

City of Austin

# EMERGENCY OPERATIONS PLAN



## Annex J Recovery

Updated October 2013



Office of Homeland  
Security and Emergency  
Management



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City of Austin  
Office of Homeland Security & Emergency Management

## **ANNEX J**

# **Recovery Plan**

Approved by

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Otis J. Latin, Sr.

Director, Homeland Security  
And Emergency Management

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**RECORD OF CHANGES**

<b>Date</b>	<b>Section Number</b>	<b>Brief Description of Change Made</b>	<b>Person(s) Making Change</b>
10/2013	Document	Clarified title of Recovery Coordinator	Atkins/Hunt
10/2013	1.1	Clarified response phases	Atkins/Hunt
10/2013	2.1	Clarified response phases/updated reference to Basic Plan	Atkins/Hunt
10/2013	2.2	Clarified role of Recovery Coordinator	Atkins/Hunt
10/2013	2.4	Clarified role of Recovery Coordinator	Atkins/Hunt
10/2013	4.3.7	Updated department name	Atkins/Hunt
10/2013	4.3.8	Updated department responsibilities	Atkins/Hunt
10/2013	4.3.10	Updated department responsibilities	Atkins/Hunt
10/2013	4.3.11	Added department	Atkins/Hunt
10/2013	4.3.12	Updated department responsibilities	Atkins/Hunt
10/2013	4.3.13	Added department	Atkins/Hunt
10/2013	4.3.14	Added department	Atkins/Hunt
10/2013	4.3.15	Added department	Atkins/Hunt
10/2013	4.4.2	Clarified response phases	Atkins/Hunt

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## 1 INTRODUCTION

### 1.1 Overview

Recovery operations include the development, coordination, and execution of service and site-restoration plans for impacted communities, as well as the reconstitution of government operations and services. Reconstitution of government operations and services can be accomplished through individual, private-sector, nongovernmental, and public assistance programs that identify needs and define resources, provide housing and promote restoration and address long-term care and treatment of affected persons. Moreover, recovery involves incident-related cost recuperation, identification and implementation of mitigation measures to reduce or eliminate effects of future incidents, as well as evaluation of lessons learned. Recovery operations should begin with or shortly after a disaster occurs and can be generally divided into three phases, Initial Response, Short-term, and Long-term.

No single jurisdiction or agency has the capability and resources to address all disasters or major emergency situations. This Recovery Plan has been developed to provide guidance for the City of Austin (COA).

The City of Austin Recovery Plan (Annex J) is an annex to the City of Austin Emergency Operations Plan (EOP). Annex J defines responsibilities, establishes a recovery organization, defines lines of communications, and is designed to be part of the City of Austin Emergency Management Program and compliant with the National Incident Management System (NIMS).

Additional annexes and departmental Standard Operating Procedures (SOPs) are incorporated by reference into this plan and are listed below in Section 1.6, Authorities and References. The logistical support and resource requirements necessary to implement Annex J can be found in Annex M to the City of Austin EOP.

### 1.2 Purpose

The basic premise of Annex J is that planning undertaken in advance of a disaster can accelerate a post-disaster return to normalcy. Annex J describes a coordinated system for disaster recovery operations in all disaster situations, including natural disasters, technological disasters and terrorism. It delineates operational concepts relating to recovery, identifies components of the recovery organization, and describes the overall responsibilities intended to expedite public and private recovery. Annex J also identifies the sources of outside support that might be provided (through mutual aid and specific statutory authorities) by other jurisdictions, state and federal agencies and the private sector.

Annex J is designed to provide guidance to the City of Austin and its departments and agencies. Each department and agency in the City that is involved with recovery should develop appropriate individual recovery plans or procedures to complement this

Recovery Annex. Annex J should be used as a template and supports or supplements the recovery plans prepared and maintained by each department.

### **1.3 Goals and Objectives**

The City of Austin recovery goals include the coordinated gathering and evaluation of damage assessment information; accurate estimation of the financial value of losses and recovery costs; quick application for state and federal disaster relief funds; timely restoration of community services and infrastructure to pre-disaster condition; and implementation of cost-effective and practicable mitigation measures.

Annex J establishes the following objectives:

- Define and establish a Damage Assessment Team for response to City of Austin disaster areas.
- Identify overall management structure and leadership of recovery operations.
- Determine the roles and responsibilities for all involved departments and agencies.
- Establish the Recovery Management Task Force to manage recovery operations.
- Outline the essential functions involved in full-scale damage assessment reporting and recovery.

### **1.4 Planning Assumptions and Situations**

Annex J is an all-hazards recovery plan for incidents of varying magnitude. This plan incorporates lessons learned from response and recovery efforts within the City of Austin as well as best emergency management practices from around the state and nation.

Every disaster recovery plan has a foundation of assumptions on which the plan is based. The assumptions limit the circumstances that the plan addresses, and the limits define the magnitude of the disaster the organization is preparing to address. Annex J serves as the basis for all disaster recovery efforts in Austin.

The following assumptions were considered in developing Annex J:

- The geographical area of the City of Austin is of sufficient size and subject to a diversity of hazards and is, therefore, unlikely to experience a major natural disaster which will cause the City to be completely destroyed.
- The geographical area of the City of Austin is of sufficient size and subject to a diversity of hazards so that natural disasters and man-made/terrorist incidents are likely to occur. The variable severity of the likely disaster requires the establishment of scalable, adaptable recovery operations.
- A sufficient number of trained staff and first responders will be available to initiate the functions defined within Annex J. When needed they may be supplemented with additional mutual aid and/or contract personnel.

- Either surface transportation in the City will be possible or the necessary long distance and local communications lines will be available.
- Although Annex J is designed for the worst case scenario, inherent in the plan strategy is the ability to recover from any disaster that does not overwhelm City resources.

## 1.5 Plan Organization

Annex J is organized into sections and appendices that provide an organized overview of all aspects of recovery. It is intended to be used prior to an emergency to familiarize staff with response operations as well as during short and long-term recovery operations. Brief descriptions of the contents of each section and appendices are below.

- Introduction: Brief description of recovery operations, plan purpose, goals and objectives, planning assumptions, plan organization, and authorities and references.
- Concept of Operations: Provides information on response, and short and long-term operations as well as plan activation and termination.
- Organization: Describes the levels of emergency response according to City of Austin EOP and establishes the organization of response, short-term and long-term recovery operations.
- Roles and Responsibilities: Defines roles and responsibilities for all participants in short and long-term recovery operations.
- Operations Functions: Provides information on short-term and long-term recovery operations functions, including: Resumption of Government Operations; Damage Assessment; Contracting; Documentation and Cost Recovery; Debris Removal and Management; Donated Resources Management; Assistance Centers; Individual Assistance; Public Assistance; Hazard Mitigation; Re-Entry; Economic Recovery; and Resource Demobilization.
- After-Action Reporting: Describes elements and protocol for completing after-action reports per NIMS regulations.
- Plan Maintenance, Training and Exercises: Explains the need and procedure for updates to the plan and outlines a training and exercise program for management and staff.
- Appendices: The plan includes eight (8) appendices to aid readers and facilitate implementation:
  - Definitions (Appendix A)
  - Damage Assessment Categories (Appendix B)
  - Acronyms (Appendix C)
  - Forms (Appendix D)
  - FEMA Public Assistance (Appendix E)
  - City of Austin Re-Entry Protocol (Appendix F)
  - Federal ESF Descriptions (Appendix G)
  - Disaster Debris Recycling and Handling Plan (Appendix H)

## 1.6 Authorities and References

The following Authorities and References related to this plan are organized below by title. Most of the References listed below are on file at the City of Austin Office of Homeland Security and Emergency Management (HSEM). Also on file are other agreements with voluntary organizations and other governmental and private organizations.

### 1.6.1 Federal

Public Assistance Applicant Handbook (FEMA P-323) March 2010, Department of Homeland Security, Federal Emergency Management Agency

Audit Tips for Managing Disaster-Related Project Costs, Department of Homeland Security Office of Inspector General

Public Assistance Debris Management Guide (FEMA-325) July 2007. Department of Homeland Security, Federal Emergency Management Agency

Help After a Disaster - Applicant's Guide to the Individuals and Households Program (FEMA 545) July 2008. Department of Homeland Security, Federal Emergency Management Agency, August 2005

Public Assistance Policy Digest (FEMA 321) January 2008. Department of Homeland Security, Federal Emergency Management Agency

Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended and related authorities, June 2007

### 1.6.2 State

State of Texas Government Code, Chapter 418 (Emergency Management)

State of Texas Government Code, Chapter 421, (Homeland Security)

State of Texas Government Code, Chapter 433, (State of Emergency)

State of Texas Government Code, Chapter 791, (Inter-local Cooperation Contracts)

State of Texas Health & Safety Code, Chapter 778, (Emergency Management Assistance Compact)

State of Texas Department of Emergency Management Plan

**1.6.3 City**

City of Austin, City Charter, January 31, 1953

City of Austin Code 2-6-22, Ord. 20050804-047

City of Austin Resolution No. 20050929-008

City of Austin Emergency Operations Plan

City of Austin Office of Homeland Security and Emergency Management COOP Plan

City of Austin Citywide COOP/COG Plan

City of Austin Annex C, Shelter and Mass Care

City of Austin Annex L, Utilities and Public Works

City of Austin Annex M, Logistics and Resource Management

City of Austin Annex T, Donations Management

City of Austin Annex X, Debris Removal

City of Austin Hazard Mitigation Action Plan

## 2 CONCEPTS OF OPERATIONS

### 2.1 Overview

This recovery plan addresses strategy for short and long-term recovery priorities and provides guidance for restoration of critical functions, services, vital resources, facilities, programs, and infrastructure to the affected area.

Recovery actions occur in three general phases. The actions in each phase and the timing vary according to the nature and the severity of the disaster. The first phase overlaps with emergency response and consists of immediate actions taken to reduce life-safety hazards and make short-term repairs to critical lifelines. The second phase provides for ongoing social needs before permanent rebuilding is complete. This phase may continue for weeks or perhaps months. The third phase includes planning for and implementing the rebuilding of damaged buildings and other facilities and infrastructure and the resumption of normal social and economic life in the community. It may include a reconsideration of pre-disaster conditions. This third phase may continue for several years.

Phase	Actions
Initial Response (1-7 days)	Emergency road and debris clearance Emergency food and shelter operations Emergency, short-term repair of lifeline utilities Emergency, short-term repair of transportation systems and provision of interim transit services Building safety inspections Coordination of State/Federal damage assessments Re-occupancy of buildings
Short-term Recovery Operations (7- 30 days)	Provision of interim housing Debris removal Restoration of lifeline utilities (power, water, sewers) Restoration of social and health services Restoration of normal City services Establishment of new ordinances governing location and nature of rebuilding Examination of building codes or standards Economic recovery measures, including interim sites for business restoration
Long-Term Recovery Operations (Beyond 30 days)	Restoration of transportation systems Hazard Mitigation, Reconstruction of permanent housing, Reconstruction of commercial facilities Development and implementation of long-term economic recovery targeting impacted and critical industries

The various functions which constitute recovery operations occur on the continuum of Initial Response, Short-term Recovery, and Long-term Recovery Operations. The functions and their location in the continuum are provided in Section 5, Operations Functions. Additional information can also be found in the City of Austin Basic Plan Updated February 2012 in Section 4.4.

## **2.2 Relationship to Response Operations**

Response operations provide the foundation of the Annex J. Recovery operations typically begin concurrently with or shortly after commencement of response operations. For example, cost recovery and resource demobilization are recovery functions that begin during the response phase as costs are incurred, and resources are mobilized.

The Director of Austin Resource Recovery, or his/her designee, will serve as the Recovery Coordinator as outlined in this Annex. Depending on the nature, type and severity of the disaster, the Recovery Coordinator may expand the Recovery Organization and may have additional branches and units established under it during the response phase.

Under the Recovery Coordinator's leadership, an Initial Damage Estimate (IDE) is developed during the emergency response phase to support a request for a gubernatorial proclamation and for the State to request a presidential declaration. During the recovery phase, this assessment is refined to a more detailed level. This detailed damage assessment will be needed to apply for various State and Federal disaster financial assistance programs.

Short-term recovery operations may continue to be coordinated from the Austin/Travis County (A/TC) EOC (will be referred to as EOC throughout this document) after the response phase is over, if required. Under the City of Austin EOP, termination of the emergency's response phase is concurrent with the deactivation of the EOC; however, continued coordination from the response phase into the recovery phase is necessary to identify high priority areas for resumption of utilities, liability concerns, financing, and recovery.

## **2.3 Short-term Recovery Operations**

Short-term recovery operations include all agencies and departments participating in the City of Austin's disaster response area. Activities are generally coordinated from within the EOC, and recovery activities begin during the response phase of the emergency.

The key objectives of short-term recovery operations are to provide temporary housing, jobs, services and facilities quickly and efficiently. These operations include:

- Utility restoration;
- Expanded social, medical and mental health services;
- Re-establishment of government operations;

- Transportation route restoration;
- Debris removal and clean-up operations;
- Building safety inspections;
- Abatement and demolition of hazardous structures; and
- Environmental remediation

Emergency actions may be taken to address specific conditions such as:

- Suspension of evictions;
- Request utilities to suspend disconnections;
- Waiver of permit fees for damage repairs;
- Need for temporary housing and business space; and
- Change or alter traffic patterns.

Short-term recovery operations for the City will transition into long-term recovery operations at the direction of the City Manager or EOC/HSEM Director. If the EOC is not activated at the time of transition, the HSEM Director will make the determination to transition.

Under most circumstances, the transition from short to long-term recovery operations will occur within 90 days of the termination of the emergency or close of the incident period. The 90-day time period is intended only as a guide; transition to long-term recovery operations may occur at any time, depending on the severity of the emergency and the effectiveness of the coordinated local, State and/or Federal response.

## **2.4 Long-term Recovery Operations**

The primary goal of long-term recovery operations is to rebuild safely and wisely, reducing future hazards and optimizing community improvements. The major objectives of these operations include:

- Reconstruction of public facilities;
- Coordinated delivery of long-term social and health services;
- Improved land use planning and implementation;
- An improved EOP after the After Action Report;
- Re-establishment of the local economy to pre-disaster levels;
- Recovery of disaster-related costs; and
- Effective integration of mitigation strategies into recovery planning and operations.

Hazard mitigation actions will be coordinated and employed in all activities by all departments in order to ensure a maximum reduction of vulnerability to future disasters.

Each affected department is responsible for their own approach to mitigation, which could include zoning variances, building codes changes, plan reviews, and other land use planning techniques.

Departments and agencies within the damage area will strive to restore essential facilities through repair, reconstruction, improvement or mitigation during long-term recovery operations. Redevelopment agencies within the damage area will play a vital role in rebuilding commercial areas. Departments and agencies also will continue to assist individual citizens and private businesses through long-term recovery operations with continued provision of local services and information regarding State and Federal assistance programs.

The HSEM Director, in consultation with the Director of Austin Resource Recovery, may appoint a Recovery Coordinator to lead long-term recovery operations. The appointed Recovery Coordinator will perform his or her duties under the direction of the EOC/HSEM Director and will direct long-term recovery activities in the affected areas; while acting as a central resource for recovery activities in the City of Austin.

## **2.5 Plan Activation and Termination**

Emergency operations are generally activated in three levels based on the severity and scope of the incident and the availability of resources. Integral to response and recovery operations, the damage assessment function is involved in all of the levels as listed below:

### **OPCON - LEVEL 4**

(Limited Event)

- The EOC may or may not be activated
- Damage assessments will be required

### **OPCON - LEVEL 3**

(Significant Event)

- The EOC will be activated
- Field survey and inspection teams may be activated
- Damage assessments will be required
- Recovery phases will be initiated

### **OPCON - LEVEL 2**

(Major Event)

- The EOC will be fully activated
- Field survey and inspection teams will be fully activated
- Damage assessments will be required
- Full recovery phase will be initiated

Activation and termination of this plan shall be at the direction of (1) the City Manager; (2) a designated Assistant City Manager; or (3) the Director of HSEM/EOC.

### 3 ORGANIZATIONS

#### 3.1 Recovery System Overview

The designated levels for response and recovery are organized according to NIMS in Figures 3.1, 3.2 and 3.3.

Field: The field level is where recovery personnel and resources, under command of an appropriate authority, carry out recovery activities.

Departments: Departments manage and coordinate recovery activities within their areas.

Damage Area: Defined as an intermediate area that is damaged within the City consisting of all departments and agencies. The EOC is responsible for managing and/or coordinating information, resources, and priorities within the damage area, and serves as the coordination and communication link between City departments and appropriate agencies.

State: The State manages State resources in response to the needs of the City, also manages and coordinates mutual aid among the regions. The State acts as the provider of coordination and the communication link with the Federal disaster recovery system.

Federal: Federal resources supplement all local resources from the State to field operations. This task is filled by the Federal Emergency Management Agency (FEMA) in implementing the Individual and Public Assistance programs in declared major disasters.

#### 3.2 Damage Area Overview

The organization of these phases is developed using a maximum impact event. Transition between Response, Short-Term, and Long-Term organizations will be signaled by the EOC Director. Generally, the EOC Director, Recovery Coordinator will only activate a few of the positions, units and branches. Responsibilities of positions, units and branches not activated are assumed by the next position up the organization.

##### 3.2.1 Response Organization

Depending on the type, nature, and severity of the disaster, the EOC Director may appoint a Recovery Coordinator early in the response phase to begin planning and coordinating recovery efforts. The Recovery Coordinator will be assigned to the EOC Recovery Management Task Force (RMTF). If the EOC is not activated, the Recovery Coordinator will be assigned to the Director of HSEM. The response organizational chart is depicted in Figure 3.1.

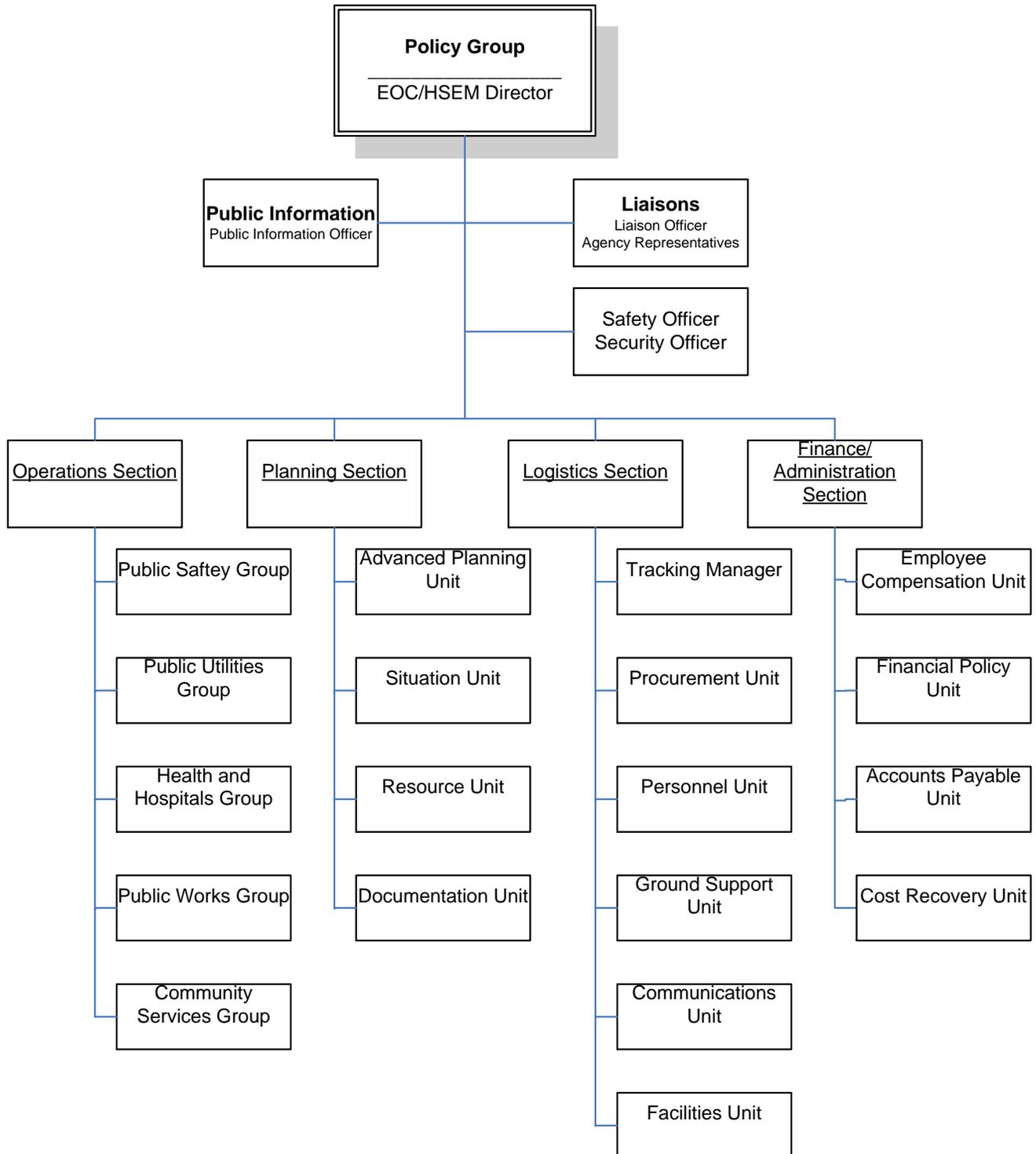
### 3.2.2 Short-Term Recovery Organization

Short-term recovery operations for the City of Austin will be coordinated by a Recovery Coordinator under the direction of the EOC Director. If the EOC is not activated, the Recovery Coordinator will be supervised by the Director of HSEM. The short-term recovery organization is depicted in Figure 3.2.

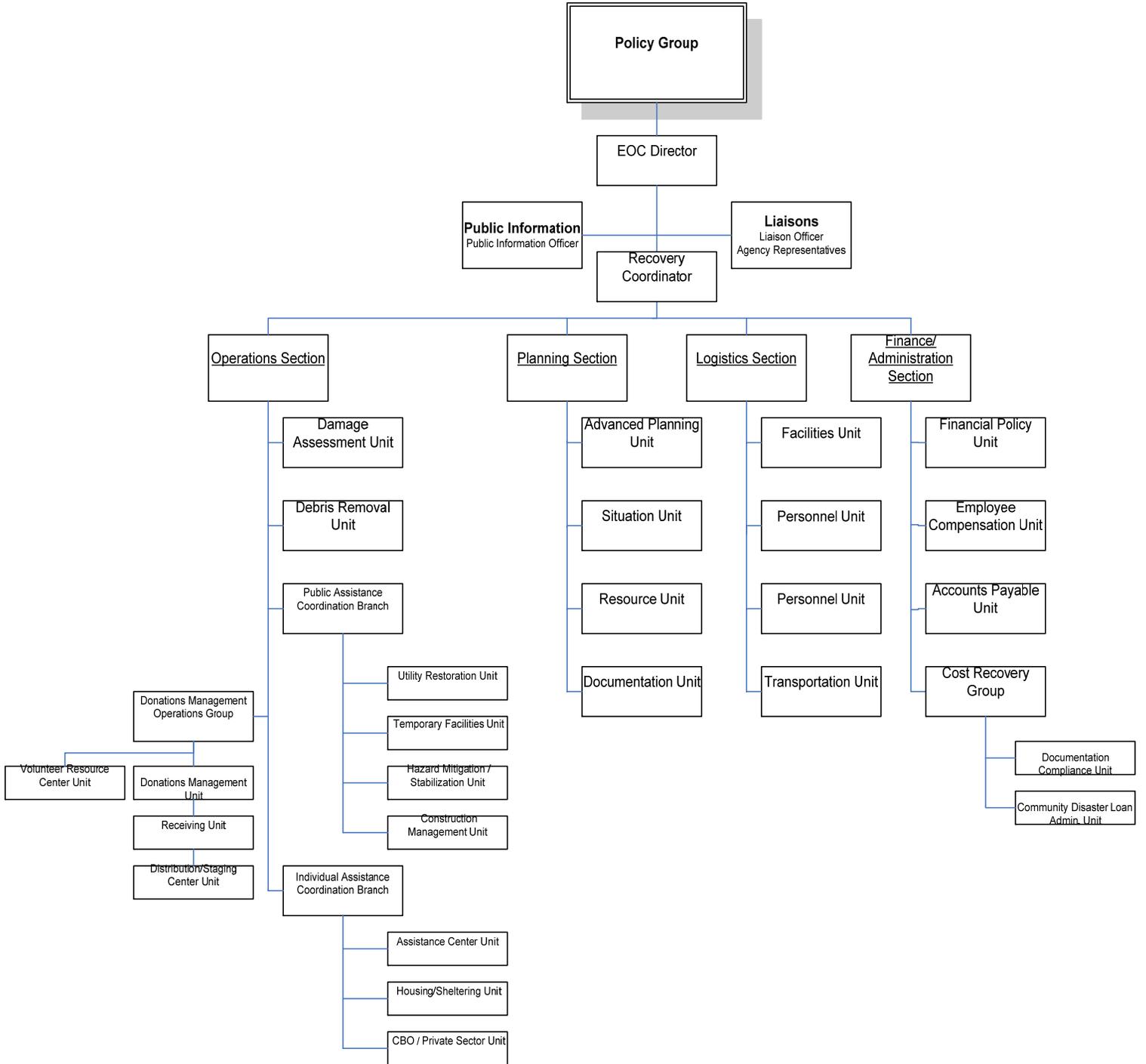
### 3.2.3 Long-Term Recovery Organization

Depending on the type, nature, and severity of the disaster, the Director of HSEM may appoint a Recovery Coordinator to manage long-term recovery activities after the response and short-term recovery phases have ended. The Recovery Coordinator will work under the direction of the EOC/HSEM Director. If the EOC has been deactivated, the Recovery Coordinator will be supervised by the Director of HSEM. The long-term recovery organization is depicted in Figure 3.3.

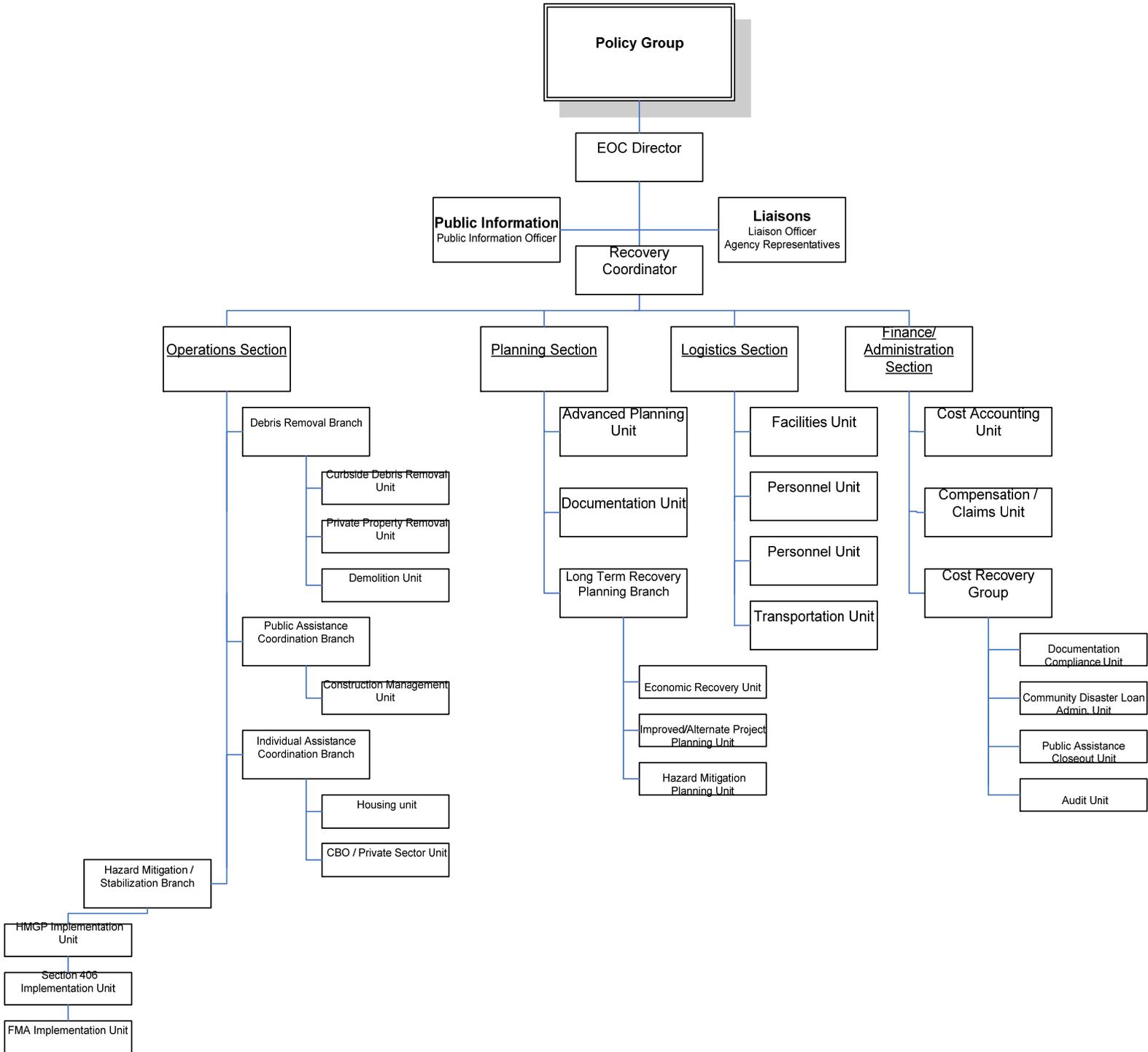
**Figure 3.1  
Response Organization**



**Figure 3.2  
Short-Term Recovery Organization**



**Figure 3.3  
Long-Term Recovery Organization**



## 4 ROLES AND RESPONSIBILITIES

### 4.1 Overview

The responsibilities of each City department are detailed below.

### 4.2 All Affected Organizations

Every member of a recovery operations organization is responsible for documenting and reporting possible mitigation actions. Recovery issues involving other jurisdictions and/or departments will be coordinated and managed between the City, the jurisdictions/departments or their designated representatives. All City departments may need to take responsibility for certain functions throughout the recovery process. All local jurisdictions and City departments should:

- Maintain SOPs and functional checklists, to include automatic response of designated personnel to the EOC, field survey, or recovery phase assignments.
- Train personnel and alternates.
- Complete initial status reports and forward to the EOC Planning Section Chief.
- Include in their departmental Continuity of Operation Plan (COOP) guidance for restoration of critical functions, services, vital resources, facilities, programs and infrastructure.

### 4.3 City of Austin

The A/TC EOC is responsible for managing the damage area and coordinating information, resources, and priorities among departments. The EOC also serves as the coordination and communication link between the City, departments and the State. The role of the EOC does not change the coordination of discipline-specific resources such as fire, law, and medical, through their established mutual aid systems.

The City Manager or designee is the administrator for the damage area and assigns the EOC Director the responsibility for day-to-day needs of the area.

The roles and responsibilities for the City of Austin, its departments and agencies differ for the incorporated city limits and unincorporated areas of the County. Unless otherwise specified below, the various City departments will coordinate recovery activities for the incorporated areas of the city, and the County will direct and conduct recovery operations for the unincorporated areas.

#### 4.3.1 Office of Homeland Security and Emergency Management

- Responsible for the development, maintenance, and testing of Annex J
- Directs and coordinates recovery activities
- Provides support to the Damage Assessment Team

- Reports situation and damage to the State of Texas Department of Emergency Management (TDEM)
- Coordinates and maintains files of all initial assessment reports
- Coordinates and maintains all records during the recovery phases, along with the COA Controller's Office
- Coordinates the development of after-action reports
- Activates and operates the EOC

#### 4.3.2 City of Austin Controller's Office

- Coordinates with HSEM to develop cost accounting and documentation maintenance procedures and processes
- Develops an audit trail for City Auditor and Controller to track expenditures incurred during the recovery phase
- Coordinates and monitors FEMA documentation processes for eligible expenditures
- Executes FEMA filing(s)
- Works with the Chief Financial Officer (CFO) to re-establish City financial systems
- Continues to administer City payroll
- Continues to perform City accounts payable function
- Coordinates the dollar estimates for damage assessment as part of the Operational Area Damage Assessment Team in the EOC

#### 4.3.3 Health and Human Services Department (HHSD)

- HHSD assists with temporary and permanent solid waste facility permits for facilities in the City of Austin
- Evaluates City facilities for re-occupancy after an emergency, including ventilation systems
- Performs health hazard evaluations and provides recommendations to Departments regarding disaster-related issues (including asbestos, lead, mold, etc)
- Conducts disaster-related health and safety training to include technical assistance to departments on respiratory protection, fit tests and training and laws
- Assists departments in establishing effective health and safety programs (blood borne pathogens, hearing conservation, etc)
- Provides advice to City departments on hazardous waste management
- Conducts epidemiology and disease surveillance activities
- Provides plan review for damaged subsurface disposal systems, drinking and monitoring wells

#### 4.3.4 Building Services

- Inspects and reports on the status of communications sites and City facilities

- Responsible for cost recovery documentation of field response/repairs and estimates
- Provides support to the EOC for the set up of Assistance Centers (Local, Family and Disaster) if located in City-owned facilities
- Provides generators for City-owned facilities

#### 4.3.5 Fleet Services

- Maintain a record of all City equipment
- Maintain all equipment in a state of readiness
- Maintain fuel supply for equipment

#### 4.3.6 Neighborhood Housing and Community Development

- Serves Austin residents currently receiving federal housing assistance
- Administers federal disaster housing assistance for victims
- Serves Section 8 Rental Assistance applicants currently on the program or Tenant Based Rental Assistance participants
- Coordinates with the Federal Department of Housing and Urban Development (HUD)

#### 4.3.7 Austin Resource Recovery (ARR)

- Coordinates the removal and disposal of debris
- Coordinates with the Damage Assessment Team to include the field survey teams
- Reports on behalf of the Damage Assessment Team, in the EOC, during the recovery phase

#### 4.3.8 Public Works Department (PWD)

- Inspects and reports on city roads
- Inspects and reports on drainage/flood control facilities with the assistance of Austin Watershed Protection
- At the direction of law enforcement, opens and closes city roads
- Assists with debris removal in Austin

#### 4.3.9 Austin Police Department (APD)

- Provides initial field situation reports, updates from field units, and aerial support
- Maintains perimeter security and patrols recovery activities/events

#### 4.3.10 Parks and Recreation Department (PARD)

- The Parks and Recreation Department may be able to provide use of park facilities for temporary housing in time of a disaster

- City Parks will be available for the evacuated public at the request of the EOC Director
- PARD facilities and community centers will be available for temporary shelters
- Damage Assessment: document damage (photos), compile lists of assets damaged

#### **4.3.11 Code Compliance**

- When it is safe, Code Compliance will deploy Damage Assessment Teams to affected areas when directed by the EOC
- Conduct inspections and respond to requests for reconstruction
- Develop/revise building codes to achieve better hazard mitigation outcomes

#### **4.3.12 Austin Water Utility**

- Inspects and reports on City water and wastewater facilities
- See 4.5.2 of this plan

#### **4.3.13 Austin Energy**

- See 4.5.1 of this plan

#### **4.3.14 Watershed Protection**

- Inspects and reports on city roads
- Inspects and reports on drainage/flood control facilities

#### **4.3.15 Economic Development**

- Provide support to post-disaster damage assessment operations during disaster recovery
- Support the delivery of post-disaster assistance programs to the business community

### **4.4 City Departments**

Each department is responsible for developing a recovery plan, annex and/or for placing the appropriate information in their department's Continuity of Operation Plan (COOP). The adopted document should support the performance of all functions, roles and responsibilities not provided by the City, utilities, non-profit and Community Based Organizations (CBOs), or the State and Federal Government. Within the Recovery Management Task Force, the following responsibilities shall be assigned to the appropriate department to provide the following functions:

#### **4.4.1 Response Phase Coordination - EOC Director**

- File a Request for Public Assistance (RPA) with Texas Division of Emergency Management (TDEM)
- Submit a list of damage sites to TDEM and update the list as necessary
- Assist the Recovery Coordinator as necessary
- Attend State FEMA Applicant's Briefing

#### 4.4.2 Recovery Coordinator

It is expected that the Director of HSEM/EOC Director will assign a Recovery Coordinator to oversee the long-term recovery operations. The Recovery Coordinator will be assigned from the department having the greatest degree of involvement, expenditure or damage. For example, a flood emergency will most likely result in a representative from the Watershed Protection Department (WPD) being appointed, while a civil unrest emergency most likely will result in a Recovery Coordinator being appointed from the Austin Police Department. Responsibilities of the Recovery Coordinator are as follows:

- Serve as the liaison between departments/agencies and all State and Federal disaster recovery agencies;
- Ensure all documentation gathered by each department on expenditures and damage is in the proper format for review by the State and Federal inspectors;
- Coordinate with the Departmental Point of Contact concerning site inspections by the State and Federal disaster recovery inspectors;
- Review all Project Worksheets prepared by the State and Federal inspectors for accuracy, either concurring with their recommendations or generating a letter of non-concurrence;

- Maintain accurate records of project sites, including copies of the Project Worksheets, applicable photographs and other documentation;
- Archive all disaster recovery files with the appropriate department following the conclusion of the disaster period; and
- Manage the State or Federal single audit of the disaster.

#### 4.4.3 Departmental Point of Contact

Each department within the jurisdiction that has expended funds or suffered damage will identify a single point of contact for recovery operations. The name, title, work phone number, cell phone number, and home phone number of this point of contact will be provided, in writing, to the Recovery Coordinator within 24 hours of activation of Annex J. The responsibilities of the departmental point of contact are as follows:

- Gather information for their department concerning damage and/or expenditures;
- Answer questions regarding departmental damage and/or expenditures;
- Plan with the Recovery Coordinator for damage site visitations by State, Federal or private sector organizations (e.g., Red Cross); and,
- Ensure appropriate documentation on each damage site or expenditure is gathered and submitted to the Recovery Coordinator.

#### 4.4.4 Financial and Administrative Services Department

For each emergency, department directors will appoint a departmental point of contact from their finance division who will be responsible for the following department-wide activities:

- When requested, provide copies of all financial documents or reports (pay sheets, checks, etc.) regarding damage and expenditures to the Departmental Point of Contact or Recovery Coordinator;
- Generate necessary financial reports such as payroll records; and,
- Assist the Recovery Coordinator with the State or Federal audit.

### 4.5 Utilities

#### 4.5.1 Austin Energy (AE)

Austin Energy shall prepare an emergency response plan setting forth anticipated responses to emergencies and major outages. The plan will help assure the utility is best able to protect life and property during an emergency or major outage and communicate the scope and expected duration of an outage. The plan shall include the following elements:

#### 4.5.1.1 Internal Coordination

- The plan shall describe Austin Energy's internal coordination function, including how the utility will gather, process, and disseminate information within the service area, set priorities, allocate resources, and coordinate activities to restore service. The utility will coordinate internal activities in their Energy Control Center (ECC) or the A/TC Emergency Operation Center as appropriate.

#### 4.5.1.2 Media Coordination

- The plan shall address Austin Energy's provision of timely and complete information available to the media before, during and immediately after a major outage. Such information shall include estimated restoration times and a description of potential safety hazards if they exist.
- The communications strategy shall describe how Austin Energy will provide information to customers by way of its call center and other media before, during, and immediately following a major outage. The strategy shall anticipate the use of radio, television, newspapers, mail, and electronic communications media.
- The strategy should include information in reference to COA Corporate Public Information Office (CPIO), HSEM PIO, and the Joint Information Center (JIC).

#### 4.5.1.3 External and Government Coordination

- The plan shall address Austin Energy's efforts to coordinate emergency activities with appropriate state and local government agencies. The utility shall maintain lists of contacts at each agency that shall be included in the plan and readily accessible to employees responsible for coordinating emergency communications.
- The communications strategy shall include pre-event coordination with appropriate state and local government agencies, including the appropriate methods for information exchange, to enhance communications activities during and immediately following a major outage.

#### 4.5.1.4 Damage Assessment

- The plan shall describe the process of assessing damage and, where appropriate, the use of contingency resources required to expedite a response to the emergency. The plan will generally describe how the utility will set priorities, facilitate communication, and restore service.

#### 4.5.1.5 Restoration Priority Guidelines

- The plan shall include guidelines for setting priorities for service restoration. In general, Austin Energy shall set priorities so that service is restored first to critical and essential customers, and so that the largest number of customers receives service in the shortest amount of time.

#### 4.5.1.6 Mutual Assistance

- The plan shall describe how Austin Energy intends to employ resources available pursuant to mutual assistance agreements for emergency response. Mutual assistance shall be requested when local resources are inadequate to ensure timely restoration of service or public safety. Mutual assistance does not need to be requested if it would not substantially improve restoration times or mitigate safety hazards. The plan shall recognize the need to communicate mutual assistance activities with the EOC, through the Utility Branch, during an emergency.
- No later than four hours after the onset of a major outage, Austin Energy shall begin the process of evaluating and documenting the need for mutual assistance. The utility is not required to seek assistance if it would not substantially expedite restoration of electric service or promote public safety. The utility should reevaluate the need for assistance throughout the period of the outage.

#### 4.5.2 Austin Water Utility (AWU)

The Austin Water Utility serves the City of Austin region as a wholesale supplier of water. In the event of an incident, resulting in an interruption of water supply and distribution, Austin Water Utility is prepared to respond and restore water supply and service.

##### 4.5.2.1 Emergency Operations

- Austin Water Utility is responsible for providing water and wastewater service in order to protect the public health and the environment. Emergency operations can be triggered by any unplanned loss of service for water or wastewater.
- AWU uses a methodical process to restore water and/or wastewater service. The goal is to repair damage to the water or wastewater systems in an order that ensures the largest blocks of customers have service restored as early as possible in the process. Responses to wastewater emergencies that involve overflows are prioritized in order to minimize impacts and mitigate damage to the environment. AWU maintains a Critical Customer List of customers that are essential to maintaining public health and safety. The list includes hospitals, nursing homes, wholesale, and large industrial customers. These customers receive priority consideration during outages.

#### 4.6 Community Based Organizations and Private Agency Resources

Community Based Organizations (CBOs) and other private agencies differ in size, organizational structure, and capacity, but all share a common bond of addressing the disaster concerns of individuals and special needs communities. The EOC Director and HSEM Staff will establish coordination with CBOs and other private agencies with multi-jurisdictional or citywide recovery roles during short-term recovery operations.

#### 4.6.1 2-1-1 and 3-1-1 Information Lines

2-1-1 is the national dialing code for free, 24-hour community, health and disaster information. Like 9-1-1 for emergency service, 2-1-1 has been set aside by the Federal Communications Commission (FCC) for the public to easily access community information. Callers receive personalized information from a live phone specialist who can answer questions about a variety of nonprofit services and agencies. In times of disaster, 2-1-1 can be mobilized as a central point for disseminating public information. After the danger has passed, 2-1-1 helps victims secure recovery assistance.

2-1-1 Texas delivers efficient access to the most appropriate sources of help and information. Anywhere in Texas, anyone can call 2-1-1 for free information and referrals to health and human service agencies, nonprofit and faith-based organizations, disaster relief resources, and volunteer opportunities. The 2-1-1 helpline in Central Texas maintains a comprehensive community resource database of services providing assistance with health care, employment, educational, legal, housing, counseling, transportation needs, and much more.

Austin 3-1-1 offers residents and visitors one easy-to-remember number to contact the City of Austin. Ambassadors are available 24/7 including holidays to provide information on City programs and events and enter service requests for a variety of issues ranging from loose dogs to traffic signal malfunctions.

Austin 3-1-1 utilizes a Language Line so translation services are available.

In addition, individuals can submit a number of service requests online at [http://coa311web.ci.austin.tx.us/web\\_intake/Controller](http://coa311web.ci.austin.tx.us/web_intake/Controller) by using the request form. If it is a situation that needs immediate attention, or you can't find the service that you need, just call 3-1-1.

- For emergencies: 9-1-1
- For non-emergencies: 3-1-1 or 974-2000
- Out of Area non-emergencies: 512-974-2000
- Teletypes (TTY) for the hearing impaired: 512-972-9848
- Fax (for 3-1-1 issues/requests only): 972-9876
- Power outages: 512-322-9100
- Utility Call Center (Electric/Water): 512-494-9400

#### 4.6.2 American Red Cross (ARC)

The ARC provides for the critical needs of individuals such as food, clothing, shelter, and supplemental medical needs. Other assistance to individuals such as furniture, home repair, home purchasing, essential tools, and some bill payment also may be provided through this organization. The ARC also assists local jurisdictions by conducting preliminary damage assessment “windshield surveys” in all portions of the damage area,

within 24 hours, as situation and resources allow. Detailed damage assessments can be available to the community within 72 hours.

#### 4.6.3 The Salvation Army

The Salvation Army may provide recovery assistance through its mobile feeding, emergency shelter, applicant registration, collection and distribution of clothing and supplies, counseling, language interpretation, and assistance in locating missing persons.

#### 4.6.4 Voluntary Organizations Active in Disaster (VOAD)

VOAD exists to foster better service to communities struck by disaster. This is done through preparedness activities that include planning among VOAD members and providing education to the general public and by responding to and helping communities recover from disaster. This is accomplished by adhering to four core values: Cooperation, Communication, Coordination, and Collaboration.

#### 4.6.5 Community Emergency Response Team (CERT) Volunteers

The Community Emergency Response Teams Program educates people about disaster preparedness for hazards that may impact their area and trains them in basic disaster response skills, such as fire safety, light search and rescue, team organization, and disaster medical operations. Using the training learned in the classroom and during exercises, CERT members can assist others in their neighborhood or workplace following an event when professional responders are not immediately available to help. CERT members also are encouraged to support emergency response agencies by taking a more active role in emergency preparedness projects in their community.

Spontaneous volunteer coordination in the City will be directed by HSEM if volunteers are needed in a city facility or on a scene commanded by COA responders. Providing a central organization assists in the influx of volunteers, avoids convergence of individuals, and facilitates short-term recovery.

#### 4.6.6 Faith-based Organizations

Faith-based organizations, such as Catholic Charities, Jewish Family Services, Austin Disaster Relief Network and Lutheran Disaster Relief, provide a variety of disaster-related services to victims and disaster workers to aid in personal recovery or relief operations. These organizations will be accessed through VOAD when the EOC is activated.

### **4.7 State Agencies**

#### 4.7.1 Texas Division of Emergency Management (TDEM)

- Coordinates State and Federal resources to aid in disaster recovery for individuals, families, farmers, certain private non-profit (PNP) organizations, local and state government
- Coordinates requests for State and Federal emergency declarations
- Participates in damage assessments
- Provides environmental/historical, engineering and technical assistance
- Administers State and Federal public assistance and hazard mitigation grants, including payment and processing
- Provides oversight of other state-administered disaster recovery programs
- Leads community relations' elements in times of disaster
- Coordinates the establishment of Joint Field Offices (JFOs), Disaster Resource Centers (DRCs), and Local Assistance Centers (LACs)

#### 4.7.2 Texas Department of Transportation (TXDOT)

TXDOT provides reports and estimates on state roads, highways and freeways, including all overpasses, underpasses and bridges.

#### 4.7.3 Texas Department of Public Safety (TDPS)

TDPS provides initial reports on damage to roads, highways and freeways; coordinates with TXDOT and local jurisdictions as applicable to barricade or secure unsafe sections of roadway; monitors truck traffic to ensure safe transport of debris during debris removal and demolition operations and also coordinates reentry of displaced populations.

### 4.8 Federal Agencies

The overall responsibility for recovery rests with State and local governments. The National Response Framework (NRF) recognizes the primacy of State and local governments in defining response and recovery requirements and identifying needs. The Federal Government's primary role is to complement and supplement State, local, and private resources to facilitate recovery. Specific Federal roles are listed below:

#### 4.8.1 Federal Emergency Management Agency (FEMA)

- FEMA receives reports and requests from TDEM
- Coordinates with local and State response of federal inspectors and officials, Federal Agency Support Teams (FAST)
- Determines eligibility and provides federal recovery assistance through the Public Assistance (PA) and Individual Assistance (IA) programs
- Establishes a JFO to coordinate inter-agency recovery following certain declared disasters
- FEMA coordinates disaster relief efforts of local and State government agencies as well as other Federal agencies
- Establishes DRCs to coordinate service delivery to individuals and households

#### 4.8.2 Department of Housing and Urban Development (HUD)

The Department of Housing and Urban Development coordinates with FEMA and local housing authorities and supports and oversees the local housing authority in public outreach, counseling, and having a presence at all recovery assistance centers.

### 4.9 Emergency Support Functions (ESFs)

Emergency Support Functions provide the structure for coordinating Federal interagency support for Incidents of National Significance. The ESF structure includes mechanisms used to provide Federal support to local, State, tribal governments, or to Federal departments and agencies, both for declared disasters and emergencies under the Stafford Act and for non-Stafford Act incidents. ESFs are groupings of government and certain private-sector capabilities into an organizational structure to provide the support, resources, program implementation, and services that are required to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal, when feasible, following domestic incidents. Per the National Response Framework (NRF), each ESF has an identified ESF coordinator as well as primary and secondary support agencies. A description of each ESF is provided in Appendix G.

### 4.10 Private Sector

Memorandum of Understanding(s)/Memorandum of Agreements(s) (MOUs/MOAs) with the private sector allows for effective mobilization and effective resource management.

#### 4.10.1 Austin Chamber of Commerce

The Austin Chamber provides unique opportunities for its business leaders to influence civic, social, and business initiatives that support community growth. As the voice of the business community, the Chamber offers leadership on issues that transform our community. The Chamber of Commerce plays an important role in economic recovery efforts within the City of Austin. The Chamber provides opportunity for leadership, business building initiatives focused on the critical priorities of the community, and a network of relevant tools and information for the needs of business.

#### 4.10.2 Austin Convention and Visitors Bureau

The Austin Convention and Visitors Bureau will be used during the recovery phase of a disaster to assist with relocation of affected residents.

#### 4.10.3 Austin Apartment Association

In an effort to help citizens that are displaced by natural disasters, FEMA officials locate suitable housing for these victims. HUD encourages owners and managers of

multifamily properties to post vacancy reports to the [National Housing Locator](#) (NHL) website.

During normal business hours within the first 24 – 48 hours, the Austin Apartment Association can provide apartment vacancy information and the rates of existing vacant units.

FEMA officials, at Disaster Recovery Centers throughout the impacted damage area, use the vacancy information provided through the NHL as a resource to help displaced residents find available housing. Vacancy reports are *critical* for the impacted operational area, but also *very useful* for properties in surrounding States – as displaced residents may wish to relocate closer to family in other communities.

## 5 OPERATION FUNCTIONS

### 5.1 Resumption of the City of Austin Operations

Resumption of City government operations is the foundation of short- and long-term recovery. Depending on the extent of damage after a disaster, City agencies may be forced to operate from widely scattered, makeshift locations with little or no notice, inadequate communications, and shortages of supplies, staff and other limitations. Communications amongst agencies will be difficult; day-to-day interdepartmental processes most likely will be impeded; and the public may become frustrated and disoriented due to the lack of access to normal City services. Provisions for issues such as emergency relocation of City agencies and the reconstruction of public facilities are addressed in this plan and the City Departmental COOP plans.

### 5.2 Damage Assessment

#### 5.2.1 Overview

Damage assessment is primarily a short-term recovery function that begins during the response phase and is the basis for determining the type and amount of State and/or Federal financial assistance that will be available to facilitate long-term recovery. The EOC Standard Operating Procedure (SOP) requires that Initial Damage Estimates (IDEs) be completed during the emergency response phase to support a request for a gubernatorial proclamation and for the State to request a presidential declaration.

The City of Austin has the primary responsibility for damage assessment within the City's damaged area. The EOC Public Works Group will coordinate damage assessment support in the damage area and in the EOC.

#### 5.2.2 Activation

Emergency operations are generally activated in three levels based on the severity and scope of the incident and the availability of resources. All affected agencies have pre-designated personnel for responding either to the EOC or in the field, during or immediately following an emergency. The damage assessment function is involved in all of the levels as listed on the following page:

#### OPCON - LEVEL 4 (Limited Event)

- The EOC may or may not be activated.
- Damage assessments will be required.
- Personnel are contacted by the Damage Assessment Coordinator.

OPCON - LEVEL 3  
(Significant Event)

- The EOC will be activated.
- Field survey and inspection teams may be activated.
- Damage assessments will be required.
- Recovery phases will be initiated.
- The Damage Assessment Team automatically responds to the EOC for initial damage reports. Field survey teams are contacted by the Field Survey Coordinator if needed.

OPCON - LEVEL 2  
(Major Event)

- The EOC will be fully activated.
- Field survey and inspection teams will be fully activated.
- Full recovery phase will be initiated.
- Damage assessments will be required.
- All personnel needed for damage assessment automatically respond to either the EOC or other pre-designated locations.

5.2.3 Field Operations/Damage Assessment

Engineers and building inspectors, assigned as disaster inspectors, will conduct all damage assessments. Inspectors will be coordinated through the EOC Public Works Group.

Damage assessment occurs in three phases:

- Windshield Assessments: Under the direction of the Damage Assessment Field Supervisor, teams will conduct a quick survey of damaged areas for the purpose of estimating overall damage and reporting. The assessment teams count as many structures as possible and estimate the percentage of damage without leaving the vehicle.
- Detailed Assessments – Assessing the Structure: Upon completion of the Windshield Assessment, a detailed assessment of all impacted structures must be conducted.
- Detailed Assessments – Documentation and Posting: Once the structures on a property have been assessed, documentation and posting operations commence. The inspector must completely and accurately fill out one Damage/Safety Assessment Form for each property, recording all damage on the property. If directed by the Damage Assessment Field Supervisor, “saved” structures should also be documented. Also each inspected structure should be appropriately placarded. Placard designations are as follows:

<b>Placard Color</b>	<b>Placard Designation</b>
Green	INSPECTED – Lawful Occupancy Permitted.

White	REPAIRS NECESSARY - (This Placard is for Residential Buildings Only)
Yellow	LIMITED ENTRY - Off Limits To Unauthorized Personnel
Red/Pink	UNSAFE - Do Not Enter or Occupy

Upon returning to the office at the conclusion of each damage assessment session, the inspectors will rename each of the photos taken to correspond with the damage assessment report number for the affected site.

The EOC Public Works Group will maintain a written record of inspected damages in order to provide the information to the EOC Planning Section Chief and Recovery Coordinator, Travis County Assessor/Collector’s Office (property tax purposes) and insurance companies (assist in settlement claims).

**5.2.4 Initial Damage Estimates (IDEs) Reporting**

IDEs are derived from Windshield Assessments conducted by the City and are submitted through the State’s reporting system.

Damages are itemized on the IDE and then forwarded to the EOC. IDE cost estimates are based on current property values and building costs. Collected IDEs are condensed into one report for the damaged area and forwarded to TDEM.

**5.2.5 Preliminary Damage Assessments**

The State will determine whether a recovery effort is beyond State and local capabilities from information provided in the City’s IDE Report. If it is decided that disaster recovery is beyond State and local capabilities, State officials will ask the FEMA Regional Office to conduct a Preliminary Damage Assessment (PDA).

The PDA is a joint venture between local, State, and Federal governments to document the impact and magnitude of a disaster on individuals, families, businesses, and public property. After the PDA teams have documented the damage, the Governor will determine whether or not to request Federal disaster assistance. The Governor may limit the request for assistance or may seek full range of assistance authorized under the type of declaration being requested.

**5.3 Contracting, Documentation, and Cost Recovery**

**5.3.1 Overview**

The City of Austin Controller’s office coordinates cost recovery and contracting procedures for the damage area in the City. Each department and agency is responsible for developing and implementing cost recovery and contracting procedures individually. The City of Austin applies along with Travis County to TDEM and FEMA for disaster relief funds. Documentation and contracting are critical cost recovery elements.

Cost recovery begins with the expenditure of local funds, during the disaster's response phase, and ends with the completion of applicable local, State or Federal auditing processes, which can occur well into the disaster's long-term recovery phase.

Recovery and procurement personnel should be familiar with the Department of Homeland Security Office of Inspector General document [Audit Tips for Managing Disaster-Related Projects](#).

### 5.3.2 Documentation

All City Departments are responsible for fully documenting recovery activities. The City Controller prepares and maintains all supporting documentation with reference to cost recovery and eligibility for the City of Austin. The categories of documentation required of City departments are:

- Notification of Recovery Coordinator
- Site Documentation - Law Enforcement, Fire, and Emergency Medical Services (EMS) activities
- Site Documentation for Damage and debris removal
- Department Labor Records
- Department Equipment Records
- Rented, leased, or purchased equipment
- Material Summary Records
- Contract Work Summary Record
- Donated Resource Summary Record

### 5.3.3 Notification of Recovery Coordinator

Each City department is responsible for providing written notification to the Recovery Coordinator anytime it is expected to expend funds for damage-related clean-up or repairs (labor, equipment or material costs) at any one site. This notification requirement is triggered when expenditures at any single site are expected to exceed a minimum threshold. (Departments may wish to establish pre-determined minimum/maximum expense limits that would similarly trigger notification requirements.) Notification should be made within 48 hours and must include the following information:

- Location of site, including map coordinates
- Description of damage
- Description of work to be performed
- Estimate of the cost to repair or replace the facility/equipment
- Name of contact for further information

The appropriate department(s) will utilize this information to complete the forms necessary to request State and Federal assistance forms.

### 5.3.4 Site Documentation for Law Enforcement, Fire, and EMS activities

Since the responsibilities assigned to Austin/Travis County EMS, Austin Police, and Austin Fire Departments often result in single site expenditures less than the minimum threshold amount, special reporting requirements apply to the following disaster related Fire, EMS and Law Enforcement activities:

- fire incidents
- emergency medical services incidents
- traffic control
- rescue incidents
- community assistance incidents

Whenever the City enters into a disaster period, (Fire, Law Enforcement, EMS) need to begin tracking all of the above responses and disaster-related expenditures. All equipment, material and overtime labor costs associated with these incidents are eligible for disaster reimbursement.

Each City Department will create a departmental file containing the following information:

- Name of contact for further information
- Copies of Computer Aided Dispatch (CAD) incident histories for each disaster-related incident (regardless of whether only regular hour personnel responded)
- Copies of invoices and/or contracts for contracted/purchased materials, equipment or services
- Force account labor records
- Force account equipment records
- Material records
- Rented equipment records

The documentation is to be maintained and updated by the originating department and will be turned over to the Recovery Coordinator for processing when the State and Federal inspection teams arrive to complete the Project Worksheets (PWs).

### 5.3.5 Site Documentation for Damage and Debris Removal

For each damaged site the appropriate departments' emergency coordinators are required to create a damage site file containing the following information:

- Location of site, including map coordinates
- Description of damage
- Description of work to be performed
- Name of contact for further information
- Color photographs of damage (minimum of two)
- Copies of invoices and/or contracts for contracted/purchased materials, equipment or services
- Copies of any departmental work management system reports (if utilizing this type of system)

- Force account labor summary records
- Force account equipment summary records
- Materials summary records
- Rented equipment summary records
- Contract work summary records
- Copies of any estimates or bids received

This damage site file is to be maintained and updated by the originating department and will be turned over to the Recovery Coordinator for processing when the State and Federal inspection teams arrive to complete the Project Worksheets (PWs).

### 5.3.6 Department Labor Records

All work hours performed by the department's employees must be recorded on either a Force Account Labor Summary Record or other written record containing the following information:

- Employee(s) name
- Employee(s) job title
- Synopsis of work performed at the site
- Date and number of regular hours
- Date and number of overtime hours worked
- Total number of regular hours worked
- Total number of overtime hours worked
- Employee(s) regular hourly salary
- Total regular hour cost
- Employees regular benefit rate (decimal format)
- Total regular hour and benefit cost
- Employees overtime salary rate
- Employees overtime benefit rate (decimal format)
- Total overtime hour and benefit cost
- Total regular hour and benefit cost for all employees at the site
- Total overtime hour and benefit cost for all employees at the site

Hours spent performing law enforcement, fire, and EMS duties can be listed on a department wide (e.g., all law enforcement activities) Force Account Labor Summary Record if the total cost at a given site does not exceed the minimum threshold. Employee hours not submitted in the above format will be denied by the State and FEMA and will not be reimbursed.

### 5.3.7 Department Equipment Records

All departmental equipment used must be recorded on either a Force Account Equipment Summary Record or other written record containing the following information:

- Shop number of equipment (e.g., F11, S40)
- Description of equipment (e.g., 5 ton dump truck, 1.5 CY Wheel Loader)
- Synopsis of work performed with equipment at site
- Horsepower of equipment
- Date and number of hours worked
- Pre-disaster hourly rate for equipment
- Total cost of equipment
- Total cost for all equipment at the site

Equipment is reimbursed based on rates established and implemented by the department, city or agency prior to the disaster. If the department, city, or agency does not have formal equipment rates, FEMA rates can be used for reimbursement purposes. Equipment operated while performing fire, law enforcement, or EMS duties can be listed on a department wide summary record (e.g., all law enforcement activities) if the site total does not exceed the minimum threshold. Equipment hours that involve disaster-related activities, with the exception of standby time, are eligible for reimbursement, regardless of whether the operator was on regular or overtime status. Equipment usage records not submitted in the above format will be denied by the State and FEMA and will not be reimbursed.

Maintenance activities necessary due to the use of equipment to perform emergency or permanent work are not eligible. However, equipment damaged as a direct result of emergency response operations may be eligible for reimbursement and therefore shall be documented in accordance with Section 5.3.3.3 above.

### 5.3.8 Rented, Leased, or Purchased Equipment

All leased or rented equipment must be recorded on either a Leased or Rented Equipment Summary Record or other written record containing the following information:

- Description of equipment (e.g., 5 ton dump truck, 1.5 CY Wheel Loader)
- Horsepower of equipment
- Date and number of hours worked
- Hourly rate for equipment, both with and without operator
- Total cost of equipment as billed by vendor
- Vendor name
- Invoice number
- Date and amount paid by jurisdiction
- Check numbers
- Total cost for all leased or rented equipment at the site

When a department does not have sufficient equipment or supplies to respond effectively to the disaster, purchase of needed equipment and supplies may be eligible for reimbursement by FEMA. A written record containing the description of the purchased

equipment and use, vendor name, invoice number or receipt, date and amount paid by department, and proof of payment must be maintained. Equipment and supply purchases must be cost effective when compared to lease or rental options. Departments may be required to compensate FEMA for the fair market value of the cost of the equipment and supplies when the items are no longer needed for disaster-related operations.

Equipment costs that involve disaster related activities, with the exception of standby time, are eligible for reimbursement, regardless of whether the operator was on regular or overtime status. Equipment operated while performing the fire, law enforcement, or EMS duties can be listed on a department-wide summary records (e.g. all law enforcement activities) if the total cost at a given site does not exceed the minimum threshold.

Equipment costs not submitted in the above format will be denied by the State and FEMA and will not be reimbursed.

### 5.3.9 Material Summary Records

All materials used by departmental personnel at each site must be recorded on either a Materials Summary Record or other written record containing the following information:

- Date item used
- Description of item (e.g., flares, etc.)
- Quantity of item (e.g., four tons, three cases of 12)
- Unit cost of item
- Total cost of item
- Source of materials (pre-disaster stockpile or new purchase)
- If purchased, who was it purchased from?
- Total cost for all material used at the site

Materials used while performing fire, law enforcement, or EMS duties can be listed on a department-wide (e.g. all law enforcement activities) Materials Summary Record if the total cost at a given site does not exceed the minimum threshold. All material costs that involve disaster related activities are eligible for reimbursement. Material costs not submitted in the above format will be denied by the State and FEMA and will not be reimbursed. Materials furnished and used by contract labor are to be listed with the Contract Account costs.

### 5.3.10 Contract Work Summary Record

Most costs associated with outside organizations providing clean-up or repair of disaster-related damage are eligible for reimbursement as contract work costs. For example, if minus 6" rock was purchased by the department, trucked to a site in the department's vehicles and placed into position by departmental personnel, this should be listed on a Materials Summary Record in addition to Force Account Equipment and Labor Records.

However, if the same minus 6" rock was purchased by the department and trucked to the site by an outside organization, or purchased and trucked by an outside organization, these costs would be considered contract work costs. Contract work costs must be documented on a Contract Work Summary Record or other written record, along with the following information:

- Name of outside organization (e.g., Grainger Company)
- Date(s) of service (beginning and ending)
- Description of service provided (e.g., clean-up and dispose of all debris on city streets, grounds)
- Quantity of service/item provided (e.g., four hours of Cat D-6 work with operator)
- Cost per hour per item
- Total cost of work performed at site or contract
- Copy of Purchase Order (PO) payment information
- Copy of bid(s) or estimate(s) received if the contracting was not for emergency work or did not utilize a standing PO

Contract work performing fire, law enforcement, or EMS duties can be listed on a department-wide (e.g., all law enforcement activities) Contract Work Summary Record if the total cost at a given site does not exceed the minimum threshold. Contract costs not submitted in the above format will be denied by the State and FEMA and will not be reimbursed.

Each department must ensure that all bid documents or contractor submitted invoices are broken down to reflect the cost per category listed in Appendix B, Damage Assessment Categories. Work quantities and unit costs must be provided even, if the contract is lump sum to facilitate cost reasonableness analysis as required for FEMA reimbursement. If the work was single category work (e.g., repair a sewer line), this can be considered a single category of work even if it required excavating a street. This single category classification is based on the fact that the street was not damaged by the emergency, but rather was damaged by the need to repair the sewer line.

### 5.3.11 Donated Resource Summary Record

In Presidentially declared disasters, donated resources applied to actual eligible emergency work, such as debris removal or the filling and placing of sandbags, are eligible to offset the State and local cost share for emergency work (Appendix B - Categories A and B). Resources or materials provided by a Federal agency cannot be credited. The donated services must be documented on a Donated Resources Summary Record or other written record and must include a description of work and record of hours worked by work site.

Volunteer labor will be valued at the same hourly labor rate as a department or agency employee performing similar work. If the department or agency does not have employees performing similar work, then the rate should be consistent with those ordinarily performing the work in the same labor market.

The value for donated equipment should be determined by using the applicable FEMA equipment rate and multiplying it by the number of hours the piece of equipment was used to perform eligible emergency work. Standby time is not eligible for credit.

### 5.3.12 Contracting

The City of Austin recognizes three types of disaster-related contracting:

- Standing Purchase Orders (PO)
- Emergency contracting
- Permanent contracting

Contracted services or supplies performed/provided by organizations with a standing PO do not require competitive bidding (e.g., meals, repair of vehicles, etc.). No contracts are required, and the rates charged must be at or less than those previously established (normal and customary). Leased or rented equipment costs are to be shown on a Leased or Rented Equipment Summary Record.

Each City Department is responsible for ensuring that all invoices submitted by the contractor for disaster-related work are broken down to reflect the cost per category listed in Appendix B, Damage Assessment Categories.

Contracts eligible for federal reimbursement must meet the following criteria:

- Must meet or exceed Federal and State procurement standards and follow local procurement standards if they exceed the Federal and State criteria;
- Prices must be reasonable; and
- Scope of work must be consistent with scope approved by FEMA as outlined in the obligated Project Worksheet.

The following contract-related documents should be maintained to facilitate federal reimbursement process:

- Contract;
- Requests for bids, proposals or quotes;
- Bid documents/specifications;
- Bid advertisement;
- List of bidders; and
- Invoices, cancelled checks, purchase orders, and inspection records.

## 5.4 Debris Removal and Management

### 5.4.1 Overview

Major disasters can generate enormous volumes of debris in short periods of time. Debris clearance, removal and disposal operations must be implemented quickly to protect public health and safety of the local population. The City of Austin Disaster Debris Removal Plan is contained in the City of Austin Emergency Operations Plan Annex X. Additionally, a Disaster Debris Recycling and Handling Plan is included in this plan as Appendix H.

Debris removal and management within the City will be coordinated through the Debris Removal Branch Director when the EOC is activated and through the Recovery Coordinator when the EOC is not activated. Information for debris handling and removal will be coordinated through the city-wide 3-1-1 hotline that will refer residents to the appropriate department's hotline and website. Standardized press releases and public information will be coordinated through the Joint Information Center (JIC) for recycling, household hazardous waste, and debris handling. The speed of initial debris clearance, removal and disposal operations depends upon the depth of pre-disaster planning.

### 5.4.2 Recycling

Debris recycling processes are provided in the City of Austin Disaster Debris Recycling and Handling Plan (see Appendix H). To conserve the regional landfill capacity it is the City's intent that disaster-related debris be recycled or centrally held until they can be processed for maximum recycling. Recycling and processing costs are considered a cost of debris clearance if local debris management plans, existing prior to the disaster, provide for separate handling and cost accounting for disaster-created debris.

The City's Disaster Debris Recycling and Handling Plan is consistent with FEMA's Debris Management Guide (FEMA 322).

### 5.4.3 Debris Clearance

Disaster debris may fall on roadways and block access to certain neighborhoods or communities. Clearance of this debris from roadways to allow the safe passage of emergency vehicles is a response function.

### 5.4.4 Curbside Debris Removal

Removal of debris located within public right-of-way is referred to as curbside debris removal. Debris may be placed within the right of way by the disaster or by residents and businesses as private lots are cleaned. Debris located within the public right-of-way is a threat to general public health and safety and its removal is considered a short-term recovery function.

### 5.4.5 Private Property Debris Removal

Private property debris removal (PPDR) is generally not eligible because it is the responsibility of the individual property owner. If the debris on private business and residential property is so widespread that public health, safety, or the economic recovery of a community is threatened, FEMA may fund PPDR, but FEMA must approve this activity in advance and all appropriate Rights of Entry (ROEs) must be secured.

#### 5.4.6 Demolition

Demolition of disaster-damaged structures may be eligible for emergency work assistance if the work is necessary to:

- Eliminate an immediate threat to lives, public health, and safety.
- Eliminate immediate threats of significant damage to improved public or private property.
- Ensure the economic recovery of the affected community to the benefit of the community-at-large.
- Mitigate the risk to life and property by removing substantially damaged and associated appurtenances as needed to convert property acquired through FEMA Hazard Mitigation Program.

Removal of slabs or foundations and covering of pads and driveways that do not present a health or safety hazard (except for structures in a FEMA funded buyout program) is not eligible for reimbursement.

As with PPDR, demolition of private structures requires approval by FEMA prior to start of work and appropriate agreements with local governments.

#### 5.4.7 Direct Federal Assistance

When the State and City of Austin lack the capability to perform or contract for eligible emergency work and/or debris removal, Direct Federal Assistance (DFA) may be available for curbside debris removal, PPDR, and demolition operations.

FEMA will provide DFA through a mission assignment to another Federal agency - upon request of the State - when the State and City certify they lack the capability to perform or contract for the requested work. The duration of mission assignments for debris removal is limited to 60 days from the disaster declaration date. The Federal Coordinating Officer (FCO) may approve extensions for up to an additional 60 days, if a State or City demonstrates a continued lack of capability to assume oversight of any debris removal mission.

## 5.5 Donated Resources Management

### 5.5.1 Overview

Resource management is a process that ranges from determining needs to finding and staging resources to meet those needs. Volunteer labor (organized or spontaneous), donated equipment and donated materials are types of resources that can facilitate short-term recovery. If managed effectively, donated resources can compliment recovery efforts and enable department or agency personnel to focus on the immediate demands of the disaster. If managed poorly, donated resources can be a distraction and overwhelm or burden recovery efforts.

Because some donated resources can be credited against State or Federal cost share requirements for federal programs, use of these resources should be carefully documented in accordance with Section 5.3.3 of this plan.

### 5.5.2 Volunteers

All volunteer activity within the damage area will be coordinated through Austin HSEM and CERT. Providing a central organization will assist in the influx of volunteers, avoid convergence of individuals, and facilitate short-term recovery.

Volunteers who spontaneously come forward to assist disaster response or recovery efforts can become registered as single-event volunteers. Prospective volunteers should be physically and mentally capable of performing duties to which they are assigned. Single-event volunteers should be trained and work under official supervision. Registered volunteers will augment existing organizations as needed; however, assignments may be restricted and level of participation controlled.

### 5.5.3 Equipment, Materials, and Goods

Following a disaster, there may be an influx of donated items from the residents of the COA, and procedures to ensure the proper handling and dissemination of such items to those that have been affected by the disaster must be established.

City of Austin 3-1-1 will be the lead agency for information collection and dissemination following a disaster. Residents, who want to donate financial resources, will be directed to 3-1-1. They will provide information on the appropriate organizations working directly with those affected by the disaster. Residents who want to donate other types of resources will be discouraged.

## 5.6 Assistance Centers

### 5.6.1 Local Assistance Centers (LACs)

LACs may be activated to provide assistance to individuals. LACs provide a centralized location for services and resource referrals for unmet needs following an emergency or disaster. State and/or Federal funding may be available for LAC operations. Historically, LACs have proven to be a key factor for a successful recovery. LAC characteristics may include:

- resource facility for disaster information, services and programs
- community-based service facilities
- managed by local government
- staffed by Private Non-Profit Organizations (PNPs), local, state and federal government, as appropriate.

If possible activation will be coordinated with the Family Assistance Center and/or the Disaster Resource Center (DRC) to avoid functional duplication and ensure efficient and cost effective service delivery.

### 5.6.2 Family Assistance Centers (FACs)

Family Assistance Centers are facilities established by the American Red Cross (ARC) and operated in coordination with CBOs. FACs are locations where families can receive emergency funds for food, clothing, and emergency medical needs and be placed in temporary lodging if they have no other place to stay. If possible activation will be coordinated with the LAC and/or the DRC.

### 5.6.3 Disaster Recovery Centers (DRCs)

DRCs are established to facilitate recovery for individuals and businesses and are operated generally under the umbrella of FEMA's Individual Assistance programs. The nature and requirements of a particular disaster will determine which services are provided through the DRC and how long they will be provided.

When a DRC is activated, FEMA assumes responsibility for acquiring and paying for the facility, utilities, telephone, child care, and other standard custodial functions. The TDEM and City EOC Director will be responsible for coordinating staffing support functions for the agencies providing assistance. If possible activation will be coordinated with the LAC and/or the FAC.

## 5.7 Individual Assistance (IA)

Individuals are expected, whenever possible, to provide for themselves and be responsible for their own personal recovery. However, many individuals will need and expect the City to deliver assistance to them well after the disaster. Disaster aid to individuals generally falls into the following categories:

- **Individual Action Assistance** includes assistance provided to individuals and families by family, friends, volunteer organizations, churches, etc.

- **Insurance Recovery Assistance** includes assistance provided from private insurance carriers.
- **Disaster Housing Assistance** may be available for displaced persons whose residences were heavily damaged or destroyed. Funding also can be provided for housing repairs and replacement of damaged items to make homes habitable.
- **Disaster Grants** may be available to help meet other serious disaster related needs and necessary expenses not covered by insurance and other aid programs. These may include replacement of personal property and transportation, medical, dental and funeral expenses.
- **Unemployment Space Assistance** may be available through the Federal Disaster Unemployment Assistance (DUA) program that provides unemployment benefits and employment services to individuals who have become unemployed because of major disasters.
- **Low-Interest Disaster Loans** may be available after a disaster for homeowners and renters from the U.S. Small Business Administration (SBA) to cover uninsured property losses. Loans may be for repair or replacement of homes, automobiles, clothing or other damaged personal property. Loans also may be available to businesses for property loss and economic injury.
- **Other Disaster Aid Programs** include crisis counseling, disaster-related unemployment assistance, legal aid and assistance with income tax, Social Security and Veteran's benefits. Other State or local help also may be available.

Federal and State disaster assistance programs only will be available following declared or proclaimed major disasters. The objective of the EOC, its departments and agencies (via 3-1-1, local media outlets, and social media) is to provide residents with all the necessary information to help them recover from the disaster. The EOC and departments will assist individuals in any way possible, including providing them with a FEMA IA hotline number or directions to and phone numbers for operating LACs or FACs.

FEMA IA is organized under the JFO Operations Section, Human Services Branch. The Individuals and Households Program is the primary programmatic vehicle used by FEMA IA to provide housing assistance to disaster victims. The program aims to address disaster-related housing and other necessary expenses and serious needs, which cannot be met through other forms of disaster assistance, insurance, or through other means. FEMA has prepared the following guide: Help After a Disaster - Applicant's Guide to the Individuals and Households Program.

Housing assistance and eligibility requirements include:

- Temporary Housing Assistance: Proof of residency; disaster caused displacement, and/or paid receipts for transient accommodations;
- Primary Residence Repair: Proof of residency and ownership; disaster related home damage;
- Primary Residence Replacement: Proof of residency and ownership; home destroyed by the disaster; and

- Permanent Housing Construction: Proof of residency and ownership; disaster related home damage; home is located in an insular area outside the continental United States or in other remote locations. Alternative housing resources are unavailable, unfeasible, or not cost-effective.

IA housing functions specific to short-term recovery operations begin with the placement of sheltered or evacuated individuals into temporary housing. Temporary housing is defined as non-shelter housing for individuals and households lasting between three weeks and six months. Depending on the scale of the disaster and the degree of displacement of City residents, temporary housing operations may extend into the long-term recovery phase of the disaster. Housing that lasts longer than six months is referred to as interim housing and is typically reserved for residents whose homes were destroyed beyond repair.

Other need-based assistance and eligibility requirements include:

- Medical: Disaster caused expenses, and/or paid receipts (bills) for medical treatment;
- Dental: Disaster caused expenses, and/or paid receipts (bills) for treatment;
- Funeral: Disaster caused expenses, and/or paid receipts (bills) for services;
- Personal Property: Proof of ownership; disaster related personal property damage;
- Transportation: Proof of ownership; vehicle complies with State laws, disaster related vehicle damage; and
- Other Necessary Expenses and Serious Needs Identified: Expense or need must be caused by the disaster and approved by FEMA.

## **5.8 Public Assistance**

### **5.8.1 Overview**

Public assistance refers to disaster assistance provided to public agencies and certain private nonprofit entities to restore community infrastructure and services.

Cost recovery is achieved through Federal and State public assistance programs. The Stafford Act limits FEMA's ability to provide disaster assistance to some public agencies or for some public facilities when the statutory responsibility to provide disaster assistance belongs to another Federal agency. For example, the Federal Highway Administration (FHWA) has primary responsibility for repairs to Federal Aid System (FAS) roadways, not FEMA.

Each jurisdiction and special district has the responsibility for completion and submittal of the required documents for both State and Federal public assistance programs. The EOC/HSEM Director will complete the necessary public assistance program application and supporting materials for the City. The COA Recovery Coordinator also will serve as the primary contact for State and Federal field representatives.

Documentation of disaster-related costs incurred from response through long-term recovery is essential to the cost recovery function. Although public assistance PWs may be written during a disaster's incident period, PWs for emergency work are usually completed during the short-term recovery phase of the disaster, while PWs for permanent repair or restoration are not written until the disaster enters the long-term recovery phase.

### 5.8.2 FEMA Public Assistance

FEMA provides supplemental Federal disaster grant assistance for the repair, replacement, or restoration of disaster-damaged, publicly-owned facilities and the facilities of certain PNP organizations through the Public Assistance (PA) Program. The PA program is administered through a coordinated effort between FEMA, the State as grantee, and City applicants as sub-grantees. FEMA PA is organized under the JFO Operations Section, Infrastructure Support Branch.

Activities generally eligible for reimbursement include overtime labor hours associated with emergency response operations, equipment usage for response and recovery operations, and repair costs for public facilities. Categories of work are defined in Appendix B, Damage Assessment Categories. Disaster-related costs are documented by FEMA in PWs.

PA assistance is conditioned upon compliance with all applicable Federal, State, and local laws and is provided on a cost-share basis that can vary depending on the scope of the disaster. The Federal PA program is explained further in Appendix E, FEMA Public Assistance Program, and the following FEMA publications:

- Applicant Handbook (FEMA 323)
- Public Assistance Policy Digest (FEMA 321)
- Public Assistance Guide (FEMA 322)

### 5.8.3 National Resources Conservation Service Emergency Watershed Protection Program

The National Resources Conservation Service (NRCS) Emergency Watershed Protection (EWP) program is designed to undertake emergency measures, including the purchase of flood plain easements, runoff retardation and soil erosion prevention to safeguard lives and property from floods, drought, and the products of erosion on any watershed, whenever fire, flood or any other natural occurrence is causing or has caused a sudden impairment of the watershed.

### 5.8.4 Rehabilitation and Inspection Program

The Rehabilitation and Inspection Program is the U.S. Army Corps of Engineers' (USACE) program that provides for inspection of flood control projects, the rehabilitation of damaged flood control projects, and the rehabilitation of federally authorized and constructed shore protection projects. Inspection of non-Federal flood

control works are accomplished under provisions of Public Law (PL) 84-99. Projects initially constructed by the USACE, including shore protection projects, and turned over to the local sponsor for maintenance are inspected under authority of the Inspection of Completed Works (ICW) program. Should an eligible project require rehabilitation as a result of damage from a significant flood or storm event, project rehabilitation would be accomplished under provisions of PL 84-99.

#### **5.8.5 Federal Highway Administration Emergency Relief Program**

FHWA Emergency Relief (ER) program is for the repair or reconstruction of Federal-aid highways and roads which have suffered serious damage as a result of natural disasters or catastrophic failures from an external cause. This program supplements the commitment of resources by States, their political subdivisions, or other Federal agencies to help pay for unusually heavy expenses resulting from extraordinary conditions.

The applicability of the ER program to a natural disaster is based on the extent and intensity of the disaster. Damage to highways must be severe, occur over a wide area, and result in unusually high expenses to the highway agency. Applicability of ER to a catastrophic failure due to an external cause is based on the criteria that the failure was not the result of an inherent flaw in the facility but was sudden, caused a disastrous impact on transportation services, and resulted in unusually high expenses to the highway agency.

#### **5.8.6 Public Housing Authority (PHA) Disaster Assistance**

HUD will provide funding from the capital public housing reserve authorized by section 9(k) of the United States Housing Act of 1937, authority, as amended [42 U.S.C. 1437g(k)], or similar statutory authority, subject to the availability of appropriations. Each PHA that incurs damage in excess of insurance coverage and FEMA assistance for debris removal and emergency work from a presidentially declared disaster is responsible for submitting a funding request to HUD.

#### **5.8.7 Community Disaster Loans**

Community Disaster Loans (CDLs) may be available to Cities following major or catastrophic disasters. The City must have suffered a substantial loss (generally in excess of five [5] percent) of tax or other revenues as a result of a major disaster and must demonstrate the need for Federal assistance to perform its governmental functions. The amount of the loan shall not exceed 25 percent of the annual operating budget of the locality for the fiscal year of the disaster, typically up to a maximum of \$5,000,000.

Loan proceeds must be used to maintain existing City functions or to expand such functions to meet disaster-related needs. The loan cannot be used for capital improvements, the repair or restoration of damaged public facilities, or to pay the local cost-share of any Federal program. If the City has not fully recovered economically from the disaster after three (3) fiscal years, all or part of the loan may be converted to a grant.

## 5.9 Hazard Mitigation

### 5.9.1 Overview

Hazard mitigation is defined as any action taken to reduce or eliminate the long-term risk to human life and property from natural or man-made hazards. Section 409 of Public Law 93 288 requires that the State or local government recipients of Federal aid evaluate the natural hazards of the area in which the aid is to be used and take action to mitigate them, including safe land use and construction practices.

To be effective, hazard mitigation actions must be taken in advance of a disaster. The City of Austin Hazard Mitigation Plan Update (September 2010) is regularly updated and will enable agencies to set appropriate hazard mitigation priorities.

After disaster strikes, there are mitigation opportunities that exist only during the short-term recovery phase and even those opportunities can be limited by the absence of advance planning. Nevertheless, the immediate post-disaster period does present special opportunities for mitigation.

### 5.9.2 Hazard Mitigation Actions

#### 5.9.2.1 Avoid the Hazard

##### **Authority to Zone**

Zoning is usually a function of local government, except where State or Federally owned lands are exempt from local zoning laws. Other interests may propose zoning regulations, but only local government can adopt them. By mutual agreement, State or Federal restrictions may be locally adopted and enforced.

Limitations: Zoning can be useful, but its powers are limited. Therefore, zoning usually reflects, rather than dictates, current land use trends. Zoning is generally best suited to restrict the use of smaller areas (such as very steep slopes) within larger areas, as opposed to restricting large areas (such as areas of potential hurricanes).

##### **Improve Building Standards**

Buildings in hazardous areas can often be made safe. This can be as simple as adding a fireproof roof or it can mean tearing the building down and starting over.

##### **Conditions for Assistance**

As a condition for State approval of loan or grant assistance due to a major disaster or Emergency Declaration, the Governor's authorized representative may recommend to the FEMA Regional Director that the Associate Director prescribe certain construction standards for FEMA-assisted projects for hazard mitigation purposes.

The FEMA Regional Director can suspend or refuse to approve any project application until it is confirmed that the work will result in a facility or structure that is safe for its intended use.

A Federal agency may require local or State governments to adopt and enforce certain hazard mitigation regulations as a condition for Federal assistance or participation in federally-assisted programs. Federal agencies adopt and enforce Federal standards for Federal buildings. In some cases, these Federal construction standards may serve as model standards for State and local governments.

#### 5.9.2.2 Reduce the Hazard

The hazard itself can be reduced. Of course, this depends on the type of hazard: double containment of a storage tank will reduce the hazard from the chemical inside, but hazard mitigation cannot stop an earthquake or a storm.

### **Public Education**

If the general public knows what to do before, during and after a disaster, the impact of the disaster can be greatly reduced. Public education is largely a local function, although the State and Federal governments do make a variety of educational materials available.

### **Insurance**

Although insurance cannot reduce the impact of a disaster, it does spread that impact over a larger group of people over a longer period of time. Some insurance programs are private, and some, such as the National Flood Insurance Program (NFIP), are government funded. Insurance companies may have construction standards and fire protection standards that must be met before insurance is sold.

#### 5.9.2.3 After a Disaster

### **Agreement to Work Together**

Following each Presidential emergency declaration or major disaster, the Regional Director of the FEMA and the Governor execute a document called the Federal/State Agreement. This Agreement includes hazard mitigation.

## 5.9.3 Roles and Responsibilities

### 5.9.3.1 Federal

The Director of FEMA is responsible for hazard mitigation actions under the Federal/State Agreement. The Regional Director, in coordination with the Governor's authorized representative, shall:

- Provide for a Joint Federal/State/Local Hazard Mitigation Team to survey the affected area and plan for hazard mitigation.
- Appoint a Hazard Mitigation Coordinator to serve on the team.
- Discuss hazard mitigation with local, State and Federal officials.
- Coordinate with the State Hazard Mitigation Coordinator.
- Administer the Section 406 Hazard Mitigation Program.
- Make sure hazard mitigation measures are actually implemented.
- Provide technical advice and assistance.
- Encourage State and local governments to adopt safe zoning and construction standards.
- Ensure that Federal efforts are in addition to local and State efforts.
- Encourage initiative by State and local governments.
- After floods, follow FEMA Floodplain Management Regulations.

#### 5.9.3.2 State

The Governor will appoint a representative of the TDEM to be the Governor's authorized representative. This person will be responsible for State hazard mitigation activities under the Federal/State Agreement. The Governor's authorized representative also will work with Federal agencies to ensure State and local participation in hazard mitigation planning. The State Hazard Mitigation Coordinator, along with the Governor's authorized representative, shall:

- Arrange for consultations on the findings and recommendations from the joint survey and shall follow up to ensure that timely and adequate local and State hazard mitigation actions are taken.
- Provide funding or technical assistance to eligible applicants.
- Arrange for State inspection or audit to verify compliance with approved hazard mitigation measures.
- File a final report upon completion of approved hazard mitigation activities in accordance with the Federal/State Agreement; submit a final report of compliance with hazard mitigation requirements by State and local governments through the Governor's authorized representative to the FEMA Regional Director for review and acceptance.
- Accomplish hazard mitigation planning in accordance with the Federal/State Agreement.
- Provide advice and assistance on hazard mitigation measures to applicants, private organizations and individuals.
- Evaluate or have the applicant evaluate the natural hazards in the disaster area and make mitigation recommendations.
- Follow up with applicants to ensure that, as a condition for any grant or loan under the Act, hazard mitigation actions are indeed taken.
- Follow up with applicants to ensure that hazard mitigation plans are submitted (not later than 180 days after the emergency declaration) to the FEMA Regional Director for concurrence.

- Review and update disaster mitigation portions of emergency plans as needed.

#### 5.9.3.3 City

The City's authorized representative (City Manager) is responsible for local performance of hazard mitigation measures under the terms of the Federal/State Agreement. The applicant's authorized representative, in coordination with the Governor's authorized representative, shall:

- Appoint a Local Hazard Mitigation Coordinator to work with the Federal/State Hazard Mitigation Team.
- With respect to any project application, submit adequate assurance that required hazard mitigation measures have been taken or will be completed.
- To the extent of legal authority, implement and enforce land use regulations and such construction practices which are agreed upon as conditions for FEMA grants or loans. Applicants may request State or Federal advice or assistance in taking these actions.

### 5.10 Re-Entry

The re-entry phase commences after a disaster has passed, and officials deem it safe for residents to return to their impacted communities. Re-Entry will be initiated by the EOC Director, based on clearance from the Incident Commander in consultation with the Operations Chief at the EOC. In the event that the EOC has been deactivated, the Incident Commander at the scene will initiate re-entry efforts. The City of Austin Re-Entry Protocol is provided as Appendix F.

### 5.11 Economic Recovery

Economic recovery is typically conceptualized within the framework of long-term recovery operations associated with major disasters. Special attention to economic recovery generally is not required as a result of local emergencies. While it is important that local, State, and Federal agencies move as quickly as possible to address the economic impacts of major or catastrophic events, economic revitalization efforts must also be based on a sound understanding of the economic landscape before and after the disaster to ensure that recovery is sustainable. Government efforts should strive to enhance regional competitiveness and support long-term development of the regional economy. To this end, it is important that the City work not only with Federal and State officials, but also with the region's business leaders and the City of Austin Chamber of Commerce during all aspects of economic recovery.

The foundation of economic recovery is the restoration of critical public infrastructure and resumption of public services needed to get businesses up and running again and get people back to work. For declared major disasters, FEMA's PA program is integral to economic recovery as the primary infrastructure recovery funding mechanism. If an incident demands large-scale evacuation or renders a significant portion of the region's

housing stock damaged or inhabitable, repopulation is another essential economic recovery element. For declared major disasters, FEMA's IA temporary housing programs will facilitate repopulation efforts to facilitate economic recovery.

The U.S. Department of Commerce Economic Development Administration (EDA) is the primary federal agency within ESF #14 (Long-Term Community Recovery) under the NRF with responsibility for supporting coordinated long-term recovery following natural disasters. EDA's participation in major disaster recovery efforts has traditionally supplemented the lead roles assigned to the FEMA. In addition to its ESF #14 role, EDA may be tasked by FEMA to perform economic impact evaluations or carry out other specific tasks.

#### 5.11.1 City of Austin Economic Indicators

Agencies that are consulted for economic and demographic indicators include:

- Capital Area Council of Governments: Provides data and analysis of local and regional trends.
- Texas Workforce Commission: Provides jobs and wages by occupation; jobs by industrial sector; number of companies and size of companies by employees by sector; total employment; unemployment rate.
- Austin Chamber of Commerce: Provides gross regional product.
- Austin Business Journal: Provides largest companies by sector.

#### 5.12 Resource Demobilization

Recovery involves the final disposition of all resources used during the response and recovery phases of the incident. During recovery, resources are rehabilitated, replenished, disposed of, or retrograded.

Demobilization of certain resources could signal to decision-makers appropriate transitions between response, short-term recovery and long-term recovery phases of the operation. For example, deactivation of the EOC and demobilization of related response resources could signal the transition between response and short-term recovery. Similarly, suspension of curb-side debris removal activities and subsequent demobilization of related resources could signal transition between short-term and long-term recovery.

Resource demobilization should be planned concurrently with the mobilization process and documented as described in Section 5.3.2 in this Annex (Recovery) and in Annex M (Logistics and Resource Management).

## 6 AFTER-ACTION REPORTING

TDEM regulations require that any local government or City proclaiming a local emergency, for which the Governor proclaims a State of Emergency, must complete an

after-action report. This report must be transmitted to the TDEM within ninety (90) days of the close of the incident period. The after-action report will be conducted according to HSEM Policy H 803, After Action Reviews and Corrective Action Plans.

The after-action report will serve as a source for documenting emergency response activities within the damage area and identifying areas of concern and successes. It also will be utilized to develop and describe a work plan for implementing improvements.

It will include an overview of the incident and address specific areas if necessary and will be coordinated with, but not encompass, hazard mitigation. Hazard mitigation efforts may be included in the recovery actions to date portion of the after-action report.

HSEM will be responsible for completing and distributing the City's After-Action Report (AAR) and will send it to the TDEM within the required 90-day period. The after-action report's primary audience will be management and employees of the City of Austin. As public documents, they are accessible to anyone who requests a copy. Copies of the COA after-action reports can be obtained from the HSEM Director.

Data for the after-action report also will be collected from a questionnaire, other documents developed during the disaster response, and interviews of emergency responders.

## **7 PLAN MAINTENANCE, TRAINING AND EXERCISES**

### **7.1 Overview**

With each disaster, emergency management professionals worldwide gain experience and knowledge that when shared can improve incident response and recovery. Emergency managers and staff may receive "lessons learned" from updated State and Federal regulations or guidelines, conferences and seminars, updates to relevant plans and SOPs, as well as training and exercises.

This section addresses the maintenance of Annex J, as well as, training and exercises designed to facilitate efficient and safe response and recovery operations.

### **7.2 Plan Maintenance**

Annex J will be reviewed annually or as necessary following an actual or training event to ensure that plan elements are valid and current. The HSEM Director will lead the responsible departments in reviewing and updating their portions of the plan and/or applicable SOP as required based on identified deficiencies experienced in drills, exercises or actual occurrences. The HSEM Director is responsible for assigning a planner to make revisions to Annex J that will enhance the conduct of response and recovery operations, and will prepare, coordinate, publish and distribute any necessary changes to the plan to all City departments and other entities.

### 7.3 Training and Exercises

The objective of any emergency management organization is efficient and timely disaster recovery. Because recovery operations are rooted in the response phase of any emergency, the COA Emergency Operations Plan is the first step toward this objective. As a compliment to the COA Emergency Operations Plan, Annex J is the second step toward this objective. However, planning alone will not accomplish preparedness for response and recovery operations. Training and exercises are essential at all levels of government to make recovery personnel operationally ready.

The best method of training staff for recovery operations is through exercises. Exercises allow personnel to become thoroughly familiar with the procedures, facilities and systems, which will actually be used during recovery.

Exercises can be accomplished in several ways. Tabletop exercises provide a convenient and low cost method of introducing officials to problem situations for discussion and problem solving. Such exercises are a good way to see if adequate emergency policies and procedures exist. Periodic tabletop exercises specific to short- and long-term recovery operations within the City are recommended.

To the extent feasible and applicable, recovery operations also should be included in functional and full-scale exercises that simulate actual emergencies. While typically designed to exercise procedures and test readiness of response personnel, communications, and facilities, functional exercises should be completed with an eye on recovery. This can be accomplished by reviewing documentation and contracting procedures to facilitate cost recovery and considering demobilization when discussing resource allocation and deployment.

As a critical element to insuring the success of recovery efforts, training must include both classroom training as well as the “hands on” experience provided by drills and exercises. The date and type of exercise will be identified in the annual work plan of the HSEM Exercise Planner.

## APPENDIX A: DEFINITIONS

### General Definitions

The following definitions specifically relate to the State and Federal disaster recovery process:

Contract Work - Any work, equipment or materials provided to the jurisdiction under contractual or rental agreement. This does not include rented equipment operated by jurisdictional employees (these costs are listed on Rented Equipment Summary Records and the labor costs are shown on Force Account Labor Summary Records).

Exhibit "B" - Form completed by the Local Government Emergency Coordinator or their designee, identifying the location of the damage, a description of the damage and the scope of work needed to repair the damage. Primary document used by COA and FEMA to list eligible sites.

Force Account - Any work, equipment or materials provided by jurisdictional employees or stockpiles.

Individual Assistance (IA) - All disaster recovery assistance provided to individuals, renters, and businesses.

Immediate Needs Funding (INF) - is a partial advance on Emergency Work (EW) items identified during the Preliminary Damage Assessment (PDA). INF is designed to assist the applicant in dealing with their urgent needs, meaning that it generally covers those items that will require payment by the applicant within the first 60 days after the disaster declaration. The state and FEMA will assess and determine the need to provide INF following a disaster. If INF is provided, the state also may impose separate requirements for INF recipients. INF is not intended for those EW items that involve Special Consideration (SC) or items of work that will require longer than 60 days to complete. These particular items will be funded in the normal manner. Only applicants that were included in the PDA are eligible to receive INF.

Interim Housing - Housing for three weeks to three years, used to provide housing for victims whose homes must be replaced permanently.

Public Assistance (PA) - All disaster recovery assistance provided to government agencies.

Preliminary Damage Assessment (PDA) - Process where State and Federal inspectors view damage sites to determine if the jurisdiction has sustained enough damage to require assistance.

Project Worksheet (PW) - formerly known as the Damage Survey Report (DSR). The Project Worksheet is prepared by Local Governments for small projects and the FEMA

Project Officers will prepare large PWs. Note: The small/large project threshold is adjusted annually by FEMA based on the Consumer Price Index.

Request for Public Assistance (RPA) - formerly known as the Notice of Interest (NOI). Form completed by the Local Government Emergency Coordinator or their designee, identifying the category of damage experienced by the jurisdiction and requesting the assistance of the State and Federal government.

Temporary Housing - Non-shelter housing for individuals and households lasting between three weeks and six months; used to provide housing for victims whose homes sustained moderate damage requiring repairs, but not permanent replacement.

### Site Definitions

The following examples relate to the definition of the term "site." These examples are provided to ensure the jurisdictional definition of a site meets with the State and Federal interpretation. In general, each individual location should be considered as a separate site.

Debris Removal Site - A site should be for the specific area where the debris was removed. For example, an airport industrial area could constitute a single site, as well as could a specific beach. Parks should be considered a single site unless grouped with the streets surrounding the park.

Emergency Response Site- A site can be department-wide if the costs were incurred on general duties (e.g. traffic control, rescues, etc.). Most fire and law enforcement expenses will be grouped on a department-wide basis.

Streets and other Public Facilities Sites - Each individual street or facility should be considered a separate site. If there is damage to several streets in the same general vicinity (e.g. sidewalk repairs in a four block area), then they can be considered a single site. If the work that is being performed is limited in nature at each site, but constitutes considerable effort on a jurisdiction-wide basis, then these locations can be grouped by pre-existing zone.

Equipment Damage - Whenever a piece of local government equipment is damaged or lost due to a declared emergency, this constitutes an individual site. For example, three vehicles with engine damage due to flooding would be considered three separate sites.

Damage Assessment Coordinator – The EOC Public Works Group will coordinate damage assessment support in the damage area and in the EOC. This group will designate a Damage Assessment Coordinator.

Field Survey Coordinator – Field survey teams will be established along with a Field Survey Coordinator if needed.

## **APPENDIX B: DAMAGE ASSESSMENT CATEGORIES**

### **Category A - Debris Removal**

This category includes all expenditures associated with the removal of mud and other debris from public property. This can include the removal of private/personal property that has been moved to the right of way under the direction of the jurisdiction. If the labor is completed by local government employees (force account); then only overtime hours are eligible for reimbursement. Reimbursement may be available for temporary workers or special division designated to disaster work. All jurisdictional and rental equipment hours (regardless of whether the operator was on regular time or overtime), materials and contract costs are eligible for reimbursement.

### **Category B - Protective Measures**

This category is used for all expenditures associated with emergency response, including, but not limited to, traffic control, public information activities, fire and rescue response, safety assessments, EOC operations, sandbagging and patrolling flood control facilities. Generally, Category B measures are those temporary measures designed to remove or reduce immediate threats to public property (or private property when in the public interest) or protect them from further damage. If the labor is completed by jurisdictional employees (force account); then only overtime hours are eligible for reimbursement. All jurisdictional and rental equipment hours (regardless of whether the operator was on regular time or overtime), materials and contract costs are eligible for reimbursement. Hours spent preparing disaster reimbursement forms are ineligible.

### **Category C - Roads and Bridges**

This category is used for all expenditures associated with street, road, bridge or sidewalk repairs. This includes, but is not limited to, street signs, traffic lights, curbs and gutters, roadways (paved and unpaved), bridges, manhole covers, embankments and other roadway related structures. Both regular and overtime hours and benefit costs of jurisdictional employees involved with Category C work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

### **Category D - Water Control Facilities**

This category is used for all expenditures associated with flood control, drainage or irrigation facilities owned and maintained by the jurisdiction. This includes, but is not limited to, storm drains, dams, debris basins, dikes, levees, flood gates and flood control channels. Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category D work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

**Category E -Public Buildings and Equipment**

This category is used for all expenditures associated with public buildings and related equipment, owned or maintained by the jurisdiction. This includes, but is not limited to, local government buildings, leased buildings where the jurisdiction is contractually required to maintain them, parks and recreation buildings, office equipment, supplies lost in a disaster, library books, vehicles, specialized equipment and radios. This category does not include water and sewer buildings, supplies or equipment (Category F) or parks and recreation facilities (Category G). Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category E work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

**Category F -Public Utilities**

This category is used for all expenditures associated with water, power and sewage systems. This includes, but is not limited to, water and sewage treatment facilities, distribution systems and supplies (chlorine, etc.).

Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category F work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

**Category G –Parks and Recreation Facilities and Other**

This category is used for all expenditures associated with parks and recreation facilities (not buildings) and facilities not included with the other categories. This includes, but is not limited to, parks, greenbelts, playgrounds, docks, swimming pools and picnic tables. This category also is used to document damage for facilities not included in other categories. Regular and overtime hours as well as benefit costs of jurisdictional employees involved with Category G work are eligible costs. All jurisdictional and rental equipment hours, materials and contract costs are eligible for reimbursement as well.

**APPENDIX C: ACRONYMS**

AAR	After-Action Report
AE	Austin Energy
AFD	Austin Fire Department
APD	Austin Police Department
AHLA	Austin Hotel and Lodging Association
ARC	American Red Cross
A/TC	Austin Travis County
AWU	Austin Water Utility
CAD	Computer Aided Dispatch
CAO	Chief Administrative Officer
CBO	Community Based Organization
CDL	Community Disaster Loan
CEF	Cost Estimating Format
CERT	Community Emergency Response Team
CFO	Chief Financial Officer
COA	City of Austin
COG	Continuity of Government
COOP	Continuity of Operations Plan
CPIO	Corporate Public Information Office
CVA	Credential Verification Area
DEH	Department of Environmental Health
DFA	Direct Federal Assistance
DOC	Department Operations Center
DPLU	Department of Planning and Land Use
DRC	Disaster Resource Center
DSR	Damage Survey Report
DUA	Disaster Unemployment Assistance Program
EDA	Economic Development Agency
EMS	Emergency Medical Services
EOC	Emergency Operation Center
EOP	Emergency Operation Plan
ER	Emergency Relief Program
ESF	Emergency Support Function
ESP	Emergency Storage Project
EW	Emergency Work
FAC	Family Assistance Center
FAS	Federal Aid System
FAST	Federal Agency Support Team
FCC	Federal Communications Commission
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FHA	Federal Highway Administration
FMA	Flood Mitigation Assistance Program
FSA	Farm Service Agency

HHSD	Health and Human Services Department
HMGP	Hazard Mitigation Grant Program
HMP	Hazard Mitigation Proposal
HSEM	Homeland Security and Emergency Management
HUD	Department of Housing and Urban Development
IA	Individual Assistance
ICW	Inspection of Completed Works Program
IDE	Initial Damage Estimate
INF	Immediate Needs Funding
JIC	Joint Information Center
JFO	Joint Field Office
LAC	Local Assistance Center
LRC	Local Response Center
LUEG	Land Use and Environmental Group
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NFIP	National Flood Insurance Program
NIMS	National Incident Management System
NHL	National Housing Locator
NRCS	Natural Resources Conservation Service
NRF	National Response Framework
NSEP	National Security Emergency Preparedness
OIG	Office of Inspector General
OMB	Office of Management and Budget
OSHA	Occupation Safety and Health Administration
PA	Public Assistance
PAC	Public Assistance Coordinator
PAO	Public Assistance Officer
PARD	Parks and Recreation Department
PDA	Preliminary Damage Assessment
PDRD	Planning and Development Review Department
PL	Public Law
PHA	Public Housing Authority
PNP	Private Non-Profit Organization
PO	Purchase Order
PPDR	Private Property Debris Removal
PW	Project Worksheet
PWD	Public Works Department
REC	Re-Entry Coordinator
RMTF	Recovery Management Task Force
ROE	Right of Entry
RPA	Request for Public Assistance
SAST	State Agency Support Teams
SBA	Small Business Administration
SCO	State Coordinating Officer
SHMO	State Hazard Mitigation Officer

SHMT	State Hazard Mitigation Team
SOP	Standard Operating Procedure
SWS	Solid Waste Services
TDAA	Texas Disaster Assistance Act
TDEM	Texas Division of Emergency Management
TDPS	Texas Department of Public Safety
TSP	Telecommunications Service Priority
TXDOT	Texas Department of Transportation
USACE	United States Army Corps of Engineers
USDA	United States Department of Agriculture
VOAD	Voluntary Organizations Active in Disaster
WPD	Watershed Protection Department

**APPENDIX D: FORMS**

A List of FEMA forms are on this page and on the FEMA Website

FEMA Form 90-49	Request for Public Assistance (Pre-application)
FEMA Form 90-61	Hazard Mitigation Proposal (HMP)
FEMA Form 90-91	Project Worksheet (Sub-grant Application)
FEMA Form 90-91A	Project Worksheet – Damage Description and Scope of Work Continuation Sheet
FEMA Form 90-91B	Project Worksheet – Cost Estimate Continuation Sheet
FEMA Form 90-91C	Project Worksheet – Maps and Sketches Sheet
FEMA Form 90-91D	Project Worksheet – Photo Sheet
FEMA Form 90-118	Validation Worksheet
FEMA Form 90-119	Project Validation Form
FEMA Form 90-120	Special Consideration Questions
FEMA Form 90-121	Private Nonprofit (PNP) Facility Questionnaire
FEMA Form 90-122	Historic Review Assessment for Determination of Adverse Effect
FEMA Form 90-123	Force Account Labor Summary Record
FEMA Form 90-124	Materials Summary Record
FEMA Form 90-125	Rented Equipment Summary Record
FEMA Form 90-126	Contract Work Summary Record
FEMA Form 90-127	Force Account Equipment Summary Record
FEMA Form 90-128	Applicant’s Benefits Calculation Worksheet

## APPENDIX E: FEMA PUBLIC ASSISTANCE

### 1. Overview

The Public Assistance (PA) program is authorized by the Stafford Act and implemented by the Federal Emergency Management Agency (FEMA). The program provides grants to assist State and local governments and certain private non-profit (PNP) entities with response to and recovery from disasters. Specifically, the program provides assistance for debris removal, implementation of emergency protective measures, and permanent restoration of infrastructure. The program also encourages protection from future damage by providing assistance for hazard mitigation measures during the recovery process. Funds are provided on a cost-share basis with the Federal share greater than or equal to 75 percent of eligible costs.

### 2. Roles and Responsibilities

The FEMA PA Program is based on a partnership between FEMA, State, and local officials. FEMA is responsible for managing the program and applicants. The State educates potential applicants, works with FEMA to manage the program, and is responsible for the Program. Local officials are responsible for identifying damage, providing information necessary for FEMA to approve grants, and managing the projects funded under the PA Program.

#### 2.1 Federal

FEMA PA program staff that interface with State and local Applicants include:

- Federal Coordinating Officer (FCO): The FCO manages and coordinates Federal resource support activities related to Stafford Act disasters and emergencies, including the FEMA PA program. The FCO assists the Unified Command and/or the Area Command and works in partnership with the State Coordinating Officer (SCO) to determine and satisfy State and local assistance requirements.
- Public Assistance Officer (PAO): The program is managed at the Joint Field Office (JFO) by the PAO who advises the Federal Coordinating Officer (FCO) on all PA program matters and manages PA program staff. The PAO also ensures that the program operates in compliance with all laws, regulations, and policies. Depending on the size and severity of the disaster, the PAO may have designated Deputies.
- Public Assistance Coordinator (PAC): At the beginning of the disaster recovery process, a PAC is assigned to each Applicant. The PAC is a customer service manager who works with the applicant to resolve disaster-related needs and ensure that the applicant's projects are processed as efficiently and expeditiously as possible. A PAC generally has responsibility for more than one applicant.

- Project Officer (PO): POs are primarily responsible for developing Project Worksheets (PWs). The PO will meet with Applicant staff, visit damaged facilities, gather documentation, assess damages, develop a scope of work and associated cost estimate, and explore potential hazard mitigation opportunities in coordination with local officials and the State PA Liaison.
- Specialists: FEMA specialists have defined areas of expertise and aid POs with damage assessments, scopes of work, cost estimates. Specialists also aid the PAO by ensuring compliance with all applicable historical and environmental regulations.

## 2.2 State

The Texas Division of Emergency Management PA program staff that interface with FEMA PA program staff and local government officials include:

- State Coordinating Officer: The SCO interfaces with the FCO in the coordination of response and recovery operations and programs, including implementation of the FEMA PA program.
- State PAO: The State PAO is the person responsible for administering the PA program for the State and for informing the SCO on all PA program matters.
- Liaison: The State's customer service representative assigned to work with Applicants and the PAC. The Liaison is responsible for providing specific information on State regulations, documentation and reporting requirements to Applicants. The Liaison is also there to provide technical assistance, when requested, and can help identify Hazard Mitigation opportunities.

## 2.3 Applicant

Applicants within the City of Austin include departments, agencies, and certain PNP organizations or institutions. FEMA and the State will interface primarily with the Applicant's Recovery Coordinator and key departmental points of contact with knowledge of needed emergency services-related expenditures and permanent repairs.

## 3. Process

### 3.1 Preliminary Damage Assessment

The first step in the FEMA PA process is the Preliminary Damage Assessment (PDA), through which the magnitude and impact of the damage in a City is determined. A FEMA/State team will usually visit the local applicants to assess the scope of damage and broadly estimate repair costs. Each applicant should mention known historical or environmental issues and discuss insurance coverage of facilities. Applicants also should

explain what immediate expenditures might be associated with any identified emergency work.

### 3.2 Declarations

After the PDA teams have documented the damage, the Governor will determine whether to request Federal disaster assistance. Two types of Presidential declarations provided for in the Stafford Act may be requested by the Governor: Emergency Declarations and Major Disaster Declarations.

An Emergency Declaration can be declared for any occasion or instance when the President determines Federal assistance is needed. Emergency Declarations usually supplement State and local efforts in providing emergency services, namely the protection of lives, property, and public health and safety.

The President can declare a Major Disaster Declaration for any incident that the Governor believes has caused damage of such severity that it is beyond the combined capabilities of State and local governments to respond. A Major Disaster Declaration provides a wide range of Federal assistance programs for individuals and public infrastructure, including funds for both emergency and permanent work.

### 3.3 Immediate Needs Funding

During the PDA, immediate needs are noted for each area surveyed. If a disaster is declared and the State thinks the damage costs warrant the need for immediate cash flow, the State may request Immediate Needs Funding (INF) on behalf of an applicant. INF may total up to 50 percent of PDA estimates for eligible emergency work. If an applicant receives INF, the INF amount is later deducted from grants issued to the applicant for eligible emergency work. The State is responsible for disbursing INF to applicants

### 3.4 Applicant's Briefing

An Applicant's Briefing is a meeting conducted by a representative of the State for all potential applicants for PA grants. The briefing occurs after an emergency or major disaster has been declared and addresses application procedures, administrative requirements, funding, and program eligibility criteria.

The State representative (usually from TDEM) is responsible for notifying each potential applicant of the date, time, and location of the briefing. FEMA personnel may participate. To obtain the maximum benefit from the information presented at the briefing, in addition to a representative from the Applicant's Emergency Management Office (if applicable), FEMA recommends that each prospective applicant send three representatives: 1) an elected official; 2) a representative from the public works department; and 3) a representative from the accounting office.

### 3.5 Requests for Public Assistance

The Request for Public Assistance (RPA) is the form applicants use to provide information about their organizations, such as physical location and points of contact (see Appendix E, Forms). FEMA and the State use the information submitted on the RPA to determine if an applicant is eligible for PA. The form must be submitted to the State PAO within 30 days of the date of the Presidential declaration. It can be submitted at the Applicant's Briefing, by mail, fax, or electronically.

### 3.6 Kickoff Meeting

Once the RPA is reviewed and the applicant is deemed to be eligible for public assistance, the PAC will contact the applicant to set up a Kickoff Meeting to discuss damages, needs assessment, and an action plan for completion of a PW. The PAC will go over what is expected of each applicant and will provide detailed instructions on what to do and how to do it. The Liaison will provide State specific details on PA program documentation and reporting requirements.

Along with a list of damaged facilities or sites and documentation of emergency-related expenditures to date, applicants should be prepared to discuss known historical or environmental issues within the general area and specific to any damaged facility. Copies of insurance documentation associated with any damaged facility also should be provided to FEMA during this meeting.

The applicant's Recovery Coordinator should attend the Kickoff Meeting along with key departmental points of contact with knowledge of needed emergency services-related expenditures and permanent repairs.

### 3.7 Project Formulation

Project formulation is the process of documenting the eligible facility, work, and cost for fixing the identified damages. The applicant is responsible for identifying all damages and managing its projects.

Project formulation allows the consolidation of multiple projects into single PWs to expedite approval and funding and to facilitate project management. More than one damaged site may be included in a single PW; however, sites with special considerations (discussed in detail in Section 3.8.4 below) should be formulated as a single PW to avoid unnecessary funding delays. The PAC will explain advantages and disadvantages of different ways of formulating projects.

Project formulation begins at the Kickoff Meeting but may continue after this initial meeting as additional damages are identified. Applicants have 60 days following the Kickoff Meeting to identify damages and submit project information.

### 3.8 Project Worksheet Completion

Following the Kickoff Meeting and project formulation, the PAC will assign a PO to write most PWs for eligible costs associated with emergency work and facility repair. Applicants may write their own PWs for small projects as described in section 3.9.1 below. Primary PW components include the Damage Description and Dimensions, Scope of Work, Project Cost, and Special Considerations (see Appendix D, Forms). These areas are described in detail below.

#### 3.8.1 Damage Description and Dimensions

The purpose of the Damage Description and Dimensions section of the PW is to document disaster-related damages that cannot be otherwise verified after repairs to the facility are initiated. This information establishes the basic eligibility of the project and defines the expectations for the scope of work and associated costs to follow.

The PO describes the disaster-related damage to the facility, including the cause of the damage and the area of the components affected. Dimensions and quantities of damaged elements are provided. This section of PW is also used to document the pre-disaster condition of the facility and to demonstrate that the applicant is responsible for performing the work.

#### 3.8.2 Scope of Work

The Scope of Work section is the most important part of the PW because it establishes the basis for eligible reimbursement. Work performed outside of the Scope of Work will not be reimbursed.

The PO will list work that has been completed and work to be completed that is necessary to repair disaster-related damages. In this section, work necessary to remove and dispose of disaster-related debris, conduct emergency response measures, or repair or replace the disaster-damaged facility to pre-disaster condition is listed. Special considerations that may affect the Scope of Work are described and ineligible work is documented as well. The basis for the Project Cost estimate also is provided in the Scope of Work section.

#### 3.8.3 Project Cost

FEMA PA grant amounts are based on actual costs if the work has been completed at the time applicant requests disaster assistance. However, for work that has not been completed at the time of the request, a cost estimate must be used. Typically, these estimates are prepared using unit costs. With this method, the project is broken down into elements based on the quantities of material that must be used to complete the work. For example, a culvert repair may be broken down into linear feet of pipe, cubic yards of fill, and square feet of pavement. The estimate of these items is a cost per unit that includes all labor, equipment, and material necessary to repair that item.

Project Cost estimates may be derived from any of the following methods, generally ranked in order of accuracy:

1. Actual Costs on Work Completed: Reasonable actual costs for properly procured eligible work and are considered the best source for the PW cost estimate.
2. Contract Costs: Estimated costs from a properly procured contract for completion of eligible work are also a good source for the PW cost estimate.
3. Contractor Bids: Bids received in response to a request for proposal to complete eligible work are acceptable documentation for PW cost estimates.
4. Local Vendor Quotes: Soliciting local vendors for quotes is another method for developing a PW cost estimate.
5. RS Means: RS Means unit price guides are widely used by FEMA and the construction industry to estimate costs for a most building components.
6. FEMA Cost Codes: FEMA maintains a national unit price listing for a number of common disaster-related work items. FEMA cost codes may be used to develop PW cost estimates when costs derived from contracts, bids, quotes, or RS Means are not available.

FEMA has developed a Cost Estimating Format (CEF) tool that can be used to develop a more uniform method of estimating costs for certain large permanent work projects. The CEF is designed to account for costs incurred across the entire spectrum of eligible work (from design to project completion) and is intended for use on projects that are less than 50 percent complete or will take four or more months to reach 90 percent completion.

#### 3.8.4 Special Considerations

Special considerations are issues other than program eligibility that could affect the scope of work and funding for a project. These issues include floodplain management, insurance, hazard mitigation measures, and compliance with other Federal laws and regulations, such as those pertaining to protection of the environmental and historic preservation. To expedite the approval of grant funds, FEMA strives to identify and resolve special considerations issues as early as possible. Applicants have a critical role in identifying and quickly resolving special considerations issues before the PW is completed. If these issues are not identified and resolved prior to completion of the PW, processing of the PW may be delayed.

#### 3.9 Payment of Claims

FEMA and the State share responsibility for making PA program funds available to the applicant. The process is referred to as Payment of Claims.

FEMA is responsible for approving project applications. Once approved, FEMA makes the Federal share of the approved amount available to the State through a process known as obligation. Funds that FEMA has obligated are available to the State via electronic transfer, but reside in a Federal account until the State is ready to award grants to the appropriate applicants. The State administers the grant to the applicant and is responsible

for securing the State share of the grant amount and for notifying the applicant that funds are available.

Two different payment methods have been established for PA program grants. The difference between the methods is dependent on whether a project is “small” or “large.” That determination is based on a cost threshold that changes annually. The threshold is updated at the beginning of each fiscal year.

### 3.9.1 Small Project PWs

Small project PWs are funded using an initial estimate of costs. The steps for processing a small project PW are described below:

1. An estimate is prepared by FEMA or by the applicant. FEMA approves funding using the estimate and obligates the Federal share of the funds to the State.
2. The State provides funds to the applicant as soon as possible after FEMA obligates the funds.
3. The funding level for small projects is generally fixed, regardless of the final cost incurred by the applicant. FEMA does not perform a final inspection of completed small projects; however, the State must certify that the applicant completed the work in compliance with all applicable laws, regulations, and policies and therefore may review some or all of an applicant’s small projects.

When an Applicant prepares and submits small project PWs for approval, FEMA conducts a validation process to ensure compliance with all applicable laws, regulations, and policies. During validation, a specialist from FEMA or the State reviews a portion of the applicant’s small projects to confirm that the applicant has developed accurate scopes of work and cost estimates and that the applicant has sufficient documentation to support the project eligibility and cost. Normally, the review is limited to 20 percent of the submitted small project PWs; however, if problems are encountered, the sample may be expanded.

Although small project PW funding is based on the estimate of eligible work, an applicant can request supplemental funding for a net cost overrun on all small projects by submitting an appeal through the State to FEMA. An appeal should be submitted only when the total costs for all small project PWs (i.e., the sum of overruns and under runs of each small project PW) prepared by an Applicant exceed the total cost approved for all small projects. An applicant may file an appeal for a small project PW cost overrun within 60 days of completion of that applicant’s final small project.

### 3.9.2 Large Project PWs

Large project PWs are funded using the final accounting of actual costs. The steps for processing a large project PW are described below:

1. A PW is prepared by the PO. FEMA approves funding using the estimate and obligates the Federal share of funds to the State.

2. As the project proceeds toward completion, the applicant periodically requests funds from the State to meet expenses that have been incurred or that are expected in the near future.
3. When the project is complete, the State determines the final cost of accomplishing the eligible work, often performing inspections or audits in the process. The State then submits a report on the completed project to FEMA, certifying that the applicant's costs were incurred in the completion of eligible work.
4. After reviewing the State's report, FEMA will consider adjusting the amount of the grant to reflect the actual cost of the eligible work.

When reviewing final costs, the State cannot provide funds for costs that are outside the PW Scope of Work approved by FEMA. The applicant should contact the State if changes to the PW Scope of Work approved by FEMA are foreseen or identified during performance of the work.

### 3.9.3 Administrative Allowance

The Stafford Act stipulates that each grant recipient be provided an administrative allowance to cover costs associated with administering the grant. The administrative allowance is calculated based on a sliding scale ranging from 0.5 percent to three (3) percent of total eligible costs approved for the applicant in a given disaster. Examples of activities that the allowance is intended to cover include:

- Identifying damage
- Attending meetings with FEMA and State Liaisons (Applicant's Briefing, Kickoff Meeting, etc)
- Completing forms necessary to request assistance
- Establishing files and providing copies of documentation
- Assessing damage, collecting cost data and developing cost estimates
- Working with the State during project monitoring and final inspection
- Preparing for audits

The administrative allowance is not intended to cover direct costs of managing specific construction projects that are completed using PA funds. These costs are eligible as part of the grant for each project as long as they can be specifically identified and justified as necessary for the work.

### 3.10 Appeals

The appeals process is the opportunity for applicants to request reconsideration of decisions regarding the provision of assistance. The applicant must file an appeal with the State within 60 days of receipt of notice of the action or decision being appealed. The State will review the appeal and submit it to FEMA for consideration.

There are two levels of appeal. The first level appeal is to the FEMA Regional Director. The second level appeal is to the Assistant Director at FEMA Headquarters.

### 3.11 Grant Closure

Grant closure occurs when FEMA determines that all applicable administrative actions related to the PA program for an applicant are complete and all program funds have been reconciled. At this stage, all PA program projects have been completed, the State has awarded all grant funds and submitted its final expenditure report to FEMA, and FEMA has adjusted the funding level for the program as appropriate. Once grant closure occurs, no additional actions related to the program may occur.

### 3.12 Audits

PA program grant recipients are required to comply with the provisions set forth under the Single Audit Act Amendments of 1996. Even though a Single Audit must be performed, grant recipients are also subject to additional audits by the FEMA Office of Inspector General (OIG) and State auditors for items not covered by the single audit. Specific documentation and procedures are based on the requirements of the Federal Office of Management and Budget (OMB). The OMB requires grant recipients to maintain financial and program records for three years following State submittal of an applicant's final expenditure report. FEMA may conduct an audit of the program during or after grant closure.

All recovery and procurement personnel should be familiar with the OIG document, Audit Tips for Managing Disaster-Related Projects.

## 4. Eligibility

The PA program is based on statutes, regulations and policies. The statute, the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Stafford Act) is the underlying document that authorizes the project. Regulations published in Title 44 of the Code of Federal Regulations (CFR) Part 206 implement and interpret the statute. Policies are written to apply the statute and regulations to specific situations. These documents govern the eligibility criteria through which FEMA administers the PA program. There are four components to disaster assistance eligibility: Applicant, Facility, Work, and Cost.

### 4.1 Applicant

Four types of entities are eligible applicants under the FEMA PA program:

- State government agencies;
- Local governments and special districts;
- PNP organizations or institutions that own or operate facilities that are open to the general public and that provide certain services otherwise performed by a government agency; and
- Federally recognized Indian Tribes or authorized tribal organizations and Alaskan Native village organizations.

#### 4.2 Facility

With certain exceptions, an eligible facility is a building, works, system, or equipment that is built or manufactured, or an improved and maintained natural feature that is owned by an eligible applicant. Land used for agricultural purposes is not considered a facility within the FEMA PA program. To be eligible for funding the facility must:

- Be the responsibility of an eligible applicant;
- Be located in a designated disaster area;
- Not be under the specific authority of another Federal agency for disaster assistance; and
- Be in active use at the time of the disaster.

If a facility is being used for purposes other than which it was originally designed, the eligible restoration is limited to the extent necessary to restore its immediate pre-disaster use. All eligible PNP facilities must be open to the general public.

#### 4.3 Work

In general, eligible work is based on the following minimum criteria:

- It must be required as a direct result of the declared event;
- It must be within the designated disaster area; and
- It must be the legal responsibility of an eligible applicant at the time of the disaster.

Eligible work is classified as either emergency or permanent work and is divided into categories by FEMA. Debris removal and emergency protective measures are considered emergency work, Categories A and B, respectively. Permanent work is grouped by type of facility, Categories C through G. More specific descriptions of eligible categories of work are located in Appendix B, Damage Assessment Categories of Work.

If an eligible facility is damaged to the point where the Applicant thinks the facility should be replaced rather than repaired, FEMA applies a “50% Rule” to determine the eligibility of replacement as opposed to repair work.

The 50% Rule is summarized as follows:

- If the Repair Cost divided by the Replacement Cost is less than 50 percent, then only the repair cost is eligible.
- If the Repair Cost divided by the Replacement Cost is greater than 50 percent, then the replacement cost is eligible

Repair Cost equals the cost of repair of damaged components only. The cost does not include eligible codes and standards upgrades, demolition, site work, or applicable project management costs.

Replacement cost equals the cost of reconstructing the facility and includes current codes and standards upgrades. The cost does not include demolition, site work, or applicable project management costs.

#### 4.4 Cost

Not all costs incurred by an eligible applicant are eligible for reimbursement through the FEMA PA program. Eligible costs are costs that:

- Are reasonable and necessary to accomplish eligible work;
- Comply with Federal, State, and local procurement requirements; and
- Do not include (or are reduced by) insurance proceeds, salvage values, and other credits.

The eligible cost criteria apply to all direct costs, including salaries, wages, and fringe benefits, materials, equipment, and contracts awarded for eligible work. In addition to these direct costs, an applicant will receive an administrative allowance as discussed in sub-section 3.9.3 above.

PA program funds are provided on a cost share basis. Because funding provided by the program is supplementary in nature, an appropriate sharing of costs between the Federal and State governments must be determined. While the cost share is subject to change depending on the severity of a disaster, the minimum Federal cost share is 75 percent of eligible costs. The State and eligible applicants determine the distribution of the non-Federal share.

## 5. Hazard Mitigation

Recovery is part of a continuum that includes preparedness, response, recovery, and hazard mitigation. Hazard mitigation funded through the PA program is a form of preparedness that occurs after an event and aims to prevent or minimize damage from a future event.

Hazard mitigation restores a facility beyond its pre-disaster condition and is subject to FEMA environmental and historical review. Two forms of hazard mitigation are funded through the FEMA PA Program and are described below.

### 5.1 Section 406 Hazard Mitigation

Section 406 Hazard Mitigation is a funding source for cost-effective measures that would reduce or eliminate the threat of future damage to a facility damaged during the disaster. The measures must apply only to the damaged elements of a facility rather than to other,

undamaged parts of the facility or to the entire system. For example, if a flood damaged three culverts in a system of five culverts and increasing the capacity of the culverts would mitigate the damage, only the capacity of the damaged culverts could be increased through Section 406 Hazard Mitigation. An applicant may not apply Section 406 Hazard Mitigation funding to alternate or improved projects if a new replacement facility is involved. When replacement facilities are involved, hazard mitigation should be accomplished through compliance with current codes and standards.

## 5.2 Codes and Standards Upgrades

Various hazards also can be mitigated through compliance with current codes and standards. When a facility must be repaired or replaced, FEMA may pay for upgrades that are necessary to comply with codes and standards. This situation typically occurs when older facilities, particularly buildings, must be repaired in accordance with codes that were adopted after the original construction. For the cost of an upgrade to be eligible, the code or standard requiring the upgrade must meet each the following five criteria:

- Apply to the repair work being performed.
- Be appropriate to the pre-disaster use of the facility.
- Be reasonable, formally adopted, in writing, and implemented prior to the disaster.
- Apply uniformly to all facilities of the type being repaired within the applicant's jurisdiction.
- Be enforced during the time that it was in effect.

## 6. Improved and Alternate Projects

Following major or catastrophic disasters that cause substantial damage to public infrastructure, it may be desirable to expand certain facilities or change a facility's function rather than restore it to pre-disaster condition. The FEMA PA program allows for this flexibility through approval of improved or alternate projects.

### 6.1 Improved Projects

Applicants performing restoration work on a damaged facility may use the opportunity to make additional improvements while still restoring the facility to its pre-disaster design. For example, an applicant might propose laying asphalt on a gravel road or replacing a firehouse that originally had two bays with one that has three bays. Projects that incorporate such improvements are called "improved projects."

An improved project may be requested for both small and large projects, but must be approved by the State prior to construction. Any project that results in a significant change from the pre-disaster configuration (i.e., different location, footprint, function, or size) must be reviewed by FEMA prior to construction to ensure completion of the

appropriate environmental and/or historical review. State approval must be held pending such review.

Federal funding for improved projects is limited to the Federal share of the PW estimated cost and the time limits that would be associated with repairing the damaged facility to pre-disaster condition.

## 6.2 Alternate Projects

Occasionally an applicant may determine that the public welfare would not be best served by restoring a damaged facility or its function to pre-disaster condition. This usually occurs when the service provided by the facility is no longer needed, although the facility was still in use at the time of the disaster. Under these circumstances, the applicant may apply to FEMA to use a portion of the eligible funds for alternate projects. All requests for alternate projects must be made within 12 months of the Kickoff Meeting and approved by FEMA prior to construction.

Alternate projects are eligible for 75 percent of the approved Federal share of the estimated eligible costs associated with repairing the damaged facility to its pre-disaster design, or actual costs of completing the alternate project, whichever is less.

Possible alternate projects include repair or expansion of other public facilities, construction of new public facilities, purchase of capital equipment, or funding of hazard mitigation measures in the area affected by the disaster. Funding may not be used for operating costs or to meet State or applicant cost share requirements on other FEMA PA projects or projects that use other Federal grants.

## 7. Timeframes

FEMA has established timeframes for requesting assistance and for completing work using PA grants.

### 7.1 Requesting Assistance

The following timeframes apply to requests for assistance:

- An applicant must submit the RPA within 30 days of the date of the declared disaster.
- Project information must be submitted to FEMA within 60 days of the Kickoff Meeting.
- FEMA will take action on granting funds for a specific project within 45 days of receiving all of the information for that project.
- An applicant may appeal FEMA's decision to the State within 60 days of being notified of any decision.
- An applicant may file an appeal for a small project PW cost overrun within 60 days of completion of that applicant's final small project.

- An applicant may request an alternate project within 12 months of the Kickoff Meeting.

## 7.2 Completing Work

The following timeframes apply to the completion of work:

- An Applicant must complete debris removal and emergency work operations within six months following the Presidential declaration.
- An Applicant must complete permanent work within 18 months following the disaster designation.

## 7.3 Time Extension

All timeframes are set by regulation; however, if extenuating circumstances or unusual project conditions exist, a time extension may be requested through the State. The State has the authority to extend the timeframes for completion of debris removal and emergency work by six (6) months and permanent work by 30 months. For all other extensions, the State must request the extension from FEMA.

## APPENDIX F: CITY OF AUSTIN RE-ENTRY PROTOCOL

### Purpose

This protocol is written to provide uniform guidance and procedures to ensure a coordinated safe and orderly re-entry into the City of Austin. Past disasters have shown the criticality of accurate and timely communication. Communicating information is essential to ensure public health and safety by determining an area is safe to re-enter from both a safety and security standpoint. A coordinated response will alleviate the responsibility of a single agency and ensure consistent accurate communication to the public. In addition to listing factors for consideration, this protocol identifies the roles and responsibilities of key agencies that may be involved in re-entry.

### Responsibilities:

#### Agencies

- All agencies also will be guided by their individual emergency response plans in addition to the provisions of this plan.
- Each agency is responsible to ensure that communication of the completion of their assignments in the Re-Entry Protocol is received by the EOC Director or the Incident Commander.

#### Re-Entry Coordinator (REC)

- The REC will be the EOC Director if the Emergency Operations Center (EOC) is activated. If the EOC is not activated, the Incident Commander will be the REC.
- The REC has the overall management responsibility for the coordination between all agencies with a responsibility for re-entry and ensures that communication is accomplished effectively.
- The REC will inform Joint Information Center and public relations of re-entry status.
- After all activities on the checklist have been completed, the REC will initiate re-entry.

#### Re-Entry Initiation

The Re-Entry phase commences after a disaster has passed and the Mayor or City Manager deem it safe for residents to return to their neighborhoods.

Re-Entry will be initiated by the EOC Director, based on clearance from the Incident Commander, in consultation with the Operations Section Chief at the Emergency Operations Center. In the event that the Emergency Operations Center has been deactivated, Re-Entry will be initiated by the Incident Commander at the scene.

### Priorities for Re-Entry

- Safety – ensure that the operational area is safe for personnel and residents
- Security – ensure adequate law enforcement and other first responders are available to protect personnel
- Damage Assessment – ensure personnel is available to conduct damage assessment procedures
- Restoration of Services – ensure actions are taken by utilities, public works and other critical infrastructure agencies to restore services
- Communication of Information – ensure notifications are sent to employees, first responders and residents of re-entry status
- Inter-Agency – ensure cooperation and coordination with CBOs and NGOs are maintained during the re-entry process

In accordance with the National Incident Management System (NIMS) guidelines, communication on the status of re-entry will be from the Incident Commander on the scene, to the Emergency Operations Center.

### Public Notification

- The public will be notified of re-entry status by AM/FM radio, TV, press releases, Internet, social media and live interviews.
- Incoming phone lines may be staffed to provide both pre-recorded and live information.
- Signs will be posted at checkpoints, shelters and on freeways.

### Response

First Responder Personnel includes:

- Austin Fire Department (other local fire departments)
- Austin Police Department (Sheriff, Local Police Departments, TDPS) and
- Agencies that play key roles in restoring normal operations such as Austin/Travis County EMS, Utilities and Infrastructure Repair Personnel, Damage Assessment Teams and the Medical Examiner will have immediate access to the affected area.

Once an area has been deemed safe for re-entry, re-entry will be limited to residents and business operators and critical support groups such as healthcare and mental health personnel, contractors and insurance adjustors.

### Requirements Prior to Re-Entry

- Aerial and ground surveys to identify and prioritize the most seriously damaged areas of the City with respect to major routes, neighborhoods, businesses, and

public facilities. [Austin Police Department (APD), Austin Fire Department (AFD)]

- Establishment of perimeters (APD)
- Identification of necessary road closures and detours (APD)
- Identification Requirements for Necessary Personnel (APD)
- Verification of proper Agency Identification (APD)
- If necessary, issuance of permits (APD)
- The re-entry area is contained and fire-safe (AFD)
- Structures and gas lines are deemed safe (AFD)
- Search and rescue completed (AFD)
- No energized downed power lines (Austin Energy [AE])
- Building Inspections - Structures deemed safe to reenter (Watershed Protection Department [WPD] and Code Compliance)
- Major routes are intact and passable (APD, TXDOT)
- Roadblocks and Checkpoints set up (APD)
- Signs to identify streets (Landmarks may be missing) (PWD)
- Debris removed from public right-of-way Solid Waste Services (SWS)
- Safety Assessment Complete (WPD and Code Compliance)
- Detailed Damage Assessment (FEMA, State)
- Retrieval of remains and personal effects as appropriate (Medical Examiner/Animal Services)
- There is no threat to public safety (APD, AFD)
- There is no threat to public health, and /or appropriate warnings are issued (Health and Human Services Department [HHSD])
- No Hazardous Materials (AFD)
- Air Quality Safe (HHSD)
- Water Quality Safe (HHSD)
- Sanitation Issues addressed (SWS)
- Communication of hazards to public by media and pamphlets available at checkpoints (Corporate Public Information Office (CPIO) and Red Cross)
- Telephone information hotlines for the public have been established (INFO LINE/3-1-1, EOC )

### Control of Re-Entry

- Re-entry check points are staffed (APD)
- Credential Verification Area (CVA) set up nearby re-entry points, evacuation centers (shelters), local assistance centers
- Procedures in place for proper identification of returning residents and critical support personnel and ensuring legitimacy of contractors and/or insurance adjustors (ID requirements, forms, permits) (APD)
- Informational material available for residents (CPIO, Red Cross)
- Curfews implemented if necessary (Mayor)
- Curfews enforced (APD)

- Emergency Operations Center and/or Homeland Security and Emergency Management (HSEM)
- Responsible for coordination of all agencies (EOC Director/HSEM Director)
- Coordinate through the EOC with media and public relations
- Communicate with municipalities and State EOC

**Fire**

- Ensure area for re-entry is contained and fire-safe
- Assess safety of trees and structures
- Search and rescue

**Law Enforcement**

- Ground survey, supplanted by air survey if available
- Set up roadblocks (prevent mass entry, prevent looting)
- Establish and monitor checkpoints
- Primary role in verification of identification and issuance of permits, if deemed necessary
- Contractors and insurance adjusters – verification of legitimacy
- Set up and staffing of permit processing locations Credential Verification Area (CVA) close to checkpoints and/or in evacuation centers, Local Assistance Centers
- Provide overall security (against looting, theft, and unauthorized entry)
- Provide escorts, if necessary
- Enforce curfews

**Planning and Development Review Department (PDRD)**

- Damage/ safety assessment, if activated
- Coordination with FEMA and State Damage Assessment Teams
- Oversight of site cleanup and removal of hazardous materials

**Travis County Medical Examiner**

- Removal of remains and personal effects as appropriate
- Security of personal property as appropriate
- Operation of field morgue and/or mass burial site as appropriate

**Public Works Department (PWD)**

- Inspection of roadway infrastructures
- Provide signage for affected areas
- Debris removal from public right-of-way
- Ensure major routes are intact and passable

- Assist law enforcement with road closures, re-openings and road detours

**Texas Department of Transportation**

- Inspection of state roadway infrastructures
- Debris removal from freeways and state highways right-of-ways
- Ensure major routes are intact and passable
- Provide signage, if necessary
- Assist law enforcement with road closures, re-openings and road detours

**Austin Energy**

- Ensure no energized downed power lines
- Shut off service to residence, if requested by fire or police
- Provide generator information on the website

**Austin Water Utility**

- Assess Damage
- Secure water and sewer leaks

**City of Austin Mayor**

- May institute curfews (clearance can be given by the City EOC to public safety personnel, utility personnel and relief workers regarding established curfews)

**Communications and Public Information Office**

- Notify public once re-entry has been initiated
- Public will be notified by AM radio, TV, press releases, Internet, social media, live interviews
- Notify public of telephone information line, assistance centers, identification requirements for re-entry

**American Red Cross**

- American Red Cross will take the lead in providing mental health and spiritual care workers. If the numbers are larger than they can handle, they will coordinate with Health and Human Services and VOAD.
- American Red Cross and CPIO will coordinate printing relevant information for resident distribution at checkpoints.

## Re-Entry Checklist

- Ground and/or aerial survey complete – APD, AFD
- Fire has determined the area contained and fire-safe - AFD
- Trees and structures deemed safe – PWD, PARD, Code Compliance
- Search and rescue complete – AFD and APD
- Major routes are intact and passable – APD, TXDOT
- Law enforcement has examined the scene – APD
- Detours, roadblocks and checkpoints established – APD
- Procedures and locations for verification of ID are in place – APD
- There is no hazardous materials threat to public health and/or appropriate warnings have been issued - AFD
- Water is deemed safe and/or appropriate warnings have been issued – AWU, HHSD
- Air quality is safe and/or appropriate warnings have been issued – HHSD
- Remains and appropriate personal effects have been removed – Medical Examiner
- Personal property of decedents secured – Medical Examiner
- Field morgue and/or mass burial site established and secured if required – Medical Examiner
- Structures deemed safe and/ or appropriately marked – Code Compliance, WPD
- Damage/ safety assessment completed – Code Compliance, WPD
- Major debris has been removed from public right of way- PWD, PARD
- Appropriate signage placed for community orientation – PWD, Transportation Department
- No downed power lines – AE
- A plan is in place to communicate information to the public – CPIO, Red Cross, INFO LINE/ 3-1-1

**APPENDIX G: FEDERAL ESF DESCRIPTIONS****ESF #1 – Transportation**

ESF Coordinator: Department of Transportation

Emergency Support Function (ESF) #1 – Transportation supports the Department of Homeland Security (DHS), assisting Federal agencies; State, local, and tribal governmental entities; and voluntary organizations requiring transportation for an actual or potential Incident of National Significance. Through the Department of Transportation (DOT)'s coordination role, ESF #1 integrates the DOT responsibility for Emergency Management of the Transportation System (EMTS) in the prevention/mitigation, preparedness, recovery, infrastructure restoration, safety, and security of the Nation and its transportation system. ESF #1 is designed to provide transportation support to assist in domestic incident management. ESF #1 is designed to provide transportation support to assist in domestic incident management.

**ESF #2 - Communications**

ESF Coordinator: Department of Homeland Security/Information Analysis and Infrastructure Protection/National Communications System

Emergency Support Function (ESF) #2 – Communications ensures the provision of Federal communications support to Federal, State, local, tribal, and private-sector response efforts during an Incident of National Significance. This ESF supplements the provisions of the National Plan for Telecommunications Support in Non-Wartime Emergencies, hereafter referred to as the National Telecommunications Support Plan (NTSP).

**ESF #3 - Public Works and Engineering**

ESF Coordinator: Department of Defense/U.S. Army Corps of Engineers

Emergency Support Function (ESF) #3 – Public Works and Engineering assists the Department of Homeland Security (DHS) by coordinating and organizing the capabilities and resources of the Federal Government to facilitate the delivery of services, technical assistance, engineering expertise, construction management, and other support to prevent, prepare for, respond to, and/or recover from an Incident of National Significance.

**ESF #4 - Firefighting**

ESF Coordinator: Department of Agriculture/Forest Service

Emergency Support Function (ESF) #4 – Firefighting enables the detection and suppression of wild land, rural, and urban fires resulting from, or occurring coincidentally with, an Incident of National Significance. ESF #4 manages and coordinates firefighting activities, including the detection and suppression of fires on Federal lands, and provides

personnel, equipment, and supplies in support of State, local, and tribal agencies involved in rural and urban firefighting operations.

**ESF #5 - Emergency Management**

ESF Coordinator: Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency

Emergency Support Function (ESF) #5 – Emergency Management is responsible for supporting overall activities of the Federal Government for domestic incident management. ESF #5 provides the core management and administrative functions in support of National Response Coordination Center (NRCC), Regional Response Coordination Center (RRCC), and Joint Field Office (JFO) operations.

**ESF #6 - Mass Care, Housing, and Human Services**

ESF Coordinator: Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency

Emergency Support Function (ESF) #6 – Mass Care, Housing, and Human Services supports State, regional, local, and tribal government and nongovernmental organization (NGO) efforts to address the non-medical mass care, housing, and human services needs of individuals and/or families impacted by Incidents of National Significance.

**ESF #7 - Resource Support**

ESF Coordinator: General Services Administration

Emergency Support Function (ESF) #7 – Resource Support assists the Department of Homeland Security (DHS), supporting Federal agencies and State, local, and tribal governments requiring resource support prior to, during, and/or after Incidents of National Significance.

**ESF #8 - Public Health and Medical Services**

ESF Coordinator: Department of Health and Human Services

Provides coordinated Federal assistance to supplement State and local resources in response to public health and medical care needs following a major disaster or emergency, or during a developing potential medical situation. Assistance provided under ESF #8 is directed by the Department of Health and Human Services (HHS) through its executive agent, the Assistant Secretary for Health (ASH). Resources will be furnished when State and local resources are overwhelmed and public health and/or medical assistance is requested from the Federal Government. Resource support to Federal, State, local, and tribal governments consists of emergency relief supplies, facility space, office equipment, office supplies, telecommunications (in accordance with the Office of Science

and Technology Policy (OSTP) National Plan for Telecommunications Support in Non-Wartime Emergencies), contracting services, transportation services (in coordination with ESF #1– Transportation), security services, and personnel required to support immediate response activities.

**ESF #9 - Urban Search and Rescue**

ESF Coordinator: Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency

Emergency Support Function (ESF) #9 – Urban Search and Rescue (US&R) rapidly deploys components of the National US&R Response System to provide specialized life-saving assistance to State, local, and tribal authorities during an Incident of National Significance. US&R activities include locating, extricating, and providing onsite medical treatment to victims trapped in collapsed structures. The National US&R Response System integrates US&R task forces, Joint Management Teams (JMTs), and technical specialists.

**ESF #10 - Oil and Hazardous Materials Response**

ESF Coordinator: Environmental Protection Agency

Emergency Support Function (ESF) #10 – Oil and Hazardous Materials Response provides Federal support in response to an actual or potential discharge and/or uncontrolled release of oil or hazardous materials during Incidents of National Significance when activated. The Federal Government also may respond to oil and hazardous materials Incidents of National Significance using mechanisms of the National Oil and Hazardous Substances Pollution Contingency Plan (NCP) without activating ESF #10. Those procedures are described in the Oil and Hazardous Materials Incident Annex. (Note: For the purposes of this annex, “hazardous materials” is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in the NCP.)

**ESF #11 - Agriculture and Natural Resources**

ESF Coordinator: Department of Agriculture

Emergency Support Function (ESF) #11 –Agriculture and Natural Resources supports State, local, and tribal authorities and other Federal agency efforts to address: (1) provision of nutrition assistance; (2) control and eradication of an outbreak of a highly contagious or economically devastating animal/zoonotic disease, highly infective exotic plant disease, or economically devastating plant pest infestation; (3) assurance of food safety and food security (under Department of Agriculture (USDA) jurisdictions and authorities), and (4) protection of natural and cultural resources and historic properties (NCH) resources prior to, during, and/or after an Incident of National Significance.

**ESF #12 - Energy**

ESF Coordinator: Department of Energy

Emergency Support Function (ESF) #12 – Energy is intended to restore damaged energy systems and components during a potential or actual Incident of National Significance. Under Department of Energy (DOE) leadership, ESF #12 is an integral part of the larger DOE responsibility of maintaining continuous and reliable energy supplies for the United States through preventive measures as well as restorative actions.

**ESF #13 - Public Safety and Security**

ESF Coordinator: Department of Homeland Security/Department of Justice

Emergency Support Function (ESF) #13 – Public Safety and Security integrates Federal public safety and security capabilities and resources to support the full range of incident management activities associated with potential or actual Incidents of National Significance.

**ESF # 14 - Long-Term Community Recovery and Mitigations**

ESF Coordinator: Department of Homeland Security/Emergency Preparedness and Response/Federal Emergency Management Agency

Long-Term Community Recovery and Mitigation provides a framework for Federal Government support to State, regional, local, and tribal governments, nongovernmental organizations (NGOs), and the private sector designed to enable community recovery from the long-term consequences of an Incident of National Significance. This support consists of available programs and resources of Federal departments and agencies to enable community recovery, especially long-term community recovery, and to reduce or eliminate risk from future incidents, where feasible.

**ESF # 15 - External Affairs**

ESF Coordinator: Department of Homeland Security

Emergency Support Function (ESF) #15 – External Affairs ensures that sufficient Federal assets are deployed to the field during a potential or actual Incident of National Significance to provide accurate, coordinated, and timely information to affected audiences, including governments, media, the private sector, and the local populace. ESF #15 provides the resource support and mechanisms to implement the National Response Plan – Incident Communications Emergency Policy and Procedures (NRP-ICEPP) described in the NRP Public Affairs Support Annex.

**APPENDIX H: DISASTER DEBRIS RECYCLING AND HANDLING PLAN**

**1. Disaster Debris Recycling and Handling**

A significant amount of pre-planning can occur prior to a disaster. However, as in all natural disasters, the actual effects are random, and for that reason cannot be completely projected prior to the event. Assessment of the amount of damage and the amount of debris generated are the first steps in responding to a disaster. Because of its composition, almost all disaster debris is recyclable. A list of disaster debris is included in Table 1.0.

**Table 1.0  
Disaster Debris Components**

Asphalt Concrete Food Wood Mixed Inerts (concrete, Asphalt, red clay brick, and dirt)	Sandbags Soil and Rock Furniture Yard Waste Vehicles (can be handled through state-funded abandoned vehicle programs)	Glass Metals Wallboard (drywall) Personal Belongings Plastic (sheeting and containers)
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In addition to the above mentioned materials, some hard to handle or hazardous wastes may include, but are not limited to, those listed in Table 2.0.

**Table 2.0  
Hard-to-Handle Disaster Debris Components**

Asbestos (chimneys, ceiling tiles, insulation etc.)* Ash* Household & Business Hazardous Waste (batteries, cleaners, paint, pool chemicals, etc.)	Medical waste  Treated Wood* Lead-containing debris White Goods (large appliances such as refrigerators, washers and dryers)**	Radiological materials  Dead Animals  Universal Wastes (mercury containing items, T.V.'s, computers)
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**2. Debris Removal**

**2.1 DEBRIS REMOVAL STAGES**

Debris removal from disasters occurs in stages. The first stage involves immediate clearing of emergency routes to allow rescue crews entry to hard hit areas. The second stage requires removal of debris from streets to return traffic flow to normal patterns, repair of road and structural damage, and the third stage includes the longer process of

private property debris removal. Figure 3.0 outlines the timeline for disaster debris recovery.

**Table 3.0  
Disaster Debris Recovery Timeline**

Pre-Disaster		Create Disaster Debris Plan Develop a disaster debris ordinance Designate responsible departments and staff Locate potential countywide staging sites Identify sample contracts and list existing contracts Identify existing facilities
Stage 1 (w/in 72 hours)	Emergency Routes	Emergency roadway debris removal Public right-of-way debris removal and recycling Send out damage assessment teams for public buildings/structures
Stage 2 (3-30 days after)	Public right-of-way and structures	Update 3-1-1 hotline with jurisdictional information for debris handling and removal information. Demolition and repair of private & public property that is health & human hazard Locate temporary staging sites and permit requirements Confirm sites/areas for recycling, transfer and disposal. Work with facilities to get emergency waivers of permit conditions including tons, hours of operation, vehicle counts, etc. Use of volunteers to assist in these efforts as registered disaster service workers.
Stage 3 (30-60 days after)	Private Property	Debris removal starts Dangerous tree removal and demolition of leaning buildings Inland waterway cleanup Private property cleanup (individual property owners will begin shortly after the disaster)
Stage 4 (ongoing through end)	Environmental Mitigation	Remediate staging areas Use of volunteers to assist in these efforts as registered disaster service workers.

**2.2 DEBRIS REMOVAL MANAGEMENT**

The City of Austin is responsible for providing emergency response services within its jurisdiction and for coordinating disaster debris cleanup. Sharing of resources among local jurisdictions following a disaster will be coordinated through the National Incident Management System (NIMS) in order to be eligible for state and federal reimbursement. The City of Austin incident management system for debris removal is outlined below in Figures 1, 2, 3 and 4. This and additional information on debris removal is contained in the City of Austin Annex X – Debris Removal.

Coordination between departments and agencies will be facilitated by the Office of Homeland Security and Emergency Management (HSEM) and representatives from the departments on the City’s Debris Removal Taskforce. Additional coordination may be

needed for hazardous waste and facility permitting. Information for debris handling and removal will be coordinated through the City's EOC and 3-1-1 hotline which will refer residents to the appropriate department's hotline and website. The following departments are members of the Debris Removal Taskforce: Public Works Department, Parks and Recreation Department, Watershed Protection Department, Austin Energy, Solid Waste Services, Transportation Department, Austin Water Utility and Homeland Security and Emergency Management. Standardized press releases and public information will be coordinated for recycling, household hazardous waste and debris handling.

Departments are encouraged to work together to minimize the impact on City facilities and to utilize cross-departmental contracts for demolition/excavation contractors, debris box haulers and others. Establishing contingency contracts or having sample contracts on-hand is advisable to ensure cost-efficient and timely cleanup response. All plans will include recycling and waste diversion as a priority.

In any type of disaster, material will be source-separated to the maximum extent possible to minimize program costs and impact to landfills. The Debris Removal Taskforce departments may choose to contract directly with facilities for pricing or let debris contractors negotiate rates. There are three levels of processing that will occur:

1. Source-Separated. Clean loads of separated dirt, aggregates, woody materials and metals will be directed to local recycling facilities with the ability to process and market the materials for recycling and reuse.
2. Mixed Inerts. Loads of aggregates and dirt that contain wood, metal and trash not to exceed 10 percent of the load by volume.
3. Mixed Debris. Loads of mixed materials that for various reasons cannot be source-separated.

These three steps ensure only residual from processing facilities will be sent for landfill disposal.

Figure 1.0  
COA Disaster Debris Management Structure

Type IV Minor Incidents

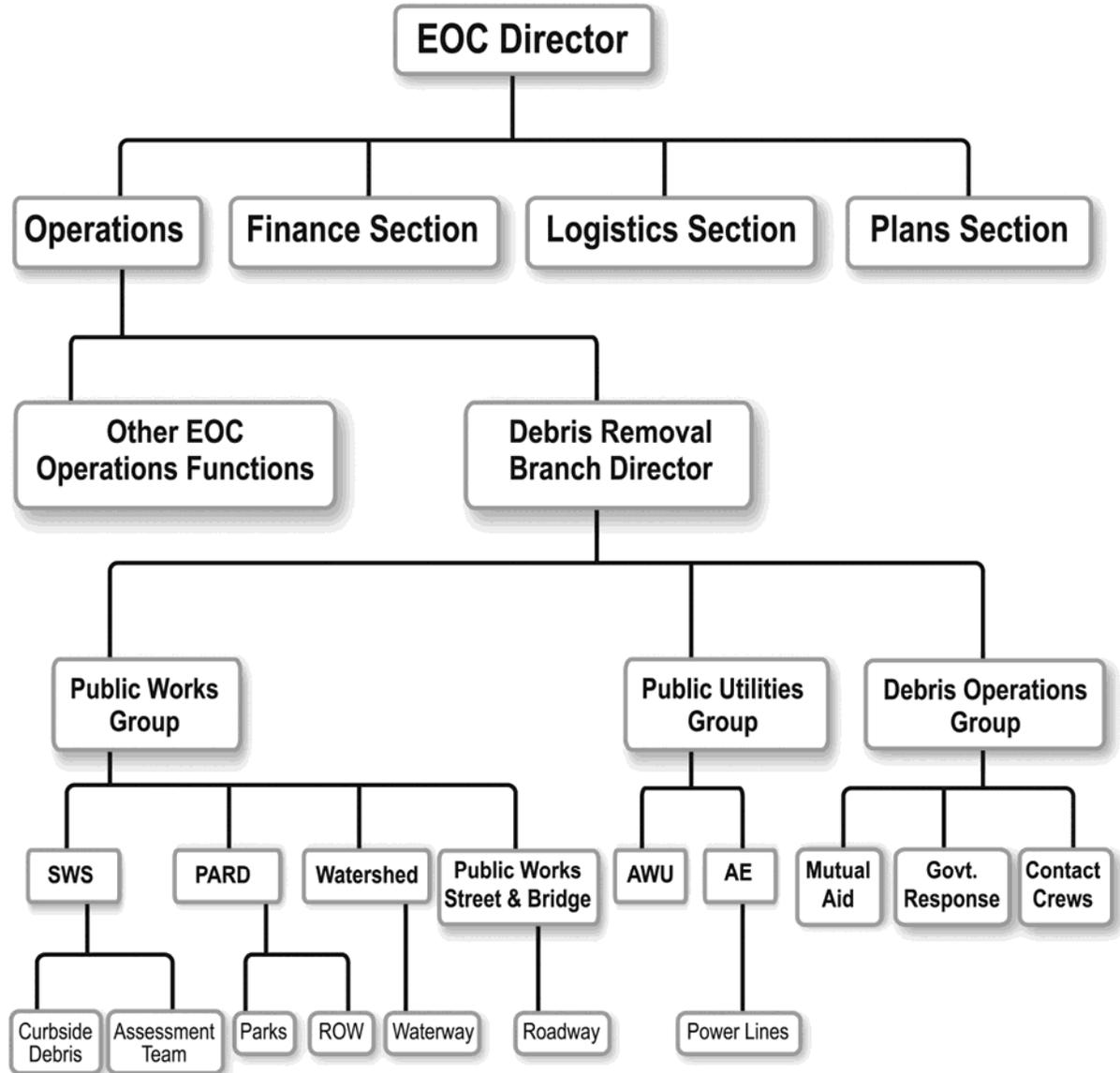


Figure 2.0  
COA Disaster Debris Management Structure

Type III Moderate Incidents

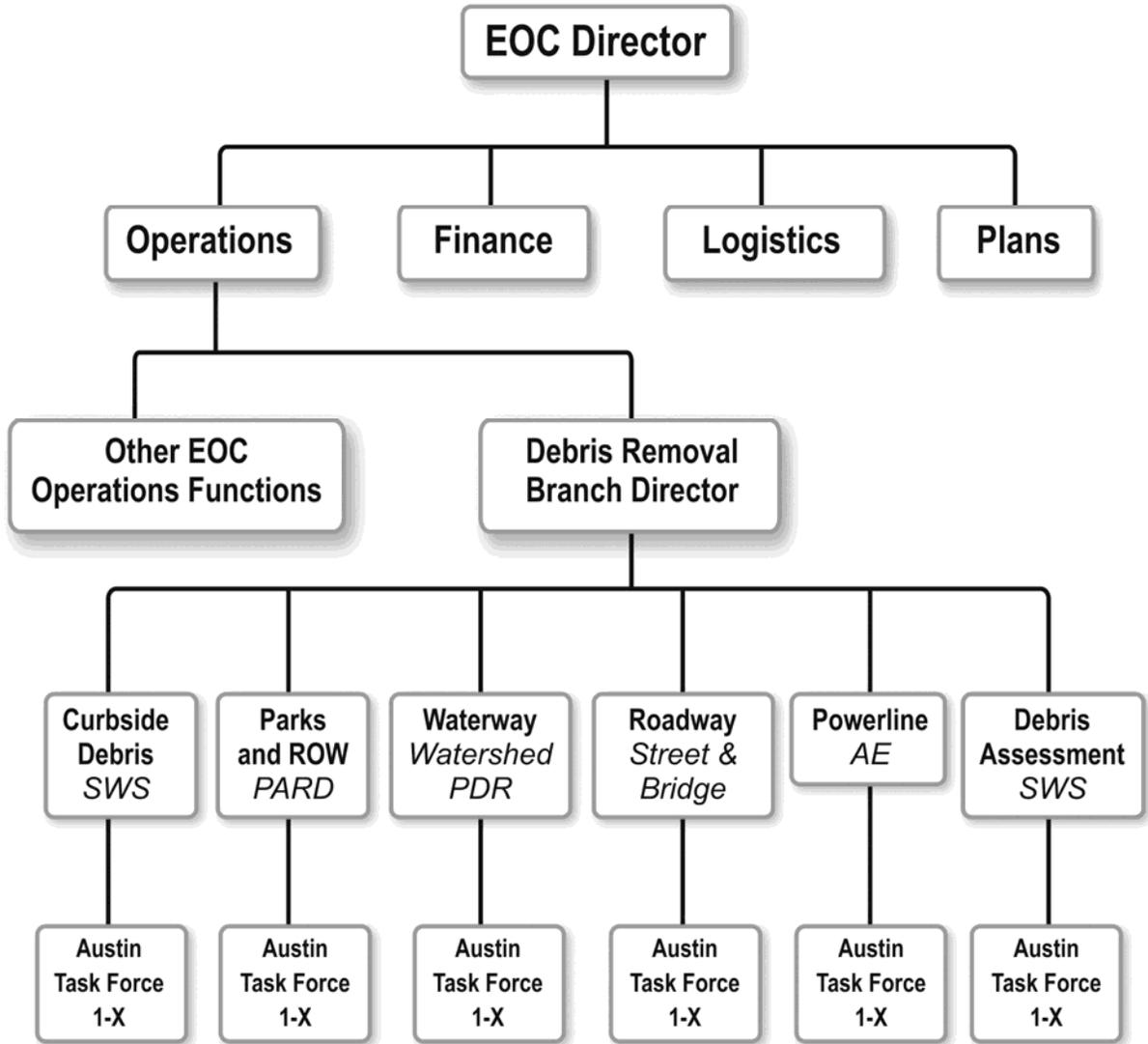
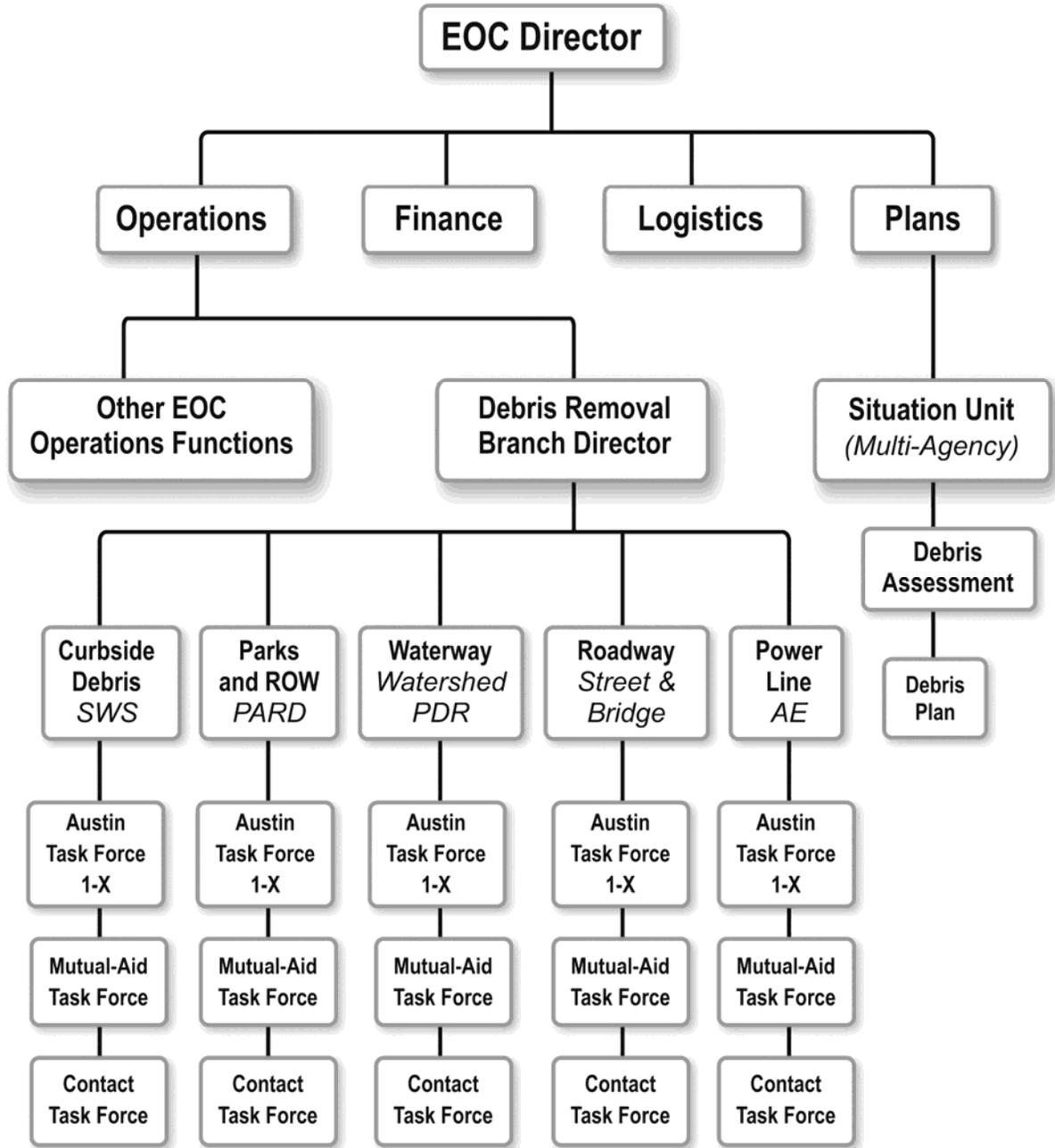


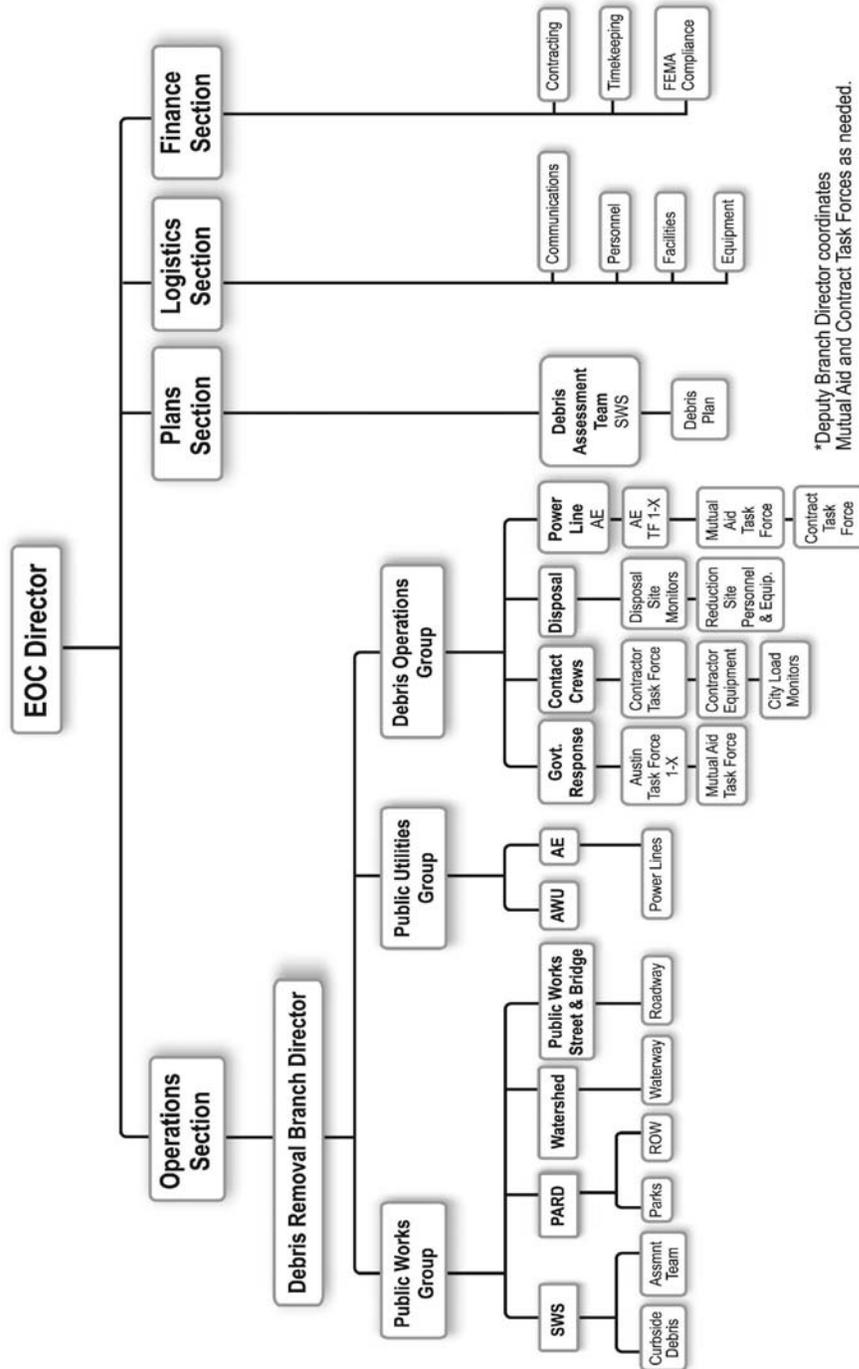
Figure 3.0  
COA Disaster Debris Management Structure

Type II Severe Incidents



**Figure 4.0**  
**COA Disaster Debris Management Structure**

**Type I Catastrophic Incidents**



### 3. Disaster Debris Recovery Plan

Disaster debris recovery plans can incorporate a combination of curbside collection and the establishment of centralized collection and processing sites to maximize recycling. Based on the magnitude of the disaster, debris recovery will include the removal of debris from public right-of-way, public facilities and possibly private property.

#### 3.1 STATE RECYCLING AND REPORTING REQUIREMENTS

The waste tonnage from a disaster can greatly affect the City's diversion rate. Under state regulations, jurisdictions can receive a tonnage deduction in their state reporting to account for any surges in disposal tonnage. The City needs to make all feasible efforts to reuse, recycle, or compost disaster wastes for its deduction claim to be considered. If the City is making a disaster debris claim, it will need to submit the disposal tonnage with a report of its recycling efforts.

##### 3.1.1 Debris Recycling

Most debris, including metal, concrete, asphalt, yard and tree trimmings can be recycled. Recycling of disaster debris is consistent with state and local policies regarding solid waste management.

Recycling requirements can be built into contracts to achieve the maximum amount of diversion from disaster debris. Private property cleanup contracts will include language requiring recycling of materials to the greatest extent possible and in accordance with local construction and demolition recycling policies and ordinances. Pricing contracts can be negotiated directly with recycling and disposal facilities. Recycling from public roads and structures can be achieved through contracts for mobile chipping and grinding of concrete, brush and other materials. All demolition contracts will include language requiring recycling and reuse through separation, chipping and grinding of materials. All reconstruction contracts can include the use of building materials that contain recycled materials including road base.

#### 3.2 EXISTING INFRASTRUCTURE

In any type of disaster, the facilities and equipment that are in the highest demand are those that can process mixed debris including rock, concrete, asphalt and wood with some levels of contamination. Additional mixed inert recycling capacity also can be established at source-separated recycling facilities that are willing to allow for greater contamination of materials.

3.3 PUBLIC ROADS, RIGHT-OF-WAY, BUILDINGS AND STRUCTURES

The Texas Department of Transportation (TXDOT) is responsible for the construction and repair of State and Federal Highways throughout Texas.

In a disaster situation, TXDOT is responsible for the immediate clearing of State and Federal roadways as well as the demolition and rebuilding of any damaged road structures (such as bridges) or roadways. In the past, emergency contracts have been issued to clear debris as well as re-build roadways. Emergency contracts and lists of vendors can be in place prior to a disaster, as part of planning, to the greatest extent possible.

Debris from City-maintained roads will be handled according to the outline in Departmental Emergency Plans. Recycling can be done through contracts for mobile chipping and grinding of concrete, brush and other materials.

The City of Austin Public Works Department will handle the repair and demolition of City buildings. Fencing and demolition contracts also may be used to take down privately-owned structures that are an immediate threat to health and safety. All contracts can include language requiring recycling and reuse through separation, chipping and grinding of demolition and green waste materials.

3.4 HAZARDOUS AND UNIVERSAL WASTES

The landfill disposal of hazardous and universal wastes must be handled through hazardous waste programs or authorized universal waste recycling programs or consolidators. These materials include, but are not limited to, the wastes from residents and businesses listed in Table 4.0.

**Table 4.0  
Hazard Waste Disaster Debris Components**

Acids & Caustics	Herbicides	Pool Chemicals
Aerosol Cans	Motor Oil & Filters	Propane Tanks
Antifreeze	Mercury	Railroad Ties
Asbestos (non-friable)*	Paint (Lead, Oil, Latex)	Rechargeable Batteries
Batteries	Painted Wood	Solvents
Contaminated Soils	Paint Thinners	Thinners
Fuel/Gasoline Kerosene	PCBs	Treated Wood*
Glues	Pesticides	Universal Wastes
Fluorescent Lighting	Poisons	(mercury containing
Tubes & Ballasts		items, T.V.'s,
		computers, electronics)

*\*May be disposed in lined areas of a Class III landfill if properly contained and meet the acceptance criteria for each landfill.*

During a disaster, the existing collection programs for hazardous materials and universal wastes will be used, but may need to be modified for additional volume. There are also many approved collectors and recyclers for universal wastes.

3.5 PRIVATE PROPERTY DEBRIS REMOVAL

Private property debris removal options will vary depending on the magnitude of the disaster. Existing trash and recycling services can be enhanced to handle construction and demolition materials and bulky items such as appliances. The City may conduct recovery options with existing staff or hire a consulting firm to coordinate the program. Disaster debris removal is most successful when material is handled as it is normally collected. Days can be setup for collection of specific materials; i.e. Monday-metals, Tuesdays-concrete, Wednesdays-green-waste, etc. Staging areas will be needed for storage and recycling to be used by residents and contractors that do not have curbside collection.

3.6 STAGING SITES FOR DISASTER DEBRIS MANAGEMENT

Staging sites will be needed to collect, store and process materials. Sites will serve as centralized areas that residents and contractors bring materials to for collection, storing and processing. Sites can be located at existing solid waste and recycling facilities and temporary sites in affected communities. Potential sites can be located before a disaster. Recommendations for sites are included in Table 5.0.

**Table 5.0  
Potential Staging Sites for Disaster Debris**

Recycling Facility	Landfill
Vacant Lot	Corporation Yard
Parking Lot	Right-Of-Way
Private Property	Parks/Golf Course
Transfer Station	City/County-Owned Land
Closed Landfills	Closed rural bin sites

Staging materials offsite from facilities will allow for wood, dirt, and aggregates to stay within local communities, reduce transportation costs and alleviate waiting lines and operational stress at facilities. Staging sites will contain at a minimum areas for sorting of appliances, mixed inerts, concrete, trash, dirt, wood/green-waste, metals, hazardous and universal wastes.

Prior to a disaster, regulations and statutes will be reviewed to determine the legal authorization to establish staging areas including major use permits and solid waste and recycling permitting. Jurisdictions will work with their local land use authorities, local

enforcement agency, and other permitting agencies including air pollution control, storm water protection, and water quality control. Each site will have an environmental remediation plan to comply with state and federal regulations.

#### **4. Volunteers**

In addition to each department's and EOC's response, Austin CERT and the American Red Cross can be another valuable resource for disaster debris diversion coordinators. With proper training, volunteers can be helpful in assisting with disaster debris removal, recycling and recovery. Austin CERT maintains a database of potential volunteers and opportunities and is responsible for assisting the Red Cross with processing spontaneous volunteers who offer help after a disaster occurs. Based on Hurricane Katrina, Austin CERT and the Red Cross expect that thousands of spontaneous volunteers will respond to any disasters in the City.

Types of activities spontaneous volunteers can perform:

- Oversee and monitor debris removal contractors.
- Assist with labor and equipment operation/donation for debris separation and removal on private property and at staging sites.
- Distribution of door-hangers and flyers for programs and information.
- Master Deconstructors and Recyclers can be trained in advance (can be coordinated through the City).
- Load inspectors to insure source-separated debris is not contaminated and that debris is actually disaster debris.
- Photo documentation for federal and state reimbursement.