

Presented by: The Manager  
Introduced: 09/12/2016  
Drafted by: A. G. Mead

**RESOLUTION OF THE CITY AND BOROUGH OF JUNEAU, ALASKA**

**Serial No. 2766**

**A Resolution Adopting the Emergency Operations Plan for the City and Borough of Juneau, and Repealing Resolution 2219.**

WHEREAS, CBJ 03.25.040(b)(10) provides that the Assembly shall adopt a civil defense plan by resolution; and

WHEREAS, AS 26.23.060(e) provides that each political subdivision shall ensure that a written local disaster emergency plan for its area is prepared, maintained, and distributed to all appropriate officials; and

WHEREAS, a basic emergency operations plan has been drafted and circulated to all CBJ departments and to all agencies identified as having a potential role in a disaster emergency; and

WHEREAS, comments on the draft plan were received, compiled, and discussed by the CBJ emergency management team, which includes the City Manager, Deputy Manager, Fire and Police Chiefs, Public Works Director, Safety Officer, and Emergency Management Coordinator; and

WHEREAS, the City and Borough is striving to be prepared for any disaster emergency that may occur; and

WHEREAS, it is in the best interests of the citizens of the City and Borough of Juneau that an emergency operations plan be adopted and implemented.

NOW, THEREFORE, BE IT RESOLVED BY THE ASSEMBLY OF THE CITY AND BOROUGH OF JUNEAU, ALASKA:

**Section 1.** The CBJ Basic Emergency Operations Plan, dated September 2016, attached as Exhibit A, is hereby adopted. Copies of Resolution No. 2766 including Exhibit A - CBJ Basic Emergency Operations Plan, shall be distributed to the Alaska Division of Emergency Services, and other appropriate agencies.

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**Section 2. Effective Date.** This resolution shall be effective immediately after its adoption.

Adopted this 12<sup>th</sup> day of September, 2016.

  
\_\_\_\_\_  
Kendell D. Koelsch, Mayor

Attest:

  
\_\_\_\_\_  
for Laurie J. Sica, Municipal Clerk

**City and Borough of Juneau**  
**Emergency Operations Plan**  
**September 2016**



## Letter of Promulgation

To All Recipients:

Transmitted herewith is the Emergency Operations Plan for the City and Borough of Juneau (CBJ), adopted by the CBJ Assembly on September 12, 2016.

This Emergency Operations Plan provides the framework to guide the CBJ's response during an emergency to save lives, alleviate suffering, minimize property and environmental damage, and to provide a recovery effort that restores the community to a pre-disaster state of normalcy. The plan conforms to the National Response Plan, and the National Incident Management System.

This plan supersedes the CBJ Emergency Operations Plan dated July 15, 2003.

## Emergency Operations Plan

The plan will be reviewed annually and updated as required.

**Table 1: Record of Changes**

Change Number	Date	Subject	Entered By

Revised pages will be dated and marked to show where changes have been made. Each plan holder shall maintain a record of revisions.

**Table 2: Record of Distribution**

Administration	Emergency Operations Center
City Manager	Finance
Deputy City Manager	Fire / Rescue
Clerks	Harbors
Emergency Programs	Law
Lands and Resources	Library
Management Information Systems	Mayor
Risk Management	Parks and Recreation
Special Projects	Personnel
Airport	Police Department
Assembly	Port
Bartlett Regional Hospital	Public Works and Engineering
Community Development	Schools
Eaglecrest	

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## **Purpose**

The purpose of the City and Borough of Juneau's (CBJ) Emergency Operations Plan (EOP) is to provide guidelines and principles for planning, managing, and coordinating the activities of the CBJ government before, during, and after major emergencies and disaster events. Specifically, the plan is intended to:

- a. Provide a single comprehensive plan for coordinating disaster or emergency response and recovery services, using all available resources for the protection of lives, property, and the continuance of government.
- b. Assign emergency management responsibilities and tasks to CBJ departments and personnel for emergency and disaster response operations.

## **Execution**

This plan is in effect at such time as:

- a. An emergency or disaster occurs or is imminent.
- b. The City Manager requests appropriate City Departments or personnel to perform emergency operations in response to a hazard / incident that has the potential for becoming an emergency or disaster.
- c. An emergency or disaster is declared by the City Manager.

## **Situation and Assumptions**

### **Situation**

1. The City and Borough of Juneau has a population of approximately 32,000 and is the capital of Alaska. There are no road or rail links connecting Juneau with other communities. The community is served by an all-weather international airport and the Alaska Marine Highway Ferry System.
2. Juneau is vulnerable to numerous hazards including avalanches, earthquakes, high winds, floods, landslides, and severe weather. Other disaster situations could develop from hazardous materials incidents, fire conflagration, major transportation accident, utility failure, Salmon Creek Dam failure, disease and epidemics, and acts of terrorism.
3. Juneau has no mutual aid agreements with other jurisdictions. A number of state and federal agencies are located in Juneau and may, depending on circumstances, be able to assist in disaster response. There is a statewide mutual aid agreement which may be called upon in the request for assistance. The Juneau Department of Public Works and Engineering is also a member of AK Warn, a water and wastewater mutual aid agreement.
4. Following a major disaster, state and federal assistance response will be delayed due to the geographical isolation and distance from major metropolitan areas. The general public should be prepared to be self-sufficient for the first seven (7) days after an event.

### **Assumptions**

1. An attack, naturally occurring or technological incident will likely occur without warning.

2. Juneau is capable of responding to routine emergency situations (police, fire, EMS) however, a major emergency or disaster may exceed the capacity of one or two response departments to handle alone and will require the CBJ to manage resources to provide an efficient response. Such situations of broad scope and complexity require the implementation of this EOP.
3. Telephones and cell phones will be either inoperable or circuits will be saturated; additionally, internet and email will be degraded.
4. Some roads and bridges will be impassable and all forms of transportation will be slowed.
5. Electrical power disruptions will occur, vital facilities will be affected and disaster response efforts impaired.
6. State of Alaska and / or Federal assistance will take several hours to several days to mobilize and arrive in Juneau. The CBJ must be prepared to carry out disaster response and short-term recovery operations on an independent basis for 72 – 96 hours.
7. During an emergency, government will continue to function to the best of its abilities. However, in some instances, day to day functions that do not contribute directly to resolving the emergency may be suspended for the duration of the emergency, with the personnel that would normally be required for those functions redirected to the accomplishment of emergency tasks.
8. Local government officials will become familiar with this plan, their role during a disaster, and will execute their assigned responsibilities when requested.
9. Disaster management is a partnership between local, state, and federal governments along with the private sector. Each governmental body has certain duties and responsibilities in this partnership. When the City Manager declares a disaster, the CBJ will respond as outlined in this plan to protect people and property from the consequences of disasters. When the response required exceeds the CBJ's capabilities, assistance will be requested from the State of Alaska through the State Emergency Operations Center at (907)428-7100. The Incident Commander, Emergency Programs Manager, or Incident Commander designee may make the request on behalf of CBJ. If the magnitude of the disaster exceeds the State of Alaska's capabilities, the Governor will request assistance from the Federal Government.

## **Concept of Operations**

Responsibility for emergency planning and disaster response lies first with individuals and head of households. When individuals and families cannot respond effectively, local response agencies, and government will take charge of actions to protect lives, property, and resources. If local capabilities are exceeded, then state and federal assistance may be requested as outlined in Section C below.

## **General Readiness Conditions**

1. Some emergencies follow a recognizable build-up period during which actions can be taken to achieve a state of maximum readiness. The event or the EOC may transition through five stages (green, blue, yellow, orange, and red) of operational readiness as outlined below. The City Manager shall set any readiness condition beyond Green.

2. The United States Coast Guard (USCG) operates under Maritime Security (MARSEC) Levels 1 – 3 which affect the Port of Juneau; MARSEC levels are determined by the Commandant of the USCG. The MARSEC level which corresponds to CBJ and National Homeland Security levels are noted below.

### **Conditions Green, Blue, Yellow, Orange, and Red**

The following increased readiness conditions, which generally conform to those established by the Office of Homeland Security, will be used as a means of increasing the CBJ's alert posture:

1. Green (Low): Ordinary, day to day posture; the EOC is in a non-activated status. Corresponds to MARSEC Level 1.
2. Blue (Guarded): Condition Blue denotes a situation that leads to a higher degree of readiness that is normally present. The City Manager and the Emergency Programs Manager are notified, the Emergency Programs Manager monitors the situation. Corresponds to MARSEC Level 1.
3. Yellow (Elevated): Condition Yellow denotes a situation, which presents a greater potential threat than Blue, but poses no immediate threat to life and property. It may be used in situations such as severe weather watches, or deterioration in the international situation. The City Manager and the Emergency Programs Manager are notified. The Emergency Programs Manager will assure that the EOC is in a state of readiness and monitor the situation. Corresponds to MARSEC Level 1.
4. Orange (High): Condition Orange signifies that a situation with a significant potential and probability of causing loss of life and/or property exists. This condition requires some degree of warning for the public. The Emergency Programs Manager will ready the EOC and the City Manager will determine who will be working at the EOC and who will be put on stand-by. All departments will review their emergency procedures and supplies and will initiate contacts as necessary to confirm procedures. If related to a terrorist activity, the Juneau Police Department (JPD) will advise the City Manager on restricting access to CBJ offices and facilities, or if there is a need for additional law enforcement support. The public will be asked to be ready to implement family emergency plans. Volunteer agencies will be contacted to make sure they are ready to respond if needed. Corresponds to MARSEC Level 2.
5. Red (Severe): Condition Red signifies that an event is imminent or has occurred. The EOC will be fully activated and staffed. If related to a terrorist activity, public alerts will be broadcast. The Juneau Police Department will advise the City Manager as to the advisability of closing CBJ offices or facilities. All departments will be ready to carry out their emergency responsibilities. Corresponds to MARSEC Level 3.

### **Emergency Declarations**

1. City and Borough of Juneau: If the City Manager determines a disaster emergency is imminent or has occurred, they will request the City Assembly to issue a local emergency declaration. The City Manager may, in the absence of the Assembly, declare a local state of emergency with the action being subject to confirmation by the Assembly (Section 3.12 City Charter).

- a. A declaration of a State of Emergency activates the response and recovery aspects of this EOP and constitutes authority for the deployment and use of emergency procedures and assets.
  - b. When an emergency declaration is issued, the Mayor assumes the powers conferred by law upon peace officers and may exercise such powers to prevent disorder, preserve the public peace and health, and to provide for the safety of persons and property.
  - c. In response to a public emergency, the assembly may enact emergency ordinances.
2. State of Alaska: The Governor of Alaska has the authority to declare a regional or statewide emergency if an event or series of events occurs that impacts a region of the state or entire state. This declaration allows the state to mobilize state assets to assist the state and communities in need. The City Manager may request the Governor of Alaska declare a disaster or emergency if the City Manager finds that effective response to the event is beyond local response capabilities.
3. Federal Government: The President of the United States has the authority to declare a Federal Disaster or Incident of National Significance. This declaration allows the Federal Government to mobilize federal assets to assist states and communities in need. A Governor may request the President declare a major disaster or emergency if the Governor finds that effective response to the event is beyond the combined response capabilities of the state and affected local governments.

### **Emergency Operations Center Activation**

- a. Consideration should be given to activate the EOC whenever a situation develops where significant media interest may be generated, where the incident commander may require logistical support from other departments or the state, or where competition for existing resources may occur. The EOC may be activated by the City Manager, Deputy City Manager, or Emergency Programs Manager; the activating individual will call the JPD Communications Center at 907-500-0600 to inform them of the activation; in emergency situations, the identified personnel may call 911 if needed.
- b. EOC activation may occur in three levels, each described below:
  - i. Level I Activation: Implemented before an emergency where there is forewarning of an impending situation. Level I pertains primarily to the Emergency Programs Manager who will monitor the situation and report to the City Manager.

The Emergency Programs Manager may take preliminary steps to ready the EOC for operational use. They will notify the City Manager and upon consultation determine which CBJ department heads and support organizations may be called upon during an emergency response.

- ii. Level II Activation: Implemented when a situation requires EOC coordination to manager resource allocation, media relations, or settle policy issues.

Level II staffing levels will be adjusted to match the demands of the immediate situation. Initial notification will typically include the following members of the EOC Incident Management Team, or those designated by the City Manager:

- City Manager – Incident Commander
- Emergency Programs Manager – Incident Command Support
- Police Chief – Operations Section
- Fire Chief – Operations Section
- Public Works and Engineering Director – Operations Section
- Parks and Recreation Director – Logistics Section Chief
- Community Development Director – Planning Section Chief
- Finance Director – Finance Section Chief
- Clerk’s Office – Public Information Officer
- Legal Officer

- iii. Level III Activation: Level III Activation is generally reserved for those situations when a major event has or is expected to exceed the CBJ’s ability to effectively respond. Level III staffing levels will be adjusted to match the demands of the immediate situation. The full CBJ Incident Management Team will report to the EOC.

- City Manager
- Emergency Programs Manager
- Clerk’s Office
- Safety Officer
- Legal Officer
- Liaison Officer
- Operations Section Chief
- Planning Section Chief
- Finance / Administration Section Chief
- Logistics Section Chief
- Branch Directors
- Unit Leaders
- Senior Representation from Bartlett Hospital
- American Red Cross Representation
- Unified Command Representatives

c. Notifications

- i. Dispatch: Upon notification of an occurrence of a serious event, serious threat to the community, or a request to activate the EOC, dispatch shall notify the following:
  - Emergency Programs Manager

- City Manager
  - Police Chief (through chain of command)
  - Fire Chief
- ii. The Emergency Programs Manager will notify:
- City Manager
  - Incident Management Team members
  - Bartlett Regional Hospital
  - American Red Cross
  - Alaska Division of Homeland Security and Emergency Management
  - Unified Command staff
- iii. Section Chiefs shall notify subordinate staffs they determine are necessary to address the situation.
- iv. City Manager will notify the Mayor
- v. The Mayor will report to the EOC and is responsible for notifying the Assembly members.
- vi. The Assembly will assemble in the assembly chambers or other area as designated by the Mayor.

## **Command and Control**

### **Incident Command System**

The National Incident Management System (NIMS) is the federally mandated method for managing emergency response activities within the United States. The CBJ has adopted NIMS and utilizes the Incident Command System (ICS) as the organizational tool for emergency response. The Incident Command System is a standardized system allowing personnel from different agencies and geographical locations to rapidly incorporate into a common management structure.

ICS is scalable to the emergency situation and allows operations to expand or contract to manage proper span of control. In larger events, the ICS field structure may be supplemented by the activation of a local or state Emergency Operations Center. The Incident Commander is the individual responsible for the overall management of incident operations.

Unified Command may be established to ensure a coordinated multi-agency response when there is more than one agency with jurisdictional authority. Agencies and the responsible party work together to develop a common set of objectives, strategies, and to develop a single Incident Action Plan.

## Field Operations Incident Command

The determination of which department will assume Incident Command for a particular incident is based upon several factors. Generally, the department with the primary resources committed to the incident response will supply the Incident Commander; however, if there is significant response from another department within CBJ, a Deputy Incident Commander may be considered. The chart below depicts expected assumption of Incident Command based upon the emergency (note, in large incidents with an operational EOC, the City Manager will be the Incident Commander).

**Table 3: Designated Incident Commander by Incident Type**

Type of Emergency	Incident Command
Airport / Aircraft Incident	Fire Department/ Airport/ RP
Avalanche	Fire Department / Public Works and Engineering
Dam Failure	Fire Department
Earthquake	Fire Department
Epidemic/Biological Events	Hospital / Public Health
Energy Shortage	Public Works and Engineering
Explosion	Fire Department / Police
Flooding	Fire Department/ Public Works and Engineering
Fire	Fire Department
Hazardous Materials	Fire Department
Landslide	Fire Department / Public Works and Engineering
Severe Weather	Public Works and Engineering
Terrorist Activity	Police / Fire
Tsunami	Police
Water/Utility Failure	Public Works and Engineering
Weapons of Mass Destruction	Police / Fire

Upon arrival at the incident scene, the highest ranking first responder will assume the role of Incident Commander. The command may transfer to the most senior qualified official from the lead department upon their arrival at the scene. Any disagreement or uncertainty on the part of the responders over which department shall assume Incident Command will be resolved by immediate referral to the City Manager or Emergency Programs Manager. The priority for the Incident Command shall be life safety and the preservation of property.

## Emergency Operations Center

The primary EOC for CBJ is located in the Juneau Police Department, 6255 Alaway Avenue. The alternate EOC is located at the Capital City Fire Rescue Glacier Fire Station, 1700 Crest Avenue.

The EOC is the central location for coordinating emergency management activities in support of the tactical operation forces in the field. The EOC sets goals and develops the incident action

plan, provides logistical support, coordinates resources, provides legal and operations safety expertise, and liaisons with other agencies throughout the duration of the event. In addition to supporting tactical operations, common EOC tasks include but are not limited to:

- Maintaining an overarching perspective of the situation, anticipating requirements, and providing necessary resources.
- Assembling accurate information on the emergency situation and current resource data to allow officials to make informed decisions on courses of action.
- Providing information, warnings, and emergency instructions to the general public through release of official emergency information bulletins using all available media resources.
- Determining the priority of required response actions and coordinating their implementation.
- Suspending or curtailing government services and recommending the closure of schools and businesses.
- Organizing evacuations and shelter arrangements for evacuees in cooperation with the American Red Cross.
- Coordinating donations and volunteers.
- Forecasting long-term response and recovery needs.
- Evaluating the scope of the disaster and structuring recovery efforts.
- Documenting the incident expenditures to maximize the reimbursements and assistance both CBJ and residents will receive.

## Organization

Using ICS as the management tool, the EOC is organized into five (5) functional areas: Command, Operations, Planning, Logistics, and Finance / Administration. The sections may be further divided into branches, groups, and units (Figure 1). The structure is intended to be flexible and should be tailored by the Incident Commander and the Section Chiefs to meet the demands of the situation.

The Command Staff positions include the Incident Commander, Legal Officer, Public Information Officer, Liaison Officer, and Safety Officer. The City Manager or their designee will serve as the Incident Commander and is responsible for implementing policy directives and has overall management responsibility for the incident.

There are four Sections within the EOC: Operations, Planning, Logistics, and Administration / Finance.

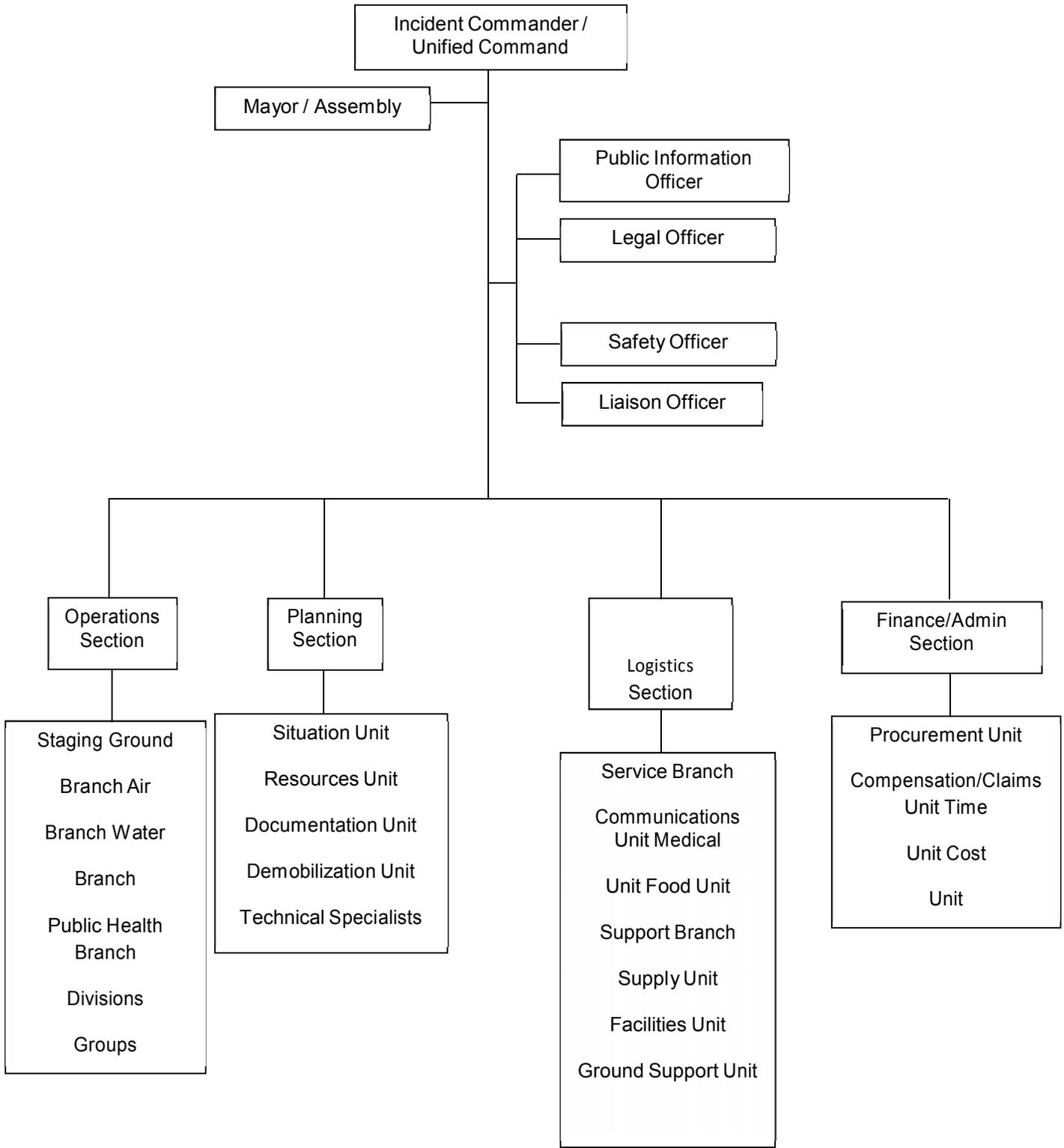
The Operations Section is responsible for operational command and coordination of response assets. It maintains oversight over field activities to resolve duplications of effort or conflicts. Each branch of the Operations Section (Fire and Rescue, Law Enforcement, Public Works and Engineering, Health / Medical) is responsible for maintaining regular communication with its counterparts in the field.

The Planning Section collects, evaluates, disseminates, and documents information about the incident and status of resources. It develops the Incident Action Plan, compiles damage assessment reports, and develops demobilization and recovery plans. The CBJ Community Development Director serves as the Planning Section Chief.

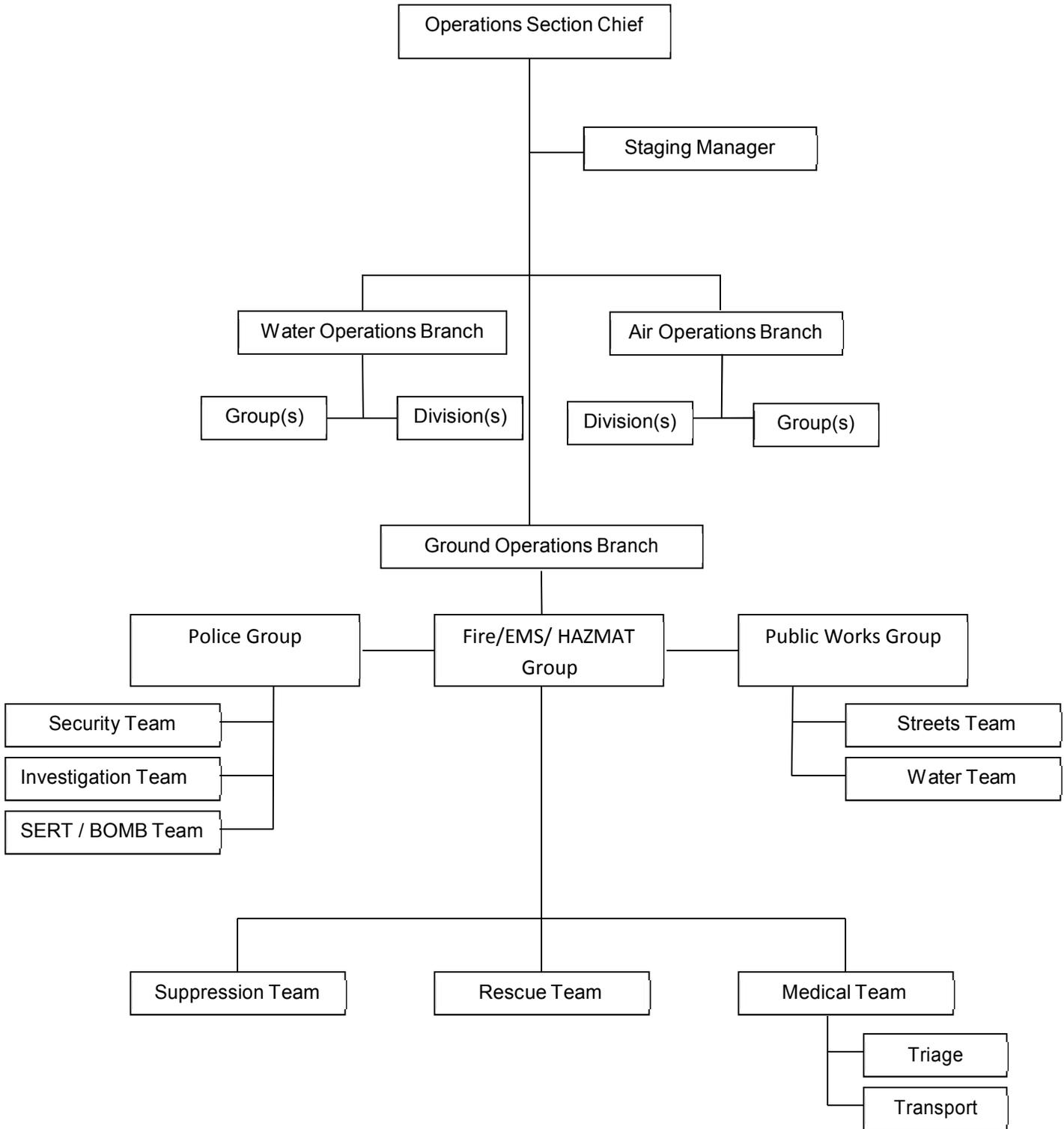
The Logistics Section within the EOC is responsible for providing all support needs to the incident site, and will order all resources and provide facilities, supplies, and services. The Logistics Section also includes the communications branch, shelter and mass care branch, donations and volunteer's branch, and the transportation branch. The CBJ Parks and Recreation Director serves as the Logistics Section Chief.

The EOC Finance / Administration Section is responsible for purchasing, cost accounting, personnel, and related administrative functions. This section is also responsible for administering the post-disaster individual and public assistance programs. The CBJ Finance Director will serve as the Finance / Administration Section Chief.

**Figure 1: Emergency Operations Center Organizational Chart**



**Figure 2: Emergency Operations Center – Operations Section Organizational Chart**



**Figure 3: Emergency Operations Center – Planning Section Organizational Chart**

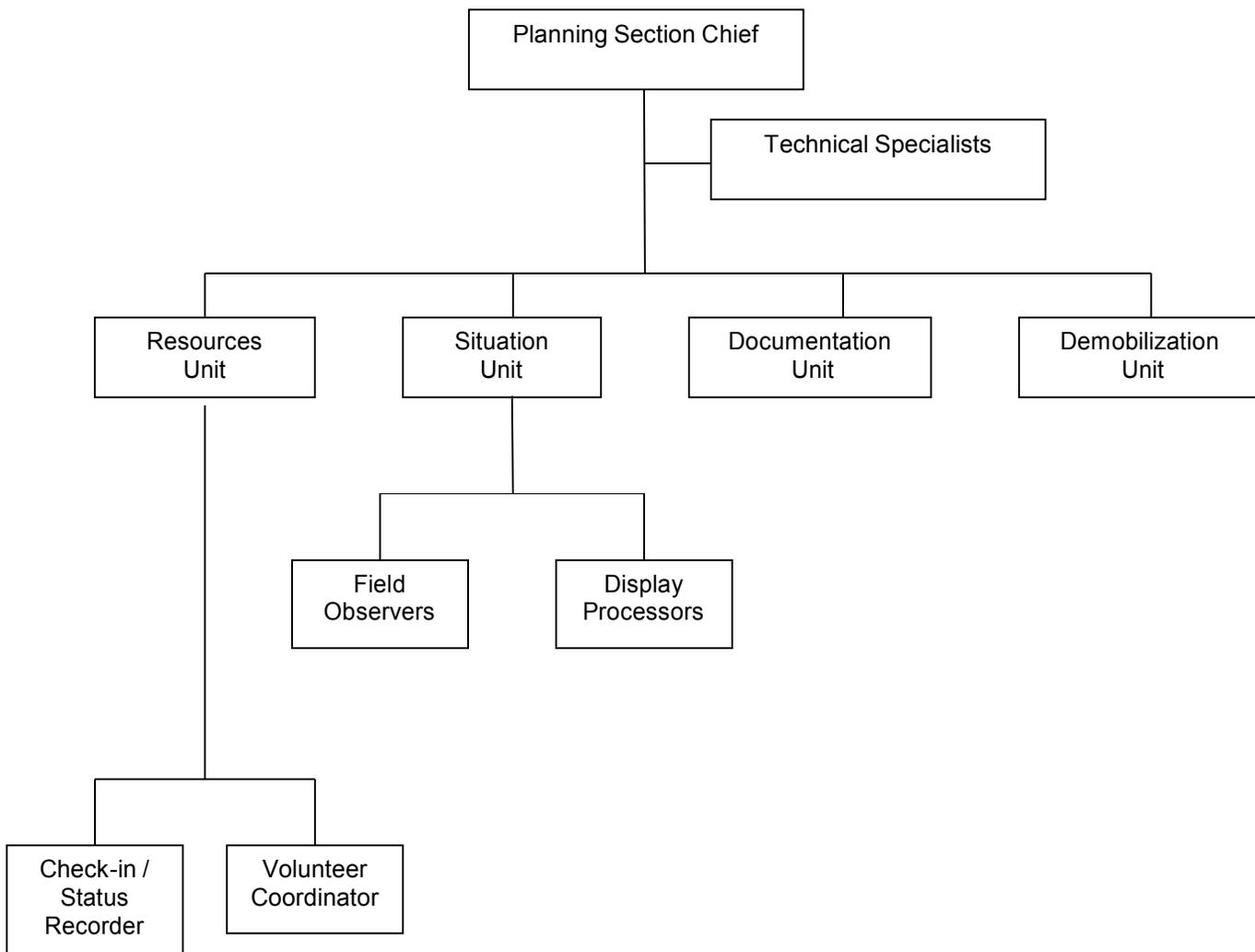


Figure 4: Emergency Operations Center – Logistics Section Organizational Chart

**Figure 4**  
**Emergency Operations Center**  
**Logistics Section**  
**Organizational Chart**

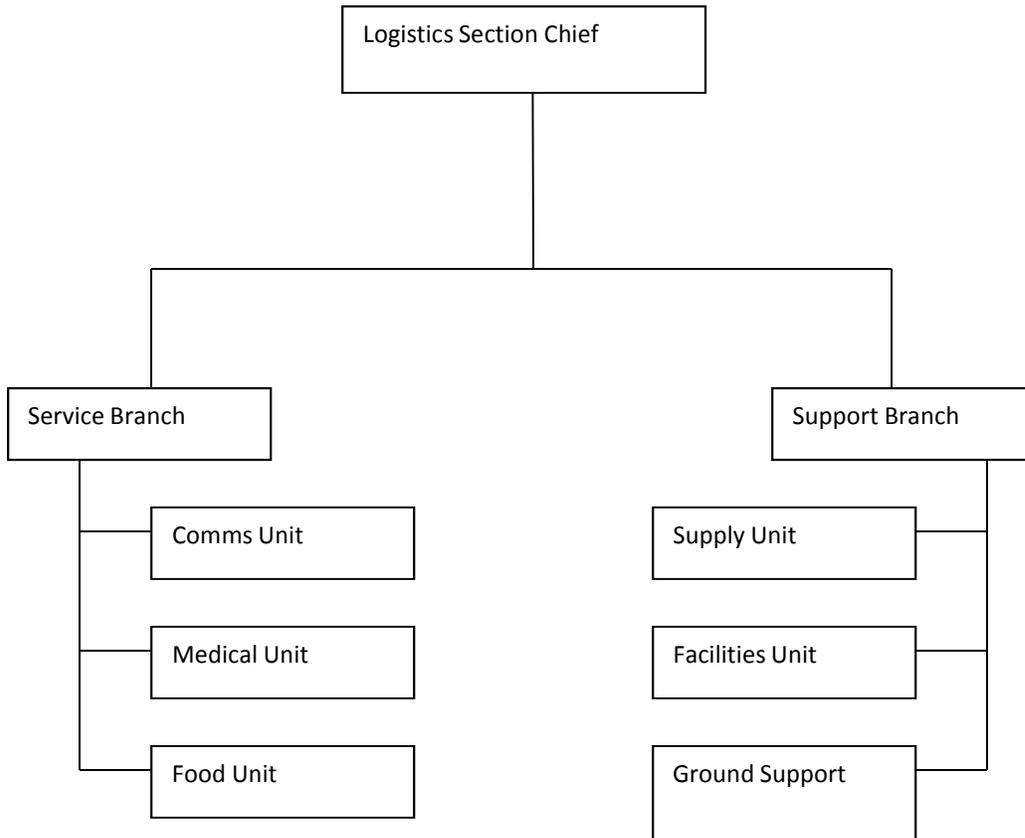
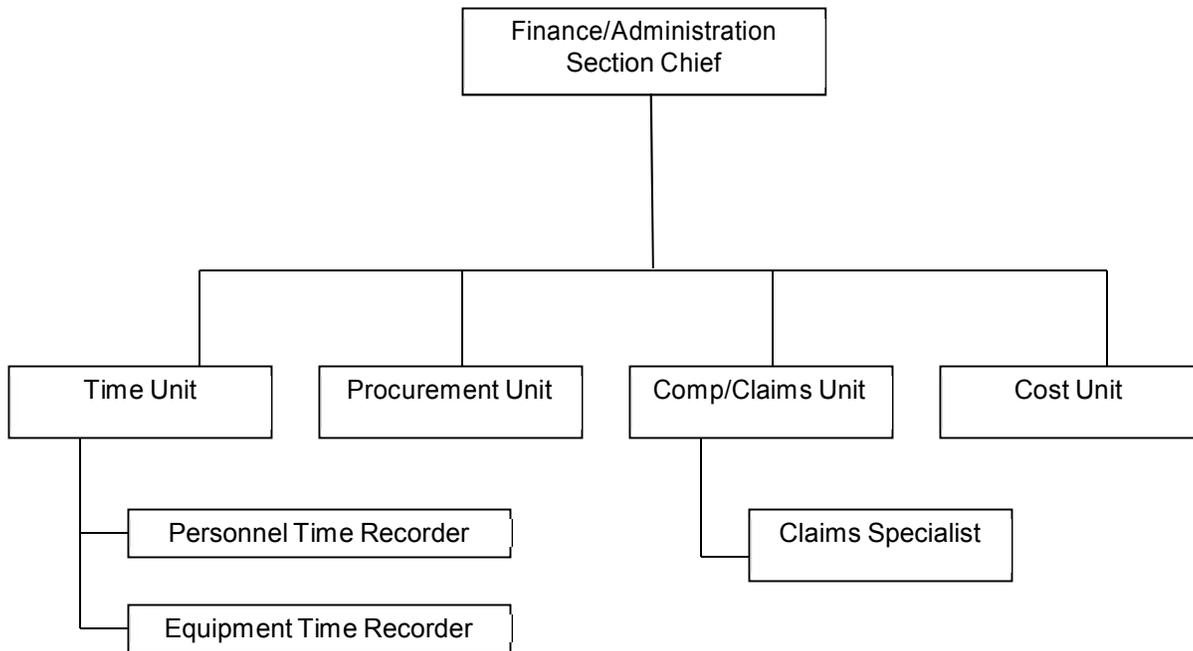


Figure 5: Emergency Operations Center – Finance / Administration Section Organizational Chart



## **Organizational Responsibilities**

### **General**

The City Manager is the civil defense director and Emergency Manager for the CBJ and is responsible for assuring that coordinated and effective emergency response systems are developed and maintained within the CBJ. That responsibility may be delegated to the Emergency Programs Manager.

All CBJ employees should be aware that they may be called upon to execute disaster duties. Similarly, all departments and divisions not assigned a specific function in this plan should be prepared to make their resources available for emergency duty at the direction of the City Manager. Recalled CBJ personnel will normally perform EOC functions and emergency activities closely related to their routine job.

### **Non-CBJ Response Agencies and Organizations**

The following guidelines apply to the resources of other agencies and entities aiding the city during a disaster.

- i. Overall command of the disaster response lies with the Incident Commander from the CBJ unless a Unified Command has been established.
- ii. Outside resources (such as state personnel or the National Guard 103<sup>rd</sup> Civil Support Team) will work within the CBJ's ICS structure but under the direct supervision of their team leaders.
- iii. Outside resources will notify the EOC of any unsafe practices that threaten their health and safety. Noted unsafe operation practices will be addressed in the field at the time of the incident and reported to the CBJ Safety Officer at the EOC.

### **Logistical Support for Non-CBJ Resources**

The CBJ is responsible for providing supplies and services such as food, shelter, additional personal protective equipment, and gasoline to support all personnel providing assistance within the ICS structure.

### **Common Responsibilities for all CBJ Departments**

- i. Mitigation
  1. Identify and document opportunities and initiatives that are beneficial to the community and reduce the threat of property losses or personal injury. Forward these to the Emergency Management Coordinator for inclusion in the CBJ mitigation plan.
  2. Proactively, and in coordination with the Emergency Programs Manager, seek grant opportunities for mitigation projects and programs.
  3. In the event of a disaster, be alert for mitigation actions to incorporate into the recovery plan as a way to lessen the effects of future disasters.
  4. Seek emergency back-up power for all critical systems.

ii. Preparedness

1. Develop, practice, and maintain internal procedures and standard operating procedures to be followed during an emergency response operation.
2. Create and maintain a department 'calling tree' for notification; provide a copy to the Emergency Programs Manager.
3. Identify a specific chain of command and back-up personnel within the department. List the names and contact information and provide this information to the Emergency Programs Manager.
4. Ensure department employees are provided with individual and family preparedness information.  
<http://dhss.alaska.gov/dph/Emergency/Pages/prepared/family.aspx>
5. Ensure employees with emergency responsibilities are familiar with and able to perform each function.
6. Conduct periodic drills to test employee readiness to implement the department emergency procedures.
7. Participate in the CBJ's disaster exercises.
8. Ensure that employee job descriptions reflect their emergency duties.
9. Inventory all available department emergency resources. Report this information to the Emergency Programs Manager and the Parks and Recreations Director (Logistics Section Chief).
10. Ensure communications capability with the EOC.
11. Prepare to provide internal logistical support to department operations during the initial emergency response phase. Stock adequate emergency supplies to support employees who may be on duty for extended periods of time.

iii. Response

1. Upon receipt of an alert or warning, initiate notification actions to alert employees on assigned response duties.
2. Upon receipt of a warning of impending disaster or notification of disaster, as appropriate and according to guidelines developed by the City Manager, the Department Director will:
  - a. Suspend or curtail normal business operations
  - b. Recall essential off-duty employees
  - c. Release non-critical employees
  - d. Secure and evacuate departmental facilities
3. Keep the EOC informed of field activities and maintain a communications link to the EOC. Report damages and status of critical facilities to the EOC.
4. Activate a control center to support and facilitate department response activities.
5. EOC responders will work together within the organizational structure of the EOC to perform the roles called for under the Incident Command System and will

work to ensure information is shared with other sections, the Public Information Officer, and the IC.

6. Submit reports to the EOC detailing department emergency expenditures and obligations.
7. CBJ Departments and divisions not assigned a specific functions in this plan must be prepared to make their resources available for emergency duty at the direction of the City Manager.

iv. Recovery

1. Resume normal business activities as soon as possible.
2. Assign employees as requested to long-range recovery efforts.

FUNCTION	(Reserved for future use)																			
	EOC/Direction & Control	Alert & Warning	Communications	Emergency Public	Evacuation	Shelter & Mass Care	Fire & Rescue	Law Enforcement	Hazardous Materials	Public Works	Damage Assessment	Utilities	Administrative and	Hazard Mitigation	Personnel Services	Health & Medical	Transportation	WMD/Terrorism	Legal	
	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
City Department																				
City Manager	P	C	C	C	C	C	C	C	C	S	S	C	C	C	C	S	C	C	S	
Emergency Programs	S	C	P	C	C	C	C	C	C	C	C	C	C	C	C	P	C	C		
Airport	S	S	S				S			S	S									
Police	S	P	S	S	P		S	P	S		S			S		S	S	P		
Fire/EMS	S	S	S	S	S		P		P		S			S		S		P		
Public Works and Engineering	S	S	S		S		S		S	P	P	P		S			S	S		
Risk Management	S						S	S	S		S			S	S	S		S		
Personnel	S				S	S							S		P					
Community Development	S			S	S						S			S			S			
Parks & Recreation	S	S	S	S	S	P <sup>1</sup>				S	S		S	S			S			
Finance	S										S		P	S						
Transit/Transportation	S				S	S									S		P			
City Clerk	S	S		P	S															
Law	S							S					S	S					P	
Bartlett Hospital	S								S							P		S		
Eaglecrest	S	S			S					S	S									
Harbors	S	S			S		S	S		S	S									
Library	S	S	S	S		S														
Volunteer Organizations																				
Red Cross						P <sup>1</sup>									S					
CERT		S		S	S		S			S	S									
ARES			S								S									

P = Primary responsibility. In charge of this response area.

C = Coordination responsibility. Coordinate the efforts of the support groups assisting the person in charge of the area.

S = Support responsibility. Support to the department in charge of this area.

1 = Under Federal Charter, the ARC is responsible for Mass Care. The CBJ will coordinate mass care efforts of Red Cross, Salvation Army, and others, and facilitate delivery of disaster assistance.

## **Specific Responsibilities by Position or Department**

### **v. Assembly**

1. Approve disaster declarations, orders, and regulations.
2. Approve issuance of formal requests to the governor's office for state or federal assistance.
3. Through the Mayor, provide policy and political guidance to the IC.
4. Determine funding source for authorized emergency expenditures.
5. Authorize and approve post-disaster recovery operations.

### **vi. Bartlett Regional Hospital**

1. Provide medical care.
2. Provide situation reports to the Planning Section
3. Provide a representative to the EOC when requested or when notified of Level III Emergency.
4. Re-supply field units with consumable medical supplies as able.
5. Coordinate public information releases with the Public Information Officer.
6. Provide tactical Incident Commander in epidemics or similar health emergencies centered in the hospital.

### **vii. City Clerk's Office**

1. Act in the capacity of the Public Information Officer.
2. Develop and maintain a network of Public Information Officers (PIO's) in the community to assist in extended emergency situations.
3. Establish and maintain the Joint Information Center.
4. Provide media briefings and disseminate information to the public.
5. Provide information updates to the Incident Commander, Mayor, and EOC staff.

### **viii. City Manager's Office**

1. Provide a representative to the EOC Planning Section.
2. Assist with document preparation in the EOC.
3. Maintain event log for the EOC.
4. Assist in recovery through transcribing and compiling chronological logs of all incidents and activities.

### **ix. Community Development Department**

1. Act in the capacity of the Planning Section Chief.
2. Develop policies for approval of emergency stabilization work necessary to protect life or property. Coordinates with the Public Works and Engineering Department on design, review, and approval of emergency stabilization efforts.
3. Develop policies for emergency permit processing and inspections for repair, demolition, and reconstruction work following a disaster.

4. Prepare electronic and hard copy maps for use during a disaster situation. Assist in providing redundancy of files and programs at the EOC.
5. Participate in damage assessment, conduct inspections of damaged buildings, and tag inspected buildings as safe or dangerous.
6. Assist with gathering, displaying information for planning, transportation, damage assessment, and public information.
7. Assist in the preparation of recovery plans including acquisition of grants.
8. Assist in the restoration of economic activity.

**x. Emergency Programs Manager**

1. Immediately notify the City Manager of potential emergency situations; recall other CBJ personnel in Level II and Level III emergencies as required.
2. Act in the capacity of the Planning Section Chief or Operations Section Chief if requested by the Incident Commander.
3. Assist and serve as an advisor to the Incident Commander as needed.
4. Assist in the coordination of all disaster recovery functions.

**xi. Finance**

1. Act in the capacity of the Administration / Finance Section Chief.
2. Provide representatives to the EOC Finance Section as required.
3. Implement emergency purchasing procedures as necessary.
4. Preplan with outside financial institutions to develop an emergency cash flow system.
5. Establish MOU's with vendors to expedite the 24-hour emergency procurement for items such as fuel, food, and equipment.
6. Maintain a system (single cost center) whereby incident costs are identified and accumulated for state and federal reimbursements.
7. Prepare emergency purchase orders and requisitions, facilitates emergency purchases, contracting, and acquisition of materials and equipment.
8. Ensure the CBJ payroll system is ready to hire, keep time records, and pay employees during an emergency.
9. Provide input in EOC incident planning sessions on cost considerations.
10. Evaluate the effects of damage on tax base, bond ratings, and insurance rating for long-range recovery planning.
11. Prepare long range financial projections, taking into consideration the disaster impacts to plan for future service levels of funding availability.
12. Assist in determining dollar amount of damage.

**xii. Fire Department**

1. Acts as the tactical Incident Commander for fire, explosion, aircraft, avalanche, dam failure, flooding, and hazardous materials incidents. The FD will work in conjunction with JPD at potential weapons of mass destruction scene.

2. Provide a senior representative to act in the capacity of Operations Section Chief; staffs the fire branch.
3. Perform response operations for emergency medical care, fire-fighting, and search and rescue.
4. Initiate evacuation orders as required, as authorized under AS 18.70.075 and AS 18.70.090.
5. Assist in providing emergency warnings.
6. Assist with the initial damage assessment as available.
7. Notify the EOC on the status of critical incidents.

xiii. **Harbor Department**

1. Provide a representative to the EOC as required.
2. Maintain port operations and access as able.
3. Coordinate available water transportation assets as requested by the EOC.
4. Provides situation reports and assists in damage assessment.

xiv. **Juneau International Airport**

1. In airport / aircraft disaster, the Airport Manager (or designee) participates in the on-scene Unified Command.
2. Provides a representative to the EOC as required.
3. In airport / aircraft disaster, provide on-scene logistical support (personnel and equipment) to the tactical Incident Commander (fire department / law enforcement).
4. Cooperate with the Incident Commander and Federal Aviation Administration (FAA) to maintain or re-establish airport operations.
5. Provide situation reports to the EOC.

xv. **Juneau Public Libraries**

1. Provide a representative to the EOC Public Information Section.
2. Ensure CBJ web server is secure.
3. Serve as the central point for distribution of information regarding emergency response and disaster recovery, both in preparation for a crisis along with during and after a crisis.
4. Coordinate web posting of public information bulletins for Juneau citizens.

xvi. **Juneau School District**

1. In a school emergency, ensure the safety of students and staff; reunite students and parents / guardians.
2. Provide a representative to the EOC as required.
3. Provide resources as able, i.e. busses, nursing services, food service, counseling services, and custodial services.
4. Provide school facilities for shelter and feeding.

5. Provide situation reports to the EOC from schools and field observations of bus drivers and school personnel.

xvii. **Lands Division**

1. Act in the capacity of the Liaison Officer.

xviii. **Law Department**

1. Act in the capacity of the Legal Officer.
2. Maintain a resource file of emergency declarations and resolutions.
3. Advise CBJ officials on emergency powers (before, during, and after an emergency), and other matters pertaining to the emergency.
4. Prepare and recommend legislation to implement emergency powers that may be required during an emergency (disaster declarations, curfews).
5. Review and advise city officials on possible legal issues arising from disaster operations.
6. Provide legal advice to department heads on record keeping requirements and other documentation necessary for exercising of emergency powers.

xix. **Mayor / Deputy Mayor**

1. Advise the CBJ Assembly on the nature of the incident.
2. Convene the CBJ Assembly as soon as practical for approval of emergency declarations and disaster relief actions.
3. Liaison with the Incident Commander on behalf of the CBJ Assembly.
4. Monitor the emergency response.
5. In coordination with the Incident Commander and Public Information Officer, act in the capacity of the spokesperson for CBJ.
6. The Deputy Mayor shall be prepared to assume the duties of the Mayor in the Mayor's absence. In long term events, the Deputy Mayor shall be prepared to assume the duties of the Mayor on an alternating shift schedule.

xx. **Management Information Systems (MIS)**

1. Provide a representative to the EOC Logistics Section.
2. Provide laptop computers to the EOC as required.
3. Provide technical assistance in the EOC as needed.
4. Assist the JPD staff in provisioning emergency communications service.

xxi. **Parks and Recreation Department**

1. Act in the capacity of the Logistics Section Chief.
2. Coordinate all facility requests.
3. Provide staff to manage or coordinate with managers of shelters; primarily the American Red Cross.
4. Coordinate with the Gastineau Humane Society for the care of pets and animals.

5. Provide personnel and vehicles to evacuate and relocate records.

xxii. **Human Resources**

1. Provide representatives to the EOC as required.
2. Maintain a current list of employees to assist in disaster response and recovery efforts. The list will include qualifications, special skills, and contact information.
3. Keep a record of staff participation in disaster response and recovery.

xxiii. **Police Department**

1. Act in the capacity of tactical Incident Commander as required.
2. Provide a senior representative to act in the capacity of Operations Section Chief; staff police branch.
3. Advises the Incident Commander on need for curfews, area closures, and other law enforcement considerations.
4. Conduct normal law enforcement functions such as controlling traffic, controlling access to disaster areas, providing security in the area affected, and investigating criminal activity.
5. Initiate evacuation orders when there is an immediate threat to life and safety, and assist or direct evacuation of people at risk.
6. Assist in damage assessment and reporting.
7. Provide liaison with state and federal law enforcement agencies.

xxiv. **Public Works and Engineering Department**

1. Act in the capacity of tactical Incident Commander as required.
2. Provide representative to EOC Logistics Section as required.
3. Provide a representative to the EOC Planning Section to act in the capacity of a technical specialist.
4. Provide Damage Assessment Coordinator to the EOC Operations Section.
5. Activate, assist, and deploy damage assessment teams.
6. Prioritize streets and bridges for reopening and repair; coordinating work projects with CBJ Community Development Department, Transportation Manager, Public Works and Engineering Department, and the Alaska Department of Transportation and Public Facilities.

xxv. **Risk Management Division**

1. Act in the capacity of Safety Officer.
2. Provide on-scene safety office to Incident Commander.
3. Coordinate with OSHA to ensure responder safety.
4. Provide representative to compensation / claims section.

xxvi. **Other Agencies (by Agreement)**

There are many state and federal agencies location in Juneau which may have a role in local disaster response.

1. United States Coast Guard – within mission capabilities and when it does not conflict with USCG priorities, may provide staff, equipment, and logistical support.
2. United States Forest Service – may provide staff, equipment, and logistical support; the Forest Service maintains Mutual Aid Agreements with municipalities for fire-fighting.
3. Transportation Security Administration – may provide personnel to assist in local emergencies with the effectuation of aid agreements.
4. Alaska National Guard – will required activation by the Governor; the National Guard may assist with evacuation operations, search and rescue, transportation of supplies, coordination and conducting aviation operations, security operations, and others.
5. Alaska State Troopers – provide law enforcement, search and rescue, and traffic control in support of CCFJ and JPD; state troopers will liaison with activate volunteer rescue groups.
6. Other State Agencies – the Department of Environmental Conservation, and Transportation and Public Facilities may provide personnel and equipment; the Department of Health provides education, disease prevention and containment, and mass prophylaxis support.

xxvii. **Alaska Electric Light & Power Company**

1. Liaison with the EOC Operations Section; assists with damage assessments and sends a representative to the EOC if requested.
2. Coordinate public information releases with the EOC Public Information Officer.

xxviii. **Amateur Radio Emergency Services**

1. Assists in providing communication linkages between the EOC and emergency incident sites, shelters, out of town agencies, and other critical locations as requested by the Incident Commander.

xxix. **American Red Cross**

1. Provide a representative to the EOC as required.
2. Provide shelter management and feeding at fixed facilities.
3. Provide feeding for emergency workers.
4. Assist in the coordination of volunteers.

xxx. **Chamber of Commerce**

1. Provide a liaison to the EOC.
2. Provide a representative to the EOC as required.

3. Provide information on emergency assistance and recovery programs to businesses.
4. Support documenting of incident information and damage assessment as related to the Juneau business community.
5. Assist in recovery planning.

xxxi. **Salvation Army**

1. Provide emergency assistance to include temporary shelter, counseling, warehousing, and distribution of donated goods.
2. Provide a representative to the EOC as required.

xxxii. **Waste Management**

1. Maintain (as able) the normal collection to minimize potential adverse health impacts.
2. Provide a representative to the EOC as required.
3. Assist with debris management, recommend disposal sites for debris, and assist with debris collection and disposal.

xxxiii. **Citizens**

1. Prepare and maintain individual and family disaster preparedness plans and supplies for up to seven (7) days.
2. Assist emergency response by following disaster instructions and minimizing phone use.
3. Community Emergency Response Team (CERT) volunteers will assist first responders in their neighborhoods to the extent training allows.

## **Glossary**

### **Activation**

Refers to when the emergency management plan has been implemented whether in whole or in part. Also, applies to the process by which a facility is brought up to emergency mode from a normal mode of operations.

### **Alert**

A notification or advisory that an emergency situation has occurred or that a hazard is approaching but is less imminent than implied by a warning message.

### **All-Hazards Plan**

An all-hazards plan is an emergency operations plan (EOP). It recognizes flexibility in disaster and hazards planning and the need to combine hazard specific activities with a core approach that encompasses responses that are appropriate to all hazards.

### **Amateur Radio**

Commonly known as Ham Radio.

### **ARC**

American Red Cross.

### **ARES**

Amateur Radio Emergency Service. A volunteer emergency radio communication service provided by ham radio operators worldwide whenever there is disaster.

### **Backup Position**

A qualified alternative who can fill a response or recovery team position when the primary person is not available.

### **Catastrophic Disaster**

An event that results in large numbers of deaths and injuries; causes extensive damage or destruction of facilities that provide and sustain human needs; produces an overwhelming demand on State and local response resources and mechanisms; causes a severe long-term effect on general economic activity; and severely affects State, local, and private-sector capabilities to begin and sustain response activities.

### **CBRNE**

Chemical, Biological, Radiological, Nuclear or Explosives.

### **CCEPC**

Capital City Emergency Planning Committee, the local emergency planning committee.

**CERT**

Community Emergency Response Team. A team of local citizens, with or without an organizational affiliation, trained in a range of basic emergency response skills and techniques to assist their community in times of disaster or other emergency.

**Chain of Command**

A series of management positions in order of authority.

**Clear Text**

Use of plain language in radio communications transmissions. Ten codes or agency specific codes do not constitute clear text. Example: Instead of saying "10-4", use "okay".

**Command**

The act of directing, managing and/or controlling personnel and resources by virtue of explicit legal, agency or delegated authority.

**Command and Control**

The exercise of authority and direction by a properly designated commander, chief, or director over a staff in the accomplishment of a mission or assignment.

**Command Center**

A facility used for command and control of response and recovery operations. (See also, Emergency Operations Center).

**Command Staff**

An Incident Command System (ICS) term. The Command Staff consists of the Information Officer, Safety Officer, and Liaison Officer. The Command Staff reports directly to the incident commander. In the Juneau Emergency Operations Center, the command staff also includes the Legal Officer.

**Control**

The authority to direct strategic and tactical operations in order to complete an assigned function. "Control" includes the ability to direct the activities of other agencies engaged in the completion of a function. "Control" of an assigned function also carries a responsibility for the health and safety of those involved.

**Damage Assessment**

The process of assessing the physical damages resulting from a disaster or emergency and the resulting recovery time and cost estimates. A damage assessment may also serve as the basis for the Governor's request to the President for a declaration of Emergency or Major Disaster.

**Disaster**

Any occurrence of widespread or severe damage, injury, or loss of life or property resulting from a natural, technological, or manmade incident, including but not limited to earthquake, explosion, fire, flood, high water, hostile actions, mudslide, storms, tidal wave, or other disasters.

**Emergency**

An unexpected situation or event, which places life and/or property in danger and requires an immediate response to protect life and property.

**Emergency Alert System (EAS)**

Formally the Emergency Broadcast System. Consists of broadcasting stations and interconnecting facilities that have been authorized by the Federal Communications Commission to operate in a controlled manner during emergencies.

**Emergency Operations Center (EOC)**

A facility from which management officials exercise direction and control in an emergency or disaster. It is equipped and staffed to provide support in coordinating and guiding emergency/disaster operations. EOCs are activated on an as needed basis.

**Emergency Operations Plan (EOP)**

A document that contains policies, authorities, concept of operations, legal constraints, responsibilities, and emergency functions to be performed. Agency response plans, responder SOPs, and specific incident action plans are developed from this strategic document.

**Exercise**

A simulated emergency condition involving planning, preparation, and execution; carried out for the purpose of testing, evaluating, planning, developing, training, and/or demonstrating emergency management systems and individual components and capabilities, to identify areas of strength and weakness for improvement of emergency operations plan.

**Hazard**

A situation or condition that presents the potential for causing damage to life, property, the environment, and/or other types of harm or loss.

**Hazard Mitigation**

The process of alleviating hazards or reducing the risk of hazards by the use of proactive measures. (FEMA's Disaster Mitigation Act).

**HAZMAT**

Hazardous Material.

**ICS**

Incident Command System. A structured system of organizing for and managing emergency response and recovery. ICS has five essential management functions applicable to any emergency: command, operations, planning/intelligence, logistics and finance/administration.

**Incident Command Post**

The forward location, in the vicinity of the incident, from which the Incident Commander directs operations.

**Incident Commander**

An individual charged with directing emergency operations to mitigate a situation that presents the possibility of harm, injury and/or destruction. Individuals designated to assume the role of the incident commander may be the senior fire officer, the senior public works official, or the senior law enforcement official at the scene depending on the incident.

**Interoperability**

The ability of systems or communications to work together.

**Local Emergency**

The duly proclaimed existence of conditions of a disaster or of extreme peril to the safety or health of persons and property within local jurisdictional boundaries.

**Mass Care**

The temporary housing, feeding, and care at suitable facilities of populations displaced by a disaster. Also known as Congregate Care.

**Mitigation**

Any action of a long-term, permanent nature that reduces the actual or potential risk of loss of life or property from a hazardous event.

**Policy Group**

In this EOP, a group composed of City Manager, Mayor, City Attorney, and others designated by the Manager. The Policy Group sets policy and overall incident objectives to guide disaster response.

**Preparedness**

Those activities, programs, and systems that exist prior to an emergency that are used to support and enhance response to an emergency or disaster.

**Public Information Officer (PIO)**

Under the Incident Command System (ICS), a member of the Command Staff responsible for interfacing with the public, media, and others as to information about an incident.

**Risk**

The degree to which people, property, environment, and social and economic activities are susceptible to injury, damage, disruption or death. Risk = Probability x Impact.

**Safety Officer**

Under the Incident Command System (ICS), a member of the Command Staff responsible for identifying and giving notice on undue risks. The Safety Officer, when acting on behalf of the Incident Commander, may enforce best practices for personal safety in the conduct of a response to an incident.

**SEOC**

Alaska's State Emergency Operations Center.

**State of Emergency**

A condition during which special precautions/actions will be necessary in order to adequately safeguard property and the health and lives of personnel. A State of Emergency will be declared/terminated at the discretion of the Assembly

**Tsunami**

A series of waves caused by a sudden displacement of water. Tsunamis are typically caused by a sudden vertical uplift of the sea floor from an earthquake, by an underwater landslide, or both.

**Unified Command**

In ICS, a command structure which provides for all agencies who have jurisdiction responsibility for the incident, either geographical or functional, to jointly manage an incident through a common set of objectives, strategies, and priorities.

**Vital Records**

Records, documents, or other information which, if damaged or destroyed, would cause considerable inconvenience and/or require replacement or recreation at considerable expense. Permanent records of the CBJ are considered Vital Records.

**Warning**

Dissemination of a message signaling an imminent hazard, which may include advice on protective measures.

**Weapons of Mass Destruction (WMD)**

Any device, material, or substance used in a manner, in a quantity and type, or under circumstances evidencing an intent to cause death or serious injury to persons or significant damage to property.