

HURRICANE PROCEDURES TIMELINE (BY DEPARTMENT)

Contents

All Departments	2
City Manager or Designee.....	5
City Emergency Manager/City Manager/Incident Commander	6
Public Information Officer	11
Public Utilities	12
Public Works	13
Finance	14
Police Department	15
Fire Department.....	16
Parks and Recreation	17
Development Services (with Fire Marshal).....	18

All Departments

5 days to 72 Hours Prior

1. Prepare and secure City offices and facilities. Identify areas for FEMA operations, PODs, or LZs
2. Back up City computers. (IT Department to issue instructions)
3. Review the EOP.
4. Review City and Departmental Hurricane Plans and Procedures a minimum of 72 hours prior to landfall.
 - a) Review essential and non-essential personnel assignments.
 - b) Notify employees.
 - c) Ensure the readiness of department resources, equipment, supplies and personnel as per the EOP.
 - d) Plan for pre-positioning of department resources to safe staging areas.
 - e) Secure equipment and facilities.
 - f) Procure and safely store post-storm supplies.
 - g) Obtain maps, drawings and other emergency work job aids.
 - h) Test and fuel backup generators.
 - i) Check communications equipment including all radios, cell phones, satellite phones, chargers, batteries, etc.
 - j) Schedule home-time for employees to prepare for hurricane.
5. Essential employees: pack a "Hurricane Kit" including but not limited to a sleeping bag, shaving kit, food/snacks, drinks, medications, change of clothes, etc.
6. Cancel any leave of absences.
7. Consider canceling upcoming meetings: clear your schedule.
8. Begin Resource Tracking. Utilize templates in Emergency Operations Plan (EOP).

72 to 48 Hours Prior

1. Continue or complete any of the above tasks and activities as needed.
2. Activate Department Storm plans, SOPs.
3. Initiate and maintain storm emergency logs.
4. Provide for the security and protection of records and equipment.
5. Unplug all electric equipment not being used for storm response.
6. Secure all non-essential City vehicles
7. Secure facilities and non-emergency equipment. Loose items should be brought inside or secured.
8. Move equipment, files and any valuable materials from ground floor and flood prone areas. Cover and/or secure with visqueen or plastic bags.
9. If possible, rotate staffing to permit employees time to secure their homes and make arrangements for the safety of their families.
10. Complete required routine assignments as quickly as possible and prepare for post storm assignments as per EOP and this plan.

11. Prepare a plan for stand-by of personnel.
12. As appropriate, cancel all days off and pending leaves: prepare duty rosters.
13. Conduct employee identification card check: renew as needed.
14. Top off fuel tanks and service all essential vehicles, portable and emergency generators, pumps, compressors and ventilators. Store and/or secure an extra supply of fuel. Test backup generators.
15. Acquire additional phones and radios as necessary.
16. Check all communication systems: bring to maximum effectiveness and ensure employee familiarization.
17. Issue protective gear to emergency personnel.
18. Complete other "watch" tasks as per your Department Storm Plan.
19. Begin recording personnel time and equipment costs. Use FEMA forms.
20. Inventory all available resources.
21. Ensure generators, fuel, and spare parts at critical facilities.
22. Designate areas for essential personnel, equipment and response units.

48 to 24 Hours Prior

1. Continue or complete any of the above tasks and activities as needed.
2. Alert employees assigned to emergency duties.
3. Verify operational readiness.
4. Touch base with all mutual support aid participants.
5. Consider the cancellation of vacations and etc. as required.
6. Recall off-duty personnel.
7. Track resources.
8. Document storm related costs: overtime, purchases and supplies expended.
9. Top off fuel for essential vehicles
10. Food coordination.
11. Test all communications equipment.
12. Identify potential additional resource needs.
13. Provide status of critical facilities regularly to EOC
14. Release city employees to complete personal preparations.

24 hours until landfall

1. Continue or complete any of the above previous tasks and activities as needed.
2. Inform EOC of any additional resource needs
3. For employees departing for the duration of the storm, office should be readied. Close and lock all windows. Turn off and unplug all electrical equipment. Move computers and other electrical equipment from windows. Disconnect computers from data lines.

Landfall +24 Hours

1. Continue or complete any of the above tasks and activities as needed.

2. Determine and prioritize emergency requirements and establish an Action Plan for next 24 hour period.
3. Request relief assistance: Determine the need for food, water and ice.
4. Provide Sit-Reps
5. Brief EOC on Response and Recovery Action Planning.
6. Determine and report amount of damage to Situation Unit Leader as soon as possible so the City can determine whether it meets the threshold for FEMA assistance.
7. Plan for Post-storm Recovery Issues:
 - a) Damage Assessment Team
 - b) Infrastructure Assessment
 - c) Distribution Sites
 - d) Comfort Stations
 - e) Debris Removal
 - f) Mutual Aid workers/housing
 - g) Mass Care: medical, food, water, ice, shelter, hygiene products, crisis counseling
 - h) Pets and animals
 - i) Temporary Housing
 - j) Donations - designated only
 - k) Building Moratoriums
 - l) Building Permits
8. Determine needs for mutual aid: search/rescue, law enforcement, fire–rescue, public works, public health, EMS, emergency management, volunteers and donations. (County /State)
9. Ensure continued resource tracking.

1-4 Days After Landfall

1. Continue or complete any of the above tasks and activities as needed.
2. Relief of Field and EOC workers.
3. Identify recovery resource(s) needs: refrigeration trucks, vehicle maintenance (tires, etc.), generators, etc.
4. Assess mass care needs and ensure needs are met: medical, food, water, ice, shelter, hygiene products, crises counseling, etc.
5. Assess status of state and federal disaster assistance: Individual assistance, SBA assistance, public assistance, emergency payments, etc.
6. As soon as it is safe to do so, facility coordinators should return. A damage survey using the forms found in this document should be conducted. Report conditions of the buildings to the Emergency Operations Center or the appropriate Department Head. It is important to document damage and include photographs to ensure ability to recover FEMA reimbursement.

City Manager or Designee

5 days to 72 Hours Prior

1. Consider and/or cancel any special events within City occurring in the next 7-10 days

72 to 48 Hours Prior

1. Schedule daily briefings

48 to 24 Hours Prior

1. Activate EOC as per Emergency Operations Plan
2. Designate Incident Commander (typically Fire Chief supported by Assistant City Manager)

City Emergency Manager/City Manager/Incident Commander

5 days to 72 Hours Prior

1. Activate storm tracking and assessment systems (Hurevac/Web EOC)
2. Coordinate food plan for all departments.
3. Monitor weather
4. Perform a hurricane vulnerability analysis of the threatening storm emergency and revise as situation warrants.
5. Establish schedule and disseminate situation reports.
6. Brief the staff as required
 - a) Issues: Potential Threats, Evacuation Potentials, Evacuation Decision and Timing: Special Events in area.
 - b) Set time for next call at each briefing
7. Ensure EOC readiness:
 - a) Test EOC equipment
 - b) Assign EOC duties.
 - c) Supplies to EOC.
 - d) EOC food orders.
 - e) Run the generator and the check fuel. At the EOC, check and order supplies, the set-up of equipment, coordination of food and verify operational readiness. Review SOPs with the staff.
 - f) Cancel any scheduled uses of EOC and conference rooms.
 - g) Test communications equipment.
8. Draft preliminary Emergency Declaration, Curfew, Evacuation and Price Gouging Order(s). Prepare preliminary draft of "State of Local Emergency" Declaration (made in conjunction with state)
9. Compile and/or distribute Situation Report and Incident Action Plan
10. Establish liaison with appropriate governmental and nongovernmental emergency related officials, agencies and organizations.
11. Re-evaluate threat and situation.

72 to 48 Hours Prior

1. Develop Incident Action Plan and Timing Schedule.
2. Arrange for any parking, feeding, sleeping and transportation for EOC workers.
3. Begin and maintain a log of events and actions.
4. Establish liaison with appropriate governmental and nongovernmental emergency related officials, agencies and organizations. Assign person to County EOC as liaison.
5. Make copies of contact numbers in Annex "J" of the EOP and distribute as appropriate
6. Establish and stage "Life Safety Assessment Team(s)" for initial damage assessment [with Fire/PW/Development]. Use zone maps and report to situation unit leader.

7. Setup radio pools or lease.
8. Regional Evacuation Coordination conference calls.
9. Conduct local conference call with all evacuation support agencies.
10. Restrict entrance to EOC to essential personnel only.
11. Assess status of shelters with Craven County Emergency Management
12. Assess status of animal resources with Craven County Emergency Management
13. Briefings for Department/Division heads who will brief their employees.

48 to 24 Hours Prior

1. Issue evacuation and shelter orders.
2. Conference calls with Craven County Emergency Management and other satellite cities/ EOCs.
3. Activate emergency transportation plan. (Coordinate with Craven County).
4. Prepare preliminary draft of "State of Local Emergency" Declaration.
5. Plan EOC for 24 hour departmental staffing.
6. Issue an evacuation order for areas vulnerable to life threatening conditions.
7. Activate special needs shelters. (Coordinate with Craven County)
8. Transport to shelters.
9. Monitor public shelter conditions. (Coordinate with Craven County)
10. Close or limit general government services.
11. Close or limit businesses.
12. When/if required, help communicate closures of the below as directed by Craven County Emergency Management.
 - a) Public Schools
 - b) Private Schools
 - c) County Offices
 - d) State and Federal Offices
 - e) Private businesses
13. Determine time to announce closure of City Offices.
14. Advise cancellation of public social events within the City.
15. Coordinate state of local emergency with Craven County and Regional Emergency Management.
16. Activate emergency worker family shelter(s).
17. Activate the following if not already operational:
 - a) Phone Bank
 - b) Emergency Alert System
 - c) Weather Channel
18. Confirm the following response activities are ready:
 - a) General Shelters
 - b) Special Needs Shelters
 - c) Emergency Transportation resources
 - d) Traffic control
 - e) Emergency Worker Family Shelters
 - f) Contracted debris monitoring firm and haulers

24 hours until landfall

1. Monitor storm and coordinate with Craven County to assess threats.
2. Full activation of EOC and begin 24 hour coverage where required.
3. Ensure food arrival at the EOC.
4. Cease response activities. (Judgment call – typically over 30-35 mph sustained winds activities should be ceased)
5. Brief Executive Policy Group: Issues: Shelters status; Refuge of Last Resort Implementation; Evacuation Status; Time to cancel evacuation; Resource needed; Municipal status; Healthcare facility status; Potential Curfews
6. EOC Briefing - full activation: Issues: Mutual Aid needs, preparation for arrival; Resource Tracking; Evacuation Status; Shelter status; Refuge of last resort status; 24 hour staffing; Cease response activities.
7. Prepare EOC for storm. (Exterior doors, vehicles and the generator)
8. Conference call with Craven County Emergency Management and other municipalities as required. Issues: Status of Evacuation; Resource Needs; Shelter Status; Traffic Status.
9. Close city buildings.
10. Stage city vehicles. For those vehicles not expected to be utilized during the event, park them in a secure location. Lots away from trees, inside the city garage, or other safe locations are appropriate.
11. Regional Evacuation Coordination
12. Continue displays, Sit-Reps, press release(s) and the website.
13. Be aware always of what Craven County Emergency Management is doing and be prepared to support like activities. (Evacuations, bridge lock downs, airports, Public Safety facilities)
14. Begin planning for post-storm planning activities. Conduct initial planning meeting. Develop incident action plan.
 - a) Search and Rescue
 - b) Emergency Medical Care
 - c) Care of dead
 - d) Security check points
 - e) Return of evacuees
 - f) Emergency Ordinances
 - g) Preliminary damage assessment
 - h) Recovery center(s)
 - i) Points of distribution and locations
 - j) Staging areas and locations
 - k) Procurement of supplies
 - l) Public Health monitoring
 - m) Crisis Counseling
 - n) Assessment of community needs
 - o) Emergency Relief Assistance
 - p) Restoration of critical lifelines
 - q) Volunteers
 - r) Donated goods
 - s) Removal of debris (Communicate with contracted debris monitoring firm and haulers)
 - t) Emergency Worker Stations

- u) Building moratoria
 - v) Recovery Task Force
 - w) Joint Field Office (federal/state/county)
 - x) Federal Public Assistance
 - y) Federal Individual Assistance and Disaster Assistance Centers
15. Re-evaluate threat.
 16. At the onset of sustained winds of 39 mph or greater
 - a) Issue any public information statements announcing cessation of evacuations.
 - b) Open "Refuges of Last Resort" issue public information statements.
 - c) Cease traffic control and emergency transportation.
 - d) Relocate all emergency personnel to shelter.
 17. Evaluate calls for service and determine if the City can respond

Landfall +24 Hours

1. Establish and maintain communications with:
 - a) Emergency Public Shelters
 - b) Special Needs Shelters
 - c) Emergency Worker Family Shelters
 - d) Emergency transportation providers
 - e) Hospitals
 - f) Nursing Homes, ALFs
 - g) Utilities
 - h) Fire-Rescue
 - i) Police
 - j) Public Works
 - k) EMS
 - l) Animal Emergency Care
2. Enact emergency resolutions, ordinances and suspensions of administrative rules/procedures.
3. Brief Executive Policy Group: Damage assessment, Re-entry, Re-building Permits, Post Disaster Redevelopment and curfews.
4. Determine and prioritize emergency requirements and establish an Action Plan for next 24 hour period.
5. Prepare for post-storm Response Issues:
 - a) Mutual Aid Request for Search and Rescue
 - b) Reentry
 - c) Refuel vehicles
 - d) Vehicle maintenance
 - e) Generators, fuel, spare parts
 - f) Security Issues
 - g) Communications
6. Maintain Status Updates.
7. Update Status Boards.

8. Brief Executive Policy Group:
 - a) Response Issues: Mutual Aid Assistance and Emergency Service capabilities, Search and Rescue and Emergency Debris Removal
 - b) Recovery Issues: Impact Assessment of Infrastructure, Critical Facilities and Damage Assessment: RIAT, Distribution Sites, Comfort Stations and Health Issues
9. Update Incident Action Plan for the next operational period
10. Conduct municipal conference call on response and recovery status, resource needs, etc.
11. Assess mass care needs for; medical, food (fixed and mobile), water, ice, shelter, hygiene products, crises counseling, etc.
12. Assess public information and media capabilities. Consider request for mobile radio transmitter, flyer distribution through mobile feeding stations, information bulletins and staging area, distribution sites, recovery center, comfort stations and community relations teams.
13. Emergency Curfew Declaration.
14. Assess need for staging area, distribution sites, recovery centers, comfort stations. Coordinate the location, staffing, resources, security, public information, volunteers, etc.
15. Evaluate 24 hour staffing of EOC and Life Safety Assessment Team (LSAT) for assistance.
16. Shelter status update and long term housing needs

1-4 Days After Landfall

1. Brief Executive Policy Group:
 - a) Response Issues: Mutual Aid Assistance; Emergency Service capabilities, Search and Rescue and Emergency Debris Removal: Mass Care Needs
 - b) Recovery Issues: Impact Assessment of Infrastructure; Assessment of Critical Facilities; Damage Assessment; Distribution Sites; Comfort Stations; Emergency Building Permits;
2. Update Incident Action Plan for the next Operational Period
3. Identify location and resource needs for the recovery center, comfort stations, distribution sites and staging areas.
4. Identify location(s) for resource and staffing needs for volunteer and donation collection site(s).
5. Coordinate with the State the location of the Disaster Recovery Center and the Disaster Field Office
6. Activate Recovery Task Force, coordinated with Craven County Emergency Management.
 - a) Appoint City Disaster Recovery and Economic Recovery Coordinators
 - b) Hazard Mitigation Coordinator
 - c) Review damage reports and identify mitigation opportunities
 - d) Determine recovery functions needed
 - e) Recommend Emergency Resolutions and Ordinances
 - f) Recommend changes to Land Development Regulations
 - g) Determine policies to guide community recovery
 - h) Determine any unmet needs
 - i) Formulate committees to complete specific tasks
7. Begin FEMA Public Assistance Program with Craven County Emergency Management

Public Information Officer

5 days to 72 Hours Prior

1. Disseminate hurricane preparedness information via broadcast and print media.
2. Issue public information statements as applicable.
3. Set-up PIO core group: Fire and Police message out information to employees.
4. Media Press Release / Media Briefings. Issues: Preparedness, safe harbor, family emergency plan.
5. Update Internet Website: Activation Page.

72 to 48 Hours Prior

1. Issue public information "watch" statements.
 - a) Advise citizens to secure their property for severe weather.
 - b) Encourage citizens to acquire: food, water, ice, and fuel.
 - c) Advise businesses to secure their property for severe weather.
 - d) Advise local grocers of potential threat(s).
 - e) Advise construction companies to secure all construction sites of materials or equipment against displacement by wind forces and to remove or secure portable toilets at job sites.
 - f) Advise motel/hotel business of potential threat(s) and encourage them to notify their residents.
 - g) Advise nursing homes and ALFs to initiate emergency plans.
2. Inform citizens of what will be required to re-enter City after hurricane (identification, proof of residence, etc)

48 to 24 Hours Prior

1. Issue any public information statements as necessary.
2. Monitor media statements and correct any incorrect or misleading information.

24 hours until landfall

1. Media Press Release / Media Briefings.
2. Notify Homeless Population Service Providers of an evacuation order.
3. Issue any public information statements announcing cessation of evacuations.
4. Update webpage.

Landfall +24 Hours

1. Assess public information and media capabilities.
2. Provide press releases and interviews.

3. Provide press releases and interviews pertaining to open shelters, comfort stations locations and available medical assistance. (911 calls for emergencies only)

1-4 Days After Landfall

1. Issue public information announcements.
2. Distribute FEMA assistance information to employees and citizens.

Public Utilities

5 days to 72 Hours Prior

1. Activate hurricane phone bank for outage calls
2. Notify vendors: food, water, ice, equipment and other supplies.
3. Preposition heavy equipment and operators with radios.

48 to 24 Hours Prior

1. Advise and coordinate shut down of public and private utility systems.
2. Advise utilities and other critical facilities to initiate response plans for protecting equipment and facilities.

Landfall +24 Hours

1. Identify/track major vendors and restaurants as they come back online
2. Evaluate time to restore essential services including power, water and sewer

1-4 Days After Landfall

1. Evaluate time to restore essential services including power, water and sewer.

Public Works

5 days to 72 Hours Prior

1. Create debris management plan. Contact 72 hour “push and shove” contractor(s), 72+ hour “hangars/limbs/stumps” contractor(s).
2. Identify debris dumping sites; coordinate with Craven County
3. Arrange to top off fuel stores
4. Clean up city property.
5. Photo and/or video City properties.
6. Essential City vehicles and other equipment are serviced and ready.
7. Correct any deficiencies found in City facilities, vehicles, equipment utilized for emergency activities.
8. Prepare for utilization of primary evacuation routes. Make temporary repairs to existing road construction. Delay of the start of any new projects.
9. Solid Waste: street clean-up.
10. Notify contract debris monitoring firm and contracted debris haulers.
11. Preposition heavy equipment and operators with radios.
12. Notify debris management contractor.
13. Check status of tire inventory with local vendor(s). Coordinate with PD and FD for tire needs

72 to 48 Hours Prior

1. Inspect roof drains to ensure they are clear of debris.
2. Inspect major drainage outlets and clear as necessary
3. Board up windows in City buildings as required.
4. Clean up outside areas. Secure or store outside furniture and objects.
5. Work with City Emergency Manager/Incident Commander to establish and stage “Life Safety Assessment Team(s)” for initial damage assessment [with Fire and Development Services]

Landfall +24 Hours

1. Pre-identify potential staging areas for incoming mutual aid resources and position signs to direct delivery vehicles.
2. Emergency debris removal: mutual aid assistance needs and emergency contracts
3. Coordinate debris removal requirements and contracts, collection sites, transfer stations, method of disposal, hazmat, waterways, etc.

Finance

5 days to 72 Hours Prior

1. Locate area proximate to EOC Command Room for procurement operations.
2. Identify and publish expense accounts to be used for emergency operations
3. Set-up storm related Fire and EMS reporting codes specific to storm for possible FEMA reimbursement

Landfall +24 Hours

1. Review Resource and Financial Tracking requirements.

Police Department

72 to 48 Hours Prior

1. Monitor traffic conditions.
2. Implement emergency traffic control plan.
3. Develop Task Orders.

48 to 24 Hours Prior

1. Observe traffic situations and any correct deficiencies.
2. Relocate essential emergency equipment and vehicles to predetermined locations.
3. With Fire-Rescue Department, advise recommended evacuation of the following residents:
 - a) People with Special Needs
 - b) People without transportation
 - c) Low lying areas
 - d) Tourists
 - e) Mobile homes
 - f) Manufactured housing
 - g) Recreational vehicles
 - h) Campers
 - i) Live aboard boaters.
4. Activate traffic control plan: coordinate with Craven County
 - a) Staff traffic control points.
 - b) Notify tow truck businesses of potential emergency and pre-determined wrecker locations.

Landfall +24 Hours

1. Assess status of infrastructure and need for assistance including communications, transportation, healthcare, power and water/sewer.
2. Assess status of high-life-safety locations and determine need for assistance.
3. Traffic control and security checkpoints: mutual aid assistance needs
4. Coordinate Re-entry: access to business owners, ongoing security, press releases and transportation options.
5. Work with Craven County Emergency Management and Health Department as required to monitor Health Issues: vaccinations, disposal of large animals, test restaurant food, disposal of spoiled food; portable water testing.

Fire Department

72 to 48 Hours Prior

1. Work with City Emergency Manager/Incident Commander to establish and stage “Life Safety Assessment Team(s)” for initial damage assessment [with Public Works and Development Services]
2. Develop Incident Action Plan (Required by FEMA)

48 to 24 Hours Prior

1. Relocate essential emergency equipment and vehicles to predetermined locations.
2. With Police Department, advise recommended evacuation of the following residents:
 - a) People with Special Needs
 - b) People without transportation
 - c) Low lying areas
 - d) Tourists
 - e) Mobile homes
 - f) Manufactured housing
 - g) Recreational vehicles
 - h) Campers
 - i) Live aboard boaters.
3. Coordinate emergency transportation requirements: vehicles, drivers and verification of people with special needs.
4. Request resources from Emergency Management as required

Landfall +24 Hours

1. Assess status of infrastructure and need for assistance including communications, transportation, healthcare, power and water/sewer.
2. Assess status of high-life-safety locations and determine need for assistance.
3. Traffic control and security checkpoints: mutual aid assistance needs
4. Coordinate Re-entry: access to business owners, ongoing security, press releases and transportation options.
5. Work with Craven County Emergency Management and Health Department as required to monitor Health Issues: vaccinations, disposal of large animals, test restaurant food, disposal of spoiled food; portable water testing.

Parks and Recreation

72 to 48 Hours Prior

1. Ensure temporary city worker shelters (WNR and SWR) are ready
2. Pre-check of all parks and recreation facilities to stow loose items and identify/remediate hazards
3. Shut down city parks
4. Advise critical facility operators to initiate preparedness activities according to their respective response plans.

Development Services (with Fire Marshal)

72 to 48 Hours Prior

1. Work with City Emergency Manager/Incident Commander to establish and stage “Life Safety Assessment Team(s)” for initial damage assessment [with Public Works and Fire Department]

1-4 Days After Landfall

1. Building Inspections: mutual aid need
2. Continue damage assessment(s). Coordinate with Public Utilities for electrical or other evaluation