I. Introduction

The City of Roanoke is vulnerable to a variety of hazards such as flash flooding, major river flooding, hurricanes, winter storms, tornadoes, hazardous materials incidents, resource shortages and terrorism. To respond effectively to any emergency of a size or complexity beyond routine response systems, it is critical that all City of Roanoke public officials, departments and agencies, non-governmental emergency organizations and the public understand their roles and responsibilities. These non-routine responsibilities begin as the incident is recognized and response ensues, and become particularly important as command organizes beyond the initial reactive phase of first responders.

A prepared and coordinated response on the part of state and local officials in support of in-the-field emergency responders can save lives, protect property, and more quickly restore essential services. The foundation for this coordinated response is established through the City of Roanoke Emergency Operations Plan. The "Commonwealth of Virginia Emergency Services and Disaster Laws of 2000" (Code of Virginia, § 44-146.13 to 44-146.29:2) requires that state and local governments develop and maintain current Emergency Operations Plans (EOP) in order to be prepared for such events.

The City of Roanoke Emergency Operations Plan (EOP) consists of a Basic Plan followed by the Emergency Support Functions, Support Annexes, and finally Incident Annexes.

A. Purpose

The purpose of the Basic Plan is to establish the legal and organizational basis for operations in the City of Roanoke to effectively respond to and recover from all-hazards disasters and/or emergency situations. It assigns broad responsibilities to the City of Roanoke and support organizations for disaster prevention, preparedness, response, and recovery. These responsibilities are generally extensions of normal, day-to-day functions involving the same personnel and material resources. Supporting plans for all-hazards disasters set forth the concepts and procedures whereby the City of Roanoke can effectively apply available resources to insure that casualties and property damage will be minimized and that essential services will be restored as soon as possible following emergency or disaster situation.

B. Scope and Applicability

The EOP identifies a range of disasters that could possibly occur in or near the City of Roanoke, anticipates the needs this jurisdiction might experience during an incident, and provides guidance across departments, agencies, and response organizations by describing an overall emergency response system that addresses the items outlined below:

1. How City departments/agencies will be organized during response to an event, including command authorities;
2. Critical actions and interfaces during response and recovery;
3. How the interaction between the City and regional, state, and federal authorities is managed;
4. How the interaction between the City and private partner organizations (hospitals, non-governmental emergency organizations and others) is managed during emergencies, and;
5. How to handle and manage needs with the resources available. 

The plan is applicable to all local agencies that may be requested to provide support.

C. Incident Management Activities and Key Concepts

1. This plan addresses the full spectrum of activities related to local incident management, including mitigation, preparedness, response, and recovery actions. Attention is paid to focusing on those activities that are directly related to an evolving or potential incident. Examples of incident management actions include:

   a. Increasing public awareness;
   b. Coordinating protective measures across jurisdictions;
   c. Increasing countermeasures such as inspections, security, and infrastructure protection;
   d. Conducting public health assessments and conducting a wide range of prevention measures to include, but not limited to immunizations;
   e. Providing immediate and long-term public health and medical response assets;
   f. Coordinating support in the aftermath of an incident;
   g. Providing strategies for coordination of resources;
   h. Enabling immediate recovery activities, as well as addressing long-term consequences in the impacted area.

2. Key Concepts

   a. Systematic and coordinated incident management, including protocols for:
      1) Incident reporting;
      2) Coordinated action;
      3) Alert and Notification;
      4) Mobilization of resources
      5) Operating under differing threats; and
      6) Integration of crisis and consequence management functions.
   b. Providing proactive notification and deployment of resources in anticipation of or in response to catastrophic events in coordination and collaboration with Federal, State, private entities, and other local governments when possible.
   c. Organizing interagency efforts to minimize damage, restore impacted areas to pre-incident conditions, if feasible, and/or implement programs to mitigate vulnerability to future events.
   d. Coordinating incident communication, worker safety and health, and other activities that is common to the majority of incidents.
   e. Organizing Emergency Support Functions (ESFs), following federal recommendations, to facilitate the delivery of critical resources, assets, and assistance. Departments and agencies are assigned to lead or support ESFs based on authorities, resources, and capabilities.
f. Providing mechanisms for coordination, communications, and information sharing in response to threats or incidents. These mechanisms facilitate coordination between Federal, State, and local entities of government, as well as between the public and private sectors.

g. Facilitating support to departments and agencies acting under the requesting departments or agency’s own authorities.

h. Developing detailed supplemental operations and hazard-specific contingency plans and procedures.

i. Providing the basis for coordination of interagency and intergovernmental planning, training, exercising, assessment, coordination, and information exchange.

II. Planning Assumptions & Considerations

A. Incidents are typically managed at the lowest possible level of government.

B. Incident Management activities will be initiated and conducted using the principles contained in the National Incident Management System (NIMS).

C. The combined expertise and capabilities of government at all levels, the private sector, and non-governmental organizations will be required to mitigate, prepare for, respond to, and recover from disasters.

D. Incidents requiring local government to coordinate operations and/or resources may:
   1. Occur at any time with little or no warning;
   2. Require significant information sharing across multiple jurisdictions and between the public and private sectors;
   3. Involve single or multiple geographic areas and jurisdictions;
   4. Have significant impact and/or require resource coordination and/or assistance;
   5. Span the spectrum of incident management to include mitigation, preparedness, response, and recovery;
   6. Involve multiple, varied hazards or threats on a local or regional scale;
   7. Result in numerous casualties, fatalities, displaced people, property loss, disruption of normal life support systems (essential public services and basic infrastructure), and significant damage to the environment;
   8. Attract a sizeable influx of independent, spontaneous volunteers and supplies;
   9. Require short notice for state and Federal asset coordination;
  10. Require prolonged, sustained incident management operations and support activities.

E. The top priorities for the City of Roanoke are to:
   1. Save lives and protect the health and safety of public, responders, and recovery workers;
   2. Ensure security of the City;
   3. Prevent an imminent incident from occurring;
4. Protect and restore critical infrastructure and key resources;
5. Ensure local government continues to function throughout the incident;
6. Protect property and mitigate damages and impacts to individuals, communities, and the environment; and
7. Facilitate recovery of individuals, families, businesses, government, and the environment.

III. Roles and Responsibilities

A. Director of Emergency Management

The City Manager, serving as the City’s chief executive, is responsible for the public safety and welfare of the people of that jurisdiction. The City Manager:

1. Is responsible for coordinating local resources to address the full spectrum of actions to mitigate, prepare for, respond to, and recover from incidents involving all hazards including terrorism, natural disasters, accidents, and other contingencies;
2. Has authority to suspend local laws and ordinances, such as to establish a curfew, direct evacuations, and in coordination with the local health authority, to order a quarantine;
3. Provides leadership and plays a key role in communicating to the public, and in helping people, businesses, and organizations cope with the consequences of any type of emergency incident within the jurisdiction.

Departments and agencies participate in the Emergency Support Function (ESF) structure as Branch Directors, Group Supervisors, primary departments, and/or support agencies and/or as required to support incident management activities.

B. Emergency Support Functions

The Emergency Support Function (ESF) is a grouping of government and certain private-sector capabilities into an organizational structure to provide support, resources, program implementation, and emergency services that are most likely to be needed during incidents.

Each ESF is composed of primary and support agencies. The City of Roanoke identifies primary departments on the basis of authorities, resources, and capabilities. Support agencies are assigned based on resources and capabilities in a given functional area (See Annex 4 – Matrix of Responsibilities). The scope of each ESF is summarized in Annex 4 of this section and they are expected to support one another in carrying out their respective roles and responsibilities. Additional discussion on roles and responsibilities of Branch Directors, Group Supervisors, primary departments, and/or support agencies can be found in the introduction to the ESF annexes.

Note: Not all incidents result in the activation of the ESFs. It is possible an incident may be addressed without activating the ESFs.

C. Non-governmental and Volunteer Organizations

Non-governmental organizations collaborate with first responders, governments (at all levels), and other agencies and organizations providing relief services to sustain life, reduce physical and emotional distress, and promote recovery of disaster victims when assistance is not
available from other sources. For example, the Roanoke Chapter of the American Red Cross provides relief at the local level and also provides staffing of ESF #6 – Mass Care.

Local Disaster Recovery Task Forces also provide for individuals, families, and businesses who have applied for available state and federal assistance but who may still have unmet needs.

D. Private Sector

Primary and support governmental departments coordinate with the private sector to effectively share information, form courses of action, and incorporate available resources to prevent, prepare for, respond to, and recover from disasters. The roles, responsibilities and participation of the private sector during disaster vary based on the nature of the organization and the type and impact of the disaster.

Private sector organizations support emergency management by sharing information with the local government, identifying risks, performing vulnerability assessments, developing emergency response and business continuity plans, enhancing their overall readiness, implementing appropriate prevention and protection programs, and donating or otherwise providing goods and services through contractual arrangement or government purchases to assist in response and recovery activities.

Private sector organizations are encouraged to develop and maintain capabilities to respond and to manage a complete spectrum of incidents and emergencies. The City of Roanoke maintains ongoing interaction with the critical infrastructure and key resources and industries to provide coordination of prevention, preparedness, and response and recovery activities. Private sector representatives should be included in planning and exercises.

E. Citizen Involvement

Strong partnerships with citizen groups and organizations provide support for incident management prevention, preparedness, response, recovery, and mitigation.

The Citizen Corps brings these groups together and focuses efforts of individuals through education, training, and volunteer services to help make communities safer, stronger, and better prepared to address all-hazards incidents. The Citizen Corps, which works through a national network of state and local Citizen Corp Councils, was introduced after the terrorist attacks of September 11, 2001 through the Department of Homeland Security. The Citizens Corps brings together leaders from law enforcement, fire, emergency medical, and other emergency management volunteer organizations, local elected officials, the private sector, and other community stakeholders.

The Citizen Corps Council implements the Community Emergency Response Teams (CERT), Medical Reserve Corps (MRC), Neighborhood Watch, Volunteers in Police Service, and provides opportunities for special skills and interests. These programs develop targeted outreach for special needs groups and organize special projects and community events.

The City of Roanoke has several CERT teams, with volunteers available to assist with emergency preparedness, response and recovery activities.
IV. Concept of Operations

A. General

This section describes the local coordinating legislating structures, processes, and protocols employed to manage incidents. These coordinating structures and processes are designed to enable execution of the responsibilities of local government through the appropriate departments and agencies, and to integrate State, Federal, non-governmental organizations and private sector efforts into a comprehensive approach to incident management.

1. *The Commonwealth of Virginia Emergency Services and Disaster Law of 2000*, as amended, provides that emergency services organizations and operations will be structured around existing constitutional government. The City of Roanoke organization for emergency operations consists of existing government departments, non-governmental, and private sector emergency response organizations.

2. The Director of Emergency Management is the City Manager. The day-to-day activities of the emergency preparedness program have been delegated to the Coordinator of Emergency Management. The Director, in conjunction with the Coordinator of Emergency Management, will direct and control emergency operations in time of emergency and issue directives to other services and organizations concerning disaster preparedness. The City Manager’s Office will be responsible for dissemination of emergency public information through the Office of Communications.

3. The Coordinator of Emergency Management, assisted by department heads and/or ESF functions, will develop and maintain a primary Emergency Operations Center (EOC) from which to direct operations in time of emergency. The primary EOC is currently located on the ground floor of the Noel Taylor Building, 215 Church Avenue Roanoke, Virginia. The alternate EOC facility is located in The Roanoke County Public Safety Building, 3568 Peters Creek Road, NW, Roanoke, Virginia 24019.

4. The day-to-day activities of the emergency management program, for which the Coordinator of Emergency Management is responsible, include developing and maintaining an Emergency Operations Plan, maintaining the Primary EOC in a constant state of readiness, and other responsibilities as outlined in local and state regulations.

5. The Director of Emergency Management or, in his/her absence, the Coordinator of Emergency Management will determine the need to evacuate large areas and will issue orders for evacuation or other protective action as needed. Local Law Enforcement will implement evacuation and provide security for the evacuated area. In the event of a hazardous materials incident, the Fire Chief or his/her representative on the scene should implement immediate protective action to include evacuation as appropriate.

6. Succession to the Director of Emergency Management will be the Assistant City Manager (Community Development), the Assistant City Manager (Operations), the Coordinator of Emergency Management, and the Deputy Coordinator of Emergency Management, respectively.

7. Department Directors will maintain plans and procedures in order to be prepared to effectively accomplish their assigned responsibilities.
8. The Coordinator of Emergency Management, assisted by the Deputy Coordinator, will assure compatibility between the locality’s Emergency Operations Plan and the plans and procedures of key facilities and private organizations within the City as appropriate.

9. The City must be prepared to bear the initial impact of a disaster on its own. Help may not be immediately available from the state or federal government after a natural or man-made disaster. All appropriate locally available resources will be fully committed before requesting assistance from the state. Requests for assistance will be made through the State EOC to the State Emergency Management Coordinator.

10. The Director of Emergency Management or, in his/her absence, the Coordinator of Emergency Management, with support from designated City officials, will exercise direction and control from the EOC during disaster operations. The EOC may be partially or fully staffed depending on type and scope of the disaster. The levels of EOC operations are covered in detail in Support Annex 1 of this EOP. The EOC will provide logistical and administrative support to response personnel deployed to the disaster site(s). Any available warning time will be used to implement increased readiness measures, which will insure maximum protection of the population, property, and supplies from the effects of threatened disasters.

11. The Department Directors or managers of operating agencies will develop and maintain detailed plans and standing operating procedures necessary to effectively accomplish their assigned tasks. Department and agency heads will identify sources from which emergency supplies, equipment, and transportation may be obtained promptly when required. Accurate records of disaster-related expenditures will be maintained. All disaster-related expenditures will be documented to provide a basis for reimbursement if federal disaster assistance is needed. In time of emergency, the managers of City offices, departments, and agencies will continue to be responsible for the protection and preservation of records essential for the continuity of government operations. Department and agency managers will establish lists of succession of key personnel and essential functions.

12. Day-to-day functions that do not contribute directly to the emergency operation may be suspended for the duration of any emergency. Efforts that would normally be required of those functions will be redirected to accomplish the emergency task by the agency concerned.

13. Declaration of a Local Emergency

   a. The City Council, by resolution, should declare an emergency to exist whenever the threat or actual occurrence of a disaster is, or threatens to be, of sufficient severity and magnitude to require significant expenditures and a coordinated response in order to prevent or alleviate damage, loss, hardship, or suffering.

   b. A local emergency may be declared by the Director of Emergency Management with the consent of the City Council (see Section 44-146.21, Virginia Emergency Services and Disaster Law). The declaration of a local emergency activates the Emergency Operations Plan and authorizes the provision of aid and assistance and should be declared when a coordinated response among several local agencies/organizations must be directed or when it becomes necessary to incur substantial financial obligations in order to protect the health and safety of persons and property or to provide assistance to the victims of a disaster.
c. A declaration of a local emergency activates the response and recovery programs of all applicable local and inter-jurisdictional Emergency Operations Plans and authorizes the furnishing of aid and assistance in accordance with those plans. In the event the City Council cannot convene due to the disaster, the Director of Emergency Management, or any other Emergency Management staff in his/her absence, may declare a local emergency to exist subject to confirmation of the Council, within fourteen days. The Director of Emergency Management or, in his/her absence, the Coordinator will advise the Virginia EOC immediately following the declaration of a local emergency. All disaster-related expenditures must be documented in order to be eligible for post-disaster reimbursement should a federal disaster be declared.

d. When local resources are insufficient to cope with the effects of a disaster and the City requests state assistance, the following procedures will apply: The Director of Emergency Management, by letter to the State Coordinator of Emergency Management, will indicate that a local emergency has been declared, the local Emergency Operations Plan has been implemented, available resources have been committed and state assistance is being requested. A copy of the resolution declaring a local emergency to exist should accompany this letter.

14. The Virginia Emergency Operations Plan requires the submission of the following reports by local government in time of emergency. These reports are available using the online Emergency Operations Center (EOC).

   a. Daily Situation Report
   b. Initial Damage Assessment Report
   c. Request for Assistance Form

15. Support by military units may be requested through the State EOC. Military forces, when made available, will support and assist local resources and may receive mission-type requests, priorities, and other information necessary to accomplish established objectives from the local Director of Emergency Management or his/her designated representative.

16. Emergency assistance may be made available from neighboring jurisdictions in accordance with mutual aid agreements. Emergency resources may be sent from the City to assist adjoining jurisdictions. Such assistance will be in accordance with existing mutual aid agreements or, in the absence of official agreements, directed by the Director of Emergency Management or, in his/her absence; the Coordinator of Emergency Management determines that such assistance is necessary and feasible.

17. The Director of Emergency Management, the Coordinator of Emergency Management, the Department of Human and Social Services, with assistance from local private non-profit agencies including ‘Housing and Community Development’ (Total Action Against Poverty at 145 Campbell Ave SW, Suite 700, Roanoke, Va), and the Roanoke Redevelopment and Housing Authority will assist disaster victims in obtaining post-disaster assistance, such as temporary housing and low-interest loans.

18. This plan is effective as a basis for training and pre-disaster preparedness upon receipt. It is effective for execution when:
Basic Plan

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a. Any disaster threatens or occurs in the City and a local disaster is declared under the provisions of Section 44-146.21, the Commonwealth of Virginia Emergency Services and Disaster Law of 2000, as amended.

b. A State of Emergency is declared by the Governor.

19. The Director of Emergency Management, assisted by the Coordinator and Deputy Coordinator of Emergency Management, has overall responsibility for maintaining and updating this plan. It should be updated, improved based on lessons learned, and republished following an actual or threatened emergency situation. In the absence of such a situation, it should be updated annually, preferably after a training exercise or drill, as needed. The Coordinator will have the EOP readopted every four years. The Virginia Department of Emergency Management is available to provide guidance and assistance. A plan distribution list must be maintained. Responsible individuals and officials should recommend to the Director or the Coordinator of Emergency Management appropriate improvements and changes as needed based on experiences in emergencies, deficiencies identified through drills and exercises, and changes in government structure.

B. Concurrent Implementation of Other Plans

The City Emergency Operations Plan is the core plan for managing incidents and details the coordinating structures and processes used during incidents. Other supplemental departmental, agency and interagency plans and procedures provide details on the authorities, response protocols, and technical guidance for responding to and managing specific contingency situations (such as hazardous materials spills, wild land fires, etc.). In many cases, City Departments manage incidents under these plans using their own authorities. These supplemental agency or interagency plans and procedures may be implemented concurrently with the Emergency Operations Plan (EOP) but are subordinated to the overarching core coordinating structures, processes, and protocols detailed in the EOP.

C. Organizational Structure

In accordance with NIMS process, resource and policy issues are addressed at the lowest possible organizational level. If issues cannot be resolved at that level, they are forwarded up to the next level. Reflecting the NIMS construct, and in alignment with the National Response Plan, the Emergency Operations Plan includes the following command and coordination structures:

1. Incident Command Posts, on-scene using the Incident Command System;
2. Area Command (if needed);
3. Emergency Operations Centers;
4. Joint Field Office, which is responsible for coordinating Federal assistance and supporting incident management activities locally;
5. Local Department of Emergency Management;
6. Director of Emergency Management;
7. Joint Information Center (JIC);
8. Coordinator of Emergency Management / Deputy Coordinator; and
9. Incident Commander.
V. Incident Management Components

This section describes, in further detail, the concept of operations through incident management elements ranging from initial threat notification to early coordination efforts to assess and disrupt the threat, to preparatory activation of the ESF structure, to deployment of resources in support of incident response and recovery operations. These actions do not necessarily occur in sequential order and many may be undertaken concurrently in response to single or multiple threats or incidents. These components are revised and detailed from the phases of Emergency Management: Preparedness, Response, Recovery, and Mitigation.

A. Notification and Assessment

City and non-governmental organizations report threats, incidents, and potential incidents using established communications and reporting channels. Once a significant threat or incident has occurred, the Director of Emergency Management makes an initial determination to initiate the coordination of information-sharing and incident management activities.

B. Reporting Requirements

The City is required to report a Declaration of Emergency to the Virginia EOC and encouraged to report all incidents of significance to the VEOC. In most situations, incident information is reported using existing mechanisms and may include:

1. Implementation of an incident management or emergency response plan or action to mitigate, respond to, or recover from an incident; and
2. Activation of local and state mutual-aid agreements in response to incidents resulting in emergency proclamation or declarations, or requiring Federal assistance.

C. Dissemination of Warnings and Bulletins

Watches, warnings, and other emergency bulletins are issued by various agencies based on their statutory missions and authorities. Information on dissemination of public information can be found in the Public Affairs Support Annex and ESF # 15. A variety of communications systems may be used at the Federal level to disseminate information, such as:

1. National Warning System (NAWAS): NAWAS is the primary system for emergency communications from the Federal Government to both State and local warning points;
2. National Emergency Alert System (National EAS): Formerly known as the Emergency Broadcast System, the National EAS is a nationwide network of readily available and reliable means to communicate emergency information to the American people;
3. State and Local EAS: State and local authorities have their own EAS which may be used to broadcast information on major disasters or emergencies, and
4. Reverse 911®.

D. Pre-Incident Actions

The majority of initial actions in the threat or hazard area is taken by first responders and includes efforts to protect the public and minimize damage to property as follows:
1. **Public Health and Safety**: Initial Safety efforts focus on actions to detect, prevent, or reduce the impact to public health and safety. Such actions can include environmental analysis, plume modeling, evacuations, emergency sheltering, air monitoring, decontamination, emerging infectious disease tracking, emergency broadcasts, etc. These efforts may also include public health education; site and public health surveillance and testing procedures; and immunizations; prophylaxis, and isolation or quarantine for biological threats.

2. **Responder Health and Safety**: The safety and health of responders is also a priority. Actions essential to limit their risks include full integration of deployed health and safety assets and expertise; risk assessments based upon timely and accurate data, and situational awareness that considers responder and recovery worker safety.

3. **Property and Environment**: Responders may also take incident management actions to protect public and private property and the environment. Such actions may include sandbagging in anticipation of a flood, or booming of environmentally sensitive areas in response to a potential oil spill.

E. **Response Actions**

Once an incident occurs, the priorities shift from mitigation and preparedness to immediate and short-term response activities to preserve life, property, the environment, and the social, economic, and political structure of the community.

Response actions include immediate law enforcement, fire, emergency medical services; emergency flood fighting; evacuations; transportation system detours; emergency public information; actions taken to minimize additional damage; urban search and rescue; the provision of public health and medical services, food, ice, water, and other emergency essentials; debris clearance; the emergency restoration of critical infrastructure; control, containment, and removal of environmental contamination; and protection of responder health and safety.

In the context of a single incident, once immediate response missions and life-saving activities conclude, the emphasis shifts from response to recovery operations, and if applicable, hazard mitigation. The Planning Section develops a demobilization plan for the release of appropriate resources.

F. **Recovery Actions**

Recovery involves actions needed to help individuals and communities return to normal when feasible. The Joint Field Office (JFO) is the central coordination point among Federal, City, and voluntary organizations for delivering recovery assistance programs.

The JFO Operations Section includes the Human Services Branch, Infrastructure Support Branch, and the Community Recovery and Mitigation Branch. The Human Services and Infrastructure Support Branches assess state and local recovery needs at the outset of an incident and develop relevant timeframes for program delivery. The Community Recovery and Mitigation Branch works with the other Operations branches, as well as state and local officials, to assess the long-term impacts of an incident, define available resources, and facilitate the development of a course of action to most efficiently apply available resources to restore and revitalize the community as well a reduce the impact from future disasters.
The above branches coordinate with one another to identify appropriate agency assistance programs to meet applicant needs. Hazard Mitigation measures are identified in concert with congressionally-mandated locally developed plans. Hazard Mitigation Risk Analysis; technical assistance to state and local governments, citizens, and businesses; and grant assistance are included with the mitigation framework. These branches work in tandem to track overall progress of the recovery effort, particularly noting potential program deficiencies and problem areas.

Long-term environmental recovery may include cleanup and restoration of public facilities, businesses, and residences; re-establishment of habitats and prevention of subsequent damage to natural resources; protection of cultural or archeological sites; and protection of natural, cultural, and historical resources from intentional damage during other recovery operations.

G. Mitigation Actions

Hazard Mitigation involves reducing or eliminating long-term risk to people and property from hazards and their side effects. The JFO is the central coordination point among Federal, State, City, and non-governmental organizations for beginning the process that leads to the delivery of mitigation assistance programs.

The JFO’s Community Recovery and Mitigation Branch is responsible for coordinating the delivery of all mitigation programs within the affected area, including hazard mitigation for:

1. Grant programs for loss reduction measures (if available);
2. Delivery of loss reduction building-science expertise;
3. Coordination of Federal Flood Insurance operations and integration of mitigation with other program efforts;
4. Conducting flood recovery mapping to permit expedited and accurate implementation of both recovery and mitigation programs;
5. Predictive modeling to protect critical assets;
6. Early documentation of losses avoided due to previous hazard mitigation measures; and
7. Community education and outreach necessary to foster loss reduction.

The Community Recovery and Mitigation Branch works with the Infrastructure and Human Services Branches and with state and City officials to facilitate the development of a long-term recovery strategy for the impacted area.

VI. Plan Management and Maintenance

A. Coordination

The City should conduct a comprehensive plan review and revision, and exercise prior to formal adoption by the City council every four years in order to maintain plan currency. It is also suggested that plans be updated and reviewed following a training exercise.

2. The Coordinator of Emergency Management will update the Emergency Operations Plan annually and will coordinate with each emergency resource organization and assure the development and maintenance of appropriate emergency response capabilities.

3. The Emergency Operations Plan will be available in PDF format in the Lotus Notes Employee Portal.

In the event an incident exceeds City emergency response capabilities outside assistance is available, either through mutual support agreements with nearby jurisdictions and volunteer emergency organizations or, through the Virginia Emergency Operations Center (VEOC). A local emergency must be declared and City resources must be fully committed before state and federal assistance is requested.
Appendix 1 – Glossary of Key Terms

Amateur Radio Emergency Services
A public service organization of licensed amateur radio operators who have voluntarily registered their qualifications and equipment to provide emergency communications for public service events as needed.

American Red Cross
An organization charged by statute and agreements with the responsibility of helping meet the human needs of disaster victims.

Command Section
One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

Command Post
That location at which primary Command functions are executed; usually collocated with the Incident Base (also referred to as the Incident Command Post).

Comprehensive Resource Management
Maximizes the use of available resources, consolidates like resources and reduces the communications load on the Incident Command Operation.

Coordination
The process of systemically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives.

Declaration of Emergency
Whenever, in the opinion of the Governor, the safety and welfare of the people of the Commonwealth require the exercise of extreme emergency measures due to a threatened or actual disaster, he may declare a state of emergency to exist.

Decontamination
The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT.

Emergency/Disaster/Incident
An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of City capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

Emergency Alert System
A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission (FCC) to operate in a controlled manner to warn and inform the public of needed protective actions in the event of a disaster or emergency situation.
**Emergency Operations Center**
A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

**Emergency Operations Plan**
A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

**Emergency Management**
The preparation for, and the carrying out of functions (other than those which military forces are primarily responsible) to prevent, minimize, and repair damage and/or injury resulting from natural or manmade disasters. These functions include fire-fighting, law enforcement, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

**Emergency Support Function**
A function which may take multiple agencies to provide or coordinate certain resources in response to emergencies or disasters.

**Exercise**
An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

**Evacuation**
Assisting people to move from the path or threat of a disaster to an area of relative safety.

**Federal Disaster Assistance**
Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Booker T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288).

**National Response Plan**
A federal document which establishes a process and structure for the systematic, coordinated, and effective delivery of federal assistance to address the consequences of any major disaster or emergency.

**Geographic Information System**
A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

**Hazardous Materials**
Substances or materials which may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials which are solid, liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, or corrosive materials, and radioactive materials.
Hazardous Materials Emergency Response Plan
The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community’s use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning response and recovery actions. This plan is separate from the Emergency Operations Plan.

Incident Command System
A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, pre-designed facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

Incident Commander
The individual responsible for the management of all incident operations.

Initial Damage Assessment Report
A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

Integrated Communications Plan
This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

Local Emergency
The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

Local Emergency Planning Committee
Appointed representatives of local government, private industry, business, environmental groups, and emergency response organizations responsible for ensuring hazardous materials planning requirements of the Superfund Amendments and Reauthorization Act of 1986 (SARA Title III) compliance.

Mitigation
Activities that actually eliminate or reduce the chance occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, state building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

Mutual Aid Agreement
A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and equipment in an emergency situation.
**National Weather Service**
The federal agency which provides localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

**Operational Period**
The period of time scheduled for execution of a given set of operation actions as specified in the Incident Action Plan. Operational Periods can be various lengths, usually not over 24 hours. As it pertains to the City of Roanoke, an Operational Period shall last 12 hours.

**Preparedness**
The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including Weapons of Mass destruction incidents.

**Presidential Declaration**
A presidential declaration frees up various sources of assistance from the Federal government based on the nature of the request from the governor.

**Primary Agency**
While several City departments will be performing varied and critical tasks during a disaster, in most cases only one agency will be considered the ‘primary agency.’ The primary agency shall be responsible for detailed planning, testing, and evaluation of their respective emergency support function. The Department Director of the primary agency shall serve as the principle advisor to the Emergency Management Director during the response and recovery phase. In addition, the primary agency must assure that essential operations of his/her agency will continue, unless otherwise directed by the Incident Commander.

**Regional Information Coordination Center**
The center facilitates communications and coordination among local, state, and federal government authorities to ensure an effective and timely response to regional emergencies and incidents, including coordination of decision-making regarding events such as closings, early release of employees, evacuation, transportation decisions, health response, etc.

**Situation Report**
A form, which, when completed at the end of each Operational Period, will provide an official daily summary of the status of an emergency and local emergency response to be submitted to the State EOC via fax or submitted through the Virginia Department of Emergency Management website.

**Span of Control**
As defined in the Incident Command System, Span of Control is the number of subordinates one supervisor can manage effectively. Guidelines for the desirable span of control recommend three to seven persons with the optimal number of subordinates being five.

**State of Emergency**
The condition declared by the Governor when, in his judgment, a threatened or actual disaster in any part of the State is of sufficient severity and magnitude to warrant disaster assistance by the State to supplement local efforts to prevent or alleviate loss of life and property damage.
**Superfund Amendments and Reauthorization Act of 1986**
Established Federal regulations for the handling of hazardous materials.

**Unified Command**
Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations and maximizing the use of all assigned resources.

**Weapons of Mass Destruction**
Any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or a missile having an explosive incendiary charge of more than 0.25 ounce, or mine or device similar to the above; poison gas; weapon involving a disease organism; or weapon that is designed to release radiation or radioactivity at a level dangerous to human life. (Source: 18 USC 2332a as referenced in 18 USC 921).
## Appendix 2 – List of Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
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<tbody>
<tr>
<td>APHIS</td>
<td>Animal and Plant Health Inspection Service</td>
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<td>CART</td>
<td>City/County Animal Response Team</td>
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<td>CERT</td>
<td>Community Emergency Response Team</td>
</tr>
<tr>
<td>CFO</td>
<td>Chief Financial Officer</td>
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<td>Community Relations</td>
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<td>DSCO</td>
<td>Deputy State Coordinating Officer</td>
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<td>DHS</td>
<td>Department of Homeland Security</td>
</tr>
<tr>
<td>DRC</td>
<td>Disaster Recovery Center</td>
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<tr>
<td>DMME</td>
<td>Department of Mines, Minerals, and Energy</td>
</tr>
<tr>
<td>DRM</td>
<td>Disaster Recovery Manager</td>
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<td>DMORT</td>
<td>Disaster Mortuary Recovery Team</td>
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<td>EAS</td>
<td>Emergency Alert System</td>
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<td>EOC</td>
<td>Emergency Operations Center</td>
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<td>ESF</td>
<td>Emergency Support Function</td>
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<td>EPA</td>
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<td>ERT-A</td>
<td>Emergency Response Team – Advance Element</td>
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<td>FBI</td>
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<td>JIC</td>
<td>Joint Information Center</td>
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<td>Joint Field Office</td>
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<td>MACC</td>
<td>Multi-agency Command Center</td>
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<td>MOA</td>
<td>Memorandum of Agreement</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>NAWAS</td>
<td>National Warning System</td>
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<td>NCR</td>
<td>National Capital Region</td>
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<td>NGO</td>
<td>Non-governmental Organization</td>
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<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>NOAA</td>
<td>National Oceanic and Atmospheric Administration</td>
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</table>
Appendix 3 – Authorities and References

Federal

1. The Robert T. Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended  

State

2. The Commonwealth of Virginia Emergency Operations Plan:  
   b. Volume II, Disaster Recovery Plan, March 1999 (under revision)  
   e. Volume V, Virginia Hurricane Emergency Response Plan, August 2001  
   g. Volume VII, Transportation Plan, July 2000, (limited distribution)  
   h. Volume VIII, Terrorism Consequence Management, August 2005 (limited distribution)

Local

1. Arlington County Emergency Operations Plan, May 2005  
2. Fairfax County Emergency Operations Plan, 2002
### Appendix 4 – Matrix of Responsibilities—In Progress

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<th>Agency</th>
<th>ESF # 1</th>
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</table>

- ● Primary Department
- ○ Secondary/Support Agency
Appendix 5 – Succession of Authority

Continuity of emergency operations is critical to the successful execution of emergency operations. Therefore, the following lines of succession are specified in anticipation of any contingency, which might result in the unavailability of the ranking member of the administrative hierarchy. The decision-making authority for each Department or service function is listed below by position in decreasing order.

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<th>Function</th>
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<th>Successor 1 Title</th>
<th>Successor 2 Title</th>
<th>Successor 3 Title</th>
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<td>Assistant City Manager for Operations</td>
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<td>Assistant City Attorney (Assigned)</td>
<td>Assistant City Attorney (Assigned)</td>
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<td>Deputy Chief-Operations</td>
<td>Deputy Chief- Services</td>
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<td>Major</td>
<td>Captain- Court Security</td>
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<td>Public Works</td>
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<td>Public Works Project Coordinator</td>
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<td>Civil Engineer II (Construction Engineering)</td>
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<tr>
<td><strong>Public Schools</strong></td>
<td>Superintendent</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>General Services</strong></td>
<td>Director</td>
<td>Facilities Manager</td>
<td>Fleet Manager</td>
<td>Senior Buyer</td>
</tr>
<tr>
<td><strong>Facilities Management</strong></td>
<td>Facilities Manager</td>
<td>Facilities Superintendent</td>
<td>HVAC Supervisor</td>
<td>Buyer</td>
</tr>
<tr>
<td><strong>Fleet Management</strong></td>
<td>Fleet Manager</td>
<td>Maintenance Supervisor</td>
<td>Maintenance Supervisor</td>
<td>Parts Supervisor</td>
</tr>
<tr>
<td><strong>Purchasing</strong></td>
<td>Senior Buyer</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Civic Facilities</strong></td>
<td>Director</td>
<td>Assistant Director</td>
<td>Facilities Operations Manager</td>
<td>Event Services Manager</td>
</tr>
<tr>
<td><strong>Libraries</strong></td>
<td>Director</td>
<td>Assistant Director</td>
<td>Circulation Manager</td>
<td>Youth Services Manager</td>
</tr>
<tr>
<td><strong>Housing &amp; Neighborhood Services</strong></td>
<td>Director</td>
<td>Building Inspector</td>
<td>Neighborhood Services Coordinator</td>
<td></td>
</tr>
<tr>
<td><strong>Code Enforcement</strong></td>
<td>Building Inspector</td>
<td>Building Inspector</td>
<td>Zoning Inspector</td>
<td></td>
</tr>
<tr>
<td><strong>Housing</strong></td>
<td>Housing Development Specialist</td>
<td>Budget Analyst</td>
<td>Neighborhood Services Coordinator</td>
<td></td>
</tr>
<tr>
<td><strong>Neighborhood Services</strong></td>
<td>Neighborhood Services Coordinator</td>
<td>Lead Safe Hazard Ctrl Program Mgr</td>
<td>Housing Development Specialist</td>
<td></td>
</tr>
<tr>
<td><strong>Clerical Support</strong></td>
<td>Executive Secretary</td>
<td>Administrative Secretary</td>
<td>Administrative Secretary</td>
<td></td>
</tr>
<tr>
<td><strong>HUD Budget Team</strong></td>
<td>Budget Team Leader</td>
<td>Budget Mgmt. Analyst</td>
<td>Budget Analyst</td>
<td></td>
</tr>
</tbody>
</table>
Appendix 6 – Emergency Operations Plan Distribution List

City Council (1)
Director of Emergency Management/City Manager
Deputy Director/Assistant City Manager
Building Commissioner
City Attorney
City Clerk
City Engineer
City Sheriff
Coordinator of Emergency Management
Director of Communications (PIO)
Director of Economic Development
Director of Finance
Director of General Services
Director of Libraries
Director of Management and Budget
Director of Parks and Recreation
Director of Planning, Building
And Development
Director of Public Works
Director of Real Estate Valuation
Director of Technology
Emergency Operations Center
Executive Director, Roanoke Regional
Airport
Fire-EMS Chief
Risk Management Officer
Roanoke Valley Emergency Planning Committee (RVEPC)
Superintendent of Schools
American Red Cross
Virginia Cooperative Extension
Roanoke County- Emergency Management
City of Salem- Emergency Management
Town of Vinton- Emergency Management
VDEM-Richmond
VDEM Region VI Coordinator
Va. Department of Health-Roanoke
Va. National Guard
Valley Metro
Va. State Police
Appendix 7 – Continuity of Government

Court Records

The preservation of essential records for the City resides with each Department. All matters dealing with the City Council are the responsibility of the City Clerk. All essential records are to be stored/archived in the predetermined location. These records include the following:

- Real Estate Records*
- Criminal Records
- Wills
- Tax and Valuation Records
- Finance and Budgetary Records
- Civil Records
- Chancery Records
- Marriage Licenses

The evacuation of records in the event of an emergency will be accomplished only by approval of the Clerk of the Circuit Court.

The loading and transportation of these records is the responsibility of the Sheriff’s Department.

* A microfilm copy of all real estate records for the locality is stored in the Archives, State Library, Richmond, Virginia.

Agencies/Organizations

Each agency/organization within the structure of the City of Roanoke government should establish its own records protection program. Those records deemed essential for continuing government functions should be identified and procedures should be established for their protection, such as duplicate copies in a separate location and/or the use of safe and secure storage facilities. Provisions should be made for the continued operations of automated data processing systems and records.
(SAMPLE)

Local Resolution

DECLARATION OF LOCAL EMERGENCY

WHEREAS the City of Roanoke City Council does hereby find:

1. That, due to the (heavy damage, area and population affected, loss of life, potentially dangerous conditions, etc.), the City of Roanoke (has suffered, could suffer) from the (flood, severe weather, accident, etc.); and

2. That, due to the extreme peril to life and property necessitates the proclamation of the existence of an emergency;

NOW THEREFORE, IT IS HEREBY PROCLAIMED that an emergency now exists throughout the City; and

IT IS FURTHER PROCLAIMED AND ORDERED that, during the existence of said emergency, the powers, functions, and duties of the Director of Emergency Management - City Manager, and the Coordinator of Emergency Management, shall be those prescribed by State Law, and to ordinances, resolutions, and approved plans of the City of Roanoke in order to mitigate the effects of said emergency.

Dated:__________________                      City Council, City of Roanoke

______________________________
______________________________
______________________________
______________________________
______________________________

Attested:_____________________

Basic Plan
0107
CITY ORDER TO TERMINATE LOCAL EMERGENCY

WHEREAS, on __________, the Director of Emergency Management, City Manager, pursuant to the Virginia Emergency Services Disaster Laws Title 44, Chapter 3.2, (the “Emergency Services Disaster Law”), issued a proclamation declaring a local state of local emergency for the City of Roanoke resulting from:

[Describe the situation that occasioned the disaster declaration];

WHEREAS, the conditions necessitating the proclamation of a local state of disaster have ceased to exist; and

WHEREAS, the Emergency Services Disaster Laws provide that a local state of emergency may be terminated by the governing body of the political subdivision.

NOW THEREFORE, BE IT ORDERED BY THE CITY COUNCIL:

1. The City Council, as the governing body of the City of Roanoke hereby terminates the proclamation of a local state of emergency described in the preamble above.

2. A public emergency exists requiring that this ordinance be passed formally on the date of its introduction; therefore, this order shall take effect immediately upon its passage and approval by the City Council.

PASSED AND ADOPTED, this ____ day of __________, 20__.

APPROVED, this ____ day of __________, 20__.
CITY ORDINANCE
TO RESTRICT, ALLOCATE, REGULATE ACTIVITIES AND COMMODITIES

WHEREAS, by proclamation issued [date of emergency declaration], the Director of Emergency Management, City Manager, declared a state of emergency for the City of Roanoke resulting from

[Briefly describe the situation] ; and

WHEREAS, said state of emergency requires that certain emergency measures be taken pursuant to the Executive Order of the Governor Relating to Emergency Management; now, therefore, the following regulations shall take effect immediately upon issuance, and shall remain in effect until the state of disaster is terminated:

[Eliminate sections below describing measures that will not be used.]

1. CURFEW
   (a) A person shall not remain or travel upon any public or private property in the following area(s) between the hours of _____ and _____:

   [Insert description of applicable areas]

   (b) Subsection (a) shall not apply to:

      (1) a person authorized by the Emergency Management Director to assist in the production of the health, safety, or welfare of the public; or
      (2) a person who remains or travels upon private property which is owned by him or upon which the person has been invited.

2. MOVEMENT OF PEOPLE AND OCCUPANCY OF PREMISES
   (a) A person shall not remain or travel upon any public or private property in the following area(s):

   [Insert description of applicable areas]

   (b) Subsection (a) shall not apply to a person authorized by local government officials to assist in the protection of the health, safety, or welfare of the public.
3. UTILITIES

   All utility services shall be discontinued in the following area(s):

   [Insert description of applicable areas]

4. FLAMMABLE PRODUCTS

   (a) A person shall not sell or give away gasoline or other flammable or combustible products in the following area(s):

   [Insert description of applicable areas]

   (b) All gasoline stations shall be closed in the following area(s):

   [Insert description of applicable areas]

5. EXPLOSIVES

   (a) A person shall not sell, barter, loan, or give away arms, ammunition, dynamite, or other explosives in the following area(s):

   [Insert description of applicable areas]

   (b) All establishments where arms, ammunition, dynamite, or other explosives are sold shall be closed in the following area(s):

   [Insert description of applicable areas]

6. ALCOHOLIC BEVERAGES

   (a) A person shall not sell or distribute beer, wine, liquor, or alcoholic beverages of any kind in the following area(s):

   [Insert description of applicable areas]

   (b) Subsection (a) shall not apply to the sale of medicine which contains alcohol.

7. PRICE CONTROLS

   A person shall not sell any of the following goods or services for more than the price the person charged for the goods or services on (date of disaster declaration):
(a) Groceries, beverages, toilet articles, ice;
(b) Construction and building materials and supplies, and earthmoving equipment and machinery;
(c) Electrical and gas generating and transmission equipment, parts and accessories;
(d) Charcoal briquettes, matches, candles, lamp illumination and heat unit carbides, dry batteries, light bulbs, flashlights, and hand lanterns;
(e) Hand tools (manual and power), hardware and household supplies, and equipment rental;
(f) Automotive parts, supplies, and accessories;
(g) Plumbing and electrical tools and supplies;
(h) Apartment, duplex, multi-family dwelling, rooming house, hotel and motel rental;
(i) Gasoline, diesel oil, motor oil, kerosene, grease, and automotive lubricants;
(j) Restaurant, cafeteria, and boarding-house meals;
(k) Services of roofing and building contractors, plumbers, electricians, mechanics, tree surgeons, and automobile wrecker companies;
(l) Medicine, pharmaceutical and medical equipment and supplies;
(m) Blankets, quilts, bedspreads, bed linens, mattresses, bedsprings, bedsteads, towels, and toilet paper; and
(n) Furniture and clothing.

8. SUSPENSION AND MODIFICATION OF ORDINANCES

(a) The following ordinances and regulations are hereby suspended or modified as indicated:

[List the relevant ordinances and regulations]

(b) The suspension or modifications of the ordinances and regulations listed in Subsection (a) shall remain in effect until (date 60 days from the date these regulations are issued), or until the state of disaster is terminated, whichever is sooner.

9. PENALTIES

(a) These regulations shall have the effect of ordinances when duly filed with the City Clerk.
(b) A person who violates any provision of these regulations, upon conviction, is punishable by a fine of not more than __________ dollars, $________.

10. EMERGENCY

This [ordinance/order] shall take effect immediately from and after its passage and publication, and it is accordingly so ordained.

PASSED AND ADOPTED, this _____ day of ___________, 20__.

APPROVED, this ____ day of ___________, 20__.