</p> <p>Phone No: (202) 566-1600</p>
<p>Small Business Administration</p> <p>http://www.sba.gov/</p>	<ul style="list-style-type: none"> Provides disaster loan programs Assists flood victims dealing with water-soaked business or personal records Provides Economic Injury Disaster Loan program for small businesses and small agricultural cooperatives Provides information on disaster preparedness Provides Military Reservist Economic Injury Disaster Loan program <p>http://www.sba.gov/disaster/mission.html</p>	<p>Mailing Address: SBA 8701 S. Gessner Dr, Suite 1200 Houston, Texas 77074</p> <p>Phone No: (713) 773-6500 (800) 827-5722</p>
<p>Department of Housing and Urban Development (HUD)</p> <p>http://www.hud.gov/</p>	<ul style="list-style-type: none"> Disaster recovery grants for presidential declared natural disaster HOME disaster grants for housing rehabilitation and reconstruction Assistance with home loans Relocation payments for people and businesses displaced by the disaster Planning and administration costs <p>http://www.hud.gov/offices/cpd/communitydevelopment/programs/dri/index.cfm</p>	<p>Mailing Address: HUD 451 7th Street S.W., Washington, DC 20410</p> <p>Local Office: 2211 Norfolk, Suite 200 Houston, TX 77098</p> <p>Phone No: (202) 708-1112 (713) 313-2274</p>
<p>U. S. Army Corps of Engineers</p> <p>http://www.usace.army.mil/</p>	<ul style="list-style-type: none"> Technical advise to state and federal officials Inspection and assessment of damaged areas Drinking water and ice provision Debris clean up and repairs Auxiliary power supply <p>http://www.usace.army.mil/public.html#Emergency</p>	<p>Mailing Address: USACE 441 G. Street, NW Washington, DC 20314</p> <p>Local Office: 2000 Fort Point Road Galveston, TX 77550</p> <p>Phone No: (202) 761-0008 (409) 766-3004</p>

AGENCY	DESCRIPTION OF RESPONSIBILITY	CONTACT INFORMATION
<p>US Coast Guard Captain of the Port</p>	<ul style="list-style-type: none"> Search and rescue General defense <p>http://www.uscg.mil/overview/overviewpage.htm</p>	<p>Mailing Address: USCG Captain of the Port Houston-Galveston Marine Safety Office 9640 Clinton Dr. Houston, TX 77029</p> <p>Phone No: (713) 671-5100</p>
<p>Federal Highway Administration</p> <p>http://www.fhwa.dot.gov/</p>	<ul style="list-style-type: none"> Provides funds to help states in conducting emergency and permanent repairs of federal-aid routes and federally owned roads damaged by natural or catastrophic disaster Establishes detours, removes slides and debris, replaces signs, lighting, and guard rails <p>http://www.fhwa.dot.gov/pressroom/fhwa0204.htm</p>	<p>Mailing Address: FHA Nassif Building 400 7th Street, SW Washington, DC 20590</p> <p>Phone No: (202) 366-0537</p> <p>E-mail: execsecretariat.fhwa@fhwa.dot.gov</p>
<p>Health Resources and Services Administration</p> <p>http://www.hrsa.gov/</p> <p>U. S. Department of Health and Human Services:</p>	<p>Preparedness:</p> <ul style="list-style-type: none"> Equipment and training to respond to bio-terrorism and mass casualty incidents Trauma/emergency medical services <p>http://www.hhs.gov/</p> <ul style="list-style-type: none"> Relief funds for disaster-impacted health and social services Rotation of disaster medical assistance teams Grief counseling and mental health services <p>http://www.hhs.gov/news/press/2001pres/20010921b.html</p>	<p>Mailing Address: Health Resources and Services Administration Parklawn Building 5600 Fishers Lane Rockville, Maryland 20857</p> <p>Mailing Address: The U. S. Department of Health and Human Services 200 Independence Avenue, S.W. Washington, D.C. 20201</p> <p>Phone No: (202) 619-0257 (877) 696-6775</p> <p>E-mail: HHS.Mail@hhs.gov.</p>
<p>Food and Drug Administration</p> <p>http://www.fda.gov/</p>	<ul style="list-style-type: none"> Provides information about necessary health and safety measures to be considered after a disaster Assists Local and state agencies in removing, destroying or reconditioning affected merchandise Searches, Identifies and investigates foods, drugs, devices, and cosmetics for actual or possible contamination <p>http://www.fda.gov/ora/inspect_ref/icom/ChapterText/940.html#941</p>	<p>Mailing Address: FDA 5600 Fishers Lane Rockville MD 20857-0001</p> <p>Phone No: (888) 463-6332 (301) 827-7240</p> <p>E-mail: medwatch@listmanager.fda.gov</p>

AGENCY	DESCRIPTION OF RESPONSIBILITY	CONTACT INFORMATION
<p>Federal Bureau of Investigation (FBI)</p> <p>http://www.fbi.gov/</p>	<ul style="list-style-type: none"> The FBI investigates all federal criminal violations that have not been specifically assigned by congress to another federal agency. It investigates categories of applicant matters, civil rights, counter-terrorism, foreign counterintelligence, organized crime/drugs, violent crimes and major offenders, and financial crime. 	<p>Mailing Address: FBI J. Edgar Hoover Building 935 Pennsylvania Avenue, NW, Room 7972 Washington, DC 20535</p> <p>Local Office: 2500 East TC Jester Houston, TX 77008</p> <p>Phone No: (202) 324-3000 (713) 693-5000</p>
<p>U. S. Department of Agriculture Division: Food and Nutrition Service</p> <p>http://www.usda.gov/</p>	<ul style="list-style-type: none"> Provides commodity foods for shelters and other mass feeding sites Distributes commodity food packages directly to households in need Issues emergency food stamps Primary responsibility of supplying food to disaster relief organizations such as the Red Cross and the Salvation Army <p>http://www.fns.usda.gov/Disasters/response/FNSlinks.htm</p>	<p>Mailing Address: USDA 14th & Independence Ave. SW, Washington, D.C. 20250</p> <p>Local Office: 1100 Commerce St. Room 5-A-6 Dallas, TX 75242-9980</p> <p>Phone No: (202) 720-2791 (214) 2909800</p>
<p>National Oceanic and Atmospheric Administration (NOAA)</p> <p>http://www.noaa.gov/</p> <p>National Weather Service (NWS)</p> <p>http://www.nws.noaa.gov/ http://www.srh.noaa.gov/hgx</p>	<ul style="list-style-type: none"> Accurate weather information 	<p>Mailing Address: NOAA 14th Street & Constitution Avenue, NW Room 6013 Washington, DC 20230</p> <p>Local Office: 1620 Gill Road Dickinson, TX 77539</p> <p>Phone No: (202) 482-6090 (281) 337-5074</p>
<p>NVOAD- National Voluntary Organization active in Disaster</p> <p>Executive Secretary John Gavin</p> <p>http://www.nvoad.org</p>	<ul style="list-style-type: none"> Coordinates planning efforts by many voluntary organizations responding to disaster: member organizations provide more effective and less duplication in service by getting together before disasters strike. State and local voluntary organizations active in disaster 	<p>Mailing Address: NVOAD 14253 Ballinger Terrace Burtonsville, MD 20866</p> <p>Phone No: (301) 890-2119 (253) 541-4915(fax)</p> <p>E-mail: jgavin@starpower.net</p>



Agency Representative – An individual assigned to an incident from an assisting or cooperating agency that has been delegated with full authority to make decisions on all matters affecting the agency's participation in the incident. Agency Representatives report to the Incident Liaison Officer.

Assessment – The evaluation and interpretation of measurements and other information to provide a basis for decision-making.

Allocated Resources – Resources dispatched to the incident that have not been checked-in with the Incident Command Center.

Assigned Resources – Resources checked-in and assigned work tasks on the incident.

Assisting Agency – An agency directly contributing suppression, rescue, support, or service resources to another agency.

Available Resources – Resources assigned to an incident and available for an assignment within three (3) minutes.

Branch – The organizational level having functional/geographic responsibility for major segments of incident operations. The Branch level is organizationally between Section and Division/Group.

Camp – A geographical site, within the general incident area, separate from the Incident Base, equipped and staffed to provide sleeping, food, water, and sanitary services to incident personnel.

Check-in – Locations where assigned resources are check-in at an incident. The locations are: Incident Command Post (Resources Unit), Incident Base, Camps, Staging Areas, Wheelbases, Division, Supervision (for direct line assignments). Check-in at one location only and complete the ICS form 211.

Clear Text - The use of plain English in radio communications transmissions. No Ten Codes, or agency specific codes are used when using Clear Text.

Command – The act of directing, ordering and/or controlling resources by explicit legal, agency, or delegated authority.

Command Function – One of five major functional components of most successful ICS organizations. The function of Command is to assume responsibility for the overall management of the incident. It establishes strategy and tactics for the incident and has the ultimate responsibility for the success of the incident activities. First Responder safety is the primary responsibility of Command. The Command role is filled by the Incident Commander (IC) and is the position that is established at every incident no matter how small or whether it involves a single resource.



Command Staff – The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer, who report directly to the Incident Commander. They are not part of the line organization, but provide aid and assistance in helping IC fulfill the responsibilities associated with managing the emergency. They handle key incident activities that enable IC to concentrate on managing the incident.

Comm. Unit – (Communications Unit) A facility used to provide the major part of the incident Communications Center.

Cooperating Agency – An agency supplying assistance other than directive suppression, rescue, support, or service functions to the incident control effort (e.g., Red Cross, law enforcement agency, Telephone Company, etc.).

Coordinate – To advance systematically an exchange of information among principals, who have or may have a need to know certain information in order to carry out their role in a response.

Coordination – The process of systematically analyzing a situation, developing relevant information and informing appropriate command authority (for its decision) of viable alternatives for selection of the most effective combination of available resources to meet specific objectives. The coordination process (which can be either intra- or interagency) does not in and of itself involve command dispatch actions. Personnel responsible for coordination may perform command or dispatch functions within limits established by specific agency delegations, procedures, legal authority, etc.

Critical Incident Stress Management (CISM) – An integrated and comprehensive multi-compartment program for the provision of crisis and disaster mental health services.

Disaster Field Office (DFO) – The office established in or near the designated area to support Federal and State response and recovery operations. The Disaster Field Office houses the Federal Coordinating Officer (FCO), the Emergency Response Team, and, where possible, the State Coordinating Officer and Support Staff.

Dispatch – The implementation of a command decision to move a resource or resources from one place to another.

Division – Divisions are normally established to divide an incident into Geographical Areas of Operation. Divisions are established when the number of resources exceeds the span-of-control of the Operations Chief. A division is supervised within the organization between the Task Force/Strike Team and the Branch. (See also “Group”)

Emergency – Any natural or man-caused situation that results in or may result in substantial injury or harm to the population or substantial damage to or loss of property.

Emergency Operations Center (EOC) – The site from which civil government officials (municipal, county, State, and Federal) exercise direction and control of an emergency.

Emergency Public Information – Information that is disseminated primarily in anticipation of an emergency or at the actual time of an emergency and in addition to providing information, frequently directs actions, instructs, and transmits direct orders.



Emergency Response Team – (1) A team composed of Federal program and support personnel, which FEMA activates and deploys into an area affected by a major disaster or emergency. This team assists the FCO in carrying out his/her responsibilities under the Stafford Act, the declaration, applicable laws, regulations, and the FEMA-State agreement. (2) The team is an interagency team, consisting of the lead representative from each Federal department or agency assigned primary responsibility for an Emergency support Function and key members of the FCO's staff, formed to assist the FCO in carrying out his/her responsibilities. The team provides a forum for coordinating the overall Federal consequence management response requirements.

Emergency Support Function – A functional area of response activity established to facilitate coordinated Federal delivery of assistance required during the response phase to save lives, protect property and health, and maintain public safety. These functions represent those types of Federal assistance that the State will likely need most because of the overwhelming impact of a catastrophic event on local and State resources.

Evacuation – Organized, phased, and supervised dispersal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

Federal Coordinating Officer (FCO) - (1) The person appointed by the FEMA Director or in his/her absence, the FEMA Deputy Director, or alternately the FEMA Associate Director for Response and Recovery, following a declaration of a major disaster or of an emergency by the President, to coordinate Federal assistance. The FCO initiates action immediately to assure that Federal Assistance is provided in accordance with the declaration, applicable laws, regulations, and the FEMA-State agreement. (2) The FCO is the senior Federal official appointed in accordance with the provisions of Public Law 93-288, as amended (the Stafford Act), to coordinate the overall consequence management response and recovery activities. The FCO represents the President as provided by Section 303 of the Stafford Act for the purpose of coordinating the administration of Federal relief activities in the designated area. Additionally, the FCO is delegated responsibilities and performs those for the FEMA Director as outlined in Executive order 12148 and those responsibilities delegated to FEMA Regional Director in the Code of Federal Regulations, Title 44, Part 205.

Federal On-Scene Commander (FOSC) - The FBI official designated upon HJOC activation to ensure appropriate coordination of overall United States government response with Federal, State and local authorities, until such time as the Attorney General translates the LFA role to FEMA.

Federal Response Plan (FRP) - (1) The plan designed to address the consequences of any disaster or emergency situation in which there is a need for Federal assistance under the authorities of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U. S.C. 5 121 et seq. (2) The FRP is the Federal government's plan of action for assisting affected States and local jurisdictions in the event of a major disaster or emergency.

Finance – Usually formally implemented during large-scale incidents. Finance is responsible for the required fiscal documentation needed and produced as a result of the emergency. Finance also provides financial planning and advice to the IC to aid in meeting any fiscal statutory requirements. Finance is referred to in ICS as a General Staff position, and reports directly to Command.

First Responder – Local fire, police, and emergency medical personnel who first arrive on the scene of an incident and take action to save lives, protect property, and meet basic human needs.



General Staff – The group of incident management personnel comprised of

- Incident Commander
- Operations Chief
- Planning Chief
- Logistics
- Finance Chief

Group – Groups are normally established to divide the incident into Functional areas of operation. Groups are composed of resources assembled to perform a special function not necessarily within a single geographic division.

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

Incident Action Plan – Contains objectives reflecting the overall incident strategy, and specific control actions for the next operation period. When complete, the Incident Action Plan will have a number of attachments.

Incident Command System – The combination of facilities equipment, personnel, procedures, and communications operating with a common organizational structure, with responsibility for the management of assigned resources to be effectively accomplished stated objectives pertaining to an incident.

Incident Commander (IC) - The individual responsible for the management of all incident operations.

Incident Command Post (ICP) – The location at which primary command functions are executed and usually co-located with the incident base.

Information Officer – The Information Officer is responsible for the development and release of accurate and complete information regarding the incident, and serves as the point of contact for the media and other appropriate agencies (Federal, State and local) requiring information directly from the incident scene. The Information Officer is a member of the ICS Command Staff, and is not part of the line operation.

Joint Information Center (JIC) – A center established to coordinate the Federal public information activities on-scene. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating Federal agencies should co-locate at the JIC. Public information officials from participating State and local agencies also may co-locate at the JIC.

Joint Operations Center (JOC) – Established by the LFA under the operational control of the Federal OSC, as the focal point for management and direction of onsite activities, coordination/establishment of State requirements/priorities, and coordination of overall Federal response.

Jurisdictional Agency – The agency having jurisdiction and responsibility for a specific geographical area.



Lead Agency – The Federal department or agency assigned lead responsibility under U.S. law to manage and coordinate Federal response to a specific functional area. For the purpose of CONPLAN, there are two lead agencies, the FBI for Crisis Management, and FEMA for Consequence Management. Lead agencies support the overall Lead Federal Agency (LFA) during all phases of the response.

Lead Federal Agency (LFA) – The agency designated by the President to lead and coordinate the overall Federal response is referred to as the LFA and is determined by the type of emergency. In general, the LFA establishes operational structures and procedures to assemble and work with agencies providing direct support to LFA in order to provide an initial assessment of the situation; develop an action plan; monitor and update operational priorities; and ensure each agency exercises its concurrent and distinct authorities under US law and supports the LFA in carrying out the President's relevant policy. Specific responsibilities of an LFA vary according to the agency's unique statutory authorities.

Liaison – An agency official sent to another agency to facilitate interagency communications and coordination.

Liaison Officer - A member of the Command Staff responsible for interacting with agency representatives from assisting and cooperating agencies not involved in the command function. The Liaison Officer aids in coordinating the efforts of other agencies and reduces the risk of their operating independently. Thus, each agency can do what it does best, and can maximize the effectiveness of available resources.

Local Government – Any county, city, village, town, district, or political subdivision of any State, and Indian tribe or authorized tribal organization, or organization, including any rural community or unincorporated town or village or any other public entity.

Logistics – Logistics can be described as filling the “Supply Sergeant” role for the incident. Logistics provides services and supplies in support of tactical operations. Included in Logistics' responsibilities are providing for facilities, transportation, supplies, equipment maintenance, fueling and feeding and medical services for response personnel. Logistics is referred to in ICS as a General Staff position, and reports directly to Command.

Multi-agency Coordination System (MACS) – A generalized term which describes the combination of facilities, equipment, personnel, procedures, and communications integrated into a common system with responsibility for coordination of assisting agency resources and support to agency emergency operations.

National Interagency Incident Management System (NIIMS) – Consists of five major subsystems which collectively provide a total systems approach to all-risk incident management. The subsystems are: the Incident Command System; Training; Qualifications and Certification; Supporting Technologies; and Publications Management.

On-Scene Coordinator (OSC) – The Federal official pre-designated by the EPA and U.S. Coast Guard to coordinate and direct response and removals under the National Oil and Hazardous Substances Pollution Contingency Plan.

Operations – The function of Operations is to accomplish the strategy Command develops by meeting tactical objectives. Operations directs all the incident tactical operations and assists Command in the development of the action plan. Operations is referred to in ICS as a General Staff position, and reports directly to Command.



Operations Coordination Center (OCC) – The primary facility of the Multi-agency coordination System. It houses the staff and equipment necessary to perform the MACS functions.

Operational Period – The period of time scheduled for execution of a given action(s) as specified in the Incident Action Plan.

Overhead Personnel – Personnel who are assigned to supervisory positions which include Incident Commander, Command Staff, General Staff, Directors, Supervisors, and Unit Leaders.

Planning – The Planning function is to collect and evaluate information that is needed for preparation of the action plan. Planning forecasts the probable course of events the incident may take and prepares alternative strategies for changes in or modifications to the action plan. Planning is referred to in ICS as a General Staff position, and reports directly to Command.

Planning Meeting – A meeting, held as needed throughout the duration of an incident, to select specific strategies and tactics for incident control operations for service and support planning.

Public Information Officer – See Information Officer.

Radio Cache – A cache may consist of a number of portable radios, a base station, and in some cases a repeater stored in a predetermined location for dispatch to incidents.

Recovery – Recovery includes all types of emergency actions dedicated to the continued protection of the public or to promoting the resumption of normal activities in the affected area.

Recovery Plan – (1) A plan developed by local and other involved agencies or entities to restore the affected area; or (2) A plan developed by each State, with assistance from responding Federal agencies, to restore the affected area.

Regional Director – Director of one of FEMA's ten regional offices and principal representative for working with other Federal regions, State and local governments, and the private sector in that jurisdiction.

Regional Operations Center (ROC) – The temporary operations facility for the coordination of Federal response and recovery activities, located at the FEMA Regional Office (or other Federal Regional Center) and led by the FEMA Regional Director or Deputy Regional Director until the Disaster Field Office becomes operational.

Reporting to an Incident – Notifying appropriate incident personnel of arrival at an incident.

Resources – All personnel and major items of equipment available, or potentially available, for assignment to incident tasks on which status is maintained.

Response – Those activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster.

Safety Officer – The Safety Officer is responsible for monitoring and assessing safety hazards or unsafe situations and developing measures for ensuring personnel safety. The Safety Officer is part of the ICS Command Staff, and not part of the line organization.



Section – That organization level having functional responsibility for primary segments of the incident such as: Operations, Planning, Logistics, and Finance. The section is organizationally between Branch and Incident commander.

Senior FEMA Official (FSO) – The official appointed by the Director of FEMA, or his representative, that is responsible for deploying to the JOC to: (1) serve as the senior interagency consequence management representative on the Command Group, and (2) manage and coordinate activities taken by the consequence Management Group.

Staging Area – A temporary on-incident location where incident personnel and equipment are assigned on a three (3) minute available status.

State Coordinating Officer – An official designated by the Governor of the affected State, upon declaration of a major disaster or emergency, to coordinate State and local disaster efforts with those of the Federal Government, and to act in cooperation with FCO to administer disaster recovery efforts.

Task Force – Any combination of resources with common communications and a leader.

Technical Specialists – Personnel with special skills who are activated only when needed. They may be needed in the areas of fire behavior, water resources, environmental concerns, resource use, and training.

Terrorism – Terrorism includes the unlawful use of force or violence against persons or property to frighten, intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.

Unified Command – A method for all agencies or individuals who have jurisdictional responsibility, and in some cases those who have functional responsibility at the incident, to contribute to (1) determine the overall objectives for the incident, and (2) selection of a strategy to achieve objectives.

Unit – The organizational element having functional responsibility for a specific incident planning, logistics, or financial activity.

Weapons of Mass Destruction (WMD) – WMD is any device, material, or substance used in a manner, in a quantity or type, or under circumstances evidencing intent to cause death or serious injury to persons or significant damage to property.

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ANNEXES	State entities with specific functional information
CERT	Community Emergency Response Team
CISM	Critical Incident Stress Management
CO	Chief of Operations
CONPLAN	Concept of Operations Plan
DEM	Texas Department of Emergency Management
DEST	Domestic Emergency Support Team
DOJ	Department of Justice
EM	Emergency Management
EMS	Emergency Medical Services
EOC	Emergency Operations Center
EPA	Environmental Protection Agency
ERT	Evidence Response Team (FBI)
FBI	Federal Bureau of Investigation
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FRP	Federal Response Plan
HAZMAT	Hazardous Materials
HMRU	Hazardous Materials Response Team
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IMS	Incident Management System such as ICS
JIC	Joint Information Center
JIISE	Joint Interagency Intelligence Support Elements
JOC	Joint Operations Center
JTF	Joint Terrorist Task Force
LEPC	Local Emergency Planning Committee
LFA	Lead Federal Agency
MACS	Multi-agency Coordination System
MBO	Management By Objectives
NCP	National Oil and Hazardous Substances Pollution Contingency Plan
NIIMS	National Interagency Incident Management System
NOAA	National Oceanic and Atmospheric Administration
NOC	Negotiations Operations Center
OCC	Operations Coordination Center
OSC	On-scene Commander (FBI)
PIO	Public Information Officer or Information Officer
PDD-39	Presidential Decision Directive 39
ROC	Regional Operations Center
SAC	Special Agent-in Charge (FBI)
SBA	Small Business Administration
SFO	Senior FEMA Official
SIOC	Strategic Information and Operations Center
TOC	Tactical Operations Center
UC	Unified Command
USCG	United States Coast Guard
USDA	United States Department of Agriculture
VOAD	Voluntary Organizations Active in Disaster
WMD	Weapons of Mass Destruction