

CITY COUNCIL WORKSESSION

Departmental Overview

Council Chambers, Plano Municipal Center

1520 Ave K, Plano, TX

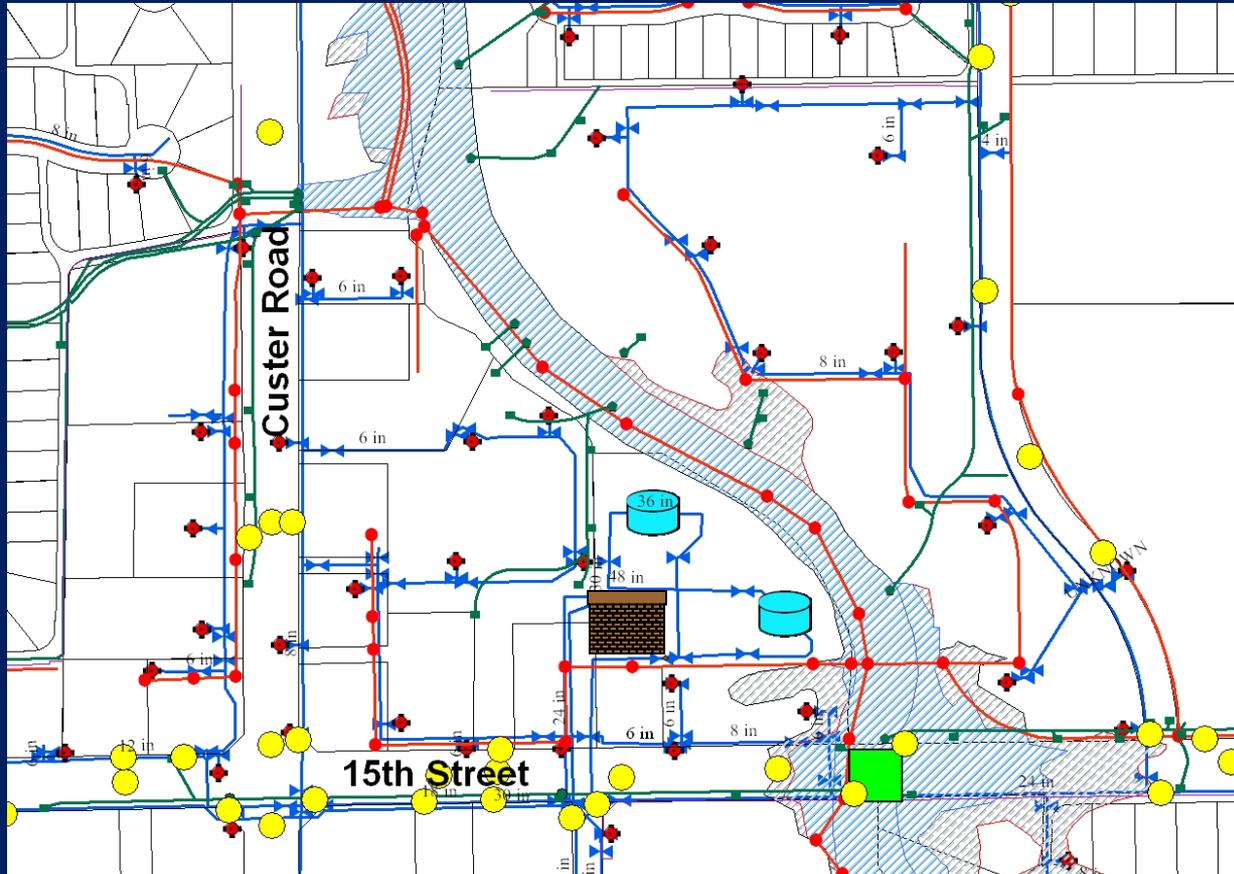
Tuesday, May 31, 2011 6:00 p.m.

AGENDA

	<u>Presenter</u>
A. Opening Remarks	Glasscock
B. Public Works Department Overview	Cosgrove
C. Property Standards Department Overview	O'Banner
D. Emergency Management Department Overview	Stovall
E. Conclusion/Next Steps	Glasscock
F. Adjourn	

Municipal Center is wheelchair accessible. A sloped curb entry is available at the main entrance facing Municipal Avenue, with specially marked parking spaces nearby. Access and special parking are also available on the north side of building. Requests for sign interpreters or special services must be received forty-eight (48) hours prior to the meeting time by calling the City Secretary at 972-941-7120.

Public Works









Public Works Responsibilities

(Intersections)

- Traffic Signal
- BackLit Street Sign
- Light on Pole for Police
- Opticom
- Stop Bars
- Turn Arrows
- Signs
- Puppy Tracks
- Lane Buttons
- Pedestrian Signals
- Pedestrian Cross Walk
- Sidewalk
- Barrier Free Ramps
- Street Pavement
- Fire Hydrants
- Inlets
- Screening Wall
- All underground pipes and equipment





SCHOOL

SPEED
LIMIT
20

8:00AM TO 8:45AM
3:15PM TO 4:00PM
SCHOOL DAYS

CELL PHONE
USE
PROHIBITED
UP TO \$200 FINE

PEDESTRIAN CROSSING
LEFT

PEDESTRIAN CROSSING
RIGHT

YIELD

40

Roundrock 2000

NO RIGHT
TURN ON
RED









Public Works Responsibilities

(Buildings)

- Heating
- Air conditioning
- Lighting
- Electric systems
- Plumbing
- Elevators
- Fire sprinklers
- Fire alarm
- Carpet, Council Chamber seating
- Paint, wallpaper
- Ceiling tiles
- Custodial, trash, recycling
- Pest control
- Back up generator, UPS for PSC
- Windows
- Roof
- Doors, automatic doors
- Access control systems
- Asbestos monitoring
- Sidewalks & Parking Lot

Public Works Assets



Public Works Assets



Water Lines – 1335 miles – Washington DC

Streets – 2773 Lanes miles – 2 Lane Road to Baltimore MD

Public Works Assets



Sewer Lines – 998 miles – Milwaukee, WI

Public Works Assets



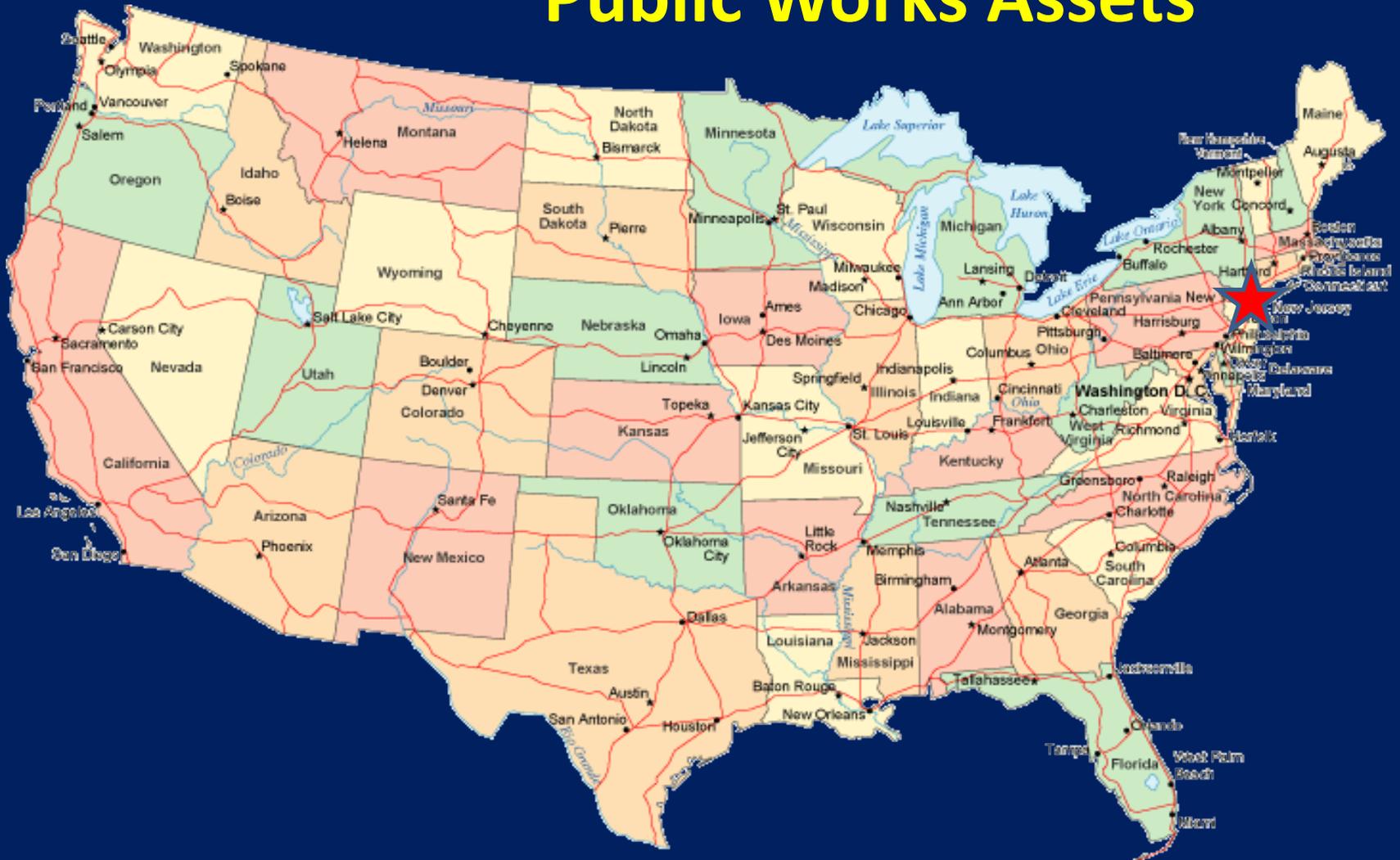
Storm Sewer Pipe – 646 miles – Saint Louis, MO
Open Channels – 913 miles – Trenton, NJ

Public Works Assets



Sidewalk— 1630 miles – Boise, ID

Public Works Assets

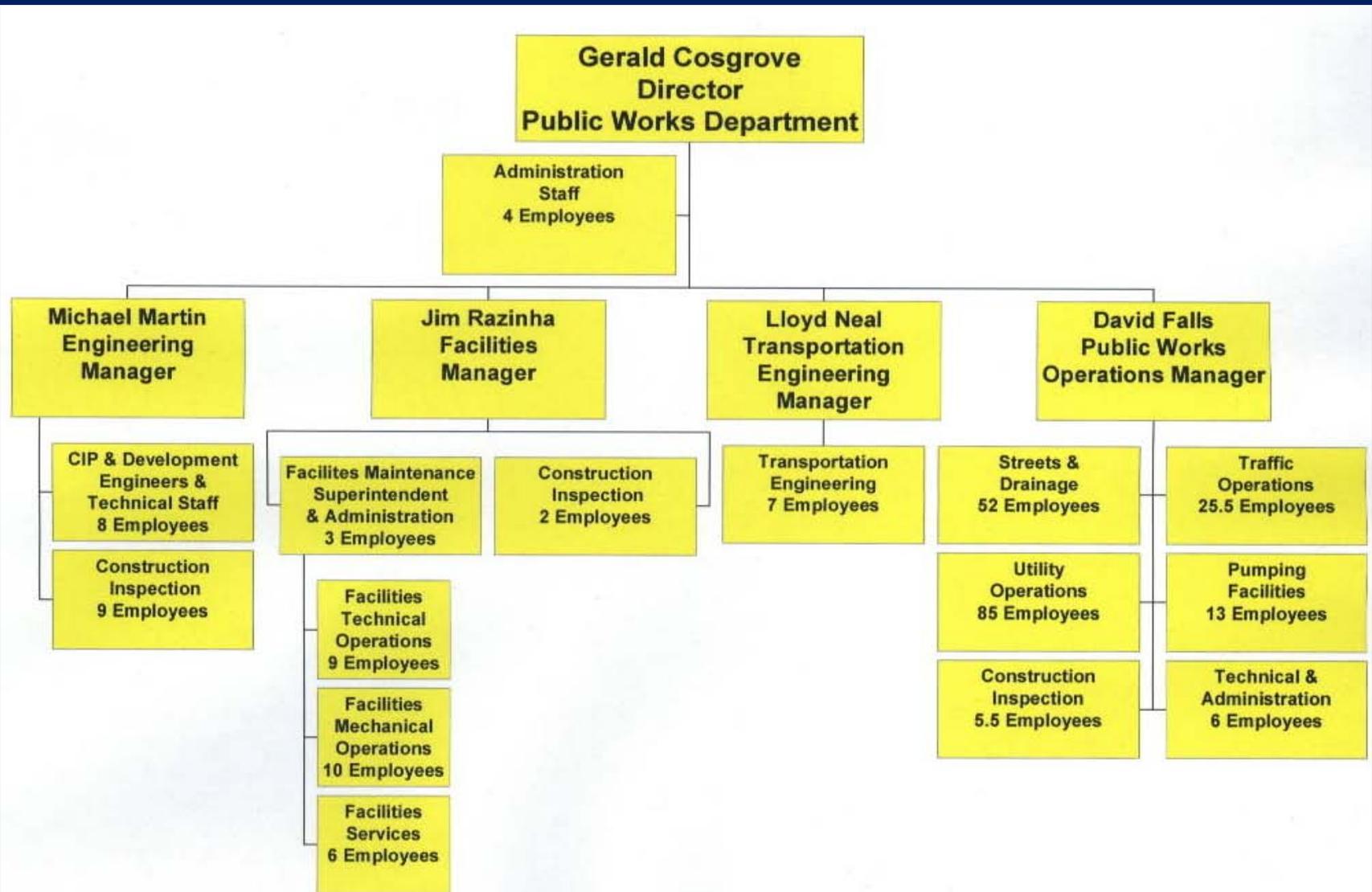


Buildings



Our Facilities Division maintains 1,449,483 square feet in 97 buildings. About 52% of the size of the Empire State Building or 580 – 2,500 square foot houses.

Organization Chart



Private Development & CIP Engineering

\$2.1 Million

- Develop 5 year Community Investment Program
- 2010-11 Program - \$30.3 Million
- Manage projects thru development , consultant selection, design, bidding and construction
- Acquire ROW & Easements
- Stream bank stabilization program
- Active Projects ~ 80
- Review all private development plans

Private Development & CIP Engineering

(continued)

- Permit all projects for construction
- Permit Utility Company construction
- Manage flood plain development
- Review street light locations
- Inspect all improvements
- Road construction report
- Impact fees are no longer charged
- Permit fees are down

Facilities

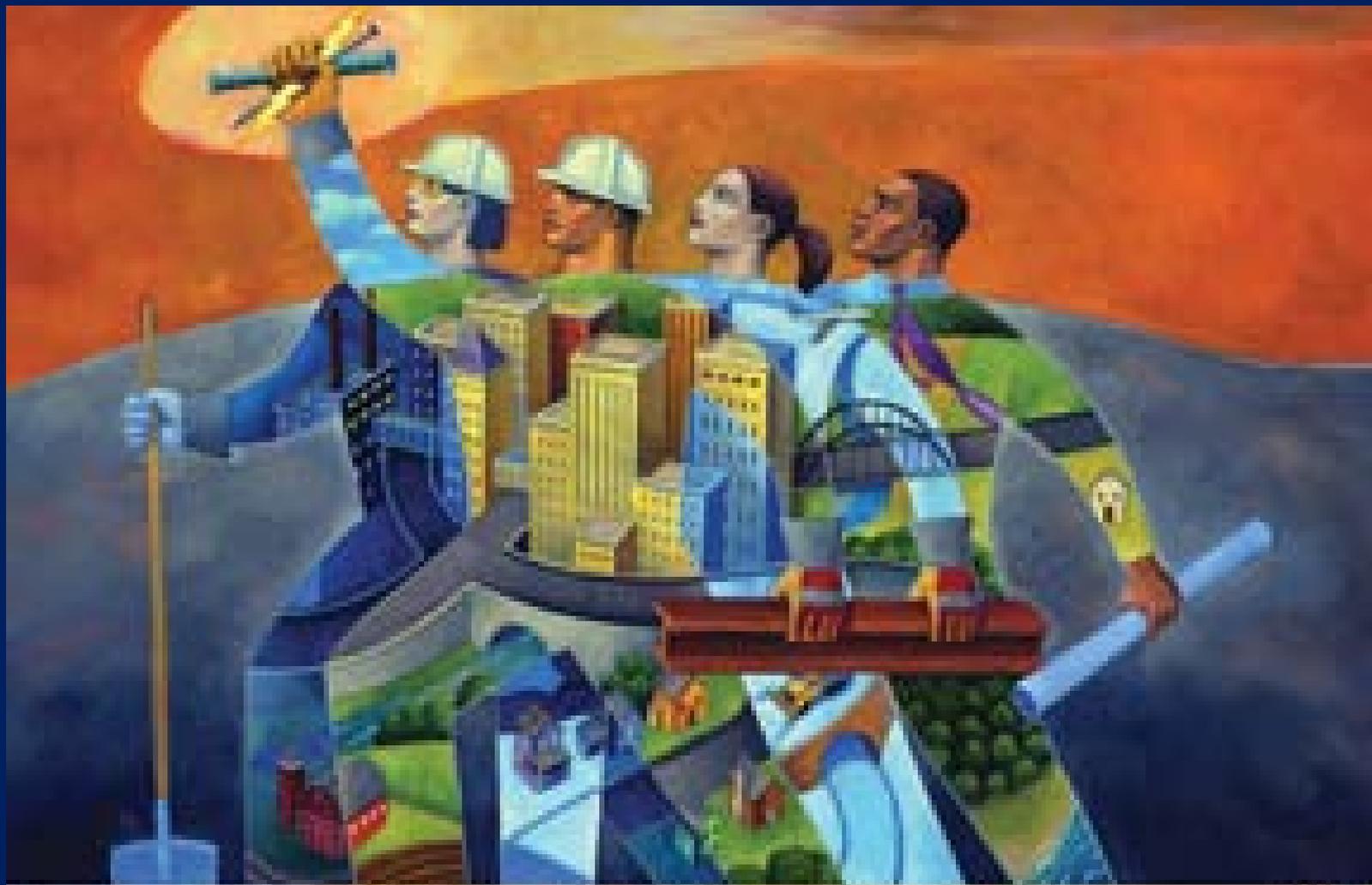
\$9.0 Million

- Manage projects thru development , consultant selection, design, bidding and construction
- Maintain projects after construction
- Developed energy policy
- Routine, urgent and preventative maintenance
- All facilities utility costs
- Custodial, pest control, building trash and recycling removal
- Facilities condition inspections (partner with Risk Management and Fire Marshal)

Transportation Engineering

\$0.9 Million

- Traffic Safety - reduce accidents & fatalities
 - Work with school districts – 70 schools & 55K students
- Signal timing
 - Reduce traffic delays – Save motorists over \$1M per year
 - Reduce emissions – 0.7 Tons NO_x, 0.8 Tons VOC & 3.5 Tons CO per year
- Respond to citizen inquiries
- Review construction drawings for traffic control
- Design signals & perform traffic counts and speed studies
- Annual safety report



Successful Public Works Work
May 14-16, 2010

Public Works: Serving You and Your Community



Public Works Division - Streets & Drainage

\$6.0 Million

❖ Streets

- Maintain 2,773 lanes miles of streets, 517 miles of alleys, 1630 miles of sidewalks and 73 miles of screening walls
- Maintenance includes permanent concrete repair and temporary asphalt patching
- Repair utility cuts
- Snow and ice sanding operations
- Storm debris removal

Public Works Division - Streets & Drainage

(continued)

❖ Drainage

- Maintain 646 miles of storm sewer , 913 miles of open channels and 21,000 inlets
- Maintain bridges, culverts and curbs
- Fallen tree removal in creeks
- Removal of silt in drainage channels
- Manage street sweeping program

Public Works Division - Traffic Operations

\$2.5 Million

❖ Signals

- Maintain 218 signalized intersections, 187 school zone flashers, 26 other flashers, 350 backlit signs and 114 UPS backup systems

❖ Signs

- Maintain 12,000+ regulatory signs and 11,770 street signs
- Build our signs
- Maintain lane buttons and other pavement markings
- Manage street sign retro-reflectivity program

Public Works Division - Utility Operations

\$66.6 Million

❖ Water

- Maintain 1,335 miles of 72" to 4" diameter waterlines, 14,109 fire hydrants, 44,800 valves and >80,000 water meters
- Repair water main breaks ~ 147 per year
- Repair water service breaks ~ 167 per year
- Backflow prevention program 19,000+ devices
- Flush and maintain fire hydrants
- Operate and maintain valves
- Install new services
- Meter change out program
- Meter testing

Public Works Division - Utility Operations

(continued)

❖ Wastewater

- Maintain 998 miles of 39" to 6" diameter sewer lines and 13,883 manholes
- Clear sewer main stoppages ~ 25 per year
- Clear sewer service stoppages ~ 33 per year
- Clear sewer service customer stoppages ~ 305 per year
- Sewer main cleaned ~ 340 miles per year
- Sewer main TV inspected ~ 110 miles per year
- On going program to monitor and reduce I/I

Public Works Division - Pumping Facilities

\$4.0 Million

- 5 pump stations with 45 pumps - total capacity of 258 MGD
- 11 Ground storage tanks - 68 million gallons
- 11 Elevated storage tanks – 19.5 million gallons
- Average water usage 62 MGD. Max day – 137MG
- Water Samples collected > 1,800 per year
- 6 Wastewater lift stations
- Responsible for operations and maintenance of all equipment
- Operate 7/24
- After hours call center

Public Works Division – Construction Inspection & Administration \$0.4 Million

- Responsible for:
 - Development of construction plans
 - Inspection of capital reserve and some CIP projects
 - \$12 million of street , sewer , sidewalk, alley and screening wall rehab projects

American Public Works Association Accreditation



American Public Works Association Accreditation

- Originally accredited - December 20, 2005
- Re-accredited - April 16, 2010
- First in Texas
- Only 65 organizations have been accredited

- *How did it benefit our citizens?*
 - It required us to evaluate our processes and make sure that we had policies and procedures to address all functions.

FEMA – Community Rating System



FEMA

The City of Plano

successfully participates in the

National Flood Insurance Program Community Rating System

The community has undertaken a series of meaningful activities to protect its citizens from losses caused by flooding and has significantly exceeded the requirements for NFIP participation and effective floodplain management.



October 1, 2008

David J. Munnell
Acting Director
Mitigation Division
Emergency Preparedness and Response Directorate

FEMA – Community Rating System

- The National Flood Insurance Program's (NFIP) Community Rating System (CRS) is a voluntary incentive program that recognizes and encourages community floodplain management activities that exceed the minimum NFIP requirements.
- We are a Class 5 system which gives premium reductions of 25% for properties within the 100 year floodplain and 10% for properties outside the 100 year floodplain.

Public Works Partners – Other City Departments

- Facilities Division – All departments
- CIP & PD Engineering – Planning, Fire, Building Inspections, Parks & Recreation, Property Standards and Health
- Transportation Engineering – Fire, Planning, Parks and Police
- Public Works – Customer & Utility Services, Finance (Fleet Services), Health, Parks & Recreation, Police and Sustainability & Environmental Services

Public Works Partners – Outside Agencies

- Collin County
- Denton County
- Texas Department of Transportation
- North Central Texas Council of Governments
 - Regional Transportation Council
 - Surface Transportation Technical Committee
 - Public Works Council
- Dallas Area Rapid Transit
- North Texas Tollway Authority
- Dallas Regional Mobility Coalition
- North Texas Municipal Water District
- PISD & FISD
- Neighboring cities

Public Works – Outside Influences

- US Environmental Protection Agency
- Texas Commission on Environmental Quality
- Texas Department of Licensing & Regulation
- State Energy Conservation Office

Who We Provide Service To

- City of Plano
- City of The Colony & City of Parker – water service
- More and more we provide transportation services, especially to our neighbors to the north and east

Finance

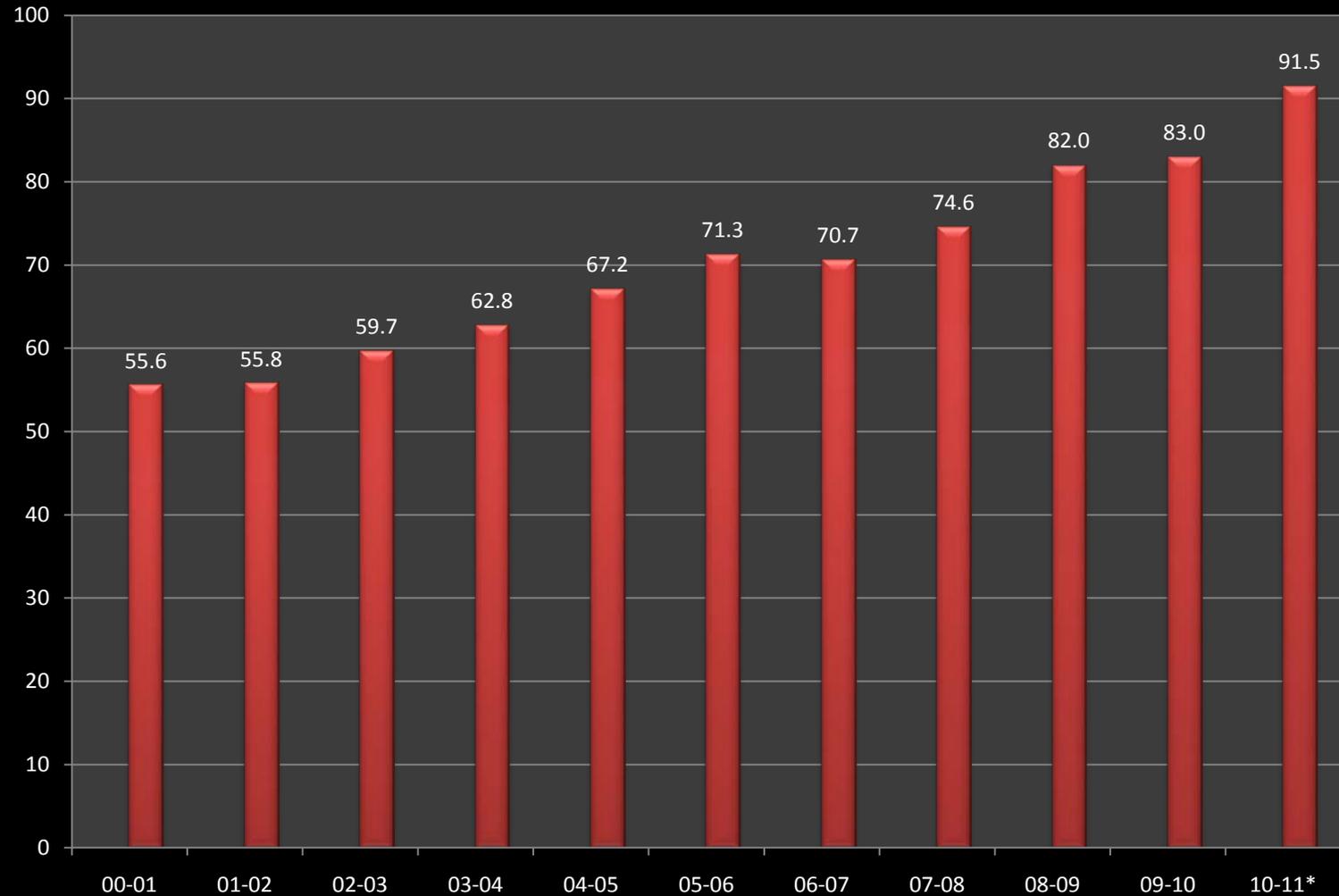
- Engineering, Facilities and Streets funded by General Fund
- Water & sewer and drainage are enterprise funds
- Backflow program is funded entirely by the fees it charges
- G.O. Bonds are used to fund capital projects for streets
- Street projects have many other funding sources – Federal, Regional Toll Revenue, NCTCOG, Collin & Denton County
- Revenue Bonds fund drainage improvements
- Water & Sewer is pay as you go – no bonds

Finance

(continued)

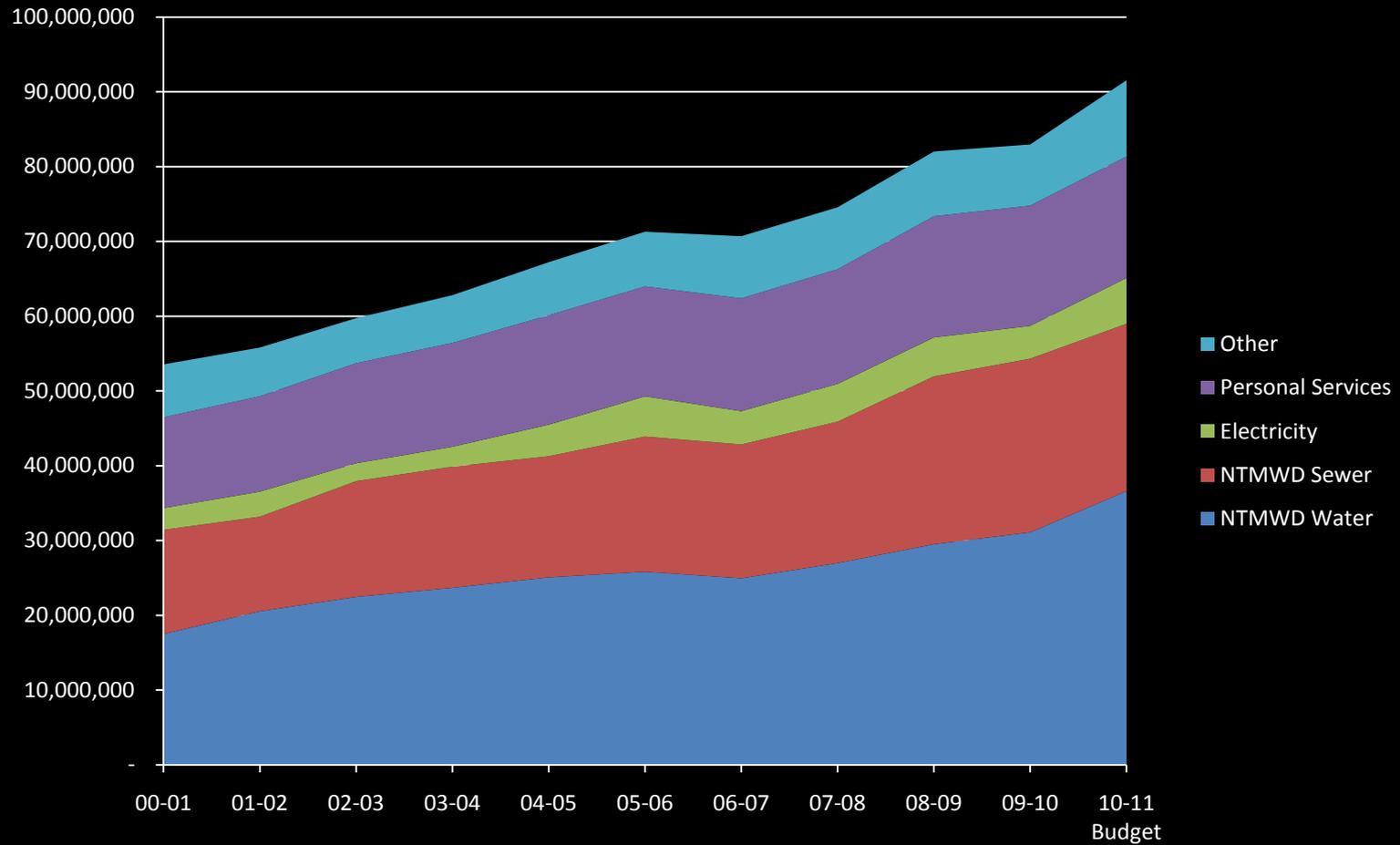
- Our partners like to fund new construction, not rehab or replacement – exception is Collin County
- Not a lot of new roads left to be built
- Capital Reserve has been an asset to extend life of assets
- Capital Reserve for streets has been prioritized based on visual inspection. We are looking at other methods
- Capital Reserve for facilities has been prioritized based on
 - 1) Health, safety & regulatory concerns
 - 2) Prevention/reversal of building deterioration
 - 3) Functionality of space, and
 - 4) Cosmetic or aesthetic

Public Works - Budget



2000-01 to 2009-10 actual expenditures; 2010-11 budget

Public Works – Budget Breakdown



Public Works – Budget

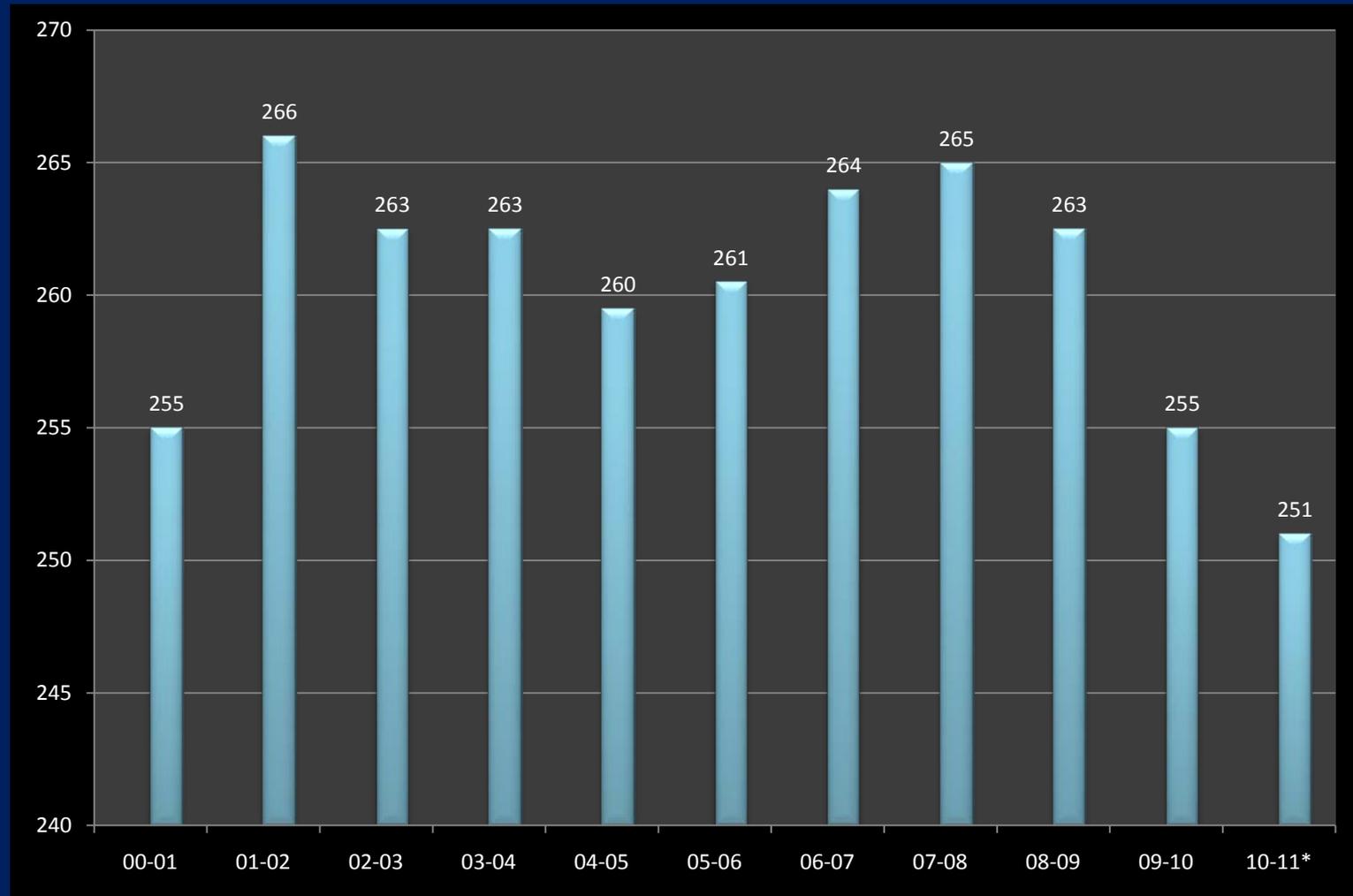
2010-11 Re-Estimate Reductions - \$1,289,478

General Fund		
PW Admin		4,415
Streets		75,674
Signals		10,602
Signs & Markings		45,995
Facility Maint.		496,330
Facility Services		172,795
Engineering		50,029
		\$ 855,840

Drainage		
Operations		98,914
Administration		1,562
		\$ 100,476

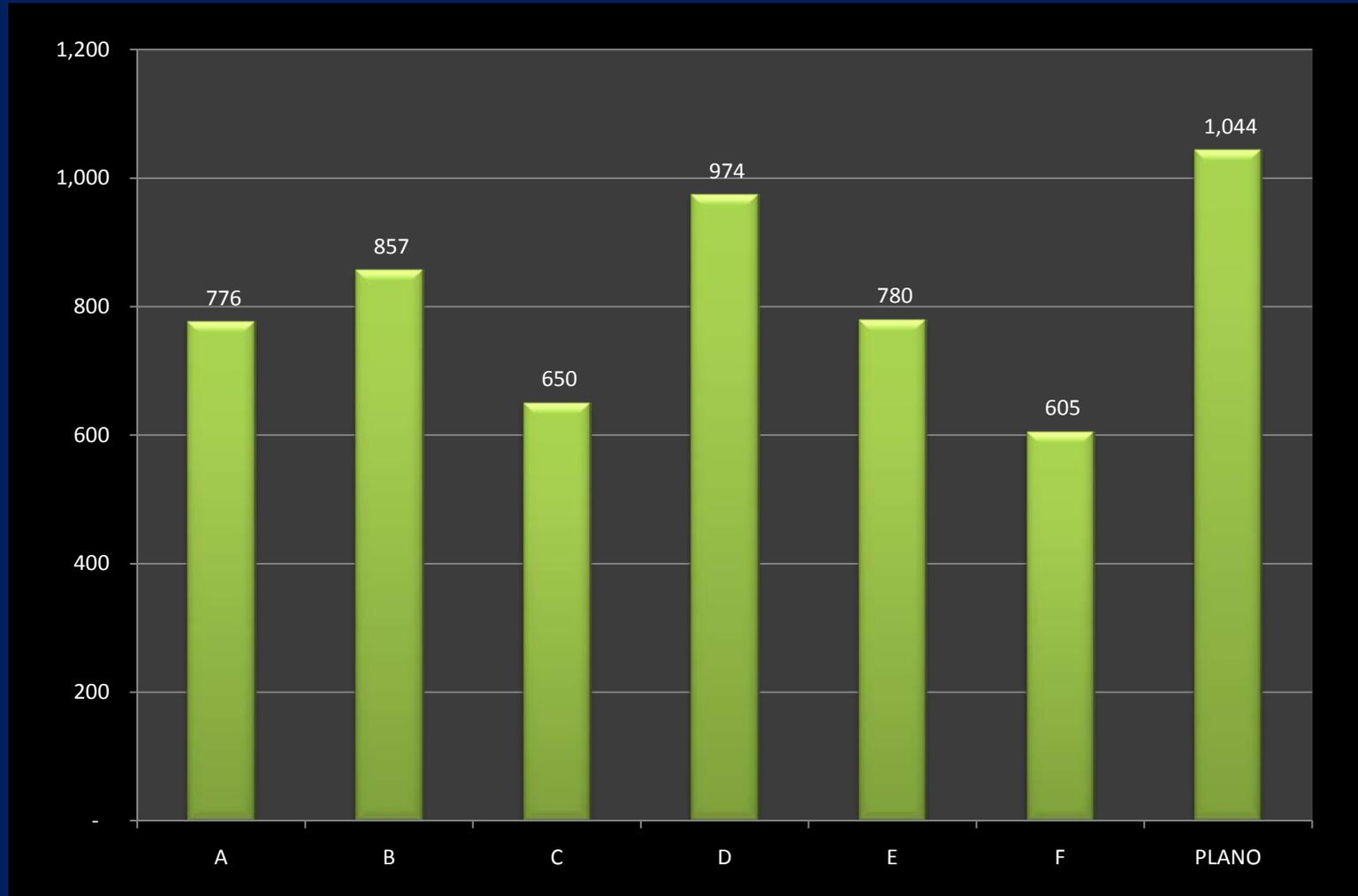
Water/Wastewater		
Administration		32,119
District 2		34,243
Meters		70,000
Utility Cuts		170,000
Engineering		26,800
		\$ 333,162

Public Works - Employees



Population per Employee

(compared to neighboring cities)



Public & Private Services

- We do not have a water treatment plant or a wastewater treatment plant. These services are provide by NTMWD. Cost - \$59 Million
- For our CIP, we do very little design and no construction. These services are provided by private consultants and contractors. Cost - \$30.7 Million (09-10)
- For our Capital Reserve, we use a combination of City crews and private contractors. This is one reason why our employee to citizen ratio is high. Cost - \$7.3 Million (09-10)
- Recently , we have looked at our sign shop operation, signal design and traffic count operations. In all cases our operations were cheaper and provide quicker service.

Public & Private Services

(continued)

- Custodian services are mainly contracted out - \$1.0 million
- We will continue to look at services that the private sector can provide.
- We must always look at cost and the level of service provided

Reductions and Their Impact

2009-10 \$1,536,022

- Facilities - \$769,110
- Engineering - \$248,471- Eliminate Construction Inspector position
- Transportation- \$95,576 – Eliminate Engineer II & Transportation Technician positions
- Public Works Operations- \$422,865 – Eliminate Customer Service Representative, Utility Operations Assistant Superintendent & Labor Maintenance Worker

Reductions and Their Impact

2010-11 \$724,868

- Facilities - \$160,664 – Eliminate Facility Construction Coordinator position
- Engineering - \$130,860 – Eliminate Senior Engineering Technician position
- Public Works Operations - \$433,344 – Eliminate Labor Maintenance Worker

Reductions and Their Impact

(continued)

- Engineering Technician – The processing of plans was performed by 2 people. Now it is performed by one person. When this person is out, other people must perform this task (mainly engineers and administrative staff). If development increases, this could be a problem.
- Senior Construction Inspector – This has impacted the ability to get capital reserve projects out to bid. Engineering has helped out by performing inspections on a capital reserve project. This will continue unless private development picks up.
- Facility Construction Coordinator – duties split up between staff members
- Custodial – Parks & Recreation has picked up this function

Reductions and Their Impact

(continued)

- Safe Streets – Police have had to deal with citizen inquiries rather than Public Works
- We have delayed some projects in CIP, Public Works & Facilities
- Director of Public Works was combined with City Engineer position
- Chief Engineer – CIP and Chief Engineer–Development were combined into one position
- Reduced mowing at pumping facilities has impacted aesthetics
- Customer Service Representative - other people must perform this task
- Reduced street sweeping budget did not leave enough money to pay for February storm sand removal

Volunteers

FY 2007-08

Engineering – 1,075 hours

FY2008-09

Engineering – 2,061 hours

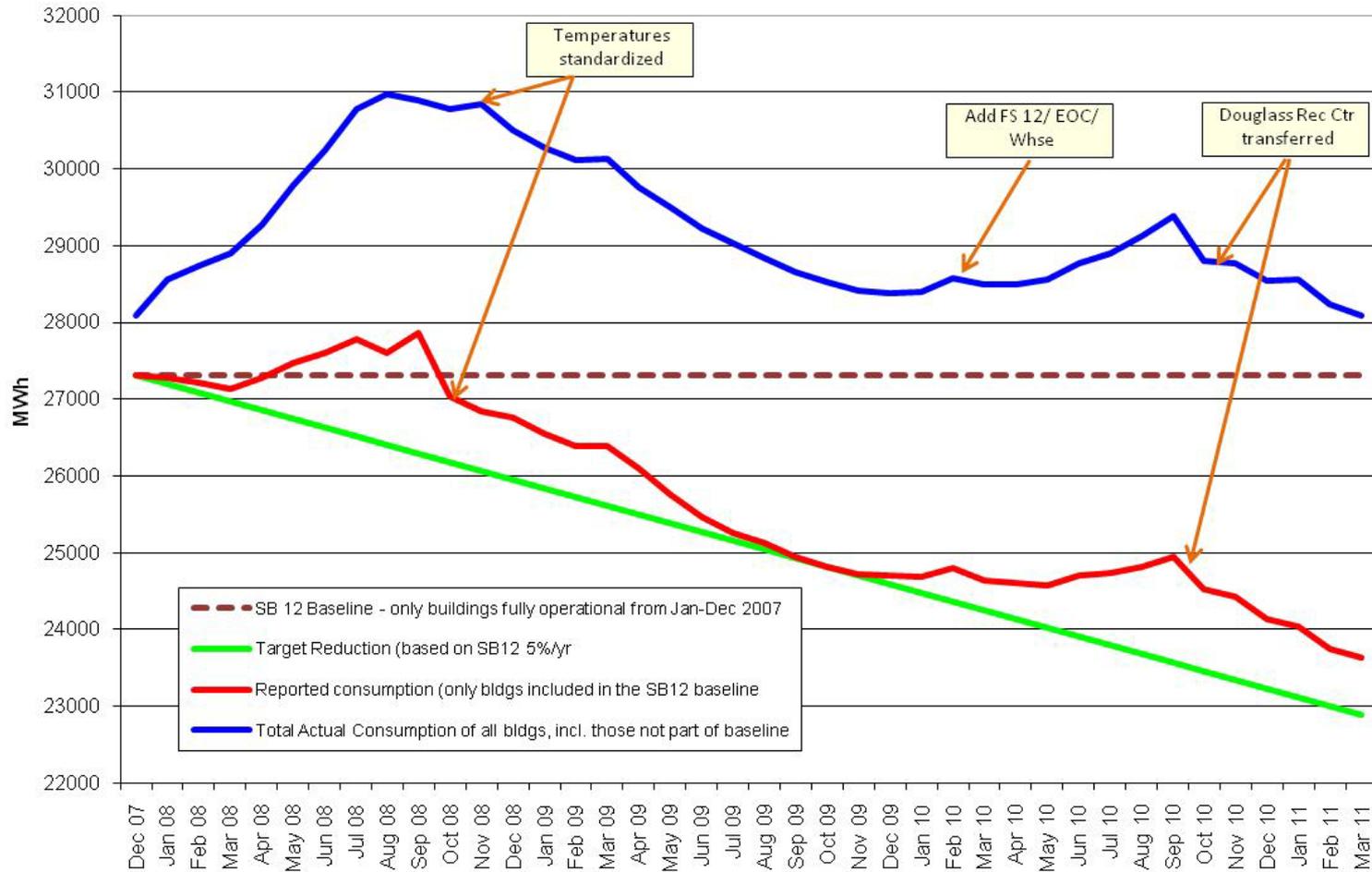
FY 2009-10

Engineering – 3,120 hours

Public Works – 664 hours

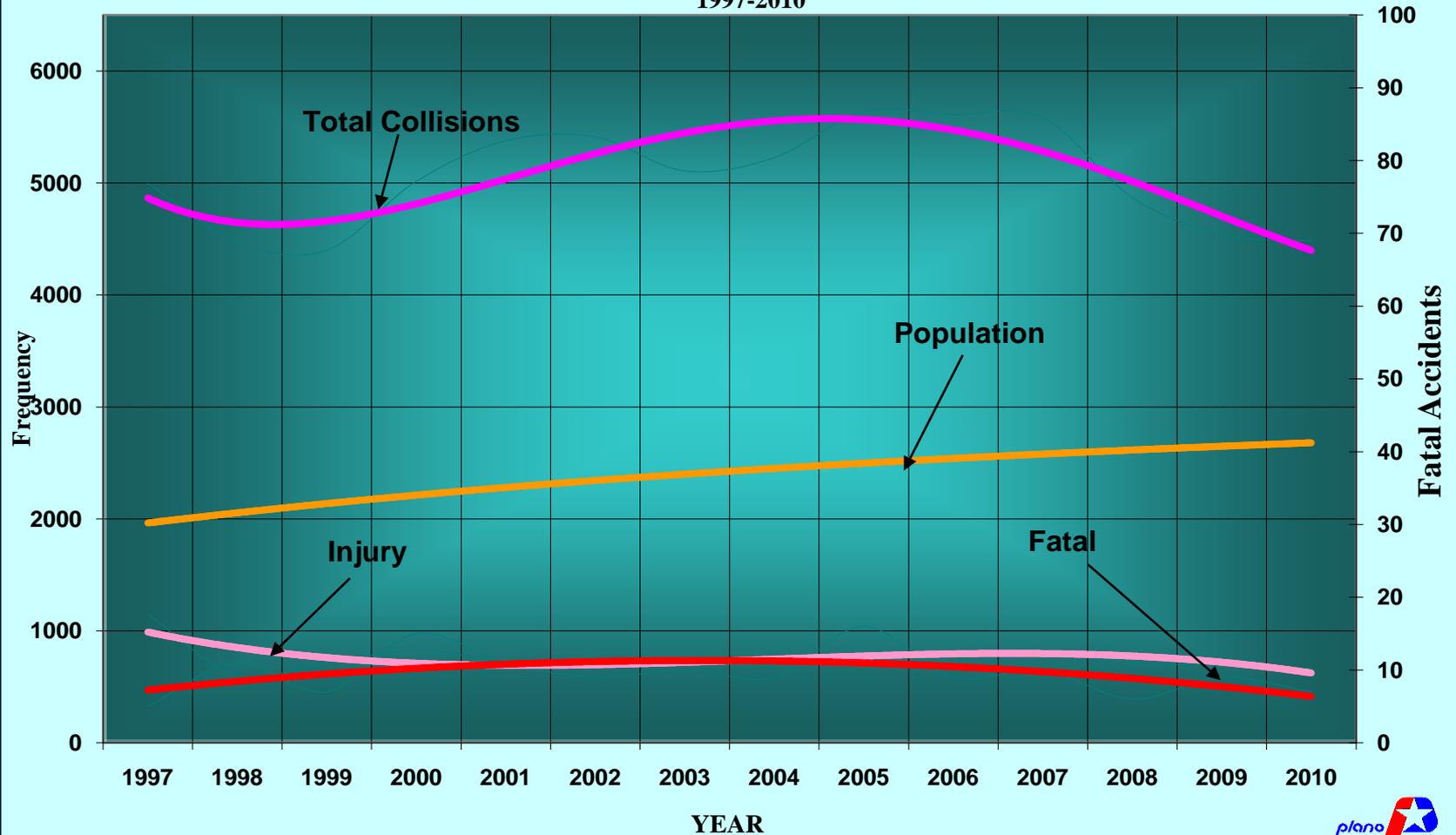
Improvements

Reduction progress



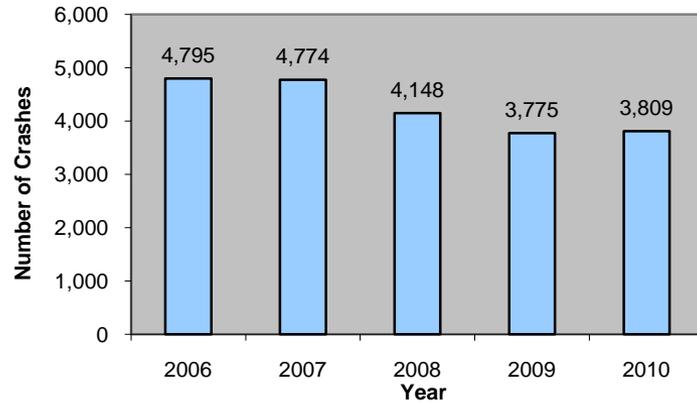
Improvements

CITY POPULATION vs. COLLISION CATEGORIES
1997-2010

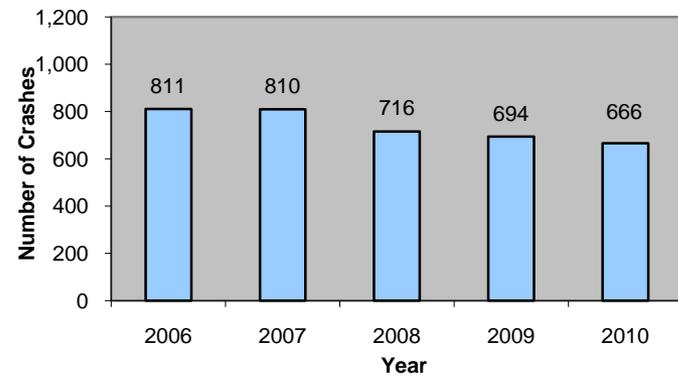


Improvements

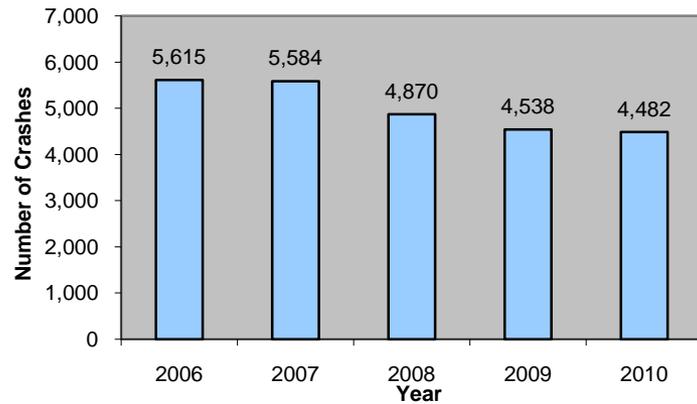
Non-Injury Crashes



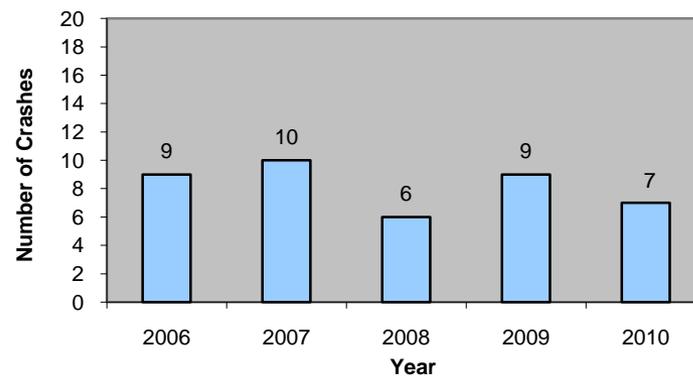
Injury Crashes



Total Crashes

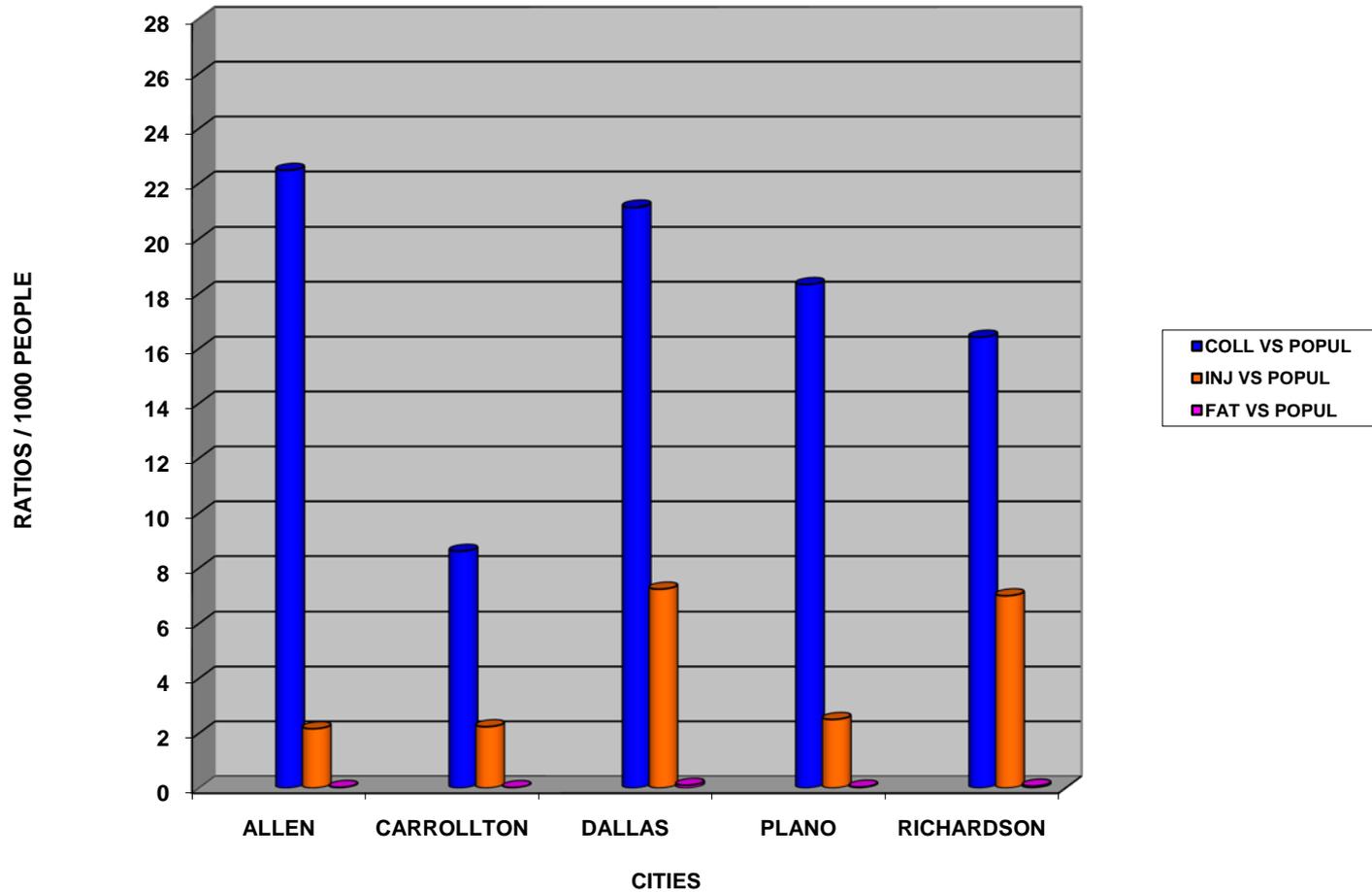


Fatal Crashes



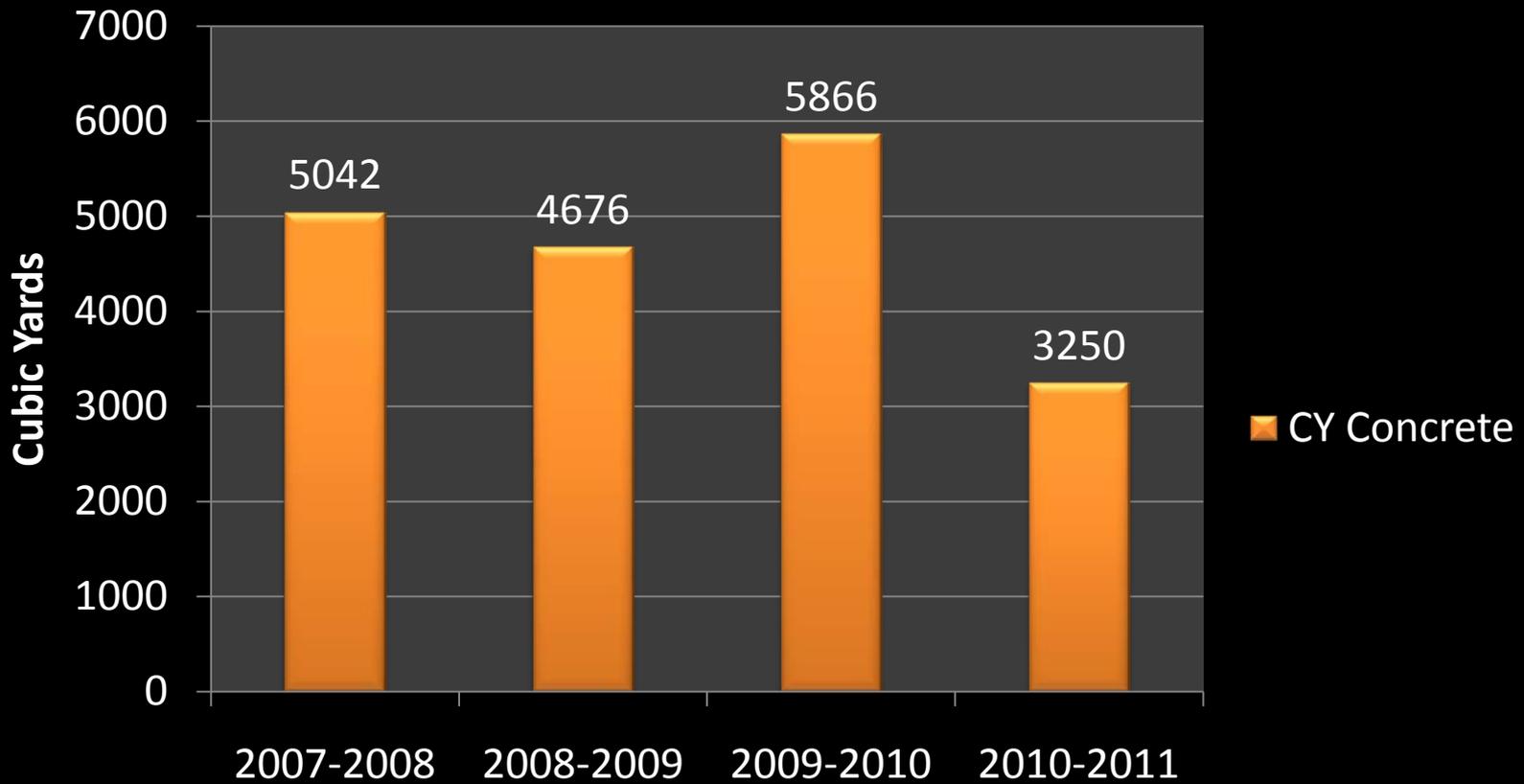
Improvements

CRASH DATA VS POPULATION RATIOS FOR FIVE CITIES



Improvements

**CY Concrete
(2010-11 thru April)**



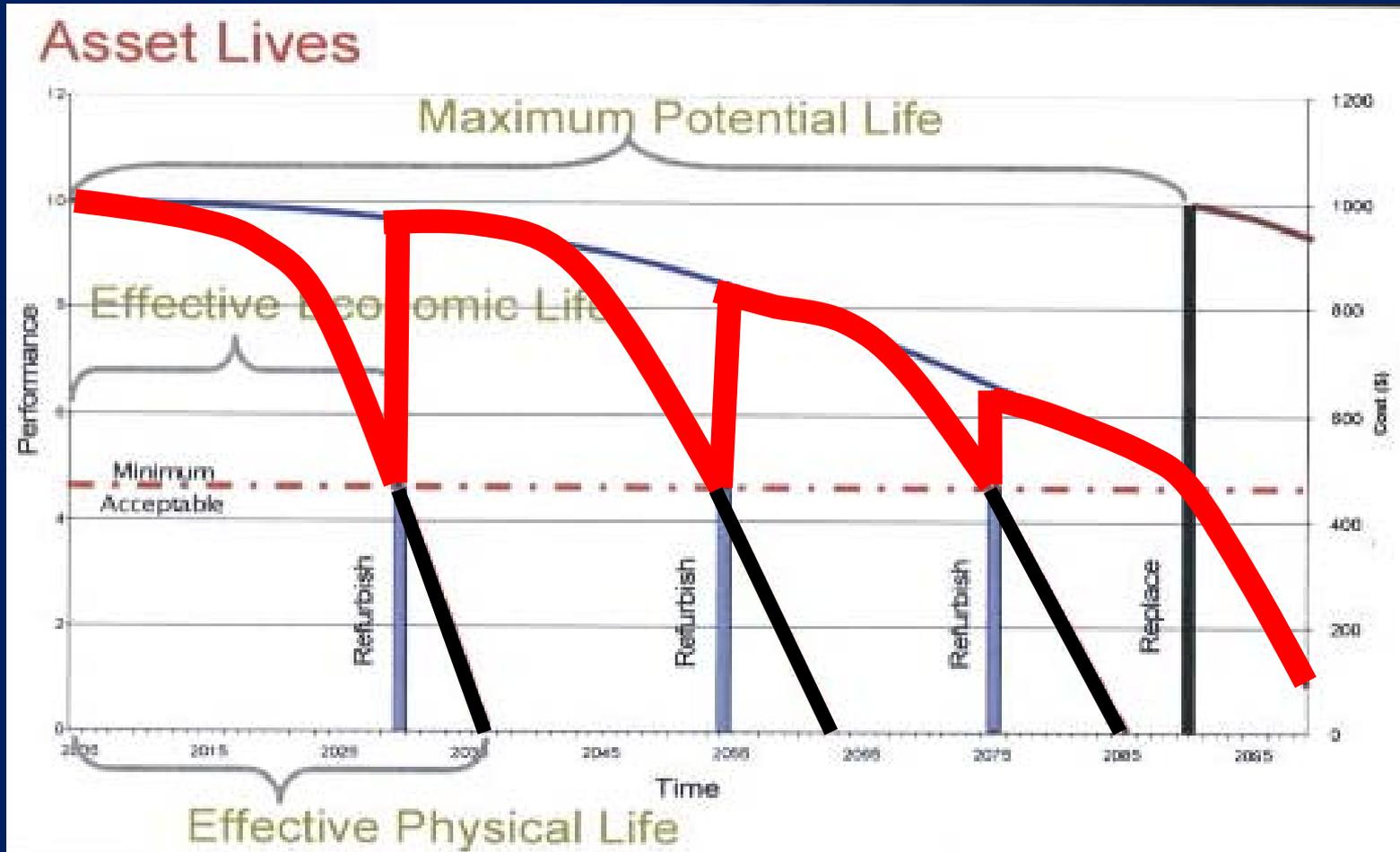
Improvements Laserfiche

- May 2006 - Engineering was the first department to implement Laserfiche in the City.
- May 2011 - 1,046,698 images have been processed .

Future

- May need to fund more with Capital Reserve and Bond Funds
- Need to see if partners will fund rehab/replacement
- Rezoning of vacant land and redevelopment may require sewer improvements
- Water Quality both for drinking water and storm water will play a larger role
- What is the impact if we delay maintenance?
- Assets that were built in the 70s and 80s are reaching their design life
- Our replacement rates for water lines and streets are far less than they will need to be in the future

Reductions and Their Impact (continued)



Unsung Heroes

972-727-1623



Unsung Heroes



Unsung Heroes



Unsung Heroes



We support the following at no cost

- Balloon Festival
- Susan B. Komen Race for the Cure
- City Parades
- Soap Box Derby
- Streetlight Banners

Our Team

CIP & Development Engineering



Facilities



Transportation Engineering



Utility Operations



Pumping Operations



Traffic Operations



Streets/Drainage/Construction



Public Works Operations - Administration



Goal of working with our Partners

The goal of this organization has been to maintain a quality city. All City Departments actions impact each other. The citizens and all City Departments benefit from the actions of each other.

Questions



PROPERTY STANDARDS



May 31, 2011



Property Standards Department

Mission Statement

Provide total **quality** customer service in an **efficient** manner through the **education** and **implementation** of City Codes and ordinances that improve, enhance and promote **property values** and supports a level of **health** and **safety essential** to the **wellbeing** of the **citizens** of our community.

- Employ an informed, dedicated staff
- Engage of our resident and business community
- Collaborate and partner with concerned groups
- Embrace continuous improvement



Organization

Position	# of employees
Administrative Assistant	3
Rental Inspector	3
Property Standards Specialist	15.5
Rental Services Supervisor	1
Inspection Services Supervisor	3
Manager	2
Director	1
Total	28.5



Core Services

- ✓ Property Inspections
- ✓ Multi-Family Rental Registration & Inspections
- ✓ Saturday Sweeps
- ✓ Community Service Projects
- ✓ Abatement Services Contract Administration
- ✓ Administrative & Judicial Remedy
- ✓ Community Education & Outreach



Activities

- 18,900 – telephone calls/inquiries
- 45,076 – property inspections
- 2,448 – multi-family inspections
- 22,564 – violation notices
- 114 – rental registrations
- 88,128 – miles logged
- 1,185 – contract work orders
- 593 – citations
- 379 – liens







Statistical Data

FY	Cases	Complaints	Routine	Notices	Inspections	Involuntary	Voluntary
10-11 (04/30/11)	6,659	2,260 (29%)	4,714 (71%)	7,988 (1.2)	16,246 (2.4)	6,130 (92%)	529 (8%)
09-10	18,228	4,699 (26%)	13,528 (74%)	23,248 (1.3)	43,850 (2.4)	16,509 (91%)	1,739 (9%)
08-09	18,982	5,163 (27%)	13,819 (73%)	25,618 (1.3)	45,297 (2.4)	17,306 (91%)	1,676 (9%)



Statistical Data (Multi-Family)

FY	Complexes	Units	Violations	Registration	Late	Re-Inspection	Total
2009-10	114	27,531	12,060	\$275,310	\$4,572	\$2,850	\$280,782
2008-09	110	26,147	4,837	\$261,470	\$4,176	\$15,150	\$280,796
2007-08	86	18,681	5,719	\$ 186,810	\$2,908	\$9,600	\$199,318



Outreach

- Community Service Projects
 - Monthly Organized Services
 - Love Where You Live
 - Helping Partners
 - Community Group Partnerships
- Educational Outreach
 - HOA Meetings
 - PCC Boot Camp
 - Multiple Neighborhood Events



3-Year Budget Impact

- Eliminated & reclassified positions (1.5)
 - Administrative Assistant
 - Property Standards Specialist (pt)
- Delayed hiring (2)
 - Inspections Services Supervisor
 - Property Standards Specialist (Sr.)
- Decreased cases, inspections and notices
- Increased routine to complaint driven ratio
- Reduced general operations and maintenance
- Increased administrative fee



Opportunities

- Restructured Saturday Sweeps
- Implemented compressed work schedule
- Automated route scheduling solution
- Deployed document imaging technology
- On-site multi-family inspection data entry
- Advanced in-house training
- Enhanced departmental collaboration



Future Needs

- ❖ Proactive Re-Inspection Notification
- ❖ Reduce recurring violations
- ❖ Attain/retain full staffing
- ❖ Expand from 2 to 3 zone districts
- ❖ Modify established compliance targets
- ❖ Systematic S-F inspection feasibility study
- ❖ Develop crisis property assessment team



Most Valuable Asset





DATE: May 23, 2011

TO: LaShon Ross, Deputy City Manager

FROM: S. Shane Stovall, Director, Emergency Management

SUBJECT: Department of Emergency Management Services and Programs

Per your request, below is an explanation of the Department of Emergency Management's programs and services.

History

In the mid-1980s, the role of Emergency Management Coordinator was added to the duties of the City of Plano Fire Chief. During that time, mandated emergency management activities were minimal, and on average, only took up about 10% of the Fire Chief's time. General duties required the development and update of the City of Plano Emergency Management Plan and obtaining periodic approval from the State of Texas on the format and content of the Plan. These job requirements changed significantly following the terrorist attacks on the World Trade Center and the Pentagon on September 11, 2001.

Following those events, the state and federal governments developed emergency management and homeland security-related mandates which vastly increased the level of responsibilities placed upon the Fire Chief and the one staff member that had been employed to work with the Chief on emergency management and homeland security-related needs and requirements in the City of Plano. These new mandate-driven requirements quickly overwhelmed the Fire Chief and his one staff member to the point where he could not perform his duties as the Fire Chief, and the one staff member was required to either work overtime or not complete the required tasks. The new mandate-driven responsibilities included coordination and direction of the planning, training, and exercising relating to all-hazards mitigation, preparedness, response and recovery. The projects associated with these mandate are outlined later in this report.

Due to the increasing level of responsibility and the need for dedicated, full-time personnel to handle these requirements, it was deemed necessary to establish a stand-alone department with appropriate staffing to fulfill requirements set forth by federal and state mandates and requirements. In 2006, the City of Plano Department of Homeland Security was established.

The development of a stand-alone department is consistent with national models for Emergency Management. Emergency Management, as a field, is a comprehensive field that deals with hazard mitigation, preparedness, response, and recovery. While some jurisdictions place Emergency Management under the duties for a Fire Department or Police Department, there is significant risk in doing so. Placing Emergency Management under a fire department, for example, historically has caused emergency management activities to be fire-department centric. The same has occurred with those that have placed Emergency Management under a Police Department, Public Works Department, or other department. Having a discipline-centric Emergency Management program is not effective and not plausible. Emergency Management departments must be able to coordinate with multiple disciplines and various levels in the public, private, and volunteer sectors. Having a discipline-

centric Emergency Management department does not facilitate this sort of coordination. This can be due to lack of resources, knowledge, politics, or various other reasons. It is critical that the Emergency Management agency be able to have such coordination for emergency and disaster planning, training, and exercises. A stand alone department with career Emergency Managers is best suited for these roles. For without such a department and staff, the jurisdiction runs risk of a discipline-centric Emergency Management program which can, in the end, be ineffective, unfocused, and operationally fragmented. The City of Plano, in its development of a stand-alone Homeland Security / Emergency Management department, has shown its leadership and understanding of effective Emergency Management and its value to the community.

In October 2006, the first full-time Director of Homeland Security was hired by the City of Plano. Soon thereafter, it was recognized that the Department of Homeland Security, as a departmental name, was confusing. Homeland Security is often associated with the hazards and consequences associated with terrorism. While this was not the intent when naming the department, it was understood that the title of the department did not clearly define the role of the newly established department. At that point, it was decided that the department would be renamed to the Department of Emergency Management and Homeland Security. Recently, a decision has been made to drop the words "Homeland Security" out of the title completely. The department is now identified as the Department of Emergency Management (DEM).

The Mission Statement for the City of Plano DEM is as follows:

The City of Plano Department of Emergency Management will serve the citizens of Plano by directing and coordinating emergency management and homeland security programs to prevent / mitigate, prepare for, respond to, and recover from emergencies and disasters.

The Vision of the City of Plano DEM is as follows:

The City of Plano Department of Emergency Management shall continue to develop and maintain a leading edge, all-hazards emergency management program that encompasses all organizations in the public and private sectors. This will include citizens; government agencies at the city, county, regional, state, and federal levels; school boards, businesses (small and corporate), faith-based, and volunteer agencies. The program will coordinate the comprehensive community planning, training, and exercises needed to ensure maximum efficiency and benefit from hazard prevention / mitigation, preparedness, response, and recovery in order to protect lives and property in the City of Plano. The program will be professional, responsive, and shall strive to serve as a model municipal Emergency Management agency.

Emergency Management Mandates and Standards

State of Texas Preparedness Standards

The “State of Texas Preparedness Standards” focus on three activities that contribute to the overall readiness of a community. These three activities are planning, training, and exercises. The State of Texas Division of Emergency Management (TDEM) uses a series of collective assessments of local emergency preparedness programs to measure their effectiveness and determine where areas of additional emphasis are needed.

The “State of Texas Preparedness Standards” set forth criteria for local jurisdictions to meet in order to meet certain levels of preparedness. These levels include Basic, Intermediate, and Advanced levels of preparedness. Each level of preparedness contains a specific set of criteria that are prescribed by TDEM with respect to planning, training, and exercise programs.

Compliance with these criteria does not imply that a jurisdiction’s efforts in emergency management should be limited only to the criteria outlined in the “State of Texas Preparedness Standards”. The standards that are set forth do not assess staffing levels, funding for emergency programs, the level of training provided for emergency responders, or the availability of response equipment or emergency facilities. These are seen to be local responsibilities, and are taken into consideration by the City of Plano DEM in all mitigation, preparedness, response, and recovery planning efforts for the City of Plano.

TDEM promulgates standards for local emergency management planning pursuant to §418.043(3) of the Government Code; training standards for individuals who head emergency management programs are promulgated pursuant to §418.101(b) of the Government Code.

Failure to meet these standards can make the City of Plano ineligible to receive Homeland Security Grant funds, and can adversely affect disaster reimbursement for the City of Plano following a disaster.

National Incident Management System (NIMS) Standards

Following the attacks on the World Trade Center and the pentagon on September 11, 2001, it was determined that a national approach to incident management would further improve the effectiveness of emergency response providers¹ and incident management organizations when dealing with any hazard, whether it be natural, man-made, or technological. This national approach would be applicable to all jurisdictional levels and functional disciplines in order to allow for consistency in emergency and disaster preparedness, response, and recovery efforts.

On February 28, 2003, the President issued Homeland Security Presidential Directive (HSPD)-5, which directed the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). According to HSPD-5:

This system will provide a consistent nationwide approach for Federal, State, and local governments to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal,

¹ As defined in the Homeland Security Act of 2002, Section 2(6), “The term ‘emergency response providers’ includes Federal, State, and local emergency public safety, law enforcement, emergency response, emergency medical (including hospital emergency facilities), and related personnel, agencies, and authorities.” 6 U.S.C. 101 (6). This definition includes all City of Plano agencies and personnel, as those outside of public safety are categorized in the “related personnel, agencies, and authorities”.

State, and local capabilities, the NIMS will include a core set of concepts, principles, terminology, and technologies covering the incident command system; multi-agency coordination systems; unified command; training; identification and management of resources (including systems for classifying types of resources); qualifications and certification; and the collection, tracking and reporting of incident information and incident resources.

To provide the framework for interoperability and compatibility, the NIMS is based on the appropriate balance of flexibility and standardization in order to allow for consistent integration of multiple internal and external agencies during incident management. The major components of NIMS are:

- **Command and Management** – Mandates consistent use of the Incident Command System, Multi-Agency Coordination Systems, and Public Information Systems.
- **Preparedness** – Requires standardized planning, training, and exercises; consistent methods for qualification and certification of emergency personnel; uniform response and recovery equipment acquisition and certification; and publication management.
- **Resource Management** – Defines uniform mechanisms for inventorying, mobilizing, dispatching, tracking, and recovering resources over the life cycle of an incident.
- **Communications and Information Management** – Identifies the requirement for standardized communications, information management (collection, analysis, and dissemination), and information sharing at all levels of incident management.
- **Supporting Technologies** – Includes identification and acquisition of technology and technological systems that support capabilities that are essential to implementing and continuously refining the NIMS. These include voice and data communications systems, information management systems, and data display systems.
- **Ongoing Management and Maintenance** – Establishes activities to provide strategic direction for oversight of the NIMS. This includes routine review and refinement of the system.

Since the establishment of the NIMS, the US Department of Homeland Security has issued requirements that local, state, and federal governments are to meet annually in order to be compliant with the NIMS for each respective year. These requirements cover each of the elements described above. Many of the requirements placed upon state and local governments typically require many hours of work in order to be fully compliant. In addition, there is a continual refinement of each of the standards in order to clarify the “spirit and intent” of each requirement. Due to these factors, full implementation of the NIMS at the federal, state, and local levels of government is a phased process, and is expected to take several more years for all requirements to be fully mandated.

Failure to comply with the NIMS mandates can make the City of Plano ineligible to receive any federal funds, to include Homeland Security grants, HUD funding, and any other federally funds that are obtainable through grants or like programs.

Emergency Management Accreditation Program (EMAP) Standards

Emergency Management accreditation is a voluntary, non-governmental process of self-assessment, documentation, and independent review designed to evaluate, enhance, and recognize quality in emergency management programs. The accreditation process is intended to improve emergency management program capabilities and increase professionalism at the state and local levels of government, thus benefiting the communities those programs serve. The goal of the accreditation is to

evaluate an emergency management program's organization, resources, plans, and capabilities against current standards to increase effectiveness in protecting the lives and properties of residents.

The Emergency Management Accreditation Program (EMAP) has been designed to facilitate compliance with a set of standards called the "*EMAP Standard*". The *EMAP Standard* builds upon the *NFPA 1600 Standard on Disaster / Emergency Management and Business Continuity Programs* adopted by the National Fire Protection Association (NFPA). The *NFPA 1600* earlier adopted a portion of its program element framework from the Capability Assessment for Readiness (CAR) created by the Federal Emergency Management Agency (FEMA).

The *EMAP Standard* contains 64 standards that are intended to indicate the components a quality emergency management program should have in place. These standards are often difficult to meet and provide to be challenging for most emergency management agencies. Currently, only three local jurisdictions have been accredited in the United States. The standards describe "what" a program should accomplish, but not necessarily "how" compliance with a standard should be achieved. This provides flexibility to the local governments in developing emergency management programs based around the *EMAP Standard*.

The City of Plano DEM has recently voluntarily enrolled in the EMAP. It is the intent of the City of Plano DEM to become compliant with all 64 standards set forth by EMAP.

Summary

The City of Plano DEM is responsible for overseeing compliance with both the NIMS and the State of Texas Preparedness Standards. The City of Plano DEM has also voluntarily enrolled in the EMAP in order to enhance and further develop City of Plano Emergency Management programs.

The *EMAP Standard* has been selected by City of Plano DEM staff to serve as an overall guide and framework for future development of Emergency Management and Homeland Security programs in the City of Plano due to the comprehensiveness of the Standard. The *EMAP Standard* also contains similar standards to those set forth by NIMS and the State of Texas Preparedness Standards. The City of Plano DEM will ensure that any outstanding standards, not captured by the *EMAP Standard*, are addressed.

Hazard Prevention / Mitigation

In the past, emergency management has primarily focused on responding after disasters have already occurred. Recent disasters such as Hurricane Katrina and the terrorist attacks of September 11th have underscored the importance of reducing risk from all hazards. Also, changes in federal policy resulting from escalating disaster costs across the nation, including the passage of the Disaster Mitigation Act of 2000, have given new impetus to hazard prevention and mitigation. This Act challenged all local jurisdictions, including the City of Plano, to put more emphasis on preventing and mitigating damages and loss of life brought on by disaster.

Hazard Mitigation Action Plan (HMAP)

As part of requirements set forth by the State of Texas, the City of Plano was required to develop a Hazard Mitigation Action Plan (HMAP). The HMAP is designed to serve as a blueprint for future hazard prevention and mitigation in the City of Plano. This plan outlines what processes the City of Plano is taking to reduce the effects of hazards before they occur. The intent of the HMAP is to:

- Minimize disruption to the City of Plano following a disaster;
- Streamline disaster recovery by articulating actions to be taken before a disaster strikes to reduce or eliminate future damage;
- Serve as a basis for future funding that may become available through grant and technical assistance programs offered by the State of Texas or the Federal government. The HMAP will enable the City of Plano to take advantage of rapidly developing mitigation grant opportunities as they arise; and
- Ensure that the City of Plano maintains eligibility for the full range of future federal disaster relief. Certain forms of federal mitigation assistance for projects will only be available to cities and counties that have Hazard Mitigation Plans approved by FEMA.

The City of Plano was one of the first 9 municipalities in the State of Texas to have their HMAP approved by the State of Texas and FEMA.

Comprehensive Emergency Management Plan (CEMP)

The City of Plano Comprehensive Emergency Management Plan (CEMP) contains elements relating to Hazard Mitigation. These elements reflect a lot of the same information that is mentioned in the HMAP. Recent efforts by City of Plano DEM staff have been to change the City EOP format in order to make it more operationally effective and end-user friendly (discussed later in this memo). This process is almost complete and will be provided to Council for approval once it is reviewed by the State of Texas Division of Emergency Management.

Continuity of Operations Plan / Continuity of Government Plan (COOP / COG)

In 2006, all departments in the City of Plano developed Continuity of Operations Plans (COOPs) in response to the heightened alerts on pandemic influenza. In their respective COOPs, departments outlined essential functions that were critical to providing services to the citizens of Plano. Each department then outlined their plans for redundancies in personnel, data, hardware, software, and supplies in the case the City of Plano was affected by a pandemic influenza event. The City of Plano DEM is currently working toward another phase of the COOP Planning process, in that it will be working with all City departments to develop COOPs that cover all potential hazards, both internally and externally.

As part of this overall effort, the City of Plano DEM will be working to develop a City of Plano Continuity of Government (COG) Plan. The COG will focus on the preservation, maintenance, or reconstitution of the institution of government. The COG will develop a blueprint for the City of Plano to carry out its constitutional responsibilities through succession of leadership, the pre-delegation of emergency authority, and active command and control. Much of this has already been completed but has not been formalized in a COG Plan.

DEM Strategic Mitigation Goals 2011 – 2016

Hazard Prevention and Mitigation are ongoing priorities for the City of Plano DEM. The DEM has set three primary Strategic Goals relating to future Hazard Prevention and Mitigation activities in the City of Plano. They are:

- Develop Hazard Mitigation and Recovery Team to Update the City of Plano Hazard Mitigation Action Plan (HMAP) by May 2013.
- Strengthen current Continuity of Operations and Continuity of Government Plans (COOP / COG) by August 31, 2012.

Preparedness

Preparedness Activities – Past and Present

One of the primary focuses of the City of Plano Department of Emergency (DEM) is preparing for when, not if, a large emergency or disaster strikes Plano. There is not one place in the world that is immune from all hazards, and the City of Plano is no exception. Knowing this fact, it is important that the City of Plano puts itself into a position to best protect its citizens and businesses, and restore services back to normal as quickly as possible. The City of Plano DEM is responsible for coordinating these preparedness efforts.

Preparedness in the City of Plano also requires partnerships. This includes partnerships at the federal, state, regional, county, and city levels of government, as well as partnerships with the private and volunteer sectors. Most importantly, this includes partnerships with our citizens. Every resident of the City of Plano has a responsibility to be prepared for any large emergency or disaster that may affect them or their family. The City of Plano DEM leans forward to provide information to all of its citizens and businesses to ensure that they have the information needed to prepare themselves and their families, including their pets, for a large emergency or disaster.

The following is a listing of planning elements that the City of Plano DEM addresses in its preparedness efforts:

Comprehensive Emergency Management Plan (CEMP)

In 1983, the Plano Fire Department developed the City of Plano's first Comprehensive Emergency Management Plan (CEMP). This City of Plano CEMP has been revised several times in order to meet new State and federal requirements. Most of these requirements were developed based on lessons learned following Hurricane Andrew, the events of September 11, Hurricane Katrina, and numerous other disasters. The City of Plano is currently working with the State of Texas Division of Emergency Management to complete a compliance review of the current CEMP. The City of Plano's CEMP is considered by the State of Texas Division of Emergency Management to be at an "Advanced" level of compliance. A current review of the City of Plano CEMP is under way, and it is expected that the City of Plano CEMP will remain at an "Advanced" level of compliance.

The current CEMP reflects operational priorities including life safety, health, property protection, environmental protection, restoration of essential utilities, restoration of essential functions, and coordination among all levels of government.

The Annexes of the current City of Plano CEMP are as follows:

Basic Plan	
Annex A	Warning
Annex B	Communications
Annex C	Shelter and Mass Care
Annex D	Radiation Protection

Annex E	Evacuation
Annex F	Firefighting
Annex G	Law Enforcement
Annex H	Health and Medical Services
Annex I	Public Information
Annex J	Recovery
Annex K	Public Works and Engineering
Annex L	Utilities
Annex M	Resource Management
Annex N	EOC Direction and Control
Annex O	Human Services
Annex P	Mitigation
Annex Q	Hazardous Materials and Oil Spill Response
Annex R	Search and Rescue
Annex S	Transportation
Annex T	Donations Management
Annex U	Legal
Annex V	Terrorist Incident Response

The City of Plano CEMP lays the foundation for emergency and disaster prevention, mitigation, preparedness, response, and recovery in the City of Plano. The CEMP is currently being updated to be more consistent with current standards, and to conform to federal planning guidelines. The new CEMP will have 22 Emergency Support Functions (ESFs), and will be more functional and easier to use for the City of Plano emergency management stakeholders who hold both primary and support roles before, during, and after large emergencies and disasters in the City of Plano. The new structure will be as follows:

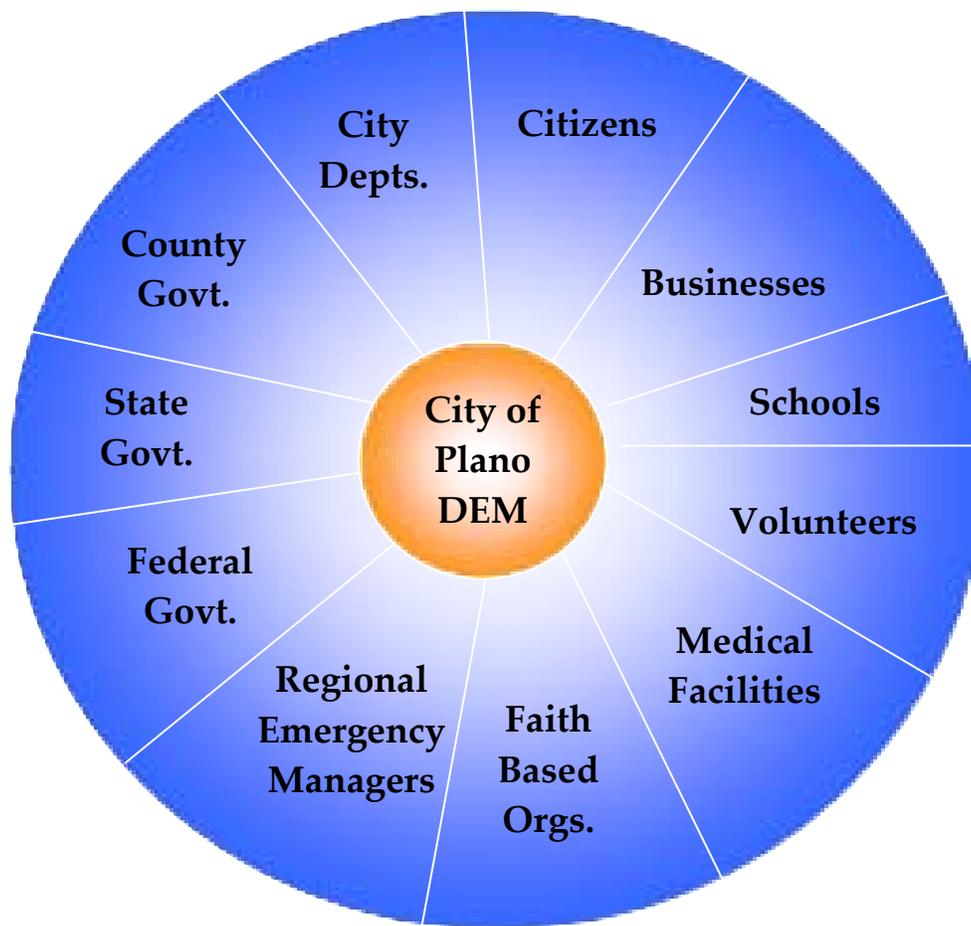
- Basic Plan
- ESF-1 Transportation
- ESF-2 Communications
- ESF-3 Public Works and Engineering
- ESF-4 Firefighting
- ESF-5 Emergency Management
- ESF-6 Shelter and Mass Care
- ESF-7 Logistics Management and Resource Support
- ESF-8 Health and Medical
- ESF-9 Search and Rescue
- ESF-10 Hazardous Materials Response
- ESF-11 Food, Water, and Ice
- ESF-12 Utilities
- ESF-13 Military Support
- ESF-14 Public Information / External Affairs

ESF-15 Volunteer Management
ESF-16 Law Enforcement
ESF-17 Animal Issues
ESF-18 Business and Industry
ESF-19 Special Needs Populations
ESF-20 Damage Assessment
ESF-21 Warning and Notification
ESF-22 Donations Management
Recovery Annex
Hazard Specific Annexes

Coordination and Partnerships

Since its inception, the City of Plano DEM has recognized that coordination with other emergency management stakeholders is critical to the success of the City’s comprehensive emergency management program. These groups each have significant roles in emergency and disaster mitigation, preparedness, response, and recovery planning in the City of Plano. Throughout the year, DEM meets with and coordinates various emergency management issues with a vast multitude of emergency management partners at all levels of government, in the private sector, in the non-profit sector, and in the volunteer sector.

The figure on the following page illustrates the large emergency management stakeholders group that assists the City of Plano in developing and implementing successful Emergency Management and Homeland Security programs.



Emergency Management and Homeland Security Stakeholders

Emergency and Disaster Incident Management

In February 2003, the President of the United States enacted Homeland Security Presidential Directive (HSPD) – 5. This Directive required the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System (NIMS). This system provides for a consistent nationwide approach for all levels of government to work together to prepare for, respond to, and recover from emergencies and disasters, regardless of size or complexity. As part of the local requirements for NIMS, the City of Plano formally adopted NIMS in 2005 as its guide and principles for incident management.

Since that time, the City of Plano DEM has completed annual compliance activities that will eventually lead to complete compliance with the NIMS. The development of NIMS and implementation strategies at the federal government levels is ongoing. As new implementation strategies are developed by the federal government, those strategies are mandated to be implemented at the state and local levels of government. Plano has stayed abreast of new mandates as they are developed, and currently is compliant with all strategies and mandates as they have been set forth. These mandates cover seven areas of incident management. They include:

- Command and Management
- Preparedness
- Resource Management
- Communications and Information Management
- Supporting Technologies
- Ongoing Management and Maintenance

Public Education

Public education is a very important part of the City of Plano's preparedness efforts. The tool of information is critical to ensuring that every resident and business in the City of Plano has knowledge needs to effectively prepare for any of the potential hazards that may affect the City of Plano. The City of Plano DEM has a multitude of information available to citizens and businesses to ensure that they have the information needed to adequately prepare themselves, their families, including their pets. In 2005, the City of Plano Department of Homeland Security (now DEM) developed the REDI guide for citizens. This publication covered measures that citizens could take to prepare themselves and their families, as well as protect their homes from the hazards that can affect the City of Plano.

In 2007, the City of Plano DEM became a member of a regional public education campaign entitled KnoWhat2Do. This campaign was funded by various grant funding sources throughout the region. This regional public education campaign was designed to provide a consistent message of preparedness across the Dallas / Fort Worth region. The City of Plano DEM obtained guidebooks and DVDs that were disseminated to civic groups, businesses, and the general public.

The City of Plano DEM has also launched Prepared in Plano, which looks at cost effective ways to provide preparedness information to the citizens of Plano, to include special needs, non-English speaking populations, senior citizens, as well as the general public, along with businesses. This effort includes an updated website, social media sites, and the development of a new preparedness guide.

Facilities

Currently, emergency operations for the City of Plano are housed at the City of Plano William E Peterson Emergency Operations Center / Training Facility at 4125 West Parker Rd.

Training

The City of Plano DEM is the coordinator for all emergency management training for the City of Plano. With the multitude of different responsibilities that the City of Plano has before, during, and after a large emergency or disaster, it is imperative that all agencies that have emergency and disaster roles be aware of the latest methodologies, practices, processes, and technologies necessary to effectively deal with emergency and disasters. The City of Plano DEM consistently seeks out training opportunities for the public sector, private sector, non-profit sector, and volunteer sectors.

As the coordinator for compliance activities related to the National Incident Management System (NIMS), the Plano DEM Coordinates and tracks all training related to the NIMS. To date the following classes have been offered and taken by City employees. This training effort is ongoing in order to remain compliant with NIMS requirements.

Class	# of City Employees Trained to Date (as of March 2011)
IS-100.b - Introduction to the Incident Command System	2001
IS-200.b - Incident Command System for Single Resources	837
I-300 – Intermediate Incident Command System **	205
I-400 – Advanced Incident Command System **	116
IS-700.b - National Incident Management System (NIMS) – An Introduction	2001
IS-701.a – NIMS Multiagency Coordination System (MACS)	101
IS-702 – NIMS Public Information	136
IS-703 – NIMS Resource Management	125
IS-704 – NIMS Communications and Information Management	100
IS-800.b – National Response Framework, An Introduction	218

*** These classes are not offered online. The City of Plano DEM has had six instructors certified to instruct all NIMS courses. This was done in order to save costs on travel and potential class costs to take the class elsewhere.*

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Exercises, Evaluations, and Corrective Actions

While planning is a principal component of the City of Plano’s preparedness activities, it is recognized that plans need to be validated through drills and exercises of the plans. The City of Plano DEM is the coordinator of all emergency and disaster drills for the City of Plano. Each year, the City of Plano participates in statewide exercises, such as the Statewide Hurricane Exercise, as well as in city, county, and regional exercises. These exercises allow all emergency response and recovery agencies to work through specific issues and test their plans.

Following each exercise, all participating agencies meet to evaluate the exercise and provide recommendations for improving response and recovery procedures and technologies. These recommendations are outlined in an Improvement Plan that ensures that corrections are made prior to the next exercise or actual event.

Homeland Security Grant Administration

The City of Plano DEM has assisted public safety agencies in the City of Plano in attaining over \$4 million in grant funds for homeland security equipment, training, and exercises for the City of Plano. The equipment, training, and exercises that were acquired under these funds further allow the City of Plano, and its first response agencies to enhance their preparedness and response capabilities in the case of an emergency or disaster in the City of Plano. The following is a breakdown of the sources that have provided preparedness and response grant funding to the City of Plano since 2002.

Grant Program Name	Total Dollars Received
Bioterrorism Preparedness Response Grant	\$ 19,040.00
Urban Area Security Initiative (UASI)	\$ 2,053,710.01
Law Enforcement Terrorism Prevention Program (LETPP)	\$ 366,274.08
State Homeland Security Grant Program (SHSGP)	\$ 762,700.13
US Attorney Eastern District	\$ 41,463.00
TXDOH	\$ 35,000.00
Weapons of Mass Destruction Grant Program	\$560,005.90
Citizen Corp Grant Program	\$5,098.41
HSL Grant	\$224,754.00
TOTAL GRANT FUNDS RECEIVED SINCE 2002	\$ 4,068,045.53

DEM Strategic Preparedness Goals: 2011 – 2016

A comprehensive all-hazards preparedness program is an ongoing priority for the City of Plano DEM. To further enhance the City of Plano’s emergency and disaster preparedness programs, several Strategic Goals are being set forth to improve upon current preparedness programs. They are:

- On an annual basis, monitor and update CEMP as needed based on lessons learned and new requirements. This shall be no later than July 31 of each year.
- Continue and enhance relationships with emergency management and homeland security partners and stakeholders. A contact list of these stakeholders will be updated no later than September 30 of each year.
- On an annual basis, complete all National Incident Management System (NIMS) compliance requirements. To be completed no later than September 30 of each year.
- Maintain and expand an innovative, multi-faceted emergency and disaster preparedness public outreach program.
- By July 2011, identify necessary training and develop a prescribed training program for all emergency and disaster personnel.
- By August 2011, develop a City of Plano Exercise Plan, to include strategy and schedule.
- By December 31, 2014, assess total response and recovery capability of the City of Plano.
- Monitor and administer homeland security and emergency management grant programs, and identify opportunities for funding of mitigation, preparedness, response, and / or recovery initiatives. This initiative is completed annually in accordance with dates set forth by the varying grant programs.
- Develop quarterly testing plan to ensure functionality and readiness of City Emergency Operations Center. These shall take place by March 30, June 30, September 30, and December 31 of each year.

Response and Recovery

Response and Recovery Activities – Past and Present

Emergency and disaster response activities are combined for the purposes of this document because many of the activities in these phases of an event overlap one another. Response and recovery following an emergency or disaster are of utmost important to the City of Plano. These phases of an event are the time where life safety and property protection must take place immediately in order to mitigate additional losses. Following a disaster, it is also important to take steps, almost immediately, to bring the situation back to normal. The effects of a disaster can result in people not being able to reside in their homes, businesses not being able to provide goods or services to their customers, utilities being disrupted, and infrastructure being damaged or destroyed. It is critical for the City of Plano to have plans in place to address each of these potential scenarios. Having such plans will aid in recovering in a more organized and effective manner. The City of Plano DEM is responsible for coordinating the City's large-scale emergency and disaster response and recovery efforts.

The following is a listing of planning elements that the City of Plano DEM addresses in its response and recovery efforts:

Comprehensive Emergency Management Plan

The City of Plano DEM is responsible for maintaining the City Comprehensive Emergency Management Plan (CEMP). The CEMP currently contains an Annex (Annex J) that specifically deals with recovery. This Annex covers the following elements:

- Individual Assistance
- Public Assistance
- Damage Assessment

Each of these elements are critical in the response and recovery phases of a disaster. In the new CEMP, these elements will be included either as their own Emergency Support Function (ESF) or be addressed within the Recovery Annex of the CEMP.

Incident Management

The City of Plano adopted the National Incident Management System (NIMS) as its methodology for managing emergency and disaster events in the City of Plano. In order to facilitate incident management and create a common operating picture for all involved agencies, the City of Plano has recently begun migration from an E-Team incident management software package to the WebEOC Incident Management software. This migration was done due to the fact that the E-Team platform does not provide consistency with other local, regional, and state partners. The E-Team incident management system also does not communicate with the WebEOC software, which is used by the State of Texas and many major metropolitan areas in Texas. If the City of Plano were to continue to use E-Team, emergency operations staff from various departments would be forced to duplicate entries into the E-Team system and then a hybrid WebEOC system. Once the City of Plano comes on board with WebEOC, we will have needed connectivity to the State of Texas, along with other jurisdictional partners across the State of Texas. This allows for ease of information sharing and overall situational awareness. Collin County Emergency Managers have also agreed, as a group, to move from E-Team to the WebEOC incident management platform.

The City of Plano DEM is currently beginning implementation of WebEOC that it is consistent with City of Plano emergency operations. The City of Plano DEM is also responsible for coordinating training for all end users of WebEOC to allow for functional and effective operation of the software

Resource Management

The City of Plano CEMP currently has an Annex dealing specifically with Resource Management (Annex M). Annex M describes how the City of Plano plans to identify, acquire, allocate, and track resources. Following a large scale or emergency, the resource management function is typically based in the Emergency Operations Center (EOC) to allow for coordination between all activated agencies for the incident. Annex M also outlines how the identified Resource Manager will order, mobilize, dispatch, and demobilize resources during the lifetime of the event. In the new CEMP, these functions will fall under Emergency Support Function 7 – Resource Management.

Mutual Aid

The City of Plano DEM oversees mutual aid coordination for the City of Plano following large emergencies and disasters. New Mutual Aid Agreements (MAA), Memorandum of Understanding (MOU), and Interlocal Agreements are reviewed for consistency with NIMS compliance standards, NFPA 1600 standards. Existing mutual aids documents are being reviewed against the same standards.

DEM Strategic Response and Recovery Goals: 2011 – 2016

A comprehensive response and recovery program is an ongoing priority for the City of Plano DEM. To further enhance the City of Plano's emergency and disaster response and recovery programs, several Strategic Goals are being set forth to improve upon current response and recovery programs. They are:

- By March 30, 2011, enhance and update Recovery Annex to the City of Plano CEMP.
- Develop Response and Recovery Standard Operating Procedures for the following:
 - By August 31, 2012, assist Building Inspections with finalization of Impact Assessment Standard Operating Procedures
 - By September 30, 2012 assist Building Inspections with finalization of Damage Assessment Standard Operating Procedures
 - By December 31, 2012 finalize Public Assistance Standard Operating Procedures
 - By December 31, 2012 finalize Individual Assistance Standard Operating Procedures
 - By September 30, 2012 finalize Disaster Recovery Centers Standard Operating Procedures
 - By August 30, 2013 finalize Temporary Housing Standard Operating Procedures
 - By July 1, 2012 finalize Debris Management Standard Operating Procedures
 - By December 2012 finalize Post-Event Permitting Standard Operating Procedures
 - By March of 2012 finalize Unmet Needs Standard Operating Procedures
- By December 31, 2016 finalize Post Disaster Economic Redevelopment Plan.
- By July 31, 2012, finalize a Critical Facility Generator Plan.

Report Summary

The preceding report outlines the service areas of the City of Plano Department of Emergency Management. The programs and service areas outlined herein are mandated by State and Federal regulations, and are considered to be best practices for emergency management agencies. If the City of Plano were to forego these programs, there would be negative impacts on the citizens of Plano, businesses of Plano, and the City of Plano municipal operations as a whole. These negative effects include:

- Loss of eligibility for federal grant funds; this includes not only homeland security grant funds, but funding for any federally-funded program that the City of Plano participates in;
- Loss of eligibility for disaster reimbursement following a Presidentially declared disaster, to include in some instances, any mutual aid that the City may provide to disaster-stricken communities;
- The City of Plano would have to rely on the Collin County Office of Homeland Security to provide certain emergency management-related services. This is not feasible due to the following:
 - Collin County Homeland Security was built on Center for Disease Control (CDC) grant funding and Homeland Security funding for its Fusion Center. Due to this, the staff that are hired do not have the depth of experience or knowledge to effectively deal with events outside of Public Health and Law Enforcement-related intelligence collection.
 - Collin County Homeland Security is, for the most part, a Homeland Security Agency, and is limited in its emergency management functions.
 - Collin County Homeland Security, while strong partners with the City of Plano Department of Emergency Management, are spread too thin with their work for the county itself and the unincorporated municipalities, and cannot focus solely on the City of Plano's emergency management needs. This can adversely affect the City of Plano from a preparedness, response and recovery standpoint (including disaster reimbursement).
 - Collin County does not have enough resources (manpower or equipment) to support an efficient and effective emergency management program solely in the City of Plano.
 - Collin County Homeland Security is responsible for Homeland Security grant funds for the County, as a jurisdiction. The agency does not have the capability to solely focus on the needs or the level of service and preparedness that the citizens of Plano expect. Homeland Security grant dollars at the County level have primarily gone toward the North Texas Fusion Center, which is an intelligence gathering function. Millions of dollars in Homeland Security grant funds are put toward this project.
- A lowered level of hazard mitigation, preparedness, response, and recovery in the City of Plano due to a lack of effective planning, training, and exercising from an all-hazards approach.

The City of Plano DEM will continue to serve as a leader in the field of emergency management, and as a model for other emergency management agencies around the country. The expertise of its staff is drawn on from around the country in the service areas listed above. The City of Plano DEM will continue to serve the citizens of Plano with a leading edge program that takes an all-hazards approach to emergency and disaster mitigation, preparedness, response, and recovery through cost-effective planning, training, and exercises involving public, private, and volunteer sectors at the local, state, and federal levels.

Departmental Overview



Department History

- Emergency Management was added to the duties of the Fire Department in the mid-1980s. Emergency Management duties took up about 10% of Fire Chief's time.
- Following the events of September 11, 2001, state and federal government mandates vastly increased the level of responsibilities placed on the Fire Chief and one staff member.
- Due to increasing responsibility and need for dedicated full-time personnel, it was deemed necessary to establish a stand alone department to fulfill requirements set forth by mandates.

Department History

- City of Plano established a stand-alone Homeland Security Department in April 2005 with two people.
- Chief Peterson appointed as Regional Administrator of FEMA Region VI by President of the United States.
- First full-time Director hired in October 2006.
- Renamed the department name to Department of Emergency Management and Homeland Security in December 2006. In August 2009, changed to Department of Emergency Management.



Homeland Security vs. Emergency Management

- Homeland Security
 - Frequently associated only with Terrorism or Border Security.
 - Homeland Security activities are primarily law enforcement based (i.e., intelligence analysis, counter-terrorism, apprehension of suspects).
 - Not Emergency Management.
 - Emergency Management partners with law enforcement for Homeland Security related activities (i.e., preparedness, grants, multi-agency coordination, crisis management)

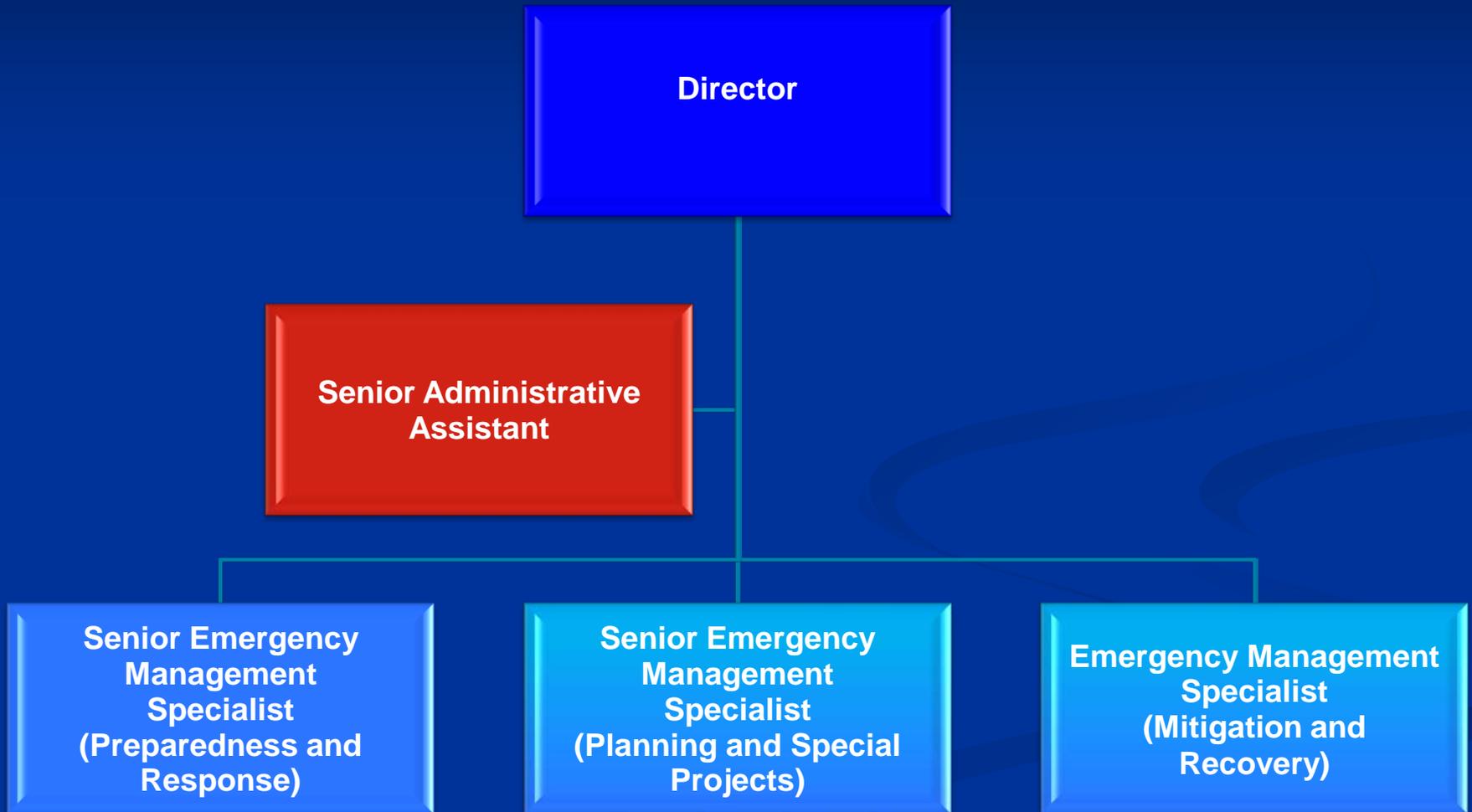
Homeland Security vs. Emergency Management

- Emergency Management
 - All-hazards based.
 - Much more comprehensive than homeland security activities.
 - Planning, training and exercising for hazard mitigation, preparedness, response, and recovery.
 - Coordinates and works with multiple disciplines in the public, private, and volunteer sectors.

Departmental Establishment

- Project Management Approach
 - Personnel (number of staff, expertise, workload)
 - Budget (line item, grant funding vs. general funding)
 - Programs and projects
 - Policies and protocols
 - Developed Departmental Strategy

Organizational Chart



Mandates and Standards

- **State of Texas Preparedness Standards**
 - Planning, Training, Exercising
 - Non-compliance
 - Affects eligibility for homeland security grants
 - Can adversely affect City's of Plano disaster reimbursement
- **Disaster Mitigation Act of 2000**
 - Hazard Mitigation Planning and Actions
 - Non-compliance
 - Can adversely affect City of Plano Disaster reimbursement

Mandates and Standards

- **National Incident Management System (NIMS)**
 - Command and Management
 - Preparedness
 - Resource Management
 - Communications and Information Management
 - Supporting Technologies
 - Ongoing Management and Maintenance
 - Non-compliance
 - Can disqualify the City of Plano for all federally-funded grants.

Mandates and Standards

- **Emergency Management Accreditation Program**
 - Voluntary
 - Non-governmental process of self assessment, documentation, and independent review designed to evaluate, enhance, and recognize quality in emergency management programs.
 - 64 Standards
 - Best Practices
 - Very extensive, but good set of standards to build to.

Overview—Key Community Partners



Department Mission

The City of Plano Department of Emergency Management will serve the citizens of Plano by directing and coordinating comprehensive emergency management and homeland security programs to mitigate, prepare for, respond to, and recover from emergencies and disasters.

Four Phases of Emergency Management

- Mitigation
- Preparedness
- Response
- Recovery



Hazard Mitigation

Defined:

Any action taken to reduce or eliminate the long-term risk to human life and property from natural or man-made hazards.



Where We've Been - Mitigation

- Finalized the City of Plano Hazard Mitigation Action Plan (HMAP)
 - Actions and guidance that are outlined in plan assist staff to minimize disruption to the City of Plano following a disaster;
 - Allows eligibility for pre- and post-disaster funding and technical assistance programs.
- Finalized updates to the Comprehensive Emergency Management Plan (CEMP) Hazard Mitigation Annex.

Strategic Goals For Hazard Mitigation and Prevention

- Develop Hazard Mitigation and Recovery Team to Update the City of Plano Hazard Mitigation Action Plan (HMAP) by May 2013.
- Strengthen current Continuity of Operations and Continuity of Government Plans (COOP / COG) by August 31, 2012.

Preparedness

Defined:

The state of being prepared for specific unpredictable events or situations.



Response

Defined:

The action of responding in an organized or methodical manner to adverse conditions that may affect the welfare or property of citizens or the environment.



Where We've Been – Preparedness / Response

- Extensive coordination with partners at the Federal, State, Regional, County, and City levels of government.
- Extensive coordination with partners in the private and volunteer sectors.
- Developed City Comprehensive Emergency Management Plan (CEMP).
- Working toward compliance with the National Incident Management System (NIMS) – ongoing effort.

NIMS Training

Class	City Employees Trained
IS-100.b - Introduction to the Incident Command System (ICS)	2001
IS-200.b – ICS for Single Resources	837
I-300 – Intermediate ICS**	205
I-400 – Advanced ICS**	116
IS-700 - National Incident Management System (NIMS), An Introduction	2001
IS-701– NIMS Multiagency Coordination System	101
IS-702 – NIMS Public Information	136
IS-703 – NIMS Resource Management	125
IS-704 – NIMS Communications and Information Management	100
IS-800 – National Response Framework, An Introduction	218

Where We've Been – Preparedness / Response

- Updated website for citizens, businesses, schools, and medical care facilities to obtain preparedness information.
- Established daily operational tools to monitor weather, intelligence, and other information.
- Participated in numerous local, regional, and state disaster exercises and drills.
- Since 2002, secured over \$4 million in grants for City of Plano Public Safety agencies to increase the ability to prepare and respond.

Grant Funding for City of Plano Since 2002

Grant Program Name	Total Dollars Received
Bioterrorism Preparedness Response Grant	\$ 19,040.00
Urban Area Security Initiative (UASI)	\$ 2,053,710.01
Law Enforcement Terrorism Prevention Program (LETPP)	\$ 366,274.08
State Homeland Security Grant Program (SHSGP)	\$ 762,700.13
US Attorney Eastern District	\$ 41,463.00
TXDOH	\$ 35,000.00
Weapons of Mass Destruction Grant Program	\$560,005.90
Citizen Corp Grant Program	\$5,098.41
HSL Grant	\$224,754.00
TOTAL GRANT FUNDS RECEIVED SINCE 2002	\$ 4,068,045.53

Strategic Goals For Preparedness

- On an annual basis, monitor and update CEMP as needed based on lessons learned and new requirements. This shall be no later than July 31 of each year.
- Continue and enhance relationships with emergency management and homeland security partners and stakeholders. A contact list of these stakeholders will be updated no later than September 30 of each year.
- On an annual basis, complete all National Incident Management System (NIMS) compliance requirements. To be completed no later than September 30 of each year

Strategic Goals Preparedness

- Maintain and expand an innovative, multi-faceted emergency and disaster preparedness public outreach program.
- By July 2011, identify necessary training and develop a prescribed training program for all emergency and disaster personnel.
- By August 2011, develop a City of Plano Exercise Plan, to include strategy and schedule.

Strategic Goals Preparedness

- By December 31, 2014, assess total response and recovery capability of the City of Plano.
- Annually monitor and administer homeland security and emergency management grant programs, and identify opportunities for funding.
- Develop quarterly testing plan to ensure functionality and readiness of City Emergency Operations Center



Recovery

Defined:

The process of returning a community back to normal following a disaster.



Where We've Been – Recovery

- Assisted with recovery efforts of rural jurisdictions in Texas following the Shuttle Columbia disaster.
- Public Assistance and Individual Assistance reimbursement for housing Hurricane Katrina victims.
- Developed recovery elements to add into the Comprehensive Emergency Management Plan (CEMP).

Strategic Goals For Emergency and Disaster Recovery

- Enhance and update Recovery elements of the City CEMP
 - Impact Assessment
 - Damage Assessment
 - Public Assistance
 - Individual Assistance
 - Disaster Recovery Centers
 - Temporary Housing
 - Debris Management
 - Unmet Needs



Strategic Goals For Emergency and Disaster Recovery

- By December 31, 2016 finalize Post Disaster Economic Redevelopment Plan.
- By July 31, 2012, finalize a Critical Facility Generator Plan.

Departmental Vision

The City of Plano DEM shall continue to develop and maintain a leading edge approach to comprehensive emergency and disaster planning, training, and exercise.

These programs shall encompass all emergency management stakeholders in the public and private sectors, and shall include all-hazards mitigation, preparedness, response, and recovery.

Questions

Thank You

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