

City of Bowie



Emergency Operations Plan

June 2009

TABLE OF CONTENTS

ADMINISTRATION.....	4
INTRODUCTION	4
PLAN APPROVAL - October 27, 2008.....	5
PLAN CONCURRENCE.....	6
MANAGEMENT OF THE PLAN	7
CONCEPT OF OPERATIONS.....	8
Increased Readiness.....	9
Initial Response	10
Extended Response.....	10
Recovery.....	12
THE INCIDENT COMMAND SYSTEM	13
RELATIONSHIP TO THE NATIONAL INCIDENT MANAGEMENT SYSTEM.....	15
HAZARD ANALYSIS.....	16
Natural Hazards	16
Technological/Man-made Hazards	21
National Security	21
Electrical Power Outages.....	21
Health Emergencies.....	21
EMERGENCY OPERATIONS CENTER.....	23
What is an EOC?	23
Event Information Tracking.....	23
Location of City EOC.....	23
EOC Activation	24
Concept of Operation.....	24
Assignment of Responsibilities	25
Administration and Logistics.....	26
COMMUNICATIONS	26
Assignment of Responsibilities	28
Alert Bowie Emergency Communications System	28
Alert Bowie Responsibilities.....	29
CITY OF BOWIE SHELTER OPERATIONS.....	29
Shelter/Warming or Cooling Center Responsibilities.....	30
ARC Shelter Cycle	31
City of Bowie Shelter Partnerships.....	32

DAMAGE ASSESSMENT	32
Concept of Operations	32
Responsibilities.....	33
PLAN DEVELOPMENT AND MAINTENANCE.....	35
GENERAL RESIDENT INFORMATION	36
EMERGENCY PREPAREDNESS OUTREACH.....	36
GETTING PREPARED – RESIDENT RESPONSIBILITIES	36
Notifications	37
Family Contact	38
Shelter-in-Place - Chemical Emergency.....	38
Prepare to Evacuate	39
Emergency Three Day Kit.....	40
Volunteer Your Time and Skills.....	41
EVACUATIONS	42
Localized Evacuation.....	42
Large-scale Evacuation Routes.....	43
Evacuation Assembly/Shelter Areas.....	43
Invacuation	43
Evacuation Responsibilities.....	44
Recommended Actions During Evacuations	44
PLAN FOR PETS.....	45
COMMUNITY EMERGENCY RESPONSE TEAM (CERT).....	46
Activation of CERT	46
Deployment	47
Staging Areas.....	47
Liability	47
EMERGENCY PREPAREDNESS WEBSITES.....	48
VIAL OF LIFE	49
APPENDIX – PUBLIC	50
Plan for Pets.....	50
Emergency Three Day Kit	51
Pet Friendly Accommodations	52

City of Bowie Emergency Operations Plan

ADMINISTRATION

INTRODUCTION

The City of Bowie Emergency Operations Plan identifies the City's emergency planning, organization, and response policies and procedures. It is intended to be an all-hazards approach to addressing the City's response to an event. The plan also addresses integration and coordination with other governmental levels when required.

This plan is consistent with the requirements of the National Incident Management System (NIMS) as referenced in Homeland Security Presidential Directive Five (HSPD-5). The principles and structure of preparedness, response, recovery, and mitigation will be guided by the Incident Command System (ICS).

The plan addresses how the City will respond to extraordinary events or disasters, from preparation through recovery. A hazard analysis and probability matrix is also included in the plan. The development of departmental Standard Operating Procedures (SOPs) is discussed, and department SOPs are included as Annexes and Appendixes in the internal plan.

The City of Bowie Emergency Operations Plan has been approved by the City Council. The City Manager or his designee is responsible for reviewing the entire plan on an annual basis and coordinating the revision of the plan as required.

Each department director is responsible for reviewing his or her emergency response SOPs on an annual basis and coordinating the revision of the procedures with the City Manager or his designee.

The City of Bowie is responsible for following this plan and developing procedures to fulfill the stated responsibilities. The City Clerk will be responsible for maintaining records of the plan and any revisions to it.

PLAN APPROVAL - October 27, 2008

To: Elected Officials, Employees, and Residents of the City of Bowie

The preservation of life, property, and the environment is an inherent responsibility of local, state, and federal government. The City of Bowie has prepared this Emergency Operations Plan to ensure the most effective and economical allocation of resources for the maximum benefit and protection of the community in a time of emergency.

While no plan can completely prevent death and destruction, good plans carried out by knowledgeable and well-trained personnel can and will minimize losses. This plan establishes the emergency organization, assigns tasks, specifies policies, and general procedures, and provides for coordination of planning efforts of the various emergency staff and service elements utilizing the Incident Command System (ICS) and National Incident Management System (NIMS) as referenced in Homeland Security Presidential Directive Five (HSPD-5).

The objective of this plan is to incorporate and coordinate all the facilities and personnel of the City into an efficient organization capable of responding to any emergency.

This Emergency Operations Plan is an extension of the *State of Maryland Emergency Plan*. It will be reviewed, exercised periodically, and revised as necessary to meet changing conditions.

The City Council gives its full support to this plan and urges all officials, employees, and citizens, individually and collectively, to do their share in the total emergency effort of the City of Bowie.

Concurrence of this promulgation letter constitutes the adoption of the National Incident Management System by the City of Bowie. This Emergency Operations Plan will become effective on approval by the City Council.

Bowie City Council
G. Frederick Robinson, Mayor

PLAN CONCURRENCE

The following list of signatures documents each department's acknowledgement of responsibilities and concurrence with the City of Bowie Emergency Operations Plan approved by the Bowie City Council on June 22, 2009.

Signed

David J. Deutsch, City Manager

Signed

R. James Henrikson, Director,
Public Works Department

Signed

Lawrence E. Pierce, Director,
Community Services Department

Signed

Katherine Perez, Chief
Bowie Police Department

Signed

Robert H. Levan, City Attorney

Signed

Pamela A. Fleming, City Clerk

Signed

John Fitzwater, Assistant City Manager

Signed

Robert S. Patrick, Director,
Finance Department

Signed

Joseph M. Meinert, Director,
Planning & Economic Development
Department

Signed

Robert Boller, Director,
Information Technology Department

Signed

Lee Havens, Chief
Bowie Volunteer Fire Department

Signed

Monica Best-James, PSC

MANAGEMENT OF THE PLAN

An emergency or a disaster may occur at any time, with little or no warning. The City Manager is responsible for all City government responses to incidents and emergencies. In the absence of the City Manager, these are the successive designees for management command:

- Assistant City Manager
- Director, Public Works
- Director, Community Services
- Director, Finance
- Chief of Police

Appendix titled “Emergency Contact List Chain of Command” in the internal plan contains a list of the incumbents in the above positions along with their contact information.

Each City department will provide a Chain of Command structure for the Emergency Plan. The structure will include at least two alternates and three persons who can be contacted on a 24/7 basis.

CONCEPT OF OPERATIONS

The systematic deployment of City resources is warranted by unusual circumstances that include, and may not be limited to:

- electrical outages
- natural disasters such as hurricanes or tornadoes
- major fires
- man-made disasters
- HAZMAT accidents
- mass casualties in transportation accidents
- acts of terrorism
- civil disorder and mass demonstrations

Large-scale emergencies requiring resources outside the City's capabilities will be handled in cooperation with the Prince George's County Office of Emergency Management and the Maryland Emergency Management Agency.

While this plan assumes that the City employees named herein will respond as indicated and promptly assume their duties, this plan also assumes that there will be occasions - foreseen and unforeseen - when those members will have a designee and the designee will have the authority to act on their behalf until relieved.

The City's Emergency Plan establishes a systematic approach for the preparation, response to and recovery from an emergency or disaster, either man-made or natural, that occurs within the City limits. The City's response to emergencies or disasters is based on four phases:

- increased readiness;
- initial response operations;
- extended response operations; and
- recovery operations

During each phase, specific actions are taken to reduce and/or eliminate the threat of specific disaster situations. In coordination with the Incident Commanders, the City Manager or designee will determine the phase and initiate the appropriate level of alert for response agencies, including the activation of the City Emergency Operations Center as required.

This plan is intended as a guide. The City Manager reserves the right to modify its actions prior to and during an emergency to ensure proper functioning of the City during an emergency.

Increased Readiness

Upon notification of a potential emergency/disaster situation, the Communications Coordinator will prepare an all-users email on behalf of the City Manager that will inform employees of the impending emergency and what might be expected of them. Department directors will be instructed to share the information with employees who may not have access to email. Appropriate readiness information and responsibilities will also be shared with residents and businesses through established communication channels, such as Alert Bowie, the City website, the government and public access channels, local newspapers and Washington, DC/Baltimore television, radio, and print media.

Triggers for

Readiness Activities Upon receipt of a warning or the observation that an emergency situation is imminent or likely to occur soon, the City will initiate actions to increase its readiness. Events that may trigger increased readiness activities include:

- mass electrical outages
- issuance of a credible long-term tornado prediction
- receipt of a flood, snow, wind or other special weather advisory
- conditions conducive to fires, such as the combination of high heat, strong winds, and low humidity
- an expansive hazardous materials incident
- information or circumstances indicating the potential for acts of mass violence, civil disturbance or terrorism

Examples of Readiness

Increased readiness activities may include, but are not limited to, the following activities:

- briefing City Manager's staff, elected officials and key employees on the situation
- reviewing and updating of the City of Bowie Emergency Operations Plan and related SOPs
- increasing public information efforts as appropriate (re: shelters, supplies, pets, information sources)
- accelerating training efforts
- inspecting critical facilities and equipment, including testing warning and communications systems
- recruiting additional staff and emergency management resources
- warning threatened elements of the population
- securing items that may become airborne during a storm
- assisting with precautionary evacuations in the potentially impacted area(s)
- mobilizing personnel and pre-positioning resources and equipment

- establishing or activating staging areas.

Initial Response

The City’s initial response activities are primarily performed at the field response level. Emphasis is placed on minimizing the effects of the emergency or disaster. Field responders will use the Incident Command System (ICS) to organize a response to the emergency or disaster, incorporating the functions, principles and components of ICS (i.e. unified command, action planning, span of control, hierarchy of command, etc.)

Examples of initial response activities include:

- making all necessary notifications, including the Prince George’s County Emergency Operations Center and MEMA
- disseminating warnings, emergency public information, and instructions to the residents of the City of Bowie
- assisting with evacuations and/or rescue operations
- caring for displaced persons
- conducting initial damage assessments and surveys
- assessing need for mutual aid assistance
- restricting movement of traffic/people and unnecessary access to affected areas
- establishing Unified Command
- coordinating with County, State and Federal agencies working in the field
- developing and implementing Incident Action Plans

Extended Response

The City’s extended response activities are conducted in the field and in the City's Emergency Operations Center (EOC). The City of Bowie EOC is located in the Council Chambers at City Hall.

Extended emergency operations involve the coordination and management of personnel and resources to mitigate an emergency and facilitate the transition to recovery operations. Field response personnel will continue to use the Incident Command System (ICS) to manage field operations. EOC staff will support field response personnel in mitigating the effects of the disaster.

ICS Functions EOC staff will be organized around the five Incident Command System (ICS) functions: Command, Operations, Planning/Intelligence, Logistics, and Finance/Administration. The EOC staff designated to manage disaster operations will use the components and principles of ICS. EOC staff will establish measurable and attainable objectives to be achieved for a given

operational period. An Incident Action Plan (IAP) plan will be developed for each operational period.

When the EOC is activated, communications and coordination will be established between the Incident Commander(s) and the EOC. Communications and coordination will be established between the Prince George's County EOC (when activated), Metropolitan Washington Council of Governments (COG), and the City of Bowie EOC. EOC staff designated to facilitate decisions for overall local government level emergency response activities will use multi-agency or interagency coordination.

Mutual Aid

“Mutual Aid System” means the system which allows for the progressive mobilization of resources to and from emergency response agencies, local governments, and the State with the intent of providing adequate resources to requesting agencies.

Within the framework of the State of Maryland Disaster and Civil Defense Master Mutual Aid Agreement and the Metropolitan Washington Council of Governments, several discipline-specific mutual aid coordinators will operate during emergencies, such as police, fire and rescue, law, medical, and public works. Mutual aid requests for these disciplines will be coordinated through the agency coordinators.

Once the City EOC is activated, communications will be established between the EOC and these discipline-specific mutual aid coordinators. All other requests for assistance will flow through the appropriate Operational Area ICS function. The jurisdiction(s) requesting mutual aid will remain in charge and retain overall direction of personnel and equipment provided through existing mutual aid agreements.

Examples of Extended Response

Examples of extended response activities include:

- preparing detailed damage assessments
- protecting, controlling, and allocating vital resources
- prioritizing resource allocation
- tracking resource allocation
- procuring required resources to sustain operations
- documenting expenditures
- documenting situation status
- restoring vital utility service
- conducting advance planning activities
- developing and implementing Action Plans for extended operations

- disseminating emergency information to the public
- declaring a local emergency
- inter/multi-agency coordination

Recovery

As the immediate threat to life, property, and the environment subsides, the restoration of the City of Bowie will begin through various recovery activities.

Recovery activities involve the restoration of services to the public and if necessary, rebuilding the affected area(s). Recovery activities may be both short-term and long-term, ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat facing the City.

Examples of

Recovery Activities

Examples of recovery activities include:

- restoring all utilities
- establishing and staffing Local Assistance Centers and Disaster Assistance Centers
- applying for State and Federal assistance programs
- conducting hazard mitigation analyses
- identifying residual hazards
- determining and recovering costs associated with response and recovery

THE INCIDENT COMMAND SYSTEM

The Incident Command System (ICS) incorporates five (5) major components:

Command The Incident Commander, who is the person in charge of the incident, directs the command function. Major responsibilities include:

- protecting life and property
- establishing command and a command post
- activating the incident command system
- controlling personnel and equipment resources
- initiating the notification and mobilization of additional agency personnel
- obtaining support from other agencies
- establishing or designating a staging area, if necessary
- ensuring the proper provision of public information and the maintenance of media relations
- maintaining accountability for responder and public safety, as well as for task accomplishment
- establishing and maintaining an effective liaison with outside agencies and organizations.

Operations The Operations function is responsible for the coordinated tactical response of all field operations directly applicable to or in support of the mission(s) in accordance with the Incident Action Plan (IAP). Major responsibilities include:

- implementing tactical action plan
- establishing perimeters
- conducting evacuations
- directing and controlling traffic

Planning The Planning function is responsible for the collection, evaluation, dissemination, and use of information about the development of the incident and status of resources. Major responsibilities include:

- preparing a documented Incident Action Plan (Internal Appendix "IAP" ICS Form 204)
- gathering and disseminating information and intelligence
- planning post-incident demobilization

Logistics The Logistics function is responsible for providing facilities, services, and materials, including personnel to operate the requested equipment for the incident. Major responsibilities include:

- transportation
- supplies
- specialized team and equipment needs

Finance/Administration The Finance/Administration function is responsible for tracking incident costs and reimbursement accounting. Major responsibilities include:

- recording personnel time
- procuring additional resources
- recording expenses
- documenting injuries and liability issues

The tables in the Internal Appendix illustrate the possible assignments of City departments and personnel to the various ICS components during certain incidents. These are subject to change based on the nature of the incident and as directed by command.

In small scale incidents, one person, the Incident Commander, may manage all of the components.

Whenever the Incident Command System is activated, the Incident Commander shall ensure that a written Incident Action Plan (IAP - see Internal Appendix "IAP") is prepared that indicates, at a minimum, the following:

- a statement of objectives appropriate to the entire incident
- how the incident will be organized and which ICS components will be in place for each operational period
- assignments to accomplish the objectives (these are normally prepared for each division or group and include strategy, tactics and resources needed)
- supporting material (i.e., map of incident, traffic plan, etc.)

At the conclusion of a major incident or when otherwise directed by the City Manager, an After-Action Critique will be conducted. The After-Action Report will contain, at a minimum, the following information:

- type and location of the incident
- recovery activities to date
- injuries, deaths or health-related issues
- identities of assisting agencies
- approximate number of personnel deployed
- evaluation of City response, lessons learned, and recommendations.

RELATIONSHIP TO THE NATIONAL INCIDENT MANAGEMENT SYSTEM

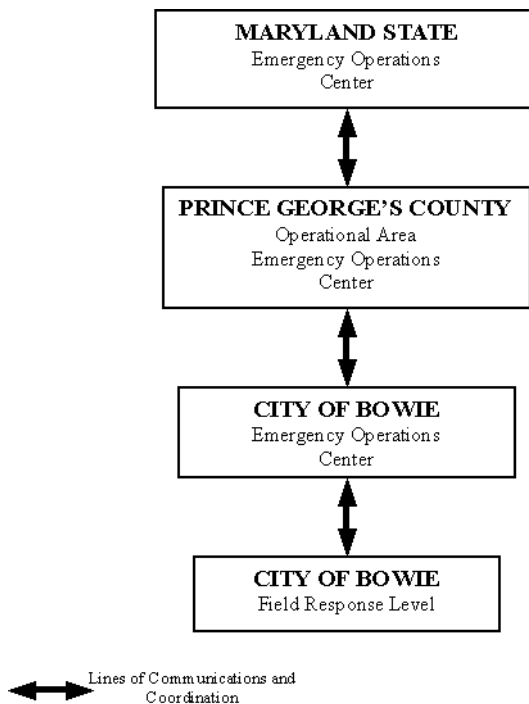
The City is responsible for limited emergency response within its geographical boundaries.

Under the National Incident Management System (NIMS), the City has responsibilities at two levels, the field response and the local government level. At the field response level, all responders will use the Incident Command System (ICS) to standardize the emergency response.

At the local government level, a designated Emergency Operations Center (EOC) is used as the central location for gathering and disseminating information, coordinating all jurisdictional emergency operations, and coordinating with other area jurisdictions as necessary.

Large scale emergencies requiring resources outside the City's capabilities will be handled in cooperation with the Prince George's County Office of Emergency Management.

The following diagram depicts the relationship between the City of Bowie, Prince George's County, and the State's Regional Emergency Operations Center:



HAZARD ANALYSIS

The City of Bowie recognizes that the planning process must address each hazard that threatens the City. Bowie is vulnerable to a wide range of threats. Broad categories of hazards include natural, technological or man-made and national security.

Natural Hazards

Weather-Related Emergencies

In any weather-related emergency, the potential exists for disruptions in electrical power, telephone service, medical supplies and devices, fuel disbursement, transportation and access thereto, and business. Weather-related emergencies include, but are not limited to:

- winter storms
- hurricanes
- tornadoes
- severe thunderstorms
- drought conditions
- unhealthy air quality

For any significant weather-related emergency that is anticipated or is occurring, the mobilization of COB personnel is likely to ensure an appropriate level of staffing in order to deal with a variety of situations caused by the weather. Select COB employees are considered essential employees and shall report to work as scheduled, unless otherwise directed by their supervisor.

The City Manager has sole authority to excuse City employees from reporting to work during extreme weather or other emergency conditions.

Any change in operating/reporting hours will be transmitted from the City Manager's Office to the local media and also broadcast on the Alert Bowie messaging system.

It is understood that each employee ultimately must decide if conditions make travel safe or unwise.

Weatherbug.com Subscription Service

Certain City employees have their City-assigned Nextel phones enabled to receive real-time emergency weather notices through a subscription service. These employees include:

- Director, Community Services
- Parks and Grounds Supervisor
- Parks Operations Supervisor
- Park Rangers
- Communications Coordinator
- Emergency Management Resources Coordinator

Any employee receiving a receiving notification through Weatherbug that a potentially dangerous weather condition exists shall immediately:

- warn those employees and citizens in the area of the danger and follow the Community Services SOP for further actions
 - notify the Director, Community Services about the alert through the chain of command. The Director of Community Services will ensure that an Alert Bowie administrator is notified of the danger.
 - the Alert Bowie administrator will assess the information and send an appropriate emergency message.

Winter Storms

The National Weather Service (NWS) issues watches and warnings for hazardous winter weather. Below are the terms used and their definitions:

Winter Storm Watch	Severe winter weather may affect the area
Winter Storm Warning	Severe winter weather conditions are expected
Ice Storm Warning	Significant, possibly damaging ice accumulation expected
Heavy Snow Warning	Snowfall of at least 4 inches in 12 hrs or 6 inches in 24 hours
Blizzard Warning	Large amounts of falling or blowing snow and winds of at least 35 mph expected for several hours
Severe Blizzard Warning	Considerable falling or blowing snow, winds of at least 45 mph, and temperatures of 10 degrees Fahrenheit or lower are expected for several hours
High Wind Warning	Winds of at least 40mph are expected to last at least 1 hour
Traveler's Advisory	Ice and snow are expected to hinder travel, but the anticipated weather conditions are not serious enough to require warnings

If a **winter storm** lasts more than one or two days, there is a greatly increased possibility of utility failures and interruption of services. This can lead to extreme hardship and even death from extended exposure to cold temperatures. Heavy snowfall and blizzards can trap motorists in their vehicles, cause major traffic congestion and collisions, and trap people in their homes, especially those persons who are considered *essential* (i.e., emergency room doctors and nurses; police and fire/rescue personnel, etc.). Ice storms can break power lines, causing widespread blackouts. Fire during winter storms presents a great danger because water supplies may freeze and fire-fighting equipment may not be able to get to the fire. One of the more serious dangers associated with any winter storm is the threat of physical exertion that can lead to heart attacks and strokes.

Hurricanes

Hurricanes can strike any coastal areas. On average, six Atlantic hurricanes occur each year. Most occur in August, September, and October, but the six-month period from June 1st to November 30th is considered the Atlantic hurricane season. Usually confined to coastal areas, they may spawn tornadoes further inland and heavy rains from feeder bands. Long-term hazards come in the form of interrupted gas, water, electric power, fire and explosions from gas leaks, fallen power lines, electrical short circuits, and contaminated food and water.

The National Hurricane Center in Miami monitors weather data and issues forecasts for hurricanes in the Atlantic Ocean, Caribbean Sea, Gulf of Mexico, and the eastern Pacific Ocean. Below are the terms used to convey hurricane emergency information and their definitions:

Hurricane Advisory	Tells where the storm is located, wind intensity and speeds, and direction of movement
Hurricane Watch	Is issued for a coastal area when there is a threat of hurricane conditions within 24 to 36 hours. In some more vulnerable areas, actions for the protection of life and property should begin at this stage.
Hurricane Warning	Is issued when hurricane conditions are expected in a specified coastal area within 24 hours or less. Hurricane conditions include winds of 74 mph (64 knots) and/or dangerously high tides and waves. Final actions for the protection of life and property should be completed as quickly as possible before winds and heavy rains arrive.

The intensity of hurricanes is rated on the *Saffir-Simpson Hurricane Scale*. This scale rates hurricanes by their wind speeds, barometric pressure, storm surge height, and damage potential. There are five (5) ratings or categories:

Category Rating	Wind Speed	Storm Surge
1 (Weak)	75 - 95 MPH	4 to 5 feet
2 (Moderate)	96 - 110 MPH	6 to 8 feet
3 (Strong)	111 – 130 MPH	9 to 12 feet
4 (Very Strong)	131 – 155 MPH	13 to 18 feet
5 (Devastating)	155 MPH or greater	18 feet or greater

Tornadoes

Tornadoes are relatively short-lived local storms. Tornadoes develop during severe thunderstorms and hurricanes. While not all thunderstorms and hurricanes create tornadoes, the potential is there. The immediate threat from tornadoes is danger to life and damage to property from violently swirling winds and debris hurled through the air by the winds. Long-term risks include the possibility of building collapse, fallen trees and power lines, broken gas lines, broken sewer and water mains, and the outbreak of fires.

Tornadoes occur as single storms, but sometimes several can develop at the same time. The National Severe Storms Forecast Center in Kansas City, Missouri, issues tornado watches. The National Weather Service (NWS) issues tornado warnings. Below are the terms used and their definitions:

Tornado Watch	Indicates that conditions are right for a tornado to develop and that the sky should be watched
Tornado Warning	Indicates that a tornado has been sighted or has been spotted on radar. The Warning will give the location of the tornado and the area immediately affected by the warning

The intensity of tornadoes has been rated since 1971 using the *Fujita-Pearson Tornado Scale (FPP Scale)*. The FPP Scale uses six categories to rate tornado intensity by examining the damage caused by the tornado **after** it has passed over a man-made structure and by measuring approximate path length and width. The size of a tornado's funnel is not an indication of its intensity.

Category Rating	Wind Speed	Path Length	Path Width
F0 Gale Tornado	40 – 72 MPH	0.3 – 0.9 Miles Long	6 to 17 Yards Wide
F1 Moderate	73 – 112 MPH	1.0 – 3.1 Miles Long	18 to 55 Yards Wide
F2 Significant	113 – 157 MPH	3.2 – 9.9 Miles Long	56 to 175 Yards Wide
F3 Severe	158 – 206 MPH	10 – 31 Miles Long	176 to 566 Yards Wide
F4 Devastating	207 – 260 MPH	32 – 99 Miles Long	0.3 – 0.9 Miles Wide
F-5 Incredible	261 – 318 MPH	100 – 315 Miles Long	1.0 – 3.1 Miles Wide

Employees (first responders) must be alert to downed power lines and **treat all as energized**, unless they know for a fact that the lines have been de-energized.

Except for efforts to save life or property, the area that was the tornado's path must be preserved and protected for investigators, and secured to protect damaged property from theft and looting.

Severe Thunderstorms

The National Severe Storms Forecast Center issues severe thunderstorm watches. Local National Weather Service offices issue warnings and statements about severe weather and localized storms. Below are the terms used and their definitions:

Severe Thunderstorm Watch	Means that conditions are right for lightning and/or damaging winds greater than 58 MPH, hail that could reach a diameter of three quarters of an inch, and heavy rain
Severe Thunderstorm Warning	Means that severe thunderstorms have been sighted in the area

If COB personnel and/or others are unable to reach a building or vehicle in order to take shelter, they should be cautioned to:

- avoid standing beneath a natural lightning rod such as a tall, isolated tree in an open area
- stay out of and away from open water

- stay away from motorcycles, golf carts, and bicycles
- stay away from wire fences, metal pipes, rails, and other metallic paths that could carry lightning to a person from some distance away

If providing care for a person struck by lightning, be aware that a person struck by lightning may receive a severe electrical shock and may suffer burns; however, the person will carry no electrical charge and can be handled safely. Fire/EMS should be summoned immediately, even before any CPR begins (so rescuers are on their way while emergency care is provided.)

- if a person struck by lightning is not breathing, resuscitation efforts should begin immediately. If a person struck by lightning appears only to be stunned or otherwise uninjured, they should still be checked for burns, especially to fingers and toes and next to buckles, jewelry and other metallic items.
- if the person struck is a police officer, remember the officer is equipped with several items that are metallic (i.e., weapons, radio, etc.)

Technological/Man-made Hazards

- hazardous materials
- major vehicle accidents
- train accidents
- airplane crash
- civil disturbance

National Security

- terrorism

Electrical Power Outages

- weather Related
- equipment Malfunction

Health Emergencies

- pandemic flu
- chemical or biological incidents

A hazard matrix that outlines each of these hazards and identifies their likelihood of occurrence and its severity is listed on the next page.

Likelihood of Occurrence

Hazard	Severity					
	Infrequent	Sometimes	Frequent	Low	Moderate	High
Dam Failure	X			X		
Fire		X			X	
Floods	X			X		
Hazmat		X			X	X
Electrical Outage		X		X	X	
Extreme Weather/ Storm		X		X	X	X
Aircraft Crash	X					X
Train Accident	X			X	X	X
Major Vehicle Accident		X		X	X	
Terrorism	X				X	X
Pandemic Flu	X			X	X	X

EMERGENCY OPERATIONS CENTER

What is an EOC?

An Emergency Operations Command Center (EOC) is the physical location where an organization or organizations come together during an emergency to coordinate response and recovery actions and resources. The EOC is not an incident command post; rather, it is the operations center where coordination and management decisions are facilitated.

Event Information Tracking

Managing response and recovery operations involves a tremendous amount of information. The EOC's job is to collect this information and to manage and control event information and response activities. Typically, the information flow will look something like this:

1. Incident occurs
2. First Responders respond to incident, ICS begins
3. Notification sent to staff
4. Status evaluated by EOC managers
5. EOC activated, Incident Log opened
6. SOPs implemented using checklists
7. Tasks assigned according to plan/incident
8. Resource allocation (tracked in log)
9. Task performance (tracked in log)
10. Status briefings and updates to stakeholders
11. Recovery information and coordination
12. Event Critique

Location of City EOC

The City's primary Emergency Operations Center (EOC) is:

- Council Chambers
Bowie City Hall
2614 Kenhill Drive
Bowie, Maryland 20715

The alternative site for the EOC is:

- Bowie Senior Center.
14900 Health Center Drive
Bowie, Maryland 20716

Emergency generators automatically power both of these sites when commercial electricity is not available.

EOC Activation

The EOC will be activated at the direction of the City Manager or his designee.

- Access to the activated EOC will be limited to those persons involved in the management of an emergency or incident.
- Primary staff will consist of:
 - City Manager/designee
 - Emergency Management Resources Coordinator
 - Communications Coordinator
 - Director, Community Services
 - Director, Public Works
 - Chief of Police

City response to an event is generally a function of Public Works, Community Services, and law enforcement. When a large-scale event has occurred it is important that the response be coordinated. This generally means activating the Emergency Operations Center to assure central coordination. Public official alerting, shelter/evacuation, search and rescue, and resource mobilization are all part of the response mode.

When the EOC is activated it shall be the responsibility of the Information Technology (IT) Department to consult with the City Manager and determine the supplemental IT equipment required for the EOC. Once determined, it shall be the responsibility of the IT Department to obtain, activate, and maintain the equipment until the emergency is over. The IT Department shall be responsible for demobilizing any equipment it activates at the direction of the City Manager. Equipment may include:

- desktop computers
- laptop computers
- printers
- telephones
- cell phone chargers
- fax machine
- satellite phone

Concept of Operation

The EOC staff, upon activation will prepare the EOC for operation, and:

- ensure that information is being received from field forces
- record field information
- evaluate field information

- plan response activities
- coordinate response activities
- develop and maintain a City situation map identifying problem areas and deployment of resources.
- determine the capability of the City to respond to the situation
- determine whether outside assistance is needed
- establish liaison with other agencies if necessary
- issue information and advice to the general public
- brief media and answer questions.
- prepare for possible 24-hour EOC operation, if warranted.
- determine procedures for damage assessment and recovery operations.

Assignment of Responsibilities

1. The City Manager/designee has the authority to:

- ensure that all capabilities of the City are utilized in the direction and coordination of alleviating the effects of the incident or emergency occurring in the City
- request assistance from the County, State, or other political subdivision, when conditions in the City are beyond the control of the City's local emergency management resources
- obtain vital supplies, equipment and other properties needed for the protection of health, life and property of the citizens
- maintain liaison with the County, State, Federal, and other local authorities
- coordinate the activity of public and private agencies, including volunteers, Red Cross, local commerce, etc.

2. The Emergency Management Resources Coordinator has the authority to:

- coordinate the opening and operation of the EOC at the City Manager's direction. Included are communications, support personnel, determining access, refreshment, food.
- obtain situation updates from the field
- coordinate the planning for the response to the incident
- serve as liaison with other agencies
- coordinate damage and response assessments

3. The Communications Coordinator has the authority to:

- obtain and collate status information from field response
- determine if emergency broadcast message is needed.
- establish press and media room
- arrange meetings between media and emergency personnel and/or members of the City Council or other VIPs

- publicize an official list of assistance centers and shelter site.
4. Director, Community Services has the authority to:
 - assess City buildings and grounds to determine extent of operational services
 - coordinate response with other services in conjunction with Action Plan
 5. Director, Public Works has the authority to :
 - assess City property and normal operational requirements to determine extent of services.
 - coordinate response with other services in conjunction with Action Plan.
 6. Chief of Police has the authority to:
 - assess normal operational requirements to determine extent of services.
 - coordinate with other services if an evacuation advisory is anticipated or issued
 - assist in any warning efforts
 - secure evacuated areas
 - determine traffic control points
 - recommend a request for outside law enforcement assistance

Administration and Logistics

The City Manager and Emergency Management Resources Coordinator have the responsibility for assuring that the EOC is physically opened.

- The Emergency Management Resources Coordinator has the responsibility for ensuring that primary staff have been notified.
- The Emergency Management Resources Coordinator has the responsibility for providing personal services to the staff. (Food, water, cots and blankets are stored in the Coordinator's storage area.)

COMMUNICATIONS

Accurate, concise, and understandable communication is crucial during an emergency. The City has several different methods of communicating, both internal and external messages, available. While a combination of spoken and written communication assures the most accuracy when conveying a message, this combination is not always available or practical, particularly during an emergency. The City has the following hardware for use in communications:

- Standard desk phones
Maintained by IT at City Hall

- City-subscribed Nextel cell phones with direct connect capabilities
Some with text messaging capability
- City subscribed Blackberry phones
Phone and email capability
- Desktop email and internet service
Maintained at City Hall by IT staff. Back-up server located off-site and regular tape backups, which are stored at a different remote secure facility.
- Laptop email and internet service
Issued to Parks and Grounds Supervisor, Police Officers and Code Compliance Officers
- Desktop Intranet service
- Satellite phones
Maintained in IT Department and in Council Chambers
- Fax machines (phone line dependent)
- Two-way radios
Base station located at Public Works with radios installed in City vehicles.
- Message Boards
Several message boards are located at prominent intersections in the City. Most must be updated manually. Two message boards, located at Allen Pond and on Pointer Ridge Drive, can be updated by trained personnel from remote locations.
- Prince George's County Combined Communications Facility (CCF)
BPD officers are dispatched through the County's CCF. Each BPD patrol car is equipped with a stationary and a portable police radio.

See internal Appendix for phone assignment list.

The City has also established a relationship with other external groups who can provide communications assistance. Those groups are:

- St. Matthews Methodist Church. Two-way radio network capability. Administrator is Dan Blades, phone number 301-262-5148.
- Local HAM operators organization. The members of this organization are equipped with their own portable radios and can initiate and relay messages from static or mobile locations.

During an emergency, and particularly a power outage, users should be aware that some communications equipment will not be operable. Cell towers may drop calls due to high volume. Employees should be aware of the redundant hardware available for use and the limitations of each.

Assignment of Responsibilities

Release of Public Information During Emergencies/Incidents

1. The City will adhere to the ICS “One Voice, One Message” protocol of distributing information during an emergency. Only the City Manager or his/her designees is authorized to make public announcements about operational or logistical issues during an incident.
2. During an incident, the Communications Coordinator will be the point person for incoming and outgoing information. The Communications Coordinator is located in the City Manager’s Office and can be reached at 301-809-3032. Examples of announcements to be made through this office include:
 - status of the incident
 - city involvement with an incident
 - city employee work/reporting status
 - road/neighborhood closures
 - shelter availability
 - any instructions or other information the City wishes to give the public

Alert Bowie Emergency Communications System

The City operates a text messaging and email alert system. This free information notification system is administered by the City and has the ability to send text messages to cell phones as well as emails to personal computers and other electronic devices.

During incidents cell phone usage often overwhelms airwave capacity and calls are more frequently dropped. A text messaging system does not experience the failure rate that voice systems experience. Further, if electrical power goes out and computer email is defeated, cell phones can still receive text messages.

Registration for this service is through the City’s website at www.cityofbowie.org or <http://alert.cityofbowie.org>.

All appropriate City-owned computers and City-assigned cell phones will be registered to receive this service. The City’s Communications Coordinator and Emergency Management Resources Coordinator are authorized to approve and send *Alert Bowie* text messages. Questions about policy or logistics of this service should be directed to the Communications Coordinator at 301-809-3032 or the Emergency Management Resources Coordinator at 301-809-3079.

Alert Bowie Responsibilities

1. The Communications Coordinator and Emergency Management Resources Coordinator are authorized to send alerts over the *Alert Bowie* system. Please contact them directly with information about the following incidents:

Community Services

- planned large-scale events that may affect traffic
- facility closures
- cancellation of major events due to weather
- work-zone areas that may affect pedestrian and vehicular traffic
- park restrictions due to weather
- any incident/event that may attract public attention/questions

Public Works

- road closures/detours due to maintenance
- water main breaks
- debris/trash pick-up changes due to weather/incidents
- traffic signal outages
- hazmat spills
- any incident/event that may attract public attention/questions

Police Department

- incidents/events that may affect traffic (i.e., vehicle crashes)
- traffic signal outages
- hazmat spills
- any incident/event that may attract public attention/questions

CITY OF BOWIE SHELTER OPERATIONS

The overall responsibility of opening, operating, and closing shelters for displaced individuals and families in Bowie lies with the American Red Cross (ARC). The ARC does not initiate the Shelter Cycle (see below) until requested by the Prince George's County Office of Emergency Management (OEM).

The OEM and ARC keep an inventory of appropriate buildings that are available for shelters. In Bowie, all schools and County-owned community centers are included on that inventory. It is important to remember that the *opening of shelters is incident specific*. Persons in need of, or who think they may be in need of sheltering, should monitor the local media (television, radio), City website, or *Alert Bowie* to receive information about sheltering.

In addition, the City has designated two City-owned buildings as Warming/Cooling Centers. These Centers can be opened and operated at the direction of the City Manager to assist the needs of local residents during a City emergency without having to activate the ARC shelter process through the OEM. The two locations are:

1. City Hall

2614 Kenhill Drive
Bowie, Maryland 20715

Amenities/services available at City Hall include:

- emergency generator
- 24 camping cots with blankets
- classroom-style seating
- limited cooking/food preparation area
- limited media/entertainment access

2. City Senior Center

14900 Health Center Drive
Bowie, Maryland 20716

Amenities/services available at Senior Center include:

- emergency generator
- classroom-style seating
- recreation/conversation areas
- expanded cooking/food preparation areas
- expanded media/entertainment/communications access

City staff members, as well as local volunteers, have been trained by the ARC in Shelter Operations (see internal Appendix for list of trained personnel). At the City Manager's direction, staff members would be directed, and volunteers requested, to open and operate the Warming/Cooling locations. Any decision to operate or close a full service shelter would be made in conjunction with the ARC and the Prince George's OEM.

Shelter/Warming or Cooling Center Responsibilities

City Manager/designee

- assembles senior staff and develops Action Plan
- determines need for Warming/Cooling Center opening
- approves location, scope of service, and personnel needed

Emergency Management Resource Coordinator

- serves as Warming/Cooling Center Manager at City Hall
- assembles and supervises operating staff (and volunteers if deployed)
- organizes cots, food, and other supplies
- follows procedures as outlined in ARC Shelter Guide (see internal Appendix)
- serves as liaison to ARC should ARC operate City Hall as a shelter

Communications Coordinator

- issues appropriate press releases and other announcements about ARC Shelters and City Warming/Cooling Centers (locations, hours of operation, services available, etc.)
- coordinates registration of clients at Centers for documentation purposes

Director, Senior Center/designee

- serves as Warming/Cooling Center Manager at Senior Center
- assembles staff (request volunteers, if needed, from Emergency Management Resources Coordinator)
- serves as liaison to ARC should ARC operate the Senior Center as a shelter

Director, Community Services/designee

- partners with Emergency Management Resources Coordinator to provide assistance and oversight to Warming/Cooling Centers and operating staff

ARC Shelter Cycle

1. Planning—agreements are established/updated to use other organizations' facilities when a disaster occurs.
2. Disaster Occurs—local ARC chapter is notified by local emergency officials (OEM). Shelter location is selected.
3. Pre-occupancy Inspection—ARC worker meets with manager/owner of the building to ensure it is currently safe and in good condition. This may occur simultaneously with the arrival of clients.
4. Shelter Opens and Clients Arrive—ARC Community Services workers open the shelter, post signs, and organize cots, food, and other supplies. As clients arrive, workers perform key roles of registration, feeding and other duties.
5. After Disaster—Clients return home, make other arrangements, or housing arrangements are made through Client Services.
6. Shelter Closes—Workers pack up supplies and clean building.

City of Bowie Shelter Partnerships

The City encourages local faith-based, private, and non-profit organizations to become involved in emergency preparedness. Through the office of the Emergency Management Resources Coordinator, partnerships have been developed and training provided to local organizations and individuals committed to operating their own shelters and assisting at City emergency shelters. (See internal Appendix “Shelter Contact List” for a list of shelters and contact numbers working with City staff.)

Responsibilities:

The Emergency Management Resources Coordinator is the liaison with shelter partners. In his absence the liaison will be:

1. Communications Coordinator
2. Assistant Director, Community Services

Any decision to encourage shelter partners to consider opening will only be done after permission from the City Manager/designee.

DAMAGE ASSESSMENT

The timely and efficient assessment of property damage after an event/incident has occurred is essential to the recovery process. Preliminary Damage Assessment (PDA) is vital to the processes of prioritizing action recovery plans and requesting financial assistance. Federal Disaster Assistance Programs, both from the Federal Emergency Management Agency (FEMA) and the Small Business Administration (SBA) are based on need and are supplemental to State and County resources.

Concept of Operations

- A. The City Manager will establish Preliminary Damage Assessment (PDA) teams using City personnel and those of other organizations as appropriate. The assigned personnel will be trained to do Preliminary Damage Assessment. Transportation of team members, to and within in the affected area, will be pre-arranged.
- B. During the initial response phase, the affected areas will be identified and PDA teams will be assigned.
- C. During the first daylight period following an incident, or at the direction of the City Manager/designee, PDA teams will be dispatched. City participation in detailed damage survey of public facilities will be coordinated by the City Manager. In general, City departments and support organizations will be prepared to support damage surveys of their own respective facilities, upon

request of the City Manager. They may also be requested by the City Manager to represent the City in surveys of other facilities. The requested support may take the form of providing qualified inspectors, transportation, technical advice, or simply detailed knowledge of the facility being inspected, depending on the expertise and resources available.

- D. Results of the PDA will be compiled by the City Manager and transmitted to the Director, Prince George's County OEM as soon as possible. A report consisting of a description of the overall nature and extent of damage to private and public property based upon actual observation and inspection will be prepared. The initial reports should be based on aerial inspection, drive-through (windshield) inspection, photo interpretation, or on-the-ground inspection.
- E. The City Manager, when required, will arrange for County participation in Damage Survey Report (DSR) teams. A DSR is a professional engineering report of damage or loss, together with a professional estimate of funds required to repair or replace the damage or loss. This estimate provides the basis for the commitment of Federal funds.

Responsibilities

A. City Manager

- 1. Following a Presidential declared emergency, the City Manager shall be the Local Coordinating Officer (LCO).
- 2. The City Manager in any declared emergency shall:
 - a. Coordinate City PDA team efforts and exercise responsibility for coordination of County participation on damage survey teams;
 - b. Consolidate and forward City PDA reports to the Director, Prince George's County Office of Emergency Management;
 - c. Provide representatives to participate in County or State directed PDA upon the request of the Director, Prince George's County OEM or the Director, MEMA;
 - d. Provide representatives to participate in detailed damage surveys within the City following a Presidential declaration;
 - e. Prepare internal plans and maintain on-call or alert rosters of qualified and knowledgeable City or non-City personnel to perform PDAs and participate in DSRs.

B. Department of Public Works

The Department of Public Works will:

1. Provide qualified personnel for membership in PDA and DSR teams;
2. Provide the City Manager with technical assistance in the preparation of PDAs; and
3. In coordination with the Office of Finance will assure the maintenance of records and cost data for City buildings, land and materials to provide a basis for damage assessments.

C. Department of Planning

Because the regular function of the Planning Department is likely to be suspended during an emergency, the Planning Department staff may be used to assist with damage assessment after they have been trained in conducting damage assessments.

The Planning Department will:

1. Provide qualified personnel for membership on PDA and DSR teams; and
2. Provide the City Manager with technical assistance in the preparation and submission of PDAs.

D. Community Services/Parks and Grounds

The Community Services Department will:

1. Provide qualified personnel for membership on PDA and DSR teams; and
2. Provide the City Manager with technical assistance in the preparation and submission of PDAs.

E. Department of Finance

The Department of Finance will provide the City Manager with data on the loss of City revenue caused by the emergencies.

PLAN DEVELOPMENT AND MAINTENANCE

The development and maintenance of this section is the responsibility of City Manager. All organizations with emergency management responsibility must make provision in their SOPs to support Damage Assessment operations as described in this section.

Credentials and Identification

To enable COB employees to effectively carry out their duties and to be readily recognizable by other members of the City staff and other interacting agencies, all City employees, while in City-operated facilities and while conducting City business, will wear their issued photo identification prominently displayed, except:

- police officers wearing the authorized uniform of the day
- employees whose assignments make wearing the identification impractical (i.e., Parks and Grounds and Public Works labor force members)

A City employee observing an individual in a City-operated facility not wearing identification, or wearing inappropriate identification when the individual should be properly credentialed, should be challenged and asked to account for themselves.

At or near the scene of an incident, employees assigned to posts, checkpoints, or positions on the perimeter must closely and carefully scrutinize each and every person's identification shown to them in order to ensure:

- the authenticity of the person's credentials
- the person is properly identified
- the person is authorized to act in response to the incident
- the person's response is consistent with the incident

CERT, ARC, Other Volunteers

During an incident, the City may call upon its cadre of trained volunteers to assist with response and recovery. All ARC workers have been issued identification and certification cards. All CERT volunteers have been issued identification cards and are identified in the internal Appendix.

Deciding Authority

Any questions about the legitimacy of a responding individual should be verified up the Chain of Command to the Logistics Commander.

GENERAL RESIDENT INFORMATION

EMERGENCY PREPAREDNESS OUTREACH

The City of Bowie is prepared to work with individuals, businesses, schools and other groups to prepare for emergencies. City staff can assist with the development, distribution and coordination of emergency plans, presentations, take-home materials, and educational lectures.

Readily available resources include:

- website information about emergency preparedness at www.cityofbowie.org
- pre-printed information from our website and other sources
- on-site presentations by staff members about emergency communications, plans, and related subjects
- coordination of training from the American Red Cross, Health Department, Prince George's County Office of Emergency Management, and other related partners

To access any of the above resources, please call the City's Emergency Management Resources Coordinator at 301-809-3079 or the City Communications Coordinator at 301-809-3032.

GETTING PREPARED – RESIDENT RESPONSIBILITIES

Just as the City government prepares for emergencies, each individual and family must also prepare. In fact, the overall ability of the City government to mitigate and recover from emergency incidents is dependent upon the ability and success of individuals and families to take care of themselves to the maximum degree possible. Every person and family must take responsibility for their own welfare before and during an emergency.

Make a Plan

A family plan is crucial. You should plan two emergency family meeting places. The first should be somewhere just outside your home where your family can safely meet in case of a house fire. The second should be outside your neighborhood in case you can't return home or are evacuated. Additionally, it is critical to have an Emergency Supply Kit stocked and ready to go. The recommended minimum level of supplies that your kit should have is for three days. A seven day supply would be advisable. Detailed information about particular items to be included in an Emergency Supply Kit can be found below, on the City's website and in the Appendix document entitled "Build a Kit Checklist".

Notifications

In an emergency situation, the City of Bowie will implement various emergency procedures and plans based on current conditions and recommendations from emergency response personnel. These plans will increase response capability, safeguard our community, and inform our citizens. The City has a number of methods that will be utilized to notify a particular community or the entire City of an emergency situation. They include:

- Electronic Alerts through the *Alert Bowie* Notification System

The City of Bowie will use the Alert Bowie system to immediately contact you during a major crisis or emergency. Alert Bowie can deliver important emergency alerts, notifications and updates to you on all your personal communication devices:

- email account (work, home, other)
- cell phone
- text pager
- Blackberry type devices

When an incident or emergency occurs, authorized senders will instantly notify you using this system. *Alert Bowie* is your personal connection to real-time updates, instructions on where to go, what to do, or what not to do, who to contact and other important information.

Residents must subscribe to this service in order to receive alerts. The service is free, although standard text messaging rates may be applied by your cellular carrier. Please log in to the City website to create and manage your account or contact the Communications Coordinator at 301-809-3032 for assistance.

- Media notification to local print, radio, and television media.
 - Some of the primary broadcast radio stations are:
 - WMAL 630 AM
 - WTOP 103.5 FM
 - WKYS 93.9 FM
 - Some of the primary broadcast television stations are:
 - WRC (NBC) Channel 4
 - WTTG (FOX) Channel 5
 - WJLA (ABC) Channel 7/8
 - WUSA (CBS) Channel 9

- The City’s Public Access cable channels will also broadcast local emergency information. Those channels are:
 - Comcast channels 71 and 78
 - Verizon channels 10 and 12
- City message boards
- City government main phone number 301-262-6200
- City website
- Public address announcements via public safety vehicles (time and circumstances permitting)
- Door to door notification (time and circumstances permitting)

Family Contact

Ask an out-of-state friend or family member to be your "family contact". Make sure all family members have this person's name and telephone number. After a disaster, it's often easier to call long distance. Each family member should call this person to tell them where they are.

Follow Instructions Immediately

A sudden emergency involving chemicals, or hazardous materials, can force emergency officials to ask you to take immediate action to protect yourselves and your families. You may be asked to shelter in-place, to prepare to evacuate, or to evacuate. Ensure that “go packs” and supply kits are always stocked.

Shelter-in-Place - Chemical Emergency

Shelter-in-Place is likely to be the way you are directed to protect yourself. If you are told to Shelter-in-Place, do the following:

- Immediately go inside. Bring pets inside also.
- Close and lock all windows and doors. Stay calm. Stay off the telephone.
- Turn off heating and cooling systems.
- Go to an interior room with no or few windows.
- Turn on a radio to a local Emergency Alert System station for information and directions. Stay tuned to the station until you are given instructions that the emergency is over.
- Seal openings into the room with plastic sheeting and tape only if you are instructed to do so.
- If told to protect breathing, cover your nose and mouth with a wet cloth, if possible.
- After the emergency is over, you will be instructed to air out your house.

Prepare to Evacuate

You may be told to Prepare-to-Evacuate. When informed of this, you should do the following:

- Stay calm. Stay off the telephone.
- Turn on your radio or television one of the local Emergency Alert System station for emergency instructions.
- Pack only what you need. Gather critical medicines, appropriate clothing for the weather conditions, portable radio, flashlight, spare batteries, checkbook, credit cards, and other essential items.
- Lock your house.
- Pets, with the exception of seeing eye dogs are generally not permitted in shelters. Special pet shelter accommodations information will be made available.
- You may return home as soon as the emergency is declared over, and have been instructed to return.

Evacuation

Evacuating means leaving the area that is affected by the potential hazard. Sometimes a chemical accident, such as an overturned tanker truck, will force people from their homes for health and safety reasons. If you are asked to evacuate, do the following:

- Remain calm.
- Listen carefully to the instructions you are given and be sure you are in an area that is being evacuated. If told to evacuate, do so.
- Do not use the phone except to dial 911 in a life-threatening situation.
- Take your Disaster Supply Kit with you.
- DO NOT go to your children's school. If they are in the evacuation area, they will be taken care of. They will probably be gone by the time you get there.
- Close and lock windows and doors.
- Turn off all fans, heating and cooling units.
- As a last resort, if shelter for pets cannot be arranged, pets should be brought indoors and food and water should be left for them.
- Keep vehicle windows and vents closed while evacuating.
- Follow instructions of emergency personnel along evacuation routes. Stay tuned to radio and television for further instructions from emergency officials.
- Shelters will be announced by the County and City based on the type of incident and the area affected by the emergency.

Emergency Three Day Kit

Most people already have these items around the house and it is a matter of assembling them now before you need them. Start with an easy to carry water tight container. A large plastic trash can will do, or line a sturdy cardboard box with a couple of trash bags. Next gather up the following items and place them in or near your kit: Stocking up now on emergency supplies can add to you family's safety and comfort during and after a disaster. Store enough supplies for at least three days, preferably seven days, in one place.

Essentials:

- water - 1 gallon per person per day
- water purification kit or bleach
- first aid kit and first aid book
- pre-cooked, non-perishable foods such as canned meats, granola bars, instant soup, cereals, etc.
- baby supplies: formula, bottles, pacifier, soap, baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices.
- non-electric can opener
- anti-bacterial hand wipes or gel
- blanket or sleeping bag per person
- portable radio or portable TV with extra batteries
- flashlight and extra batteries
- essential medications
- extra pair of eyeglasses
- extra house and car keys
- fire extinguisher - ABC multipurpose
- food, water, leash and carrier for pets
- cash and change
- seasonal change of clothing, including sturdy shoes
- maps – local and regional
- necessary identification, health insurance cards, medical records for chronic illnesses

Sanitation Supplies:

- large plastic trash bags for waste, tarps and rain ponchos
- large trash cans
- bar soap and liquid detergent
- shampoo
- toothpaste and toothbrushes
- feminine hygiene supplies
- toilet paper
- household bleach
- rubber gloves

Report Dangerous Situations

Residents can actively and safely assist the City during the preparation, response, and recovery from an emergency event or incident. The following are some examples of situations and the actions that residents can take to assist:

- During a severe storm, if there is litter or debris in streets that could block or clog storm drains and cause street flooding, **DO NOT ATTEMPT TO UNCLOG ANY STORM DRAIN**. Please call Bowie City Hall at 301-262-6200 with location information or report the information using the *Ask Bowie Gov* feature on the City's website at www.cityofbowie.org.
- Please report residential and commercial fire hazards to the Bowie Volunteer Fire Department at 301-262-0502 or call 911.
- Please report the storage of any inappropriate or hazardous materials to Bowie City Hall at 301-262-6200 or report the information using the *Ask Bowie Gov* feature on the City's website at www.cityofbowie.org.
- Please report street light outages to 301-809-2332 or visit the City's website at www.cityofbowie.org to submit the outage information.
- After a storm, please report trees, brush, and other objects that encroach upon electrical wires to Bowie City Hall at 301-262-6200 or report the information using the *Ask Bowie Gov* feature on the City's website at www.cityofbowie.org.

Volunteer Your Time and Skills

The City of Bowie has residents with a wide variety of skills who can assist others during an emergency event. The City actively recruits these residents to join in helping others prepare for and respond to emergencies. The following are some of the groups that are active in emergency preparedness and response in our City:

- **CERT. (Community Emergency Response Team)** This group is comprised of residents who are trained to support First Responders in a variety of incidents. Free training is provided through the City for light search and rescue, fire extinguisher use, first aid, Incident Command System, and other specialized duties. Please call the City's Emergency Management Resources Coordinator for more details at 301-809-3079.
- **Shelter/Warming-Cooling Center Assistance.** Should an incident require that the City open a shelter/warming-cooling center, the City needs trained personnel ready to assist. Free training is provided through the City. Please call the City's Emergency Management Resources Coordinator for more details at 301-809-3079.
- **Bowie Volunteer Fire Department.** The BVFD continually recruits volunteers for firefighting, emergency medical services, and auxiliary support. Please contact the City's Emergency Management Resources Coordinator at 301-809-3079 or the BVFD at 301-262-0502.

- American Red Cross. Coordinates region-wide disaster support, shelters, and blood drives. Please contact the City’s Emergency Management Resources Coordinator at 301-809-3079 or the American Red Cross at 301-559-8500.
- Homeowners Associations, Schools, Clubs. Local organizations are getting prepared for emergencies. Organize an Emergency Preparedness meeting for your organization. Please call the City’s Emergency Management Resources Coordinator at 301-809-3079 to arrange a meeting.
- “Adopt” a vulnerable neighbor or population. Many residents struggle in their preparation for and response to an emergency. Becoming an advocate/helper for these neighbors is extremely important to keep them safe during emergencies. Please contact the City’s Emergency Management Resources Coordinator at 301-809-3079 or the City’s Communications Coordinator at 301-809-3032 for more details.

EVACUATIONS

Depending on the emergency, evacuation of an at-risk population can be an effective way to save lives, prevent or reduce injuries, and mitigate the suffering of various segments of the City’s population. When it has been determined that a large-scale evacuation is required, a declaration will be made detailing the nature of the threat, the possibility of its escalation, and determining the scope and extent of any orderly relocation of any segments of the City’s population.

Those families or individuals unwilling to follow evacuation instructions of properly constituted City officials will be left in place until all who are willing to leave have been relocated to safe areas. If time permits, a second effort will be made to persuade the previously unwilling persons to evacuate.

Localized Evacuation

A localized evacuation is one that is generally limited to a neighborhood or small area and is necessitated based on an immediate need to temporarily relocate persons from their homes until the emergency subsides or is resolved. Situations that may require a localized evacuation include, and may not be limited to:

- HAZMAT materials incident that threatens a certain neighborhood or community
- major fire where there is potential for mass-casualties
- barricade situation where certain homes/businesses may be within a line of fire

During serious incidents the City Manager/designee and the Incident Commander must always determine the need to evacuate, taking into consideration such logistical issues as:

- method of conveying the evacuation message without causing distress or panic
- assembly location for evacuees
- manner in which evacuees will get to the assembly area

- identifying special needs populations and whether in-place sheltering may be preferable to evacuation

Large-scale Evacuation Routes

Federal Highways and primary State roads within the County have been designated as County evacuation routes. However, alternate routes might be used if an emergency warrants the closing of one or more of the designated routes. Evacuees are advised to monitor the radio (such as WTOP 1500 AM/103.5 FM) and WMAL (630 AM) for 24/7 traffic information.

Designated County evacuation routes traveling through Bowie are:

- Rt. 50, John Hanson Highway
- Rt. 214, Central Avenue
- Rt. 3/301, Crain Highway
- Rt. 197 Collington Road
- Rt. 450, Annapolis Road

Evacuation Assembly/Shelter Areas

If in-place sheltering is not feasible, consideration must be given to a suitable and safe location to which evacuees will be directed *before* an evacuation is conducted. An ample number of employees should be assigned to this task to ensure that confusion among evacuees is minimized, and the evacuation is carried out in an orderly and systematic manner.

In a localized evacuation the City may want to consider opening City Hall and the Senior Center as shelters. (See Chapter —Shelters). A larger evacuation may require partnering with the OEM and ARC for sheltering assistance. In either case, employees and citizens will be notified through the mass media, local media and *Alert Bowie* as to the locations of shelters.

Invacuation

This term is used to describe the events that occur when citizens from outside the City limits travel into or through our boundaries when displaced from another location. It should be expected that those persons displaced from outside our borders will have an impact on our roadways, food sources, businesses, and health care providers. To mitigate that impact, our citizens and employees must be prepared at all times to remain self-sufficient for a reasonable amount of time. (See recommendations Appendix “Start a Kit”)

Evacuation Responsibilities

City Manager

- Determines assembly/shelter location with Unified Command Team
- Works in concert with County OEM and County Fire/EMS

Emergency Management Resource Coordinator

- Serves as City's liaison to OEM, ARC, and County Fire/EMS

Communications Coordinator

- Distributes evacuation order at City Manager's direction through mass media, local media, the website, Alert Bowie, the government channel and message boards.

Public Works

- HAZMAT support
- Traffic Control Devices

Police Department

- Provide security for evacuated area
- Assists with communicating evacuation plans (door to door) if necessary
- Provide traffic control
- Handle vehicles with mechanical difficulties
- Cope with impediments to evacuations such as panic, disorientations, or mass confusion
- Define inner and outer perimeters of evacuation area
- Once Fire/EMS are on scene, rescue will be their responsibility

Community Services

- Assists with assembly/shelter locations
- Assists with transportation of evacuees by use of City buses

Recommended Actions During Evacuations

- Keep personal car and business vehicle fuel tanks at least $\frac{3}{4}$ full
- Stay calm, listen carefully, and follow instructions through the media
- If time permits, call family contact to tell them you are going and when you expect to arrive
- Turn off your home's electricity and water at the main switch and valve if advised to do so by local authorities. Leave natural gas on unless otherwise advised.
- Prepare a "Go Bag" with prescription medications, medical equipment, emergency supplies (flash light, batteries, radio, bottled water, a change of clothes, sleeping bag/accessories, car and house keys. Make sure kit goes with you in car.)

- Follow directions of traffic control devices/officers/traffic controllers.
- Monitor all-news radio stations.

PLAN FOR PETS

If you are a pet owner, your Disaster Plan must include your pets. Different disasters require different responses. If it's not safe for you to stay in the disaster, it's not safe for your pet to stay. Therefore pet owners must take responsibility for their pets as they would for any member of their family who cannot take care of themselves in a disaster.

In the event of a disaster in which you must evacuate your family, the most important thing you can do to protect your pets is to evacuate them too. Leaving pets behind is likely to expose them to danger and may result in them being injured, lost or killed.

Because most shelters, including any run by the City of Bowie, will not accept pets, except for service animals, you must plan ahead to ensure that your family and pets will have a safe place to stay. Some warnings for disasters may be issued hours or days in advance. Prepare your pet and supplies early so that you can leave with them quickly if necessary.

- Know which hotels and motels outside your immediate area will accept pets during disasters. List is included in PUBLIC APPENDIX and is available on the City website.
- Check with friends, relatives or others outside your immediate area and determine if they would be able to shelter you and your pets or just your pets if necessary
- Make a list of veterinary offices and boarding facilities which might be able to shelter pets in emergencies
- Create a survival kit for your pet that includes:
 - Identification collar and rabies tag with up to date information. Attach phone number and address of where you'll be staying during the evacuation
 - Animal carrier or cage and leash with bedding material
 - Medications and veterinary records stored in a waterproof container. Most kennels will not allow pets without proof of vaccination.
 - Bags for handling waste
 - Two-week supply of food, water and food bowls
 - Other items such as grooming items, toys, household bleach
- Pets may be disoriented after a disaster. Familiar sights and smells may be gone. Try to get pets back into their normal routine as soon as possible after a disaster. Behavioral problems that cause stress to the pets may have to be addressed by a veterinarian.

COMMUNITY EMERGENCY RESPONSE TEAM (CERT)

The Community Emergency Response Team (CERT) program helps train people to be better prepared to respond to emergency situations in their communities. When emergencies occur, CERT members can give critical support to first responders, provide immediate assistance to victims, and organize spontaneous volunteers at a disaster site. CERT members can also help with non-emergency projects that help improve the safety of the community.

The City sponsors CERT training and coordinates City CERT volunteers. (See internal Appendix for a list of volunteers and call-out information). The City program operates under the umbrella of the Prince George's County CERT program. The Emergency Management Resources Coordinator/designee is the liaison with the County CERT.

Activation of CERT

The decision to incorporate CERT volunteers into a City emergency or disaster scene will be at the discretion of the Emergency Management Resources Coordinator after consultation with the City Manager/designee. Only CERT members with appropriate ID can be activated as City volunteers. While in use, CERT volunteers will be under the direct supervision of the assigned incident command logistics supervisor. Once members are assigned areas of responsibilities, they come under the overall supervision of an operational supervisor. CERT members must not be given any task that is beyond their scope of training or mental and/or physical ability to perform.

City of Bowie CERT members have been trained in:

- National Incident Command System
- fire safety and use of hand-carried fire extinguishers
- disaster medical operations
- light search and rescue
- residential gas shut-off technique
- staffing for warming/cooling/shelter centers
- maintaining accountability for fellow CERT members

All City of Bowie CERT members have been issued a backpack with gloves, helmet, goggles, duct tape, flashlight, 4-in-1 emergency tool, and safety vest. Other equipment may include breathing masks, first aid supplies, whistle, plastic/latex gloves, cell phone, and drinking water.

Deployment

- Except in extreme circumstances, CERT members should not self-deploy.
- If a CERT member has responded spontaneously or self-deployed to an emergency in extreme circumstances, he/she will “stand-down” when directed by a person acting under the authority of the Incident Commander. The CERT member will then become part of the logistics commander’s pool for re-assignment.
- CERT members have the right and duty to refuse any task they feel they are not mentally or physically capable of performing. Note: Many members of CERT have skills beyond what is taught through the CERT program (e.g., physicians and other health professionals, heavy equipment operators, etc.) While these skills may be helpful during an emergency or disaster, they are outside of the CERT scope-of-practice and are not authorized activities as a CERT volunteer unless specifically authorized by the Emergency Management Resources Coordinator or his/her designee.

Staging Areas

Staging areas for logistics during an incident will be at the discretion of the Incident Commander. When called out by the Emergency Management Resource Coordinator, CERT members will be given a time and location to report. Other directives, such as type of clothing to wear, equipment to bring, should be given at that time to expedite preparations.

Liability

Volunteers, as defined by the City’s Risk Management Manual, are covered by the City’s insurance policy with the Local Government Insurance Trust (LGIT). It is important to note that the volunteer must be working within the scope of his/her authority and while providing the public service or performing the public duty for which they volunteered.

EMERGENCY PREPAREDNESS WEBSITES

1. Alert Bowie

www.cityofbowie.org

Free sign-up to receive emergency text messaging and emails administered by City of Bowie.

2. CHART on the Web

www.chart.state.md.us

Maryland State Highway Administration website with traveler information, road/bridge closures, congestions, hazmat spills, weather and pavement temperatures, etc.

3. Ready.Gov

www.ready.gov

Homeland Security website dedicated to plans for preparedness for individuals, families and businesses.

4. FEMA

www.fema.gov

Federal Emergency Management Agency website. Website dedicated to mission of FEMA with information about preparedness, weather, current and past disasters, current laws, insurance, employment, etc. Business plans, family plans, other links included.

5. MEMA

www.mema.state.md.us

State of Maryland Emergency Management Agency website. Dedicated to mission of MEMA with information about preparedness, weather, training, current laws, etc.

6. American Red Cross of National Capital Area

www.redcrossnca.org

Red Cross website dedicated to mission of NCA chapter with information about training, volunteering, response, recommended disaster kits.

7. NIMSONLINE

www.nimsonline.com

Download site for National Incident Management System documents. Memoranda of Understanding, operational plans, training modules.

8. Bowie Volunteer Fire Department

www.bowievfd.org

Website for City's Volunteer Fire Department with contact numbers, articles, statistics, etc.

9. Prince George's County Homeland Security/Office of Emergency Management
www.goprincegeorgescounty.com
County's website with links to all services.

10. PandemicFlu.gov
www.pandemicflu.gov
Health and Human Services website for access to avian and pandemic flu information.

VIAL OF LIFE

The City is a proponent and distributor of the Vial of Life (Life being an acronym for **L**ifesaving **I**nformation **F**or **E**mergencies). Simply described, it is a plastic medicine vial with a fill-in-the-blank form for a user's personal contact and medical information. Three stickers also come with the vial - one for the front door of a user's home, one for the refrigerator, and one for the vial. The user fills out important information (name, age, medications used, health problems, etc.) that an emergency responder might need from an unresponsive/nervous/forgetful victim of a medical or other emergency in the home. The form is folded and placed in the vial, and the vial is placed in the refrigerator. When EMT personnel see the red sticker on the front door, they are trained to retrieve the vial from the home's refrigerator. The vial, stickers, and form are free. Residents can obtain the vials from the City's Emergency Management Resources Coordinator by calling 301- 809-3079.

APPENDIX – PUBLIC

Plan for Pets

If you are a pet owner, your Disaster Plan must include your pets. Different disasters require different responses. If it's not safe for you to stay in the disaster, it's not safe for your pet to stay. Therefore pet owners must take responsibility for their pets as they would for any member of their family who cannot take care of themselves in a disaster.

In the event of a disaster in which you must evacuate your family, the most important thing you can do to protect your pets is to evacuate them too. Leaving pets behind is likely to expose them to danger and may result in them being injured, lost or killed.

Because most shelters, including any run by the City of Bowie, will not accept pets (except for service animals) you must plan ahead to ensure that your family and pets will have a safe place to stay. Some warnings for disasters may be issued hours or days in advance. Prepare your pet and supplies early so that you can leave with them quickly if necessary.

- Know which hotels and motels outside your immediate area will accept pets during disasters. List is included in PUBLIC APPENDIX and is available on the City website.
- Check with friends, relatives or others outside your immediate area and determine if they would be able to shelter you and your pets or just your pets if necessary
- Make a list of veterinary offices and boarding facilities which might be able to shelter pets in emergencies
- Create a survival kit for your pet that includes:
 - identification collar and rabies tag with up to date information (attach phone number and address of where you'll be staying during the evacuation)
 - animal carrier or cage and leash with bedding material
 - medications and veterinary records stored in a waterproof container--most kennels will not allow pets without proof of vaccination
 - bags for handling waste
 - two-week supply of food, water and food bowls
 - other items such as grooming items, toys, household bleach
- Pets may be disoriented after a disaster. Familiar sights and smells may be gone. Try to get pets back into their normal routine as soon as possible after a disaster. Behavioral problems that cause stress to the pets may have to be addressed by a veterinarian.

Emergency Three Day Kit

Most people already have these items around the house and it is a matter of assembling them now before you need them. Start with an easy to carry water tight container. A large plastic trash can will do, or line a sturdy cardboard box with a couple of trash bags. Next gather up the following items and place them in or near your kit: Stocking up now on emergency supplies can add to you family's safety and comfort during and after a disaster. Store enough supplies for at least three days, preferably seven days, in one place.

Essentials:

- water - 1 gallon per person per day
- water purification kit or bleach
- first aid kit and first aid book
- pre-cooked, non-perishable foods such as canned meats, granola bars, instant soup, cereals, etc.
- baby supplies: formula, bottles, pacifier, soap, baby powder, clothing, blankets, baby wipes, disposable diapers, canned food and juices.
- non-electric can opener
- anti-bacterial hand wipes or gel
- blanket or sleeping bag per person
- portable radio or portable TV with extra batteries
- flashlight and extra batteries
- essential medications
- extra pair of eyeglasses
- extra house and car keys
- fire extinguisher - ABC multipurpose
- food, water, leash and carrier for pets
- cash and change
- seasonal change of clothing, including sturdy shoes
- maps – local and regional
- necessary identification, health insurance cards, medical records for chronic illnesses

Sanitation Supplies:

- large plastic trash bags for waste, tarps and rain ponchos
- large trash cans
- bar soap and liquid detergent
- shampoo
- toothpaste and toothbrushes
- feminine hygiene supplies
- toilet paper
- household bleach
- rubber gloves

Pet Friendly Accommodations

Below are listed some pet friendly hotels and motels in and around the Bowie area. It is recommended that residents call the business themselves to determine the availability of rooms and housing for pets.

BOWIE

Comfort Inn and Conference Center
U.S. 50 & 301
Bowie, Md 20718
301-809-1800
Pets under 30 lbs.

Hampton Inn
15202 Major Lansdale Blvd.
Bowie, Md. 20716
301-809-1800
No weight limit

Rips Country Inn
3900 N. Crain Hwy.
301-805-5900
No weight limit

Towneplace Suites BTC
3700 Town Center Blvd.
301-262-8045
Dogs only under 25 lbs.

ANNAPOLIS

Extended Stay America
1 Womack Dr.
Annapolis, Md 21401
Dogs & Cats under 25 lbs.

Homestead Suites
120 Admiral Cochrane Dr.
Annapolis, Md. 21401
410-571-6600
Dogs & Cats no weight limit

Loews Hotel
126 West Street
Annapolis, Md. 21401
Dogs & Cats no weight limit

Sheraton Barcelo--Annapolis
173 Jennifer Rd.
Annapolis, Md. 21401
Dogs & cats under 50 lbs.

Towneplace Suites Annapolis
120 National Business Pky.
Annapolis, Md. 20701
301-498-7477
Dogs & cats no weight limit

BELTSVILLE

Sheraton Inn
4095 Powder Mill Rd.
Beltsville, Md. 20705
301-937-4422
Dogs only under 70 lbs.

LAUREL

Motel 6
3510 Old Annapolis Road
Laurel, Md 20707
301-497-1544
Dogs & cats no weight limit

WALDORF

Days Inn
11370 Days Court
Waldorf, Md.
301-645-0022
Dogs & cats no weight limit

GREENBELT

Residence Inn
6320 Golden Triangle Dr.
Greenbelt, Md. 20770
301-982-1600
Dogs & cats no weight limit

Red Roof Inn
12525 Laurel Bowie Rd.
Laurel, Md. 20708
301-498-8811
Dogs & cats under 80 lbs.

Econo Lodge
11770 Business Park Dr.
Waldorf, Md.
Dogs only under 50 lbs.

Annexes

1. Checklist—Inclement weather—Emergency Management Resources Coordinator.
Systematic list of actions to be taken during severe weather conditions.
2. Checklist—Communications Coordinator
Systematic list of actions to be taken during severe weather and power outages.
3. Checklist—Electric Outages Asst. City Manager
Systematic list of actions to be taken during power outages.
4. Checklist-- Weather Alert Notification—front desk
Systematic list of actions to be taken by City Hall receptionist, Community Services and City Manager's office after NOAA weather alert is received.
5. Checklist—Weather Alert notification procedure---Public Works
Systematic list of actions to be taken by PW clerks and management after NOAA weather alert is received.
6. Checklist—P+G Storm Management Plan
Systematic list of actions to be taken in anticipation of severe weather event.
7. Checklist—Chief Mechanic
Systematic list of actions to be taken in anticipation of severe weather event.
8. Emergency Contact List—Management
Work/home/cell numbers and email addresses.
9. Emergency Contact Lists—Streets
Work/home/cell numbers and email addresses.
10. Emergency Contact Numbers---External
Contact information of external emergency management partners.
11. CERT call list
Contact information of CERT members for call-out.
12. Red Cross Volunteers
Contact information of Red Cross trained volunteers for call-out.
13. Shelter operations personnel
Contact information of shelter trained volunteers for call-out.
14. City locations
Detailed reference list of City-owned properties.

15. Water Plant—emergency plan (copy in file)
Detailed emergency plan for Water Plant.
16. Waste Water—emergency plan (copy in file)
Detailed emergency plan for Waste Water Plant.
17. Facility Security
Overview of security policy and responsibilities.
18. Lighting truck City Vehicle 26 operating instructions
Step-by-step operating instructions for Vehicle #26.
19. Evacuation
Instructions and routes for evacuations.
20. Pet Friendly Hotels
List of pet friendly hotels.
21. CERT Groups
Contact list of local CERT groups.
22. Supplies Inventory
Inventory of shelter/related supplies kept in Emergency Management supply office.