



AGENDA
Regular City Council Meeting
Monday, July 6, 2020, 6:00 P.M.

**THIS MEETING WILL BE CONDUCTED
VIA COMMUNICATIONS MEDIA TECHNOLOGY**

1. CALL TO ORDER / ROLL CALL / PLEDGE OF ALLEGIANCE
2. AWARDS / PRESENTATIONS/ RECOGNITION OF GUESTS / NONE
3. APPROVAL OF MINUTES: **June 1, 2020, Regular City Council Virtual Meeting** p.4
 June 15, 2020, Workshop City Council Meeting
 June 29, 2020, Special City Council Meeting
4. COMMUNICATIONS / CORRESPONDENCE / REPORTS:
 - Mayor
 - City Council
 - City Manager
 - City Attorney
 - City Clerk
 - Departmental Reports
5. COMMENTS FROM THE PUBLIC
6. CONSENT AGENDA / NONE
7. VARIANCES / SPECIAL EXCEPTIONS / DEVELOPMENT ORDERS / NONE
8. ORDINANCES / NONE
9. OLD BUSINESS / NONE
10. NEW BUSINESS
 - A. Confirmation of Carl LaFleur as Chief Financial Officer p. 16
 - B. Municipal Comprehensive Emergency Management Plan P. 17
 - C. Tyler Technologies ERP System p. 184
 - D. Purvis Gray Audit Contract Extension p. 231
 - E. Resolution No. 2020-04, A Resolution Appointing Members to the Community Development Board p. 240
11. COUNCIL COMMENTS
12. ADJOURN

INSTRUCTIONS FOR THE JULY 6, 2020 NEPTUNE BEACH VIRTUAL COUNCIL MEETING

This meeting will be a webinar conducted electronically. No in-person meeting will be conducted as permitted in Governor Executive Order No. 20-69, extended by Executive Order 20-112, Executive Order 20-123, Executive Order 20-139 and Executive Order 20-150. The City has adopted Emergency Rules Regarding to COVID-19 to Govern the Operation of Meetings of the City Council and Board of the City of Neptune Beach. Such rules are available from the City Clerk.

Members of the public may provide written comments in the following manner:

1. Email to the City Clerk prior to the meeting at clerk@nbfl.us.
2. Placing them in the drop box outside of City Hall, 116 First Street, Neptune Beach, Florida.
3. Fill out the speaker request form located at: <https://www.ci.neptune-beach.fl.us/home/webforms/request-address-council>

Comments must be received by noon on Monday, July 6, 2020. Only written comments of 300 words or less will be read into the record during the meeting. All other written comments received by the deadline will be entered into the record and distributed to the City Council.

Registered webinar participants can also share comments live during the meeting, You must request to do this using the “raise your hand” feature during “Comments from the Public” portion of the meeting or during the public hearing portion. During the public hearing portion, any comments must be about that specific agenda item.

The meeting can be observed in the following ways:

You may register to attend the GoToWebinar and view the meeting on your computer or dial in and listen on your telephone by visiting the following link:

<https://attendee.gotowebinar.com/register/8452341015375939595>

TO USE YOUR COMPUTER'S AUDIO:

When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.

United States: +1 (415) 655-0060

Access Code: 557-695-166

Audio PIN: Shown after joining the webinar

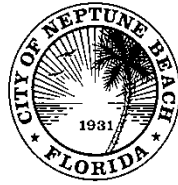
Webinar ID: 740-292-995

Attendees joining via computer/smart device can refer to instructions below on how to join the webinar at : <https://support.goto.com/webinar/how-to-join-attendees>

For questions or additional information, please contact the City Clerk's office at (904) 270-2400, ext. 30

If a person decides to appeal any decision made by the Council with respect to any matter considered at such meeting or hearing the person will need a record of the proceedings and for such purpose may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

In accordance with the Americans with Disabilities Act and Section 286.26, Florida Statutes, persons with disabilities needing special accommodation, including hearing assistance, to participate in this meeting should contact the City Clerk's Office no later than 48 hours prior to the meeting.



**MINUTES
REGULAR CITY COUNCIL
VIRTUAL MEETING
MONDAY, JUNE 1, 2020, 6:00 P.M.**

Pursuant to proper notice, a Regular City Council Meeting of the City Council of the City of Neptune Beach was held on Monday, June 1, 2020, at 6:00 p.m., by Communications Media Technology, pursuant to Governor Executive Order Number 20-69, issued on March 20, 2020 as extended by Executive Order 20-112 and Executive Order 20-123.

Attendance:	IN ATTENDANCE: Mayor Elaine Brown Vice Mayor Fred Jones Councilor Kerry Chin Councilor Scott Wiley Councilor Josh Messinger	STAFF: City Manager Stefen Wynn City Attorney Zachary Roth Police Chief Richard Pike Public Works Director Leon Smith Deputy Public Works Director Megan George Community Development Director Kristina Wright Senior Center Director Leslie Lyne Grant and Resilient Coordinator Colin Moore City Clerk Catherine Ponson
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Call to Order/Roll Call Mayor Brown called the meeting to order at 6:00 p.m. and led the Pledge of Allegiance.

APPROVAL OF MINUTES

Minutes Made by Wiley, seconded by Messinger.

MOTION: TO APPROVE THE FOLLOWING MINUTES:
May 4, 2020, Regular City Council Virtual Meeting
May 6, 2020, Shade City Council Meeting
May 18, 2020, Workshop City Council Virtual Meeting
May 27, 2020, Shade City Council Meeting

Roll Call Vote:
Ayes: 5- Chin, Messinger, Wiley, Jones, and Brown.
Noes: 0

MOTION CARRIED

COMMUNICATIONS AND CORRESPONDENCE

CITY MANAGER REPORT

City Manager Report	City Manager Wynn reported the following: <ul style="list-style-type: none"> • He gave an update of the budget timeline. • Public Works has instituted a friendly, competitive program to motivate employees. • The ADA access ramp near Southern Grounds has been upgraded.
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- An arbor has been constructed in the Butterfly Garden by City employees and designed by Councilor Chin.
- He gave an update of the Community Vision Plan process.

Police Chief Report

Police Chief Richard Pike reported that the Police Department is prepared to professionally and immediately challenge any possible violence. He is meeting with the other chiefs daily beginning the next day. He is in constant contact with JSO. All of the law enforcement agencies will be working together.

PUBLIC COMMENT

Public Comment

Sharon Jachim, 1716 Strand Street, Neptune Beach, spoke regarding the curfew that was issued that excluded the Beaches. She felt that was putting a target on the Beaches.

VARIANCES / SPECIAL EXCEPTIONS / DEVELOPMENT ORDERS / NONE

ORDINANCES

Ord. No. 2020-02, Neptune in Need

Ordinance No. 2020-02: First Read and Public Hearing: An Ordinance of the City of Neptune Beach, Florida, added a New Section 23-90; Voluntary Program for Collection of Funds to Help the Needy with Neptune Beach Utility Bills; Providing an Effective Date.

Mayor Brown opened the public hearing. There being no comments from the public, the public hearing was closed.

Mayor Brown explained this is a voluntary program of people who would like to give. They can round up and no one will be charged any monies. There are no dollars that are going to be taken out of anyone's utility bills.

Councilor Chin requested if there was a way to move this forward sooner due to the amount of time it would take to implement it.

Mayor Brown explained that he could move it forward as an emergency ordinance.

Made by Chin, seconded by Messinger.

MOTION: TO ADOPT ORDINANCE NO. 2020-02, NEPTUNE IN NEED, AS AN EMERGENCY ORDINANCE

Roll Call Vote:

Ayes: 5-Messinger, Wiley, Chin, Jones, and Brown.
 Noes: 0

MOTION CARRIED

Ord. No. 2020-03, Homestead Exemption

Ordinance No. 2020-03, First Read And Public Hearing, An Ordinance of the City of Neptune Beach, Florida, Amending Chapter 21, Taxation; Article VI, Additional Homestead Exemption; Amending Section 21-120, Additional Homestead Exemption; Increasing the Amount of the Additional Homestead Exemption; Providing an Effective Date.

Mayor Brown opened the public hearing. There being no comments from the public, the public hearing was closed.

Made by Wiley, seconded by Messinger.

MOTION: TO PASS ORDINANCE NO. 2020-03, ADDITIONAL HOMESTEAD EXEMPTION, ON FIRST READ

Roll Call Vote:

Ayes: 5-Wiley, Chin, Messinger, Jones, and Brown.
 Noes: 0

MOTION CARRIED

Ord. No. 2020-04,
 Buy American

Ordinance No. 2020-04, First Read and Public Hearing. An Ordinance Creating a New Section 2-388 (Buy American Preference in Contracts for Goods and General Services), Chapter 2 (Administration), Article VI (Finance), Division 2 (Purchasing and Contracts), City of Neptune Beach Code of Ordinances, To Create a Preference for American-Made Goods and General Services in Contracts; Providing for Severability; Providing an Effective Date

Mayor Brown opened the public hearing. There being no comments from the public, the public hearing was closed.

Mr. Roth explained that this provides that an American product has the opportunity to match the low bidder.

Made by Messinger, seconded by Chin.

MOTION: TO PASS ORDINANCE NO. 2020-04, BUY AMERICAN, ON FIRST READ

Roll Call Vote:

Ayes: 5-Chin, Messinger, Wiley, Jones, and Brown.
 Noes: 0

MOTION CARRIED

COUNCIL COMMENTS

Councilor Wiley commented he had gotten several calls regarding businesses being open in Neptune Beach. He questioned when the bars could be reopened.

Mayor Brown stated that she had called Mayor Lenny Curry regarding bars opening. Bars will be open when it is safe. There is no indication when this would happen.

Mr. Roth stated that he has heard no information regarding the timing of when they would open.

Adjournment

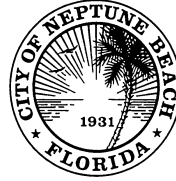
There being no further business, the meeting adjourned at 6:46 p.m.

Elaine Brown, Mayor

Attest:

Catherine Ponson, CMC
 City Clerk

Approved: _____



**MINUTES
WORKSHOP CITY COUNCIL MEETING
MONDAY, JUNE 15, 2020, 6:00 P.M.
NEPTUNE BEACH CITY HALL, 116 FIRST STREET
NEPTUNE BEACH, FLORIDA**

Pursuant to proper notice a Workshop City Council Meeting of the City Council of the City of Neptune Beach was held on Monday, June 15, 2020, at 6:00 p.m., by Communications Media Technology and In-Person, pursuant to Governor Executive Order Number 20-69, as extended by Executive Order 20-112, Executive Order 20-123, and Executive Order 20-139.

Attendance

IN ATTENDANCE:
Mayor Elaine Brown
Vice Mayor Fred Jones
Councilor Kerry Chin
Councilor Josh Messinger
Councilor Scott Wiley

STAFF:
City Manager Stefen Wynn
City Attorney Zachary Roth
Police Chief Richard Pike
Community Development Director Kristina Wright
Senior Center Director Leslie Lyne
Deputy Public Works Director Megan George
City Clerk Catherine Ponson

Councilor-Elect Lauren McPhaul

Call to Order

Mayor called the virtual workshop meeting to order at 6:00 p.m. and led the Pledge of Allegiance.

AWARDS / PRESENTATIONS / RECOGNITION OF GUESTS

Audit Presentation

Kevin Smith and Ron Whitesides, with Purvis Gray, presented the Comprehensive Annual Financial Report (CAFR) for the fiscal year September 30, 2019.

Councilor Messinger congratulated Lauren McPhaul for running unopposed for City Council Seat 2 and Mayor Brown for running unopposed for Mayor.

Mayor Brown Statement

Mayor Brown reported that the Neptune Beach Police Department was the first nationally accredited agency on the First Coast in 1992. They have maintained that accreditation by complying with over 230 standards from the Commission for Florida Law Enforcement Accreditation. Neptune Beach Police Officers are trained, and use defined and improved procedures requiring best practices and higher standards. The training requires a good relationship with the Community.

The Police Department participates in programs throughout the Community. Neptune Beach has the finest examples of community policing. They have established a culture of conflict resolution in everything they do. There has been a policy in place for over 20 years which dictates actions allowable when presented with resistance. Chief Pike and the entire Police Department have shown their dedication to the Community during hurricanes, a worldwide pandemic and never have been away for providing safety for each and every resident regardless of ethnicity. Under the direction of Chief Pike, they will continue to train, evaluate, and demand that Neptune Beach gets served by officers that

treat all people with dignity and respect.

Police Chief Report

Police Chief Richard Pike presented the Neptune Beach Police Department report for the period of January 1, 2019-December 31, 2019. He reviewed the statistics and numbers from the previous year.

CITY MANAGER REPORT

City Attorney Report

City Manager Wynn reported the following:

- Letters will be going out to delinquent utility customers.
- There will be a meeting with the union representative for the Local 630 Union.
- There is a crowdfunding program called Patronicity. It is used to create impactful projects in municipalities. This will be used for the Senior Center. Information will be on the City website.

City Manager Residency

Mr. Wynn reported that his lease for his current residence expires in July and he is looking for a home. His contract states that the City Manager shall be a resident of the City and may request authorization to reside with areas adjacent to the city.

Mayor Brown stated that when the City Manager has exhausted all efforts trying to find something at the Beaches and he needs to look out, she is willing to work with him. As a starting point, she suggested staying within 15 minutes or maybe 30.

Council discussion included the real estate market and a specific radius for his residence.

Made by Messinger, seconded by Chin.

MOTION: TO WAIVE THE RESTRICTION THAT THE CITY MANAGER BE A RESIDENT OF THE CITY

Roll Call Vote:

Ayes: 5- Chin, Messinger, Wiley, Jones, and Brown.
Noes: 0

MOTION CARRIED

COMMITTEE REPORTS

Land Use and Parks

Committee Chairman Messinger reported his committee met on June 3, 2020 and discussed Jarboe Park engineering. The contractor has been identified. He added that the project would go to the Finance Committee on July 15 and be on the July 20 Council workshop.

Strategic Planning/ Transportation

Vice Mayor Jones reported his committees met on May 27, 2020 and discussed Penman Road, traffic calming, and the Community Vision Plan.

Finance/Boards/ Charter Review

Committee Chairman Wiley reported his committee would meet on June 17, 2020 at 10:00 a.m.

PUBLIC COMMENTS

Public Comment

Pat Hazouri, 207 Florida Boulevard, Neptune Beach, spoke regarding the permitting process and Waste Pro services.

Mr. Wynn reported that Lauren McPhaul (who had joined the meeting virtually) stated that she looks forward to serving the residents of Neptune Beach.

CDB
Appointments

Candidates for Community Development Board.

Mayor Brown stated that there are vacancies on the Community Development Board. The Council has received the applications that have been submitted. She is looking for Council recommendations.

Mr. Wynn stated that Ms. McPhaul, who had resigned, stated she would be happy to continue to serve if needed.

COUNCIL COMMENTS

Councilor Chin questioned if Public Works had a pressure washer due to the condition of the sidewalk from the island to the courts in Jarboe Park.

Councilor Chin asked about a house in Neptune Beach that had sewer gas backing into their home. Mr. Wynn reported that City staff is working on a solution to reroute the gravity line.

Councilor Messinger commented on the landscaping and other companies bringing their debris, etc. back to their driveways. Mr. Wynn reported that his office receives multiple calls each day. He stated that he is aware of these issues and works with Waste Pro to handle this.

Vice Mayor Jones commended City staff on accelerating the demolition of the house on Forest Oaks. He also commended City staff on the completion of the East Coast Greenway. He congratulated Mayor Brown and Lauren McPhaul and their victories.

Kristina Wright, Community Development Director, advised that next meetings for the Community Vision Plan would be on June 29 and June 30, 2020. They would be at the Beaches Chapel and would be virtual as well. The first night would be an impact of redevelopment, and the second night would be the presentation of the first draft of the vision plan.

Adjournment

There being no further business, the workshop meeting adjourned at 7:33 p.m.

Elaine Brown, Mayor

ATTEST:

Catherine Ponson, CMC
City Clerk

Approved: _____



**MINUTES
SPECIAL CITY COUNCIL MEETING
MONDAY, JUNE 29, 2020, AT 5:00 P.M.
COUNCIL CHAMBERS, 116 FIRST STREET
NEPTUNE BEACH, FLORIDA**

Pursuant to proper notice a Special City Council Meeting of the City Council of the City of Neptune Beach was held on Monday, June 29, 2020, at 5:00 p.m., by Communications Media Technology and In-Person, pursuant to Governor Executive Order Number 20-69, issued on March 20, 2020, as extended by Governor Executive Order Number 20-112, Executive Order 20-123, and Executive Order 20-139.

Attendance	<p>IN ATTENDANCE: Mayor Elaine Brown Vice Mayor Fred Jones Councilor Kerry Chin Councilor Josh Messinger Councilor Scott Wiley</p>	<p>STAFF: City Manager Stefen Wynn City Attorney Zachary Roth Community Development Director Kristina Wright City Clerk Catherine Ponson</p>
Order Call/Pledge of Allegiance	<p>Mayor Brown called the meeting to order at 5:00 p.m. and Councilor Chin led the Pledge of Allegiance.</p>	
Public Comment	<p>Mary Frosio, 1830 Nightfall Drive, Neptune Beach, stated that the City had been presented an offer of \$2,000 for the nonexclusive, nonsigned use of 13 spaces in the Beaches Town Center. She supports this settlement with the caveat that the City receives the money.</p>	
CDB SE 19-07, 301 Atlantic Blvd	<p><u>CDB SE19-07</u>, Application for a special exception as outlined in Chapter 27, Article 3 of the Unified Land Development Code of Neptune Beach for Huron Sophia, LLC for the property known as 301 Atlantic Blvd. (RE#1729820000). The application is for offsite parking.</p>	
Applicant	<p>TR Hainline, 1301 Riverplace Boulevard, Jacksonville, stated he is with Rogers Towers. He represents Roost Restaurants, LLC as well as the petitioner in the appeal that is pending. He reminded everyone that when the special exception was denied, they filed an appeal. He hoped that a settlement could be reached. A settlement agreement had been signed on June 16, 2020, after two shade meetings. The agreement included last call for beverages would be at 11:30 p.m. and closing at 12:00 midnight, reimbursement for work done on an access closure, and \$3,000 contribution to the Beaches Town Center Agency Fund. Also, the 13 offsite parking spaces would be valet service only and the City would be notified if there were any changes to the agreement Roost Restaurants has with the valet operator.</p>	
Discussion	<p>Councilor Wiley questioned when the minutes or recordings of the shade meetings would be available.</p>	

City Attorney Zachary Roth answered they would be available when the petition is dismissed pursuant to this agreement and after the appeal period. He stated that the Court had asked for a settlement to be discussed.

Councilor Wiley commented that he had discussed his thoughts and concerns during the shade meetings and nothing has changed since then.

Vice Mayor Jones questioned the willingness of the party to make the payment to the City and what the amount is.

Mr. Hainline stated that last week it was discussed that there might be a desire for the restaurant to lease spaces from the City as opposed to the arrangement with the valet operator and with Regions Bank. He added that they are amenable to that. He remarked that the current payment to the valet operator is \$1,000 per month. He advised that they would be open to making that payment to the City for 13 spaces that are not exclusive and located where the City designates.

Councilor Messinger pointed out that the document states \$2,000.

Mr. Hainline reported that when they originally proposed the possibility of payments to the City for renting spaces, there were a couple of things that were different then. At that time, the payment to the valet operator was \$2,000 for the spaces exclusive and available to The Local in the Regions parking lot. That is now \$1,000. They had proposed \$2,000 per month to the City if there were signs for the parking spaces, understanding they are public parking spaces and would be nonexclusive. There were specific provisions that went with the \$2,000.

Councilor Messinger commented that he would be amenable to the \$1,000 payment to the City for the nonexclusive spaces without signage that are in effect the way the system currently operates that would support our new system. This would keep costs low to the citizens. The rest of the terms are sufficient.

Councilor Chin stated that the agreement with Regions Bank states the spaces are available after 5 p.m. He questioned if that would have implications for serving alcohol in the morning before the spots are available.

Mr. Hainline answered there are no implications and there would be no limitations.

Councilor Chin remarked that this would be granting an all-day license to serve alcohol but only have the full parking after 5 p.m.

Mr. Hainline remarked that the alcohol is not under the Zoning Code. It is a practical outcome of having many spaces for a period of time.

Mr. Hainline confirmed Councilor Chin's inquiry that patrons would be parking on their own in the lot in front controlled by The Local and under the settlement agreement, the parking is valet only.

Made by Messinger, seconded by Jones.

MOTION: **TO APPROVE CDB SE 19-07 WITH AN AMENDMENT FOR THE USE OF 13 NONEXCLUSIVE, NONSIGNED CITY PARKING SPACES IN THE AMOUNT OF \$1,000 PER MONTH**

Discussion

Councilor Wiley questioned where the 13 spaces would be and who would be permitted to park there.

Mr. Roth explained they would be in the City right-of-way and would need to comply with the Code regarding proximity and would remain metered.

Vice Mayor Jones commented that from a policy standpoint, this emulates what a payment in lieu of a fee would look like moving forward. He added it is a better policy decision.

Councilor Messinger stated this is what is done in other cities where they have district parking programs. They want to foster future appropriate development. He added this is the safest option. It will help the tax base and this is the best path forward.

Councilor Chin expressed he had concerns that the City would be double counting spaces. We may be entering into a gray area. He added that there are not enough spaces to do this to begin with and this could create a situation that would exacerbate a problem we already have. He asked if this was the only route that we have to legally enact this.

Mr. Roth answered that the City could follow the route of the settlement agreement that was provided in the package that approves the lease with Regions Bank for lease of those spaces.

Mayor Brown remarked that she is uncomfortable with the nonexclusive parking and people would still be trying to find a parking space. She questioned what does this do that the City is saying the spaces are not exclusive to The Local and what could this do in the future as far as lawsuits. She wanted to make sure that the City is okay with accepting the \$1,000 for the parking spaces.

Mr. Roth stated that anytime you go from a situation where the City is approving an arrangement between private parties to one where the City is now a party to something, there is the increase for claims or challenges. In terms of precedence, there could be an argument that if it is allowed for one business, it should be allowed next time.

Councilor Messinger pointed out that the spaces are nonexclusive so we can continue to collect revenue. They are City spaces that we control. We have created spaces over the years in the Beaches Town Center. We have increased landscaping and that costs money. He also has safety concerns with the lease agreement with Regions.

Vice Mayor Jones commented that this type of program actually supports pedestrian mobility because it incentivizes walking in the case where we don't have any direct offstreet parking. There will be more people will be walking and biking to their destinations.

Mr. Roth confirmed Councilor Chin's inquiry that the agreement would be in effect until the Code rewrite is complete and then there may be a totally different solution.

Councilor Chin asked City Manager Wynn if it was possible to find further few spaces in the Town Center.

Mr. Wynn answered if that is the direction the Council would like to go, he could try and find some.

Councilor Chin stated he asked because if the Council is going to allow the use of 13 spaces, he was wondering if there is a possibility of somehow adding to the inventory to alleviate the effects.

Mayor Brown commented that she is uncomfortable with the City getting the money. She added it goes against what the City started out to do. She was more comfortable with Regions having the spaces there. She is also concerned with other tenants in the area wanting to expand.

Roll Call Vote Roll Call Vote:
Ayes: 2- Messinger and Jones
Noes: 3- Chin, Wiley, and Brown

MOTION FAILED

Made by Jones, second by Brown.

MOTION: TO APPROVE CDB SE 19-07 WITH THE SETTLEMENT AGREEMENT AS OUTLINED PRIOR TO THE FIRST MOTION

Councilor Messinger stated that using the Regions parking spaces is the definition of double counting and he is not comfortable with the lease as written.

Mr. Roth pointed out that this special exception will automatically terminate if those spaces are not exclusive.

The original lease was amended to provide certain things, which includes they have to notify the City of any change to the duration, availability or exclusive use.

Councilor Chin pointed out that this agreement requires valet service to handle the parking so that there is no pedestrian safety issue. He also added there is a concern of double counting, but without a full count of what is going in the Beaches Town Center, we don't have an exact picture. This is a good solution for the short term until there is a better plan.

Vice Mayor Jones also stated that this is a good policy that gets us a short-term solution until we find out what is the best path forward until we see the Chapter 27 rewrite.

Councilor Chin mentioned it would have been a different issue if there had been a parking impact fee in our Code.

Roll Call Vote Roll Call Vote:
Ayes: 4- Messinger, Chin, Jones, and Brown.
Noes: 1-Wiley

MOTION CARRIED

Ord. No. 2020-03, Additional Homestead Exemption Ordinance No. 2020-03, Second Read And Public Hearing. An Ordinance of the City of Neptune Beach, Florida, Amending Chapter 21, Taxation; Article VI, Additional Homestead Exemption; Amending Section 21-120, Additional Homestead Exemption; Increasing the Amount of the Additional Homestead Exemption; Providing an Effective Date.

Mayor Brown opened the public hearing. There being no comments from the public, the public hearing was closed.

Made by Wiley, seconded by Messinger.

MOTION: TO ADOPT ORDINANCE NO. 2020-03, ADDITIONAL HOMESTEAD EXEMPTION, ON SECOND READ

Roll Call Vote:

Ayes: 5- Wiley, Chin, Messinger, Jones, and Brown.
Noes: 0

MOTION CARRIED

Ord. No. 2020-04, Ordinance No. 2020-04, Second Read and Public Hearing. An Ordinance Creating a New Section 2-388 (Buy American Preference in Contracts for Goods and General Services), Chapter 2 (Administration), Article VI (Finance), Division 2 (Purchasing and Contracts), City of Neptune Beach Code of Ordinances, To Create a Preference for American-Made Goods and General Services in Contracts; Providing for Severability; Providing an Effective Date
Buy American

Mayor Brown opened the public hearing. There being no comments from the public, the public hearing was closed.

Mr. Roth confirmed Councilor Messinger’s inquiry that this ordinance does not affect projects already in the works.

Made by Jones, seconded by Messinger.

MOTION: **TO ADOPT ORDINANCE NO. 2020-04, BUY AMERICAN, ON SECOND READ**

Roll Call Vote:

Ayes: 5- Chin, Messinger, Wiley, Jones, and Brown.
Noes: 0

MOTION CARRIED

Emergency Emergency Rule to Temporarily Suspend Time Provisions of Section 4-2(a) of the Code of Rules, Sec. 4-2(a) Ordinances of The City Of Neptune Beach.

Mr. Roth explained that this emergency rule was adopted in light of some of the recent positive testing that has occurred in the area. He had worked with the other beaches City Attorneys in drafting rules. Each beach city is essentially trying to reduce some of the spread issues that we are seeing. It moves alcohol sales to end at midnight instead of 2:00 a.m.

Councilor Wiley stated he had read that there was a morning meeting held and this emergency order looks like it has already gone into effect.

Mr. Roth explained that it being characterized as a meeting is not accurate. It was a press conference on Friday morning, June 26. The emergency rules were being worked on starting Tuesday, June 23, with the other City Attorneys. This was adopted in accordance with the Emergency Management Plan and is being brought to the Council as a whole.

Councilor Wiley stated he is not comfortable with the procedure that was followed. He did not have a chance to speak with any of the businesses as far as what effect it would have.

Mayor Brown stated that the data that was being received on the COVID-19 showed the number of cases were increasing. The three beach mayors are in agreement to try and curb the increase in the virus.

Made by Chin, seconded by Jones.

MOTION: TO APPROVE THE EMERGENCY RULES SUSPENDING CODE SECTION 4-2(a)

Roll Call Vote:

Ayes: 4-Messinger, Chin, Jones, and Brown.

Noes: 1-Wiley

MOTION CARRIED

Adjournment There being no further business, the special meeting adjourned at 6:04 p.m.

Elaine Brown, Mayor

Catherine Ponson, CMC
City Clerk

Approved: _____



**CITY OF NEPTUNE BEACH
CITY COUNCIL MEETING
STAFF REPORT**

AGENDA ITEM:	
SUBMITTED BY:	
DATE:	
BACKGROUND:	
BUDGET:	
RECOMMENDATION:	
ATTACHMENT:	



**CITY OF NEPTUNE BEACH
CITY COUNCIL MEETING
STAFF REPORT**

AGENDA ITEM:	10B-Municipal Comprehensive Emergency Management Plan
SUBMITTED BY:	Stefen Wynn, City Manager
DATE:	July 2, 2020
BACKGROUND:	<p>The Municipal Comprehensive Emergency Management Plan (MCEMP) for Neptune Beach is an all hazard plan that is intended to conform to Duval County's Comprehensive Management Plan as well as the State of Florida and Federal Reserve Plan.</p> <p>Attached is an updated version of the MCEMP along with the COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season.</p>
BUDGET:	N/A
RECOMMENDATION:	Adopt the Municipal Comprehensive Emergency Management Plan
ATTACHMENT:	Municipal Comprehensive Emergency Management Plan COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season



CITY OF NEPTUNE BEACH FLORIDA



MUNICIPAL COMPREHENSIVE EMERGENCY MANAGEMENT PLAN “MCEMP”

Prepared by the
Neptune Beach
City Manager’s Office

TABLE OF CONTENTS

	Page
PROMULGATION LETTER	5
MCEMP DISTRIBUTION LIST	6
MCEMP BASIC PLAN	7
I. INTRODUCTION	7
A. Purpose	8
B. Scope	9
C. Methodology	10
II. SITUATION	10
A. Hazard Analysis	11
B. Geographic/Demographic/Economic Information	13
C. Emergency Management Support facilities (Operations & Maintenance Facility – COJ/Duval County EOC)	14
III. CONCEPT OF OPERATIONS	14
A. Organization	14
B. Responsibilities	19
C. Preparedness Activities/Assistance	20
D. Activation and Authorization	21
E. Incident Management System (NIMS)	22
F. Response	25
G. Communications	26
H. Mutual Aid Agreements	27
I. Memorandums of Understanding/Contracts	27
IV. RECOVERY ACTIVITIES	27
A. Introduction	27
B. Responsibilities	28
C. Recovery Functions	28
D. Damage Assessment Activities	30
E. Debris Management	32
F. Disaster Assistance (FEMA)	32
G. After Action Report	33
V. MITIGATION ACTIVITIES	33
A. Introduction	33
B. Responsibilities	34
C. Mitigation Programs/Activities	34
VI. FINANCIAL MANAGEMENT	34
A. Introduction	34

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

B. Responsibilities	35
VII. REFERENCES AND AUTHORITIES	35
A. State of Florida Requirements	35
B. Policies	36
C. Authorities	36
ANNEX I. COMMUNICATIONS	36
A. Introduction	36
B. Communications System	37
C. General Operations	38
D. Radio Map	40
ANNEX II. MASS CARE	41
A. Introduction	41
B. Responsibilities	41
C. General Operations (Evacuation, Shelters, Special Needs, & POD)	41
ANNEX III. DEBRIS MANAGEMENT	43
A. Introduction	43
B. Responsibilities	43
C. Debris Management Plan	43
D. General Debris Operating Strategy	45
E. Debris Operations Check List	46
F. City Debris Zones/ Map	47
APPENDIX I. HURRICANES & SEVERE WEATHER	47
A. Introduction	47
B. General Information	47
C. Responsibilities	50
D. Preparedness Activities	52
E. Response Activities (pre-storm)	55
F. Recovery Activities (post-storm)	58
G. Mitigation Activities	66
H. Search and Rescue/Assessment/Debris Map	66
I. Demobilization Plan	66
APPENDIX II. HAZARDOUS MATERIALS	67
A. Introduction	67
B. General Information	67
C. Responsibilities	68
D. Preparedness Activities	69
E. Response Activities (Operations)	69
F. Recovery Activities	73
G. Documentation/Reimbursement	74
APPENDIX III. TERRORISM	74
A. Introduction	74
B. General Information	75

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

C. Responsibilities	79
D. Preparedness Activities	81
E. Response Activities	81
F. Recovery Activities	83

APPENDIX IV. DISEASE/PANDEMIC INFLUENZA

A. Introduction	84
B. General Information	84
C. Responsibilities	84
D. Preparedness Activities	85
E. Response Activities (Internal Operations)	
F. Recovery Activities	

PROMULGATION LETTER

Our citizens rely on government to respond with needed assistance whenever a local disaster strikes. The role of each city department and each employee is to assist the city in minimizing the impact of a disaster.

As Mayor, I am charged with the responsibility to declare a state of emergency when disaster strikes. In addition, prior to and during a disaster such as a hurricane, I am responsible for acting as the liaison for the City of Neptune Beach with the City of Jacksonville/Duval County as a member of the Security and Emergency Preparedness Planning Council (SEPPC). The task of protecting the city and restoring critical infrastructure and services is impossible without a workable plan. I fully endorse this plan as the framework and guide for the preparedness, response, recovery, and mitigation of a local disaster.

It is my sincere hope that we will never have to use this comprehensive plan, but as history has proven disasters can occur at any time. I charge each city employee and department to be prepared, to periodically review this plan, and to take this responsibility seriously. I have every confidence that, if needed, each city employee will respond as a true professional and as a city we will do the best we can for our citizens.


Elaine Brown, Mayor

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

MCEMP DISTRIBUTION LIST (22)

City Manager
Mayor
Vice Mayor
City Council (3)
City Clerk
City Attorney
Chief of Police
Police Commander (2)
Police Sergeant (2)
Deputy City Manager
Public Services Director
Public Services Deputy Director
City Engineer
Safety Officer
Building Official
Chief Financial Officer
Information Technology Manager
Assistant to the City Manager
Duval County Emergency Management Director

Note: The Municipal Comprehensive Emergency Management Plan (MCEMP) can be found on the City's Internet site, <https://ci.neptune-beach.fl.us/>.

**MUNICIPAL COMPREHENSIVE EMERGENCY MANAGEMENT PLAN
For the City of Neptune Beach, Florida**

BASIC PLAN

I. INTRODUCTION

The City of Neptune Beach is vulnerable to a variety of hazards that may threaten our population, businesses, and environment. This Municipal Comprehensive Emergency Management Plan (MCEMP) establishes the framework, guidelines, management structure and resources available to ensure the City of Neptune Beach is prepared to deal with these hazards and emergencies. The emergency management structure in Florida is guided by Florida Statute Chapter 252 which utilizes an organizational structure with four levels of intervention (local, county, state, and federal). The lowest level of government (in this case the city) shall have the initial responsibility for disaster response and relief, attempting to mitigate the hazard. Requests for assistance from the next level of government will be made when the magnitude of the disaster exceeds local resources.

An emergency plan examines potential emergencies and disasters based on the risks posed by likely hazards, develops and implements programs aimed toward reducing the impact of these events on a community, prepares for risks that cannot be eliminated, prescribes the actions required to deal with the consequences, and incorporates the National Incident Management System (NIMS) in managing and mitigating the emergency.

The MCEMP for Neptune Beach is an all hazard plan that is intended to conform to Duval County's Comprehensive Emergency Management Plan as well as the State of Florida and Federal Response Plans. This plan emphasizes action within the four phases of the Emergency Management cycle: Preparedness, Response, Recovery, and Mitigation.

The MCEMP is divided into the Basic Plan with seven sub sections and three annexes including Communications, Mass Care, and Debris Management. There are four appendices with additional guidelines for Hurricanes and Severe Weather, Hazardous Materials, Terrorism, and Pandemic Influenza. The following describes each section.

- **The Basic Plan** outlines the general purpose, scope and methodology of the MCEMP, provides a hazard analysis of potential risks as well as provides geographic, demographic, and economic information related to the community. The plan also outlines the concept of operations including preparedness activities, responsibilities, organization and incident management structures, response, communications, resource management, recovery functions and both pre/post mitigation activities. In addition, the plan covers financial responsibilities, references and authorities.
- **Annex I. Communications-** This annex outlines the communication systems that are used by the City of Neptune Beach daily and during a disaster.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

This communication system includes the 800 MHz radio system used for normal radio communications, back-up systems, alternate methods for communications, and methods to alert the public. Included are also procedures for radio use, potential problem areas, and other agencies that may be used for communication support during a disaster.

- **Annex II. Mass Care** - This annex addresses several issues and responsibilities that may need to be addressed and implemented prior to, during, and post disaster such as; communications, evacuation, sheltering, special needs, food, water, first aid and welfare information, and other mass care assistance.
- **Annex III. Debris Management**- This annex addresses most aspects of debris management and focuses on how to adequately manage debris removal following a disaster as well as basic requirements for reimbursement.
- **Appendices I. Hurricane and Severe Weather**- This appendix outlines general hurricane and associated severe weather, their potential for damage, and guidelines for city government to effectively manage an incident. Included are general operating guidelines from a preparedness phase through the recovery phase.
- **Appendices II. Hazardous Materials**- This appendix identifies types of hazardous materials and outlines basic guidelines and available resources used in managing an incident.
- **Appendices III. Terrorism**- This appendix defines terrorism, identifies the different types and methods of terrorism used, defines the alert levels, and identifies methods for handling these types of incidents. In many cases these types of incidents will be managed as a hazardous material incident, however many local and federal agencies will become involved.
- **Appendices IV. Pandemic Influenza**- This appendix identifies a pandemic epidemic and outlines the general guidelines and resources needed in mitigation.

The MCEMP is both a planning and an operations-based document that provides guidance for all aspects of emergency management including preparedness, mitigation functions, evacuation procedures, emergency response activities, public information, resource management, mutual aid, damage assessment, and recovery operations.

A. Purpose

The MCEMP for Neptune Beach establishes a framework for an effective system of comprehensive emergency operations and management for:

- Reducing the loss of life, injury, and property damage and loss from the natural or man-made emergencies.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Preparing for prompt and efficient response activities to protect lives and property impacted by emergencies.
- Responding to emergencies with the effective use of all relevant plans and appropriate resources.
- Providing for the rapid and orderly implementation of recovery operations.
- Assisting in awareness, education, prevention, and mitigation of emergencies.

B. Scope

The MCEMP establishes the basic policies and strategies for a comprehensive all-hazard program for the City of Neptune Beach that works in conjunction with local resources, the Duval County Comprehensive Emergency Management Plan (DCCEMP), and the State of Florida Comprehensive Emergency Management Plan.

1. The following are the priorities of the MCEMP.
 - Protection of citizens.
 - Preservation and protection of property.
 - Providing for the needs of survivors.
 - Preserving or restoring government.
 - Restoring essential services.
 - Providing public information.
2. The plan is applicable to minor, major, or catastrophic disasters. It is flexible and expandable depending on the emergency. Any part or section of the plan may be used separately if required by the situation.
3. The plan establishes the procedures to coordinate with local, regional, state, and federal emergency management agencies, organizations, and programs.
4. The plan utilizes the National Incident Management System (NIMS) that provides for a standardized incident management system for managing emergencies that is flexible enough to apply to all phases of an incident regardless of the size, location, or complexity.
5. The plan brings local, county, state, and federal resources together in a unified approach to disaster management.
6. The plan establishes an effective format for emergency management by identifying the hazards within the city, determining the vulnerability to various types of hazards, and addressing the hazards so appropriate preparedness, mitigation, and planning steps can be made.
7. This plan addresses the four phases of emergency management.
 - **Preparedness-** Preparedness is any action taken in advance of an emergency to develop, support, and enhance the operational capabilities and to facilitate an effective and efficient response and recovery to an emergency. Community hazards and needs should be identified and addressed prior to an emergency. Preparedness includes plans, preparations, and training of personnel, businesses and citizens prior to an event to save lives and property.
 - **Response-** Response is any action taken immediately before, during, or after an emergency to reduce casualties, save lives, minimize damage to property, and enhance the effectiveness and speed of

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

recovery. The response phase includes conducting emergency operations by acting to reduce the hazard to acceptable levels (or eliminate it entirely), and to coordinate resources in managing the emergency.

- **Recovery-** Short-term recovery is any action taken to return vital functions and critical infrastructure to a minimum operating standard. Long-term recovery includes restoring life to a normal or improved state. Activities are initiated to assess damages, needs, and available resources and coordinate relief efforts. Included is the rebuilding of communities and the restoration of services so that individuals, businesses, and government can function on their own, return to normal life, and protect against future hazards.
- **Mitigation-** Mitigation is any activity or action taken to eliminate or reduce the degree of long-term risk to human life and property from natural, technological, and human-caused hazards or disasters. This phase involves identifying preventive and/or corrective measures to reduce injury or loss of life and property damage from disasters. This phase should be considered before a disaster occurs and coordinated with the Local Mitigation Strategy.

C. Methodology

1. This comprehensive all hazard plan was developed in conjunction with the Duval County Comprehensive Emergency Management Plan (DCCEMP), the State of Florida Comprehensive Emergency Plan, the National Response Plan, the Department of Homeland Security, the National Incident Management System (NIMS), and the City of Neptune Beach operational guidelines.
2. The Neptune Beach Chief of Police is the Emergency Management Coordinator and is responsible for maintaining this plan.
3. All City departments are to have plans that support the MCEMP.
4. Each department is responsible to ensure that all employees are familiar with the contents and responsibilities of this plan.
5. Suggestions for changes to the plan by departments must be submitted to the Chief of Police and approved by the City Manager by April 1st of each year.
6. An electronic copy is available on the City of Neptune Beach's Internet Site, <https://ci.neptune-beach.fl.us/>.
7. A MCEMP distribution list can be found in the front of this document.

II. SITUATION

This section of the MCEMP analyzes the hazard potential, geographic characteristics, economic profiles, and demographics of the City of Neptune Beach, Florida.

A. Hazards Analysis

This section outlines the man-made and natural hazards that can cause severe damage to the City of Neptune Beach.

1. **Hurricanes/Severe Weather:** As a general hazard, hurricanes (tropical cyclones) and related weather have historically caused extensive damage in the State of Florida from wind, flooding, storm surge, and tornadoes. On average, there are six (6) Atlantic hurricanes each year. A hurricane (winds more than 74 MPH) or tropical storm (winds in excess 39 MPH) usually has a regional impact affecting thousands of lives and causing considerable damage to homes, businesses, property, utilities and infrastructure, and a significant economic impact on communities and their residents. A large amount of resources, time, and financial support are required to evacuate, stabilize, and restore an area after a major storm. The following are weather related hazards that may be related to a hurricane, tropical storm, or other weather-related hazards:

- **Wind-** Wind ranks second behind storm surge, among the lethal components of a hurricane destructive force, yet affects far more people due to the regional impact. High winds will impact inland as well as coastal areas causing problems; such as structural failure, damage from wind blown debris, transportation and evacuation issues, and other related problems. Hurricane force winds are those more than 74 MPH with gusts to over 200 MPH. Gale force winds can extend up to 200 miles on the front side of a storm. Plans must be made for hazards from fallen trees, blocked roadways, power outages, debris, and citizen welfare living in structures (mobile homes) not suitable or rated for strong winds.
- **Flooding-** Flooding may be due to thunderstorms passing through the area dropping a considerable amount of rain or related to heavy rains from a slow moving tropical storm or hurricane. Several areas in the city may be prone to flash flooding due to low land elevations and proximity to the ocean. During tropical storms and hurricanes, the area from 3rd Street to the Atlantic Ocean is prone to flooding due to heavy surf conditions and storm surge. The entire barrier island is in a flood zone and may need to be evacuated before a hurricane, due to the flood hazards. During the time it takes a storm to pass, an average of 5-10 inches of rain may fall. Nationally, flash floods are the number one cause of weather related deaths.
- **Storm Surge-** Storm surge is considered the most destructive of the forces related to hurricanes and could present a major hazard in NE Florida coastal communities from the force and associated flooding. Storm surge is the result of wind driven water impacting the continental shelf and building up large waves of water reaching heights up to 15-20 feet as it reaches the coast. Severe damage to any structure in the path can be expected as well as extensive beach erosion. Storm surge will also influence the Intracoastal Waterway and adjoining property, backing up tidal waters and resulting in extremely high tides and possible flooding.
- **Tornadoes-** Tornadoes are described as violent rotating columns of air (100-300 MPH) extending from a thunderstorm to the ground. This type

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

of phenomenon will be associated with a thunderstorm or may form during a hurricane. On an average, 800 tornadoes are reported annually in the U.S. Tornadoes can occur anywhere and at any time of the year. While the width of most tornadoes is relatively small (less than 200 feet) violent storms may develop winds to 300 MPH with a diameter of 1 ½ miles. Warning measures for a tornado are limited with hazards related to destructive winds, flying debris, and limited shelters.

- **Lightning-** Lightning is the most dangerous and frequently encountered weather hazard. It is the second most frequent weather hazard killer in the U.S.

2. **Hazardous Material Incidents:** Persons in Neptune Beach may be vulnerable to a variety of hazardous and combustible materials in the event of a spill or release from storage facilities or by air, water, or land transportation. There are several public and private facilities that store and use hazardous materials. There is one fuel station with underground fuel storage, as well as chlorine and other chemicals used for water purifications within the city. Transport vehicles containing thousands of gallons of both Liquid Propane Gas (LPG) and fuels may be transporting or off-loading hazardous materials in the city at any given time. With proximity to two military bases and direct access to the Atlantic Ocean and Intracoastal Waterway, there is a considerable number of marine vessels and aircraft that could create a hazard in the city in the event of a spill, crash, or other accident.
3. **Freezing/Ice Storms:** These storms producing freezing temperatures and precipitation can cause significant damage due to power outages, disruption of transportation, debris, and property damage due to frozen pipes.
4. **Utility/Critical Infrastructure Disruption:** The disruption of electricity, water, or sewer for any extended period can have a major impact on the services provided to the citizens. These outages may occur at any time but are usually associated with weather related problems, fires, or other man-made accidents. Power outages could impact communications, electronics, and water and sewer systems, however most critical functions are backed up by generator power in the event of power failure.
5. **Fires/Explosions:** Major fires or explosions impacting facilities, hazardous materials, transport vehicles, and involving large numbers of people or casualties will create a hazard for the city.
6. **Terrorism:** Terrorism is the unlawful use or threatened use of force or violence by a group or individual committed to intimidating or coercing a government, citizen population, in furtherance of a political or social objective. The real or threat of destruction from a terrorist may utilize a variety of methods to reap chaos.

Methods may include chemical dispersion such as sarin, attacking or exploding nuclear facilities or radioactive devices, spreading biological

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

agents such as anthrax or small pox, or detonating explosive devices such as a pipe or car bomb. Targets may be equipment, vehicles, citizens, public activities, special events, infrastructure, emergency workers, or a host of others. While the City of Neptune Beach is not a high hazard risk, the hazard potential is here. The highest risk to the city is cyber terrorism, which can disrupt and damage the city's computer system.

7. **Earthquake/Tsunamis:** Although the city is not located over a major fault line, the potential could exist for an earthquake and associated structural damage to the city. Earthquakes, landslides, or other seismic activity could also cause a tsunami, which is a giant wave affecting the coast line. Tsunamis normally affect the Pacific Rim region but could impact our coastline.
8. **Civil Disorder:** Riots, looting, mass vandalism, and fires may be caused by a variety of social factors. Civil disorders have a high potential for injuries/death and property damage and require a large amount of resources to manage.
9. **Disease/Pandemic Outbreak:** Diseases such as smallpox or the spread of an unknown virus either caused by an act of terrorism or natural causes could cause a hazard to the public and government operations.
10. **Special Events:** Special events held in the city, due to the high public profile and large crowds, have a high potential for injury/death from accidents, property damage, civil disorder, transportation issues, and a potential site for terrorist activities. These events require many resources and proactive prevention methods.

B. Geographic/Demographic/Economic Information

The City of Neptune Beach is in NE Florida on a barrier island in Duval County. The City is bounded on the east by the Atlantic Ocean and on the west by Pablo Creek, a part of the Intracoastal Waterway. Directly to the south lies Jacksonville Beach and to the north is Atlantic Beach.

- The city covers slightly more than 2.25 square miles; however, some of the area, to the west, is salt marsh and wetlands.
- About 7,400 people live in Neptune Beach with additional seasonal and weekend population consistent with an oceanfront city. During special events daily population may increase as much as 4-5 times.
- The city is generally a residential community.
- There is a commercial/entertainment district near the beach and city hall.
- There is light commercial business scattered throughout the city.
- Access to the city from the west is across the Intracoastal Waterway via the bridges at Beach Boulevard, Atlantic Boulevard, Wonderwood Drive or J. Turner Butler Boulevard. Access from the north or south is via A1A.
- Elevation in the city is varied but generally ranges from 8-20 feet, except for the property to the west facing the Intracoastal Waterway.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- The elevation for this property generally ranges 5-6 feet.
- The elevation figures are based on the MSL (mean sea level), which is an average sea level deducting for tidal fluctuations.
- Neptune Beach is in an evacuation area for Category 1-5 hurricanes. Normal evacuation routes from the beach utilize Atlantic Boulevard and Beach Boulevard.
- Most residents are between the ages of 25-64, with a median age of 40.8.

C. Emergency Management Support Facilities

- a. **Police Department Facility** Utilized as local Emergency Operations Center, 200 Lemon Street and may be expanded to the City Hall, at 116 First Street, Neptune Beach
- b. **Law Enforcement and Communications Facilities**
9-1-1 Communications Center
200 Lemon Street, Neptune Beach
- c. **Neptune Beach City Hall**
116 First Street, Neptune Beach
- d. **COJ/Duval County Emergency Operations Center**
Duval County EOC 4th Floor 515 N. Julia Street, Jacksonville, Florida
- e. **State of Florida Emergency Operations Center**
2555 Shumand Oak Boulevard, Tallahassee, Florida
- f. **Jarboe Park-** Staging area and site to be used for portable buildings if needed
1200 Third Street, Neptune Beach
- g. **Baptist Medical Center Beaches**
1350 13th Avenue South, Jacksonville Beach
- h. **Point of Distribution (POD) Sites**
 - Public Works Facility/City Yard
2010 Forest Boulevard, Neptune Beach
 - Neptune Beach Elementary School
1515 Florida Avenue, Neptune Beach
- i. **Beach Complex**
 - Located at the Jacksonville Beach Operation & Maintenance Facility, 1460 Shetter Avenue, Jacksonville Beach, Florida, or a site west of the Intracoastal as decided on by the beach cities

III. CONCEPT OF OPERATIONS

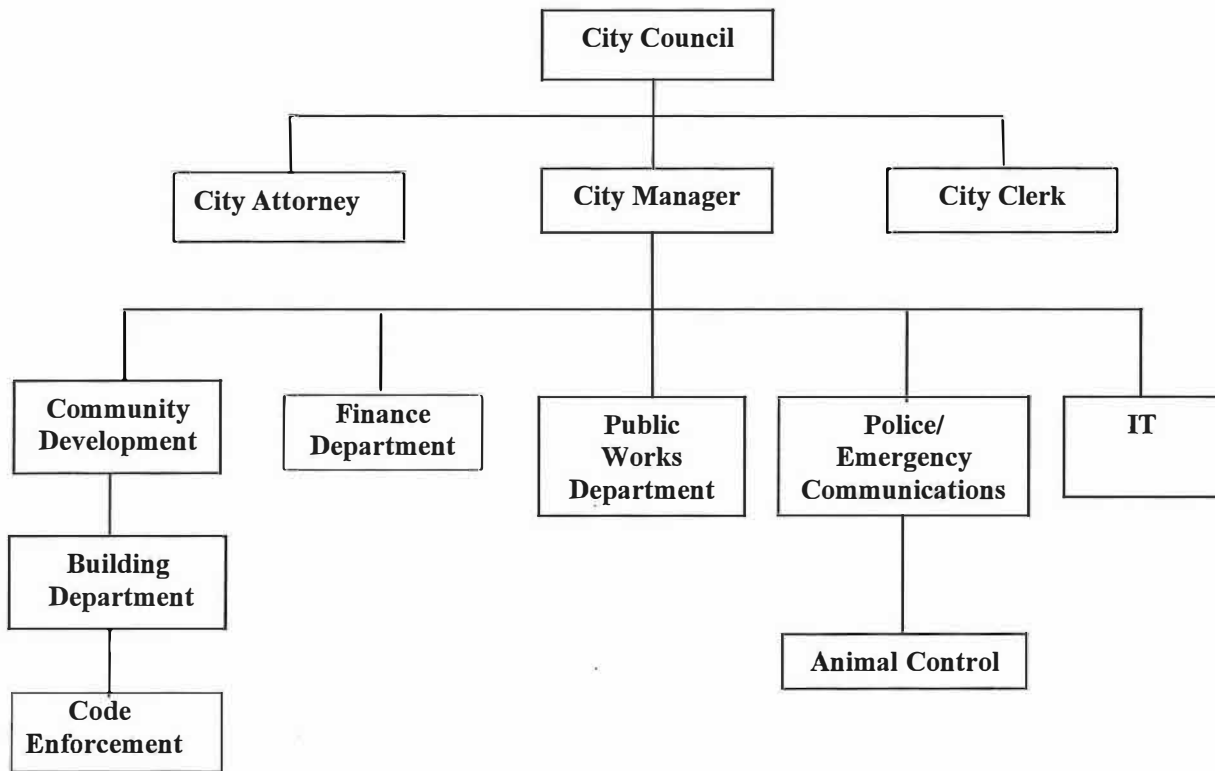
A. Organization

The city operates under a council-manager form of government. Policy making and legislative authority are vested in the City Council, which consists of a mayor and four council members. The City Council is responsible for determining policy, passing ordinances, adopting the annual budget, appointing committees, and hiring the City Manager, City Clerk and City Attorney. The City Manager is the Chief Executive Officer for the city and is charged with carrying out the policies of the City Council and managing day-to-day operations.

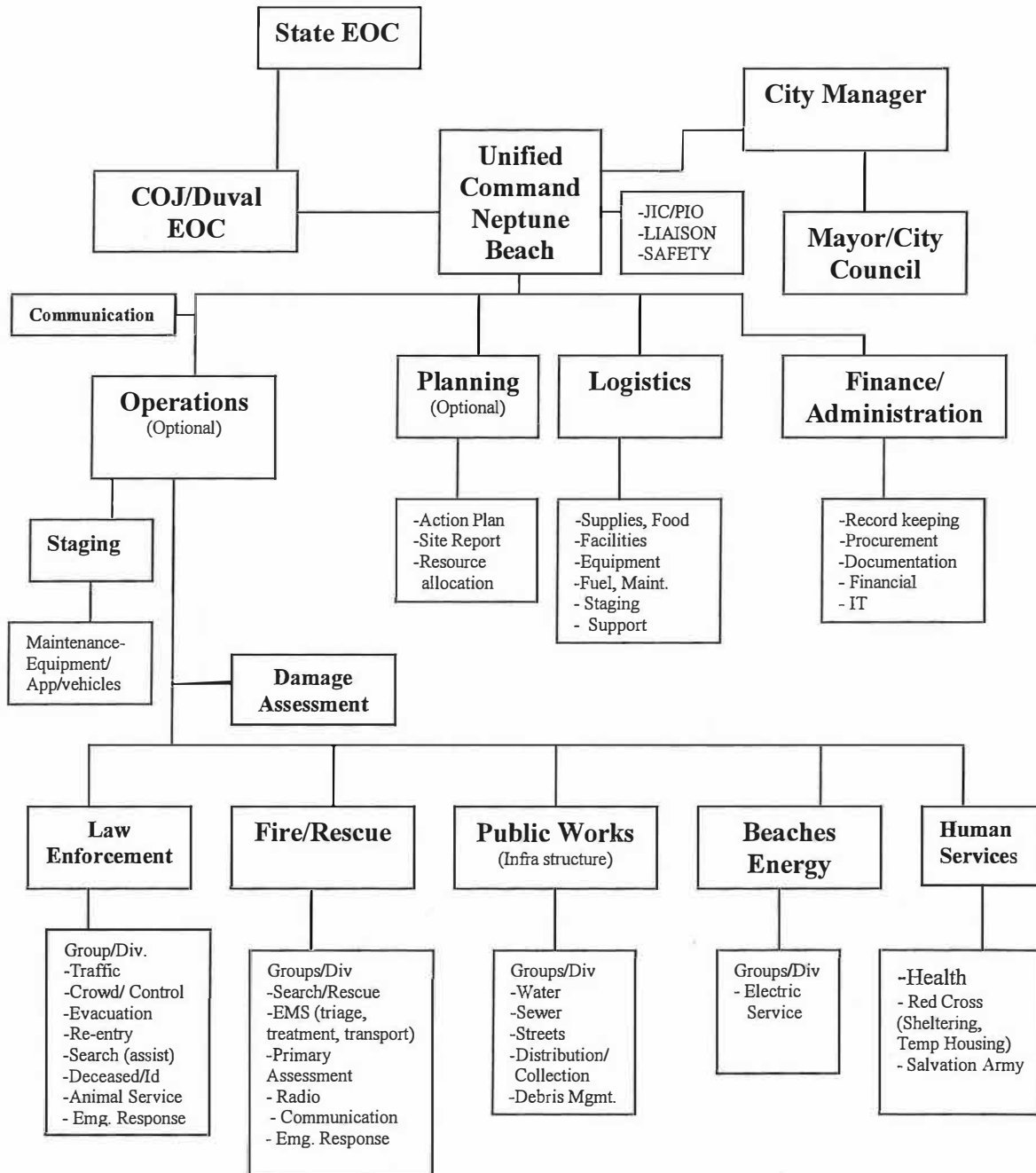
City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

The day to day management structure and line of authority of the City of Neptune Beach is illustrated by the following organizational chart. Included are organizational charts that are guides to use during a disaster or response phase as well during recovery operations. Command structures follow the National Incident Management System (NIMS). During disaster situations, the City of Neptune Beach will coordinate emergency management activities locally or if needed with COJ/Duval County EOC. During a catastrophic disaster or time of an evacuation of the beaches, a Beaches Complex will be established to coordinate all beach cities with COJ/Duval County EOC.

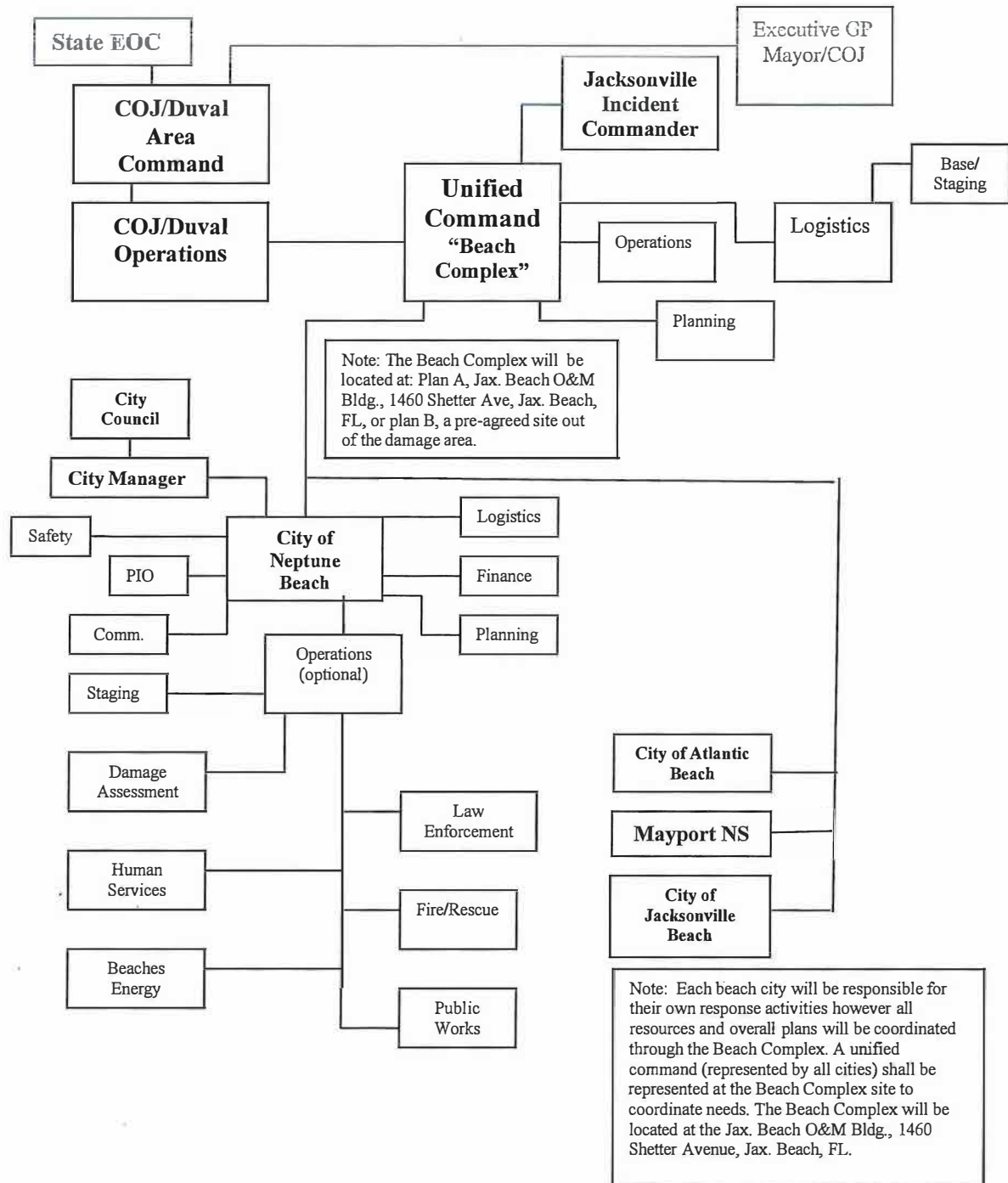
CITY OF NEPTUNE BEACH ORGANIZATIONAL CHART



EMERGENCY OPERATIONS ORGANIZATIONAL CHART
(Sample Response/Recovery Local)



EMERGENCY OPERATIONS ORGANIZATIONAL CHART
(Sample Response/Recovery for major disaster w/Beach Complex)



City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

1. **Levels of Activation/Assistance**

- a. Neptune Beach does not utilize a full time EOC or emergency management staff, but will staff a localized command post for minor disasters at or near the site. For a large disaster or potential, the Police Department facility will be staffed with an Incident Command System structure and COJ/Duval County EOC utilized for assistance. For a catastrophic incident such as a hurricane, COJ/Duval County will fully staff their EOC and establish an Area Command. The county will be divided into four complexes with a Beach Complex being established (cities east of the Intracoastal). Each beach city will have a representative at that site to coordinate activities and resources. The Beach Complex will be in a separate area at the Jacksonville Beach O & M facility or an alternate site agreed upon by each city if the facility is unusable. Each beach city (Atlantic, Neptune, and Jax Beach) will be responsible for their own city's response and recovery functions although resources and overall plans will be coordinated through the Beaches Complex to COJ/Duval County Operations at the EOC. In some cases, due to the potential for a disaster, activation of a local operations post and the Incident Command System may precede the actual event. **If an evacuation of the beaches is called for a Beach Complex will be established.**
- b. Under Florida Statutes Chapter 252, each county is to operate an emergency management agency for coordinating disaster relief. There are three levels of activation by the County and State Emergency Management agencies, depending on the situation.
 - **Level 1 - Full Scale Activation** -In a full-scale activation, all primary and support agencies under the plan are notified. The Emergency Operations Center will be staffed by Emergency Management personnel and all Emergency Support Functions.
 - **Level 2 - Partial Activation** - This is a limited agency activation. All primary, or lead, Emergency Support Functions are notified.
 - **Level 3 - Monitoring Activation** - Level 3 is typically a "monitoring" phase. Notification will be made to those agencies and Emergency Support Functions who would need to act as part of their everyday responsibilities.
- c. Upon exhausting resources at the County level, requests will be made to the Florida Division of Emergency Management (DEM) through the County. The State Emergency Operations Center (SEOC) will be activated and staffed by emergency response teams to support local operations. The state has a 24-hour State Warning Point with a single point to disseminate information. The Governor may declare a state of disaster and direct state resources to the area.
- d. When local and state resources are determined to be inadequate, the Governor will request assistance from the Federal Government. When the President of the United States declares an emergency or disaster, the Federal Response is activated enabling FEMA to coordinate the efforts of 27 Federal agencies to assist State and local governments.

2. Emergency Support Functions at the COJ/Duval County EOC

Functional groupings called (ESFs) have been phased out of Emergency Operations Centers at the County and State level and were being replaced with an Incident Command Structure management structure meeting NIMS requirements.

Support efforts/equipment/supplies needed outside the realm of local government will be requested to COJ/Duval County EOC. For catastrophic disasters or the potential, the county will be divided into four complexes with one complex encompassing the beaches communities. A central staging area will be established for the county at a site such as Cecil Field with each complex having a base/staging area established for fuel, food, equipment, staffing, supplies, and other needs. Needs for each of the beach cities will be coordinated through the Beach Complex.

B. Responsibilities

1. The Chief of Police is the Emergency Management Coordinator for the City and is responsible for preparedness activities, establishing the local command center and assisting with directing emergency operations during a disaster, coordinating information with COJ/Duval County EOC, and assisting with recovery and mitigation activities. Department Directors and critical staff are responsible for preparedness activities and in providing support activities during response and recovery operations, as well as mitigation activities.
2. The City Manager is the Chief Executive Officer for the City of Neptune Beach with responsibility over all operations during the preparedness, response, recovery and mitigation periods. While dependent on state laws, the City Manager can establish curfews, direct evacuations, and coordinate with the local health authority to order a quarantine if needed. In addition to providing leadership and setting objectives, the City Manager provides a key role in communicating to the public and helping the public cope with the consequences of a disaster.
3. During emergency operations, a Unified Command will be established to direct operations with the division/department director responsible for the key operations taking the lead role. For area wide operations, a Beaches Complex covering all the beach communities will be established to coordinate activities with each city responsible for their area.
4. The Mayor of Neptune Beach (or designee) will serve as the liaison with the COJ/Duval County Executive Group as a member of the Security Emergency Preparedness Planning Council (SEPPC) and representative for the City. The Mayor may declare a local disaster. City Council members will be kept informed of events and are included in the policy making group.
5. The Mayor of Jacksonville is the director of the Executive/Policy Group of the COJ/Duval County Emergency Operations Center and has the authority to establish policies that direct County EOC operations. Operations will be coordinated with COJ/Duval County EOC. Upon the declaration of a state of disaster by the Executive Officer (Mayor of Jacksonville), the COJ/Duval County EOC becomes fully operational and activates the City of Jacksonville's Disaster Emergency Plan.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

6. When resources are exhausted at a county level, requests will be made to the State Division of Emergency Management (DEM). Based on evaluated damage and resources, the Governor may declare a state of emergency, directing state resources. When local and state resources are exhausted, the Governor may request assistance through FEMA requiring a Presidential declaration.

C. Preparedness Activities

Preparedness is any action taken in advance of an emergency to develop, support, and enhance the operational capabilities and to facilitate an effective and efficient response and recovery to an emergency. Community hazards and needs should be identified and addressed prior to an emergency. Preparedness includes plans, preparations, and training of personnel and citizens prior to an event to save lives and property.

1. General

- a. The City Manager will assist in coordinating overall preparedness plans for the City.
- b. The Chief of Police is responsible for the development and maintenance of the MCEMP (Municipal Comprehensive Emergency Management Plan).
- c. The City Clerk and Finance departments are responsible for preservation of records/documents for the continuation of government functions in the event of a disaster.
- d. Purchasing and Procurement is responsible for maintaining supplies in readiness and facility readiness.
- e. Each department director or is responsible for preparedness activities for his/her department.
- f. Persons with special needs during a disaster should be registered with COJ/Duval County EOC.

2. Public Awareness

Public and employee education regarding disasters is disseminated in a variety of methods. These include but are not limited to the following:

- a. Brochures related to hurricane planning and preparedness.
- b. Information placed in the Beaches Leader and Florida Times Union.
- c. Information given out through promotions and programs offered by City departments, via city website and social media platforms.
- d. Information offered through Duval County Emergency Preparedness Division such as Evacuation Routes, Disaster Preparedness Guide, Re-Entry Program, and others.
- e. Information during a disaster such as evacuation routes, time frames, shelters, Disaster Recovery services, FEMA assistance, etc., is communicated by Duval County Emergency Preparedness through the news media. Neptune Beach is in Zone 1, which requires an evacuation of the general population of the City for a Category 1 or greater storm. Evacuation routes to the west from the beach include JTB Blvd., Beach Blvd., Atlantic Blvd., and Wonderwood Drive.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- f. E-mail and fax information regarding weather and elevated terror alerts.
- g. Police personnel will activate Everbridge for notifications.
- h. Information will be disseminated to the public prior to and during recovery phases of a disaster through a published city phone number.
- i. The website for City of Neptune Beach has several emergency helpful links, <https://ci.neptune-beach.fl.us/>.

3. Training

A variety of training is available and completed annually to assist personnel in the event of a disaster.

- Annual hurricane exercise.
- Weapons of Mass Destruction/Incident Command System multi-department exercise.
- Annual employee training on hurricane preparedness.
- Departmental Review of Emergency Operations Plan.
- Annual Haz-com training.
- Individual FEMA training by departments.
- Seminars and on-line FEMA courses on hurricane preparedness, debris management, recovery operations, WMD, Incident Command, and Haz-mat.
- NIMS training for emergency response and management personnel.

D. Activation/Authorization

This MCEMP should be initiated during situations that require a response beyond the scope of normal emergency operations. Consider this plan to be in effect based on the following:

1. On the order of the Neptune Beach Mayor, provided the existence or threat of a local emergency is proclaimed in accordance with the City Charter.
2. When the County Executive (Mayor) has proclaimed a state of emergency in Jacksonville/Duval County.
3. At the direction of the City Manager (City Chief Executive Officer) or his representative in response to a major emergency.
4. When the Governor has proclaimed a state of emergency in an area that includes Duval County.
5. By a presidential declaration of a national disaster or emergency.
6. Automatically on the proclamation of a state of war, the receipt of an attack warning or the observation of a nuclear detonation.
7. Portions of this plan may be activated on a smaller scale, at the direction of the incident commander, for an emergency involving multiple departments or agencies.

8. Emergency Proclamations

- **City State of Emergency-** The Mayor or City Council may proclaim a local state of emergency in Neptune Beach. A local emergency is proclaimed when a disaster or possible disaster threatens people and property in Neptune Beach. A Command Post (CP) or local Emergency Operations Center (EOC) will be activated whenever a local emergency is proclaimed. The proclamation of a local emergency provides legal authority to:

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

1. Request, if needed, that the County Executive (Mayor) declare a state of emergency.
2. Issue orders and regulations to protect life and property, including curfew orders.
3. Request mutual aid from other cities and the county.
4. Require the emergency services of any local official or city worker.
5. Requisition necessary personnel and materials from city departments.
6. Obtain vital supplies and equipment and, if required immediately, to commandeer the same for public use.
7. Impose penalties for violations of lawful orders.

▪ **County State of Emergency.**

The Mayor of Jacksonville, as County Executive, may proclaim a state of emergency when disaster conditions occur that impact the entire county. A county state of emergency may also be declared at the request of a city in the county. The County Executive (Mayor) must declare a state of emergency and activate the EOC to request assistance from the Governor.

▪ **Florida State of Emergency**

At the request of a County Executive, the Governor may declare a state of emergency. The Governor may also declare a state of emergency when local authorities are not able to cope with a disaster. Whenever the Governor declares a state of emergency:

1. Mutual aid may be provided by jurisdictions throughout the state.
2. The Governor can exercise all vested police powers in the disaster area and issue/enforce orders as necessary.
3. The Governor may suspend certain state regulations.
4. The Governor may commandeer private property.

E. Incident Management System (NIMS)

No single agency can handle every emergency or disaster alone. Because of the Homeland Security Presidential Directive-5, the National Incident Management System (NIMS) was developed to provide a comprehensive all risk national approach to incident management that is applicable to all jurisdictions and crosses functional disciplines regardless of the cause, size or complexity.

The Incident Command System (ICS) used on a local level must have the ability to expand its structure and organization to incorporate assistance and resources at the local, county, state, and federal level. The flexibility applies to all phases of incident management including preparedness, response, recovery and mitigation. NIMS incident management structure is based on the Incident Command System (ICS), which defines the operating structure and management components throughout an incident, the Multi-agency Coordinating System, which includes the management components and organizational structure of supporting entities,

and the Public Information System, which includes the process and systems for communication of information to the public.

1. **Incident Command System (ICS)** - ICS is a combination of facilities, equipment, personnel, procedures, and communications operating within a common organized structure for incident management.

The ICS system is used to organize field level operations for a broad spectrum of emergencies for small to complex situations and both natural and manmade disasters. The ICS system has several components working together that interactively provide the basis for effective operations, which include:

- Common Terminology
- Modular Organization
- Management by Objectives
- Reliance on an Incident Action Plan
- Manageable span of control (5-7 units)
- Pre-designated Incident Mobilization Center Locations and Facilities
- Comprehensive Resource Management
- Integrated Communications
- Establishment and transfer of Command
- Chain of Command and Unity of Command
- Unified Command
- Accountability of Resources and Personnel
- Deployment
- Information and Intelligence Management

2. **Incident Command System (ICS) Command**

- **Single Command** - Within a jurisdiction where an incident occurs, where there is no overlap of authority, a single incident commander will manage the incident.
- **Unified Command** - Within a single or multiple jurisdiction, where multiple departments/agencies have major responsibility, management of the incident is shared between departments/agencies. In these situations, the department/agency with the most responsibility takes the lead with the other department/agencies assuming a support role or function.
- **Area Command**- Established to oversee the management of multiple incidents that are being managed by an ICS organization or of large incidents that cross jurisdictional boundaries.
- **Complex** - Established during a major incident which crosses jurisdictional lines or agencies to coordinate activities within an Area Command. A Beach Complex is established to coordinate all beach cities during a major disaster.
- **Multiagency Coordination System**- These include Emergency Operations Centers and assist in coordinating resources, information, policy issues, and strategic coordination.

3. **“Span of Control”**- Span of Control is the number of units one supervisor can manage. The normal span of control guideline is 1-5 units. If the span of control gets too large, this is the reason to expand the ICS system and add another level. An ICS system normally begins small and grows as an incident escalates, except where a large-scale emergency develops rapidly.

4. **General Incident Command System (ICS) Structure**

- a. The Incident Command System has five functional areas; Command (either a single Incident Commander (IC) or a Unified Command (UC)) and the General Staff; Operations, Logistics, Planning, and Finance/Administration. A sixth area, (Intelligence) may be added. Large scale incidents usually require that general staff functions are staffed. Each section can expand to meet the demands of the situation.
 - **Command** - The Incident Commander (IC) or Unified Command (UC) is the individual or joint individuals responsible for the overall incident. Command must be staffed on all incidents. The IC/UC is responsible for all on scene management. If functions are not staffed, the IC is responsible for that responsibility or function.

The IC is responsible for developing an action plan reflecting the objectives and strategies, which may need changes as the incident progresses. For small incidents, the plan need not be written.

Large scale incidents need a written plan reflecting the policy and needs of all agencies. The IC will base the decision to expand or contract the ICS organization based on three incident priorities:

1. **Life Safety**- The priority of the IC/UC is the safety of the emergency workers and the public.
 2. **Incident stability**- The IC/UC is responsible for determining strategy that will minimize the effect the incident has on the surroundings and to maximize the response effort while using resources effectively.
 3. **Property conservation**- The IC/UC is responsible for minimizing the damage to property while achieving the incident objectives.
- **Operations** - The operations section, when staffed, is responsible for managing the tactical operations which include all activities toward reducing the immediate hazard, establishing control, and restoring normal operations. Agencies or departments within this section may include Law Enforcement, Fire Department, Public Works, Electric, Human Services, or functional areas such as Hazardous Materials, EMS, Fire, Rescue, etc.
 - **Planning** - The planning section, when staffed, is responsible for collecting, evaluating, and disseminating information about the incident and assisting the IC/UC in developing the incident action plan. It is also used to forecast needs for personnel and equipment needs.
 - **Logistics** - Logistics, when staffed, is responsible for providing all support to the incident which may include food, facilities,

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

transportation, supplies, equipment, maintenance, fuel, etc.

- **Finance/Administration** - The Finance/Administration section is staffed when needed and is responsible for cost analysis and other financial responsibilities. Restoring the IT system is under Finance.
 - **Information/Intelligence** - IT staff provides analysis and sharing of information and intelligence during an incident. Information may involve national security or may include operational information such as risk assessment.
- b. **Command Staff** - The Command Staff is composed of the IC and his immediate staff, which may include an Information Officer, Safety Officer, and Liaison Officer. If the positions are not staffed they are the responsibility of the IC.
- c. **Tactical Operations**-Incident operations can be managed in a variety of ways such as geographically (divisions) or functionally (groups) depending on the size and type of incident, agencies involved, objectives, and strategies. The organization will be built with additional levels added as the span of control is exceeded. Functional areas may include Fire, Rescue, Law Enforcement, Public Works, Utilities, EMS, etc. Tasks may be done by single assigned persons or multiple units.
- d. **Other Functions** - Other functional areas such as communication, resource management (staging) etc. may be assigned by the IC/UC to manage functional areas of responsibilities.

F. Response

Response is any action taken immediately before, during, or after an emergency to reduce casualties, save lives, minimize damage to property, and enhance the effectiveness and speed of recovery. The response phase includes conducting emergency operations by taking action to reduce the hazard to acceptable levels (or eliminate it entirely), and to coordinate resources in managing the emergency. The response or emergency phase will include activities immediately before, during, and immediately following a disaster. Disaster response should begin as soon as a disaster threatens and should consist of the following areas:

1. Prior to the emergency, preparation for the event will be planned for and actions taken to minimize the event. This will include preparing all city buildings, personnel, records, infrastructure, utilities, equipment and apparatus.
2. Alert or communicate the hazard to the public.
3. Evacuation of the general population or getting people out of danger when required.
4. Establish an incident management system (ICS) and site to manage equipment, resources, and tasks for the event. This will be located at a stationary command post and may include the addition of a complex. The structure of the Incident Command System will be determined by the size of the disaster.
5. Coordinate with the county EOC or outside agencies for resources.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

6. When possible take early measures to ensure facilities, equipment, records are secured and protected.
7. Ensure safety of workers.
8. Mobilizing and positioning equipment and resources.
9. Providing essential services such as fire extinguishment, search and rescue, EMS, security and other law enforcement activities, and other
10. Restoring critical infrastructure such as electricity, water, and sewer.
11. Local responders, government agencies, and private organizations work in a coordinated effort to ensure that actions are taken to protect life and property.
12. Emergency Response
 - Emergency response will usually include Police/Law Enforcement, Fire/Rescue, EMS, but may include Public Works, Beaches Energy; other city staff members or outside resources such as the American Red Cross, Salvation Army, National Guard, U.S. Coast Guard, and others.
 - Generally, emergency response will progress from local, county, state, and federal involvement, based on the severity, scope, and resources available.
 - The County, State, and the Federal government are prepared to supplement the efforts of the City when it becomes evident that local resources are unable to cope with the effects of a disaster.
 - During emergency operations, local resources will first be utilized using mutual aid agreements. Additional requests for resources will be made through COJ/Duval EOC to the State EOC.
 - Additional Fire/Rescue, EMS, and communication resources are available through the SERP (State Emergency Response Plan).

G. Communications

Communications is critical to adequately manage an emergency or disaster. This involves emergency crews, local EOC, mutual aid units, as well as relaying information to the public. In many cases during a disaster, normal communications avenues fail early. Neptune Beach uses an independent 800 MHz system as a primary means of radio communications with several back-up methods in place in the event of communications failure.

The City of Neptune Beach will coordinate with the COJ/Duval County EOC for news briefs and public information announcements. During pre/post disaster conditions, the City of Neptune Beach will post a telephone number for residents to call for local information. For additional information related to the City of Neptune Beach communication system and disaster communications activities during a disaster see **Annex I Communications (Page 36)**.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

H. Mutual Aid Agreements

The State Emergency Management Act, Chapter 252, Florida Statutes, authorizes the State and its political subdivisions to develop and enter into mutual aid agreements for emergency aid and assistance. The Chief of Emergency Preparedness Division at the COJ/Duval County EOC acts as the contact and coordination point for all statewide mutual aid assistance with all requests made through that office. The Emergency Management Coordinator for the City of Neptune Beach (Chief of Police) will coordinate with COJ/Duval County EOC for assistance from outside the immediate area and additional resources or supplies. State agencies will provide resources to local governments through the state Wide Mutual Aid Agreement.

1. Neptune Beach Police Department has mutual aid agreements with the following jurisdictions that may be used, if available.

- Atlantic Beach Police Department
- Jacksonville Beach Police Department
- Jacksonville Sheriff's Office

2. The Florida Chief of Police Association (FFCA) has developed a Statewide Emergency Response Plan (SERP) which divides the state into 8 regional response areas to provide for systematic mobilization, deployment, organization, and management of emergency resources (Fire, EMS, Hazmat, etc). The program will be coordinated through the State Emergency Operations Center (SEOC) and State Fire Marshals Office (SFMO), ESF 4 and 9.

3. The Florida Municipal Electric Association (FMEA) has a statewide mutual aid agreement to assist with power outages during disasters.

I. Memorandums of Understanding (MOU)/Contracts

1. Motorola Communications (Hasty's): An MOU has been established with Hasty's Communications for the rapid restoration of police department radio communications after a disaster.

2. Grubbs Emergency Services: A contract has been established with Grubbs for disaster recovery services including debris removal.

IV. RECOVERY ACTIVITIES

A. Introduction

Once the principal threat from a disaster has passed and the primary concern of protecting citizens from harm has been addressed, it is critical to ensure the speedy yet orderly recovery of the community. There is not a clear-cut transition from the Response or Emergent Phase to the Recovery Phase. The Recovery Phase is a transition from the command and control, coordination, and resources phase to a more deliberative process of service delivery.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

B. Responsibilities

The City of Neptune Beach will be the lead agency in the early stages of recovery operations for the city. The City will coordinate recovery activities with COJ/Duval County EOC, the Florida Division of Emergency Management, and FEMA for assistance. As soon as possible, efforts should be made to bring together federal, state, county and local government officials, and the American Red Cross and Salvation Army to coordinate assistance and support work.

- a. The City Manager and Incident Commander will be responsible for coordinating all City of Neptune Beach recovery activities.
- b. The Police Department will coordinate with Jacksonville Fire/Rescue for coordinating Fire/Rescue activities with other outside agencies and in restoring fire/rescue operations.
- c. The Police Department is responsible for maintaining security and in restoring law enforcement operations during recovery activities.
- d. Public Works will be responsible debris management and infrastructure repair such as water and sewer.
- e. Beaches Energy will be responsible for infrastructure repair of electric services.
- f. The Building Department will be responsible for damage assessment and code enforcement issue as well as coordinating post-disaster mitigation activities (LMS).
- g. The Finance Department will be responsible for documentation, financial responsibilities, and coordinating all FEMA Public Assistance grants and reimbursements.
- h. Public Works will be responsible for maintenance and repairs of city facilities.

C. Recovery Functions

Recovery functions include short term operations such as clearing roads, damage assessment, debris removal, infrastructure repair, as well as short term disaster assistance to government, businesses, and citizens, from the County, State, and Federal Government. Once the early stage of recovery has brought the community back to a safe and operational level of functioning, long term recovery can begin. Long term recovery may take several months or as long as several years because it is not only revitalizing homes, but also businesses, public infrastructure, and the community's economy and quality of life. Long term assistance would include assistance in rebuilding facilities. Assistance from FEMA may be available in the form of grants and government loans for public and individual assistance.

1. Documentation/Reports

- a. Good documentation must be kept by all departments to adequately provide/document the necessary preventive measures taken, resources and equipment used during/after an event, and damage assessment/recovery information. The information will be compiled and used to inform the City of Neptune Beach officials, COJ/Duval County EOC, the State of Florida, FEMA, and the local media of the services provided, the cost incurred by the city in providing services, and recovery needed from a declared disaster.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- b. Good documentation and assessment will assist in streamlining the recovery process and increase the potential for FEMA reimbursements. FEMA will use Preliminary Damage Assessments (PDAs) to verify if a disaster exceeds the response capabilities of the State and local governments and if supplemental Federal assistance is needed.
 - c. The City will be zoned into areas and outlined on a map that will be useful for search/rescue, debris management, and damage assessment/inspections during the initial Recovery Phase.
 2. **Preliminary Damage Assessment (PDA)** - Is a joint venture to document the impact and magnitude of the disaster on individuals, families, businesses, and public property. The Community Development Director will develop and coordinate a Damage Assessment Team to assess public and individual damages resulting from a disaster. A summary report of damages to all public facilities and property, an individual summary of all damaged residential property, and a report of all damaged business will be developed as soon after the disaster as possible and forwarded to the Chief of Police and Finance Officer.
 3. **Request for Initial Damage Assessment for Public Assistance** - An initial assessment report will be requested by COJ/Duval County and the State within several days after a disaster to estimate the city/county cost that resulted from the preparation, overtime and additional equipment required, damages, and estimated cost during the recovery phase after a disaster. It is used to determine if there is enough damage in the city/county to be a declared disaster area. Each department will submit information related to the impact from the storm on their department as soon as possible to the Finance Officer and Chief of Police to aid in completing the Initial Damage Assessment-Request for Public Assistance. Information required on the form includes:
 - Category A (debris removal).
 - Category B (protective measures including overtime costs).
 - Category C (damage to roads, signs, and bridges).
 - Category D (water control).
 - Category E (building and equipment).
 - Category F (public utilities).
 - Category G (parks and recreation).
 - Other information related to population, city budget information, assessment team members, and incident periods. In addition, city insurance information is required to determine the impact to the city's budget. (See Damage Assessment: Public Assistance below).
 4. **Request for Public Assistance (RFPA) Form**- A RFPA form will be completed by the Finance Officer and sent to the State Division of Emergency Management (DEM) if a disaster declaration has been declared or the potential exists and public assistance for Neptune Beach is requested. Reimbursement funding comes from FEMA through the DEM once approved.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

5. **Project Worksheets-** Because of a declared disaster, preparation of project worksheets for the disaster will be supervised by the Finance Director with assistance from department directors and the designated FEMA Public Assistance Coordinator. Projects will be considered large as determined by a dollar amount specified by FEMA (\$128,900 as of 10/01/2018).
 - a. The Finance Officer will develop project worksheets from cost associated with debris removal, emergency protective measures taken (overtime, equipment, preventive measures, rental equipment, etc.), and permanent work repairs needed such as roads and bridges, water control, buildings and equipment, utilities, and parks and recreational facilities.
 - b. Reimbursable expenditures will usually be Category A & B but may include Category C-G as identified by the disaster declaration. These project worksheets will identify and document expenditures by the city for potential FEMA Public Assistance Program reimbursements.

D. Damage Assessment Activities

The damage assessment process is essential in determining what happened, what the effects are, which areas were hardest hit, what situations must be given priority and what types of assistance are needed (e.g., local, state, or federal). In the aftermath of a disaster, both public and private non-profit and individual damage assessments must be performed, because of the corresponding types of federal/state assistance available. Each type of assessment is designed to quantify the eligible amounts of damages a community incurred.

- **Damage Assessment Team-** A damage assessment team will be assembled by the Community Development Director after a disaster to assess the damage to the city. This assessment will include an initial habitability assessment for homes and private business and an assessment of city property and facilities, parks and recreation areas, streets, street signs, beach/walkovers, etc.
 - a. This assessment will be conducted after the preliminary assessment by rescue crews.
 - b. For catastrophic damages, a tag system should be used to identify those structures that are habitable (Green), those that need some work but are habitable (Yellow), and those non-habitable (Red).
- **Reporting-** A summarized report of all damages and estimated cost will be forwarded to the Chief of Police (Emergency Management Coordinator) and the Finance Director by the Damage Assessment Team. This information will be compiled and forwarded to the County/State to determine if a disaster can be declared and for what categories.
 1. **Public Assistance-** Public Assistance may be requested to assist with cost associated with debris removal and emergency protective measures. Public damages can include any damage incurred by a structure or facility which is owned by a public or private non-

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

profit entity. Departments will use FEMA Public Assistance criteria when providing information to the Finance Director. To be eligible for reimbursement, the damages must fall in one of the following seven basic categories:

- **Category A: Debris Clearance-** Includes all storm induced debris on non-federal public roads, including the right-of-way, non-federal public waterways, other public property, and private property when undertaken by local government forces. Costs should also capture debris removal for Federal Aid roads.

Category A can also cover the cost of demolition of public structures if those structures were made unsafe by the disaster.

- **Category B: Emergency Protective Measures-** Includes the cost of providing appropriate emergency measures designed to protect life, safety, property, and health (i.e., barricades, sand bags, safety personnel).
- **Category C: Road System-** Addresses damages to non-federal roads, bridges, streets, culverts, and traffic control devices.
- **Category D: Water Control Facilities-** Includes cost to repair or replace dikes, dams, drainage channels, irrigation works, and levees.
- **Category E: Buildings and Equipment-** Eligible damages include costs to repair public buildings and equipment, supplies/inventories that were damaged and transportation systems such as public transit systems.
- **Category F: Public Utility Systems-** Assistance is available for damaged water systems, landfills, sanitary sewerage systems, storm drainage systems, and light/power facilities.
- **Category G: Other-** Includes park and recreational facilities, or any other public facility damages that does not reasonably fit in one of the previous six categories.

2. **Categories for Individual Assistance-**The purpose of individual damage assessment is to determine the extent and dollar amount to which individuals and private businesses have been impacted by a disaster. Persons needing assistance from FEMA are required to contact FEMA and register for these grant opportunities and other assistance. The two basic categories of eligible individual damage include:

- **Damage to Homes-** A person whose residence has been damaged due to a disaster may qualify for various forms of disaster assistance. When damage assessors go into the field, they will estimate the degree of damage to the home, evaluate the victim's insurance coverage, estimate the

victim's income, and determine the habitability and type of the victim's home.

- **Damage to Businesses-** Privately owned businesses that were damaged or destroyed by the disaster can qualify for individual assistance programs. The same procedures used to assess damages to homes are used to quantify damages; as well as determine the impact those damages will have on the community. Loss of a business may result in lost jobs, income, etc., to the individual owner and employees.

E. **Debris Management**

Debris Management is an important part in the Recovery Phase. Following a major natural disaster, emphasis will focus on rapid removal of debris from public rights-of-way to allow emergency personnel and critical personnel back to the city. Included also in debris management may be demolition, sand removal, disaster recovery services, reimbursement assistance, etc. While most of the debris removal may be the result of a hurricane or severe weather, it may also result from man-made disasters. Debris may be localized and may be taken care of by local resources or wide spread and necessitate a debris management contractor. The Public Works Department will be responsible for coordinating debris management. For further information see the **Annex III on Debris Management**.

F. **Disaster Assistance (FEMA)**

1. **Request for Public Assistance-** Because of a Presidential declared disaster, FEMA may aid public entities for damages and costs (Category A-G) associated with a disaster.

- a. After the damage assessment is completed, the report will be forwarded to Duval County EOC. A Request for Public Assistance form will be completed by the Finance Director/Chief of Police and sent to the State to be eligible for reimbursement. FEMA will send a Disaster Relief Funding Agreement and assign a number for each declared disaster.
- b. At some point, a kick-off meeting will be scheduled in COJ/Duval County EOC to discuss the process. A FEMA representative will be assigned and sent to the city to review damages, documentation, and assist with project worksheets.
- c. FEMA will assist in writing the project worksheets, however having the information and project worksheets already completed may expedite the process.
- d. The Finance Officer will send out FEMA forms to all departments requesting information to assist in the documentation/reimbursement process.
- e. A FEMA coordinator will meet and assist the City in developing the project worksheets.

2. **Request for Individual Assistance-** Because of a Presidential declared disaster, FEMA may aid individual citizens and businesses for hurricane/disaster damages. Citizens must call FEMA to register at 1-

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

800-621-3362. There are a wide variety of assistance programs that are provided for the individual.

- a. Low interest loans to individuals and businesses for refinancing, repair, rehabilitation, or replacement of damaged property (real and personal).
- b. Individuals unemployed because of a major disaster, and not covered by regular state or private unemployment insurance programs, will be eligible for unemployment benefit.
- c. Low interest disaster loans are made available to farmers, ranchers and agricultural operators for physical or production losses (if needed).
- d. Temporary housing or housing assistance may be authorized.
- e. Special grants for medical expenses, transportation costs, home repairs, protective measures, and funeral expenses.
- f. Disaster recovery centers established for food coupons, legal assistance, and counseling.

G. After Action Report

A preliminary “After Action Report” will be completed by the Chief of Police (Emergency Management Coordinator) as soon as possible after any major disaster in which multiple departments were involved and forwarded to the City Manager to brief the City Council and provide accurate information to the media. Lessons learned and corrective actions will also be pointed out and addressed by City staff. Based on the magnitude of the event, a final “After Action Report” may be developed.

- Included in the report will be actions the city took in preparation, when/if the City EOC was set up, the number and types of responses, personnel activated, highlights of each department’s activities during the event/disaster, and the initial damage report.
- This damage assessment is preliminary at this point, but should give a rough estimate of the amount of damage to the city. Pictures/addresses of damaged areas will be included in the report.
- Each department should forward the initial information related to their department to the Chief of Police, to be included in the After-Action Report.

V. MITIGATION ACTIVITIES

A. Introduction

Mitigation includes those activities, policies, or programs developed and adopted that will reduce, eliminate, or alleviate damage caused by disasters. Proper and coordinated planning is a prerequisite to effective hazard mitigation. The purpose of the mitigation programs is intended to reduce loss of life and property due to natural disasters and to enable mitigation measures to be implemented during the immediate recovery from a disaster or to prevent future hazards. Eligible activities for this program may include:

- Property acquisition or relocation.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Structural and non-structural retrofitting (e.g., elevation, storm shutters and hurricane clips).
- Minor structural hazard control protection (e.g., culverts, floodgates, retention basins).
- Localized flood control projects that are designed to protect critical facilities and are not part of a larger flood control system.
- Protection of utilities.

B. Responsibilities

Mitigation activities will be the responsibility of each department; however, activities should be coordinated with Finance Officer for the City.

C. Mitigation Programs/Activities

The Federal Government, through FEMA, makes available several types of hazard mitigation grants to help or eliminate risk to people and property from natural hazards and their effects. Hazard mitigation projects may include disaster repairs and updates related to the immediate declared disaster (usually filed under the 406 Public Assistance program) or long-term improvements and mitigation related to the County's Local Mitigation Strategy (filed under 404 HMGP). Jacksonville/Duval County has adopted a LMS strategy that assesses hazards and prioritizes activities, with Emergency Preparedness taking the lead role.

- **406 Hazard Mitigation Grants** are implemented by FEMA through the Public Assistance Program in conjunction with a Public Assistance Work Project and are disaster repairs and upgrades that are above and beyond the work required to return the facility to its pre-disaster design. These are related to a disaster and are not required to be in the Local Mitigation Strategy.
- **404 Hazard Mitigation Grants (HMGP)** are a separate program operated by FEMA through the State Hazard Mitigation Grant Program. Program funds are capped at a percentage of total disaster funds spent in the State in a given year. In addition, although the applicant submits a Notice of Intent (NOI) to the Florida DCA, project funding comes through the county. Projects submitted on the NOI must also be included in the Duval County Local Mitigation Strategy (LMS) to be eligible.
- **Pre-Disaster Mitigation (PDM)** is like the other mitigation grants although this program's projects compete on a national basis. The PDM program will provide funding for pre-disaster mitigation planning and implementation of cost-effective projects prior to a disaster. It is applied to through Duval County Emergency Management.
- **Flood Mitigation Assistance (FMA)** is a partnership assistance program to eliminate or reduce the long-term risk of repeatedly flooded structures insured under the National Flood Insurance Program (NFIP). The State coordinating agency is the Florida Division of Emergency Management.

VI. FINANCIAL MANAGEMENT

A. Introduction

Financial management after a disaster will present a challenge for a local government. Responsibilities will not only include providing the immediate

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

financial support for equipment, supplies, and staffing, prior to and during a disaster, but will also include identifying costs, documentation, and reimbursement activities with the State and Federal Government.

Additional responsibilities also include ensuring that all documentation, records, and information technology (IT) that is needed by the city has been backed-up and is available for use. A disaster may require that all records, hardware, and information required to run the city may have to be moved and activities conducted from a remote source for a period.

B. Responsibilities

1. The Finance Department is responsible for the following activities:

- Ensure all key information and financial activities are backed up on computer system.
- Ensure that all current financial obligations are met.
- Ensure all supporting financial documentation, vendors, contracts, invoices, and other required information and files are maintained.
- Provide for financial support of city personnel, equipment, supplies, and material required during disaster activities.
- Provide for financial responsibilities for outside contractors used for activities such as debris removal.
- Provide for the documentation of all costs associated with staffing, equipment, apparatus, and other activities during disaster activities.
- Ensure damage reports and reimbursement requirements are completed and turned into the State and FEMA.
- Ensure annual training/familiarization for employees is conducted related to financial management during a disaster.
- is responsible for the following:
 - Ensuring that all City files and systems have a back up copy made.
 - Ensure that IT can provide the computer capabilities for the Finance Department to restore the system and provide for the financial responsibilities of the City.
 - Provide IT support to the command staff during the disaster.
 - Restore the local government IT services.

VII. REFERENCES AND AUTHORITIES

- A. **State of Florida Requirements-** Chapter 252, Florida Statutes (State Emergency Management Act) mandates the development of the Florida Comprehensive Emergency Management Plan. Each County is required to establish and Emergency Management Agency for coordinating disaster relief efforts in their county and develop a Comprehensive Emergency Management Plan (CEMP). The Municipal Comprehensive Emergency Management Plans (MCEMP) developed by the City should conform to all the standards and requirements applicable to the Duval County CEMP and the State CEMP Plan.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

1. The City of Neptune Beach MCEMP should be reviewed by the COJ/Duval County Emergency Management Department periodically to determine compliance.
2. The MCEMP must be approved by the governing body.

B. Policies

1. The Municipal Comprehensive Emergency Management Plan (MCEMP) shall include guidance for post-disaster recovery operations and hazard mitigation programs that could eliminate or reduce future loss.
2. The Executive Officer (City Manager) will oversee recovery operations.
3. Recovery operations may include but are not limited to the issuance of emergency building permits, coordination with State and Federal officials, mitigation options in the replacement of damaged or destroyed public facilities or infrastructure, etc.
4. Immediate repair and clean-up needed to protect the public health and safety shall receive the first priority. These may include repairs to potable water, wastewater, restoration of power/electricity, debris removal, stabilization or removal of structures about to collapse, and other hazards.
5. The City will participate in and prioritize mitigation efforts using the Duval County Local Mitigation Strategy (LMS).
6. Structures which suffer damage more than 50% of their current assessed value will have to meet all current building and code requirements.
7. Each City Department will have Standard Operating Guidelines or procedures that support the MCEMP.

C. Authorities

The following provide authority for conducting disaster emergency operations:

1. Charter of the City of Neptune Beach, Florida
Section 4 Mayor-Duties and Powers.
2. Code of Ordinances, City of Neptune Beach, Florida
Chapter 2, Administration; Article VII. State of Emergency.
3. Code of Ordinances, City of Jacksonville
Chapter 674, Disaster Preparedness.
4. Chapter 252, Florida Statutes, Emergency Management.
5. Federal Civil Defense Act of 1950.
6. Public Law 100-707, "Robert T. Stafford Disaster Relief Act of 1988".
7. Public Law 93-288, "Disaster Relief Act of 1974".
8. 40 and 49 Code of Federal Regulations (CFR), SARA Title III 29 CFR.

ANNEX I. COMMUNICATIONS

A. Introduction

Effective response to an emergency depends on reliable communications. In an emergency, communications systems may be damaged or overloaded. Having multiple means for communication will help to assure effective response. Emergency communications serve three purposes:

- To direct the response of City forces.
- To alert and instruct the public.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- To coordinate with the County government.

In a major emergency, it is important to maintain communications between the local EOC, the City Manager, and COJ/Duval County EOC. All requests for resources outside our local aid agreements should be made through COJ/Duval County EOC.

B. Communications Systems

The City has six communications systems available.

- **FCIC/NCIC Telecommunications-** This system uses dedicated telephone lines to provide electronic data messages to local, state and national law enforcement agencies.
- **Disaster Warning Net-** This network provides communications by both radio and telephone. Police Communications is equipped to operate on this system. The City EOC is equipped to operate on the radio portion of this system.
- **Amateur Radio Emergency Service (ARES) -** When requested, licensed amateur radio operators are to establish a radio control station at our City command post. This is to back-up other communications systems with the COJ/Duval County EOC. ARES operators can also establish field communications to back-up or replace regular radio and telephone links.
- **Telephone-** Regular commercial and cellular telephone services, including fax messages, may be used for emergency communications. If available, Satellite phones may be used during disasters when all other communication services are not available.
- **Messenger Service-** If all electronic communications fail, messages are to be relayed by messenger.

1. Potential Problems

- **Weak Links-** Radio and telephone systems use a combination of overhead and underground telephone lines, microwave and satellite links, antenna towers and other subsystems for operation.
The failure of one link may disable the entire system. After an intense storm, the ARES radio system may be the only usable electronic communications. The City will require support from Motorola and AT&T to restore regular communications.
- **Power Failure-** Loss of electrical power service, failure of emergency generators or inability to recharge batteries may cause the failure of radio and telephone services.
- **Overloading-** The high volume of messages that result from an emergency may make good communications difficult or impossible. By experience, telephone communications are quickly limited in large emergency situations. Radio communications may be overloaded by poor procedures, confusion and lack of discipline by users.
- **Severe Weather-** The radio and telephone systems are expected to survive a Category 1 or 2 hurricane with only minor damage. Cell phones are expected to fail early.

C. General Operations

1. Disaster Communications

- **24-hour Warning Point-** The 9-1-1 Communication Center serves as the twenty-four hour warning point for our City. Communications Officers provide several essential disaster services including:
 - a. Notify other City departments of alerts and warnings.
 - b. Notify the COJ/Duval County EOC of disaster emergencies in progress in our city and request aid as directed.
 - c. The Chief of Police will monitor hurricane activity and keep city staff informed.

2. **Departmental Communications-** Each department is to maintain its telephones and radios to be ready to respond to an emergency at any time. Department directors are to establish departmental policies regarding emergency and disaster communications consistent with the MCEMP.

3. **Emergency Contact List-** Each Department Director is to maintain an up-to-date emergency contact list with Police Communications. This list is to include the Department Director and Division personnel who are authorized to initiate emergency operations by the department.

4. Public Warning System

In general, public warning messages and instructions are to be issued by the County Emergency Operations Center (EOC). This is especially important during hurricane warnings and similar wide area emergencies where control of public messages is required to avoid confusion. During disaster emergencies where the COJ/Duval County EOC is activated, any public messages are to be released through this agency.

- **Emergency Alert System-** The emergency alert system is a nationwide system used to broadcast warnings, information and instructions to the public.

In Duval County, the emergency alert system will override the cable television system as well as broadcast on commercial radio stations. Locally, the emergency alert system is activated through the County emergency operations center.

- **Emergency Alert Radio System (EARS) -** This is a local radio warning system used to alert the media to emergencies. This system is activated through the Jacksonville Sheriff's Office.
- **National Oceanographic and Atmospheric Administration (NOAA) Weather Radio-** The local NOAA weather office operates a radio station continuously broadcasting weather information. This radio system has an alert feature for hurricane, tornado and other weather warning information. The local media monitor this system and rebroadcast weather warnings to the public.
- **Press Conferences -** The County Executive (Mayor of Jacksonville), the Governor or other appropriate official may give instructions to the public and emergency responders by press conferences or press releases broadcast on commercial radio and television.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- **Everbridge** - A telephone system utilized by Emergency Communications where citizens in a geographical area can be contacted with information.
- **Neighborhood Warning**- In some emergency situations it may be necessary to conduct a door-to-door notification process. Any city resources may be utilized for this work. Special care is to be taken to notify the hospital, nursing home, schools, hotels, and similar high life hazard occupancies as appropriate.
- **Cable Emergency Alert System**- Gives the city the ability to alert citizens of emergency messages using Cable TV.

5. **Command Post/EOC Communications**

- a. The City EOC is equipped to operate on the following communications systems.
 - Disaster Warning Net, radio only.
 - FCRC 800 MHz Radio System.
 - First Coast Radio System.
 - Internet/wireless
 - Commercial telephone, including fax.
 - Cellular telephone.
- b. The command post vehicle operated by the Fire Department is designated as a mobile command post in the County Comprehensive Emergency Plan. This vehicle is equipped to operate on communications systems that include:
 - First Coast Radio System (Jacksonville).
 - City 800 MHz Radio System.
 - VHF Radio Links to other fire agencies (St. Johns County) and the US Coast Guard (marine channel 16).
 - Cellular telephones and Satellite phones.

6. **Neptune Beach 800MHz Radio System**

The department owns a computerized base station that is connected to the City of Jacksonville (First Coast Radio System) through one (1) fiber line. Field radio equipment consists of mobile radios in vehicles and programmable portable radios issued to all sworn personnel. The NBPD is responsible for the operation and maintenance of the base station located at 200 Lemon Street Headquarters for the NBPD and the department issued portable radios. The radio system is licensed, owned, operated and maintained by the City of Jacksonville. (First Coast Radio System).

Mobile and portable radios are programmed into "talk groups" all channels on the 800Mhz radio system are encrypted. The NBPD has four (4) assigned channels on A-Flight;

NBPD 1 - Primary channel for all service

NBPD C2C - Secondary channel used for car-to-car or officer-to-officer transmissions and/or special operations.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

NBPD 2 - Channel primarily assigned for talk to talk.

NBPD DET - Channel primarily assigned to Ocean Rescue and/or detectives.

The officers of the department have the capability of communicating with the Office of the Sheriff, Atlantic Beach Police Department and Jacksonville Beach Police Department by switching the “flight” and channel number. See Radio Map below.

RADIO MAP

Flight A	Flight B	Flight C
NBPD 1	ZONE 1	JSO MARINE
NBPD C2C	ZONE 2	DCSB PD
NBPD 2	ZONE 3	UNF PD
NBPD DET	ZONE 4	JAA PD
BEACHTAC	ZONE 5	HANNA
JBPD 1	ZONE 6	C6 NIMS N
JBPD 2	Z2C2C	C7 NIMS S
JBPD TAC	Z3C3C	C8 NIMS E
JBPD BU	DET 1	C9 NIMS W
JB PFTAC	DET 2	C10 EOC
JSO TALK1	SPEV 1	8TAC94
JSO TALK2	SPEV 2	8TAC93
ABPD ADM	SPEV 3	8TAC92
ABPD-DET	SPEV 4	8TAC91
ABPD 2	TAC-2	8CAL90
ABPD 1	TAC-1	C16 MA FLA

All NBPD radios are programmed with three (3) flights or sets of talkgroups with sixteen (16) channels each. If/when an officer changes over to one of the other talkgroups or channels he/she must identify himself/herself as an NBPD officer plus their radio ID. These talkgroups are not recorded by the Communications recording system.

The NBPD Communications Center has the capability of linking multiple agencies - Jacksonville Beach Police Department, Jacksonville Fire Department and Rescue, Atlantic Beach Police Department, Hanna Park.

On duty communications personnel can monitor our primary channel as well as all the channels listed above. A walkie-talkie is additionally maintained in the Communications Center that has all the programmed channels as indicated above.

General Radio Operating Procedures

The NBPD Communications Center will be the "Control Station" for operations within the corporate city of Neptune Beach. Alerts and warnings are received in the Communications Center via telephone, Teletype, 9-1-1 System, and Fax. Communications personnel notify field units, and City Officials.

Messages should be short and to the point. Clear text can be utilized to ensure that personnel not trained in 10-Codes and Signals can understand what is being transmitted. Messages are to be addressed from sender to receiver and acknowledged by restating the message.

ANNEX II. MASS CARE

A. Introduction

Mass care involves several issues and responsibilities that may need to be addressed and implemented prior to, during, and post disaster such as communications, evacuation, sheltering, special needs, food, water, first aid and welfare information, and other mass care assistance. These may be the result of a natural disaster such as a hurricane, terrorism, hazardous materials crisis, or other large-scale event. Disaster assistance is expected to be coordinated through "one stop" disaster applications centers, staffed by representatives of all agencies, both public and private that provide aid.

B. Responsibilities

Responsibilities for mass care are a coordinated effort between local government, County, State, and other Federal agencies such as the American Red Cross. Responsibilities for coordinating mass care during and after a disaster will be the Incident Commander or his assigned command staff.

C. General Operations

1. Communications

- a. Notification and information concerning a disaster or potential disaster to the public will usually be communicated from the COJ/Duval County EOC utilizing the local media, unless the emergency is localized.
- b. City personnel will be notified by the department directors through E-mail or by telephone contact.
- c. Persons with special needs are urged to register with the COJ/Duval County EOC.

2. Evacuation

- a. **General Population-** Neptune Beach is in a Category 1 evacuation zone, requiring evacuation of the entire civilian population in the event of hurricane force winds (Category 1 through Category 5). Low lying areas and mobile homes may be requested to evacuate early based on wind or flooding expectations. There are no hurricane shelters at the beach. For hurricane projections of marginal impact or landfall, the City will be evacuated based on predicted damage and life safety issues.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- General population evacuation orders and instructions will be issued by the COJ/Duval County Mayor in concert with the Executive Group (SEPPC) and other Beaches Mayors through the local media.
 - General evacuation efforts will be coordinated with COJ/Duval County EOC.
 - Evacuation orders are mandatory, however people who refuse will not be forced to evacuate.
 - Senior citizens residences and other similar occupancies are to have specific plans in place for evacuation.
 - The U.S. Navy at Mayport can be expected to start evacuation earlier than the civilian community.
 - All citizens will be instructed to seek shelter inland. If possible seek shelter with friends and family. Shelters will be available staffed by the American Red Cross (ARC) volunteers.
 - Information concerning the type of shelter (special needs), locations, and instructions will be available from the media, on the internet at the coj.net site, and on electronic bill-boards. Re-entry tags have been issued to citizens, however additional tags may be available at the fire station or city hall prior to the event.
 - Persons needing transportation to the ARC shelters should be directed to the pick-up points at Fletcher Middle School and Neptune Beach Elementary School. JTA busses will be available at these locations for transportation to the ARC shelters. If necessary, city personnel will assist in transportation to the pick-up sites.
- b. **Special Needs-** Persons with special needs and or transportation needs should register ahead of time with COJ/Duval County EOC on line at coj.net, by telephone at 630-2472, or by mailing in a special needs or transportation form. Forms can be picked up at the Neptune Beach Police Department Building or the Utility Billing Department at Neptune Beach City Hall. An annual list of those who have registered for Special Needs/Transportation in Neptune Beach will be kept by the Neptune Beach Police Department. As a last resort, the JTA bus system (any bus stop) can be used for emergency transportation.
- c. **Localized Evacuation-** For evacuation due to a localized disaster in the City of Neptune Beach, instructions will be given to those persons and families affected and temporary sheltering may be provided by the American Red Cross at local hotels.
3. **Shelters** - If a general population evacuation occurs, the COJ/Duval County EOC, Health Department, and the American Red Cross will assess/coordinate the sheltering and special needs requirements including staffing, transportation, and sheltering. The bulk of mass care during sheltering and post disaster assistance will come from the American Red Cross and other volunteer organizations.
- Shelters will be identified by COJ/Duval County EOC prior to the evacuation.
 - Special needs shelters will be opened for those persons with special needs.
 - Long term sheltering needs will require the assistance from a variety of sources including FEMA, but in most cases most people needing long

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

term assistance should seek other means such as their local insurance before seeking Federal assistance.

4. **Distribution Sites-** Points of Distribution (PODS) will be available for receiving and distributing bulk emergency relief supplies such as food, water, ice and tarps within the first 26-96 hours. These will be drive through sites capable of handling many people quickly.
5. **Comfort Stations** - Comfort stations may be established by volunteer organizations several days after an incident to assist citizens with household supplies or other needs.

ANNEX III. DEBRIS MANAGEMENT

A. Introduction

Debris Management is an important part in the Recovery Phase. Following a major natural disaster, emphasis will focus on rapid removal of debris from public rights-of-way to allow emergency personnel and critical personnel back to the city. Included also in debris management may be demolition, sand removal, disaster recovery services, reimbursement assistance, etc. While most of the debris removal may be the result of a hurricane or severe weather, it may also result for other man-made disasters. In the past 15 years, the costs associated with debris removal have averaged 15% of all disaster related cost nationally.

B. Responsibilities

The Public Works Department will be responsible for coordinating all debris management operations and activities following a disaster. Reimbursement cost and project worksheets will be coordinated with the Finance Director. The Chief of Police (Emergency Management Coordinator) and Public Services Director will ensure that a debris contractor and contract are maintained for debris management services.

C. Debris Management Plan

- **Debris Clearance (Category A)** - Includes all storm induced debris on non-federal public roads, including the right-of-way, non-federal public waterways, other public property, and private property when undertaken by local government forces. Cat-A will also cover the cost of demolition of public structures if those structures were made unsafe by the disaster.
- **Planning** - Key roadways, city right-of-ways, public buildings, and a local debris processing site for debris will be identified. After the storm passes and during the preliminary damage assessment, a determination needs to be made on the type and the estimated amount of debris that will be moved and disposed of. The city will be sectioned off and mapped into sections. Debris clearance should be managed to ensure that costs established for debris removal and other clean-up with the contractor is eligible for FEMA reimbursement. The unit price contract (cost per cubic yard) should be used when the scope of work is difficult to define and based on estimated quantities.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- **Push or Clearing Phase** - The first 72 hours following the return of key personnel, establishing security, and initial assessment, debris removal by the contractor will focus on clearing key roadways and infrastructure for emergency personnel and equipment. This time frame may be 100% reimbursable from FEMA. Based on damage, this phase may not include any pick-up of debris. In some cases, areas outside of the city will need to be cleared to allow Beaches Energy Services to begin restoring power.
- **Debris Pickup Phase**- A transition will be made from the push or clearing phase to the pick-up phase. After the initial phase of opening key roadways, a schedule should be established and communicated to the public for curb/street pick-up of debris. A schedule will need to be made to determine the number of times that contractor will pick up debris.
Debris picked up and transported to the local holding site will be segregated and burned/chopped and/or transported to a permanent disposal site.
- **Local Collection Site**- A local site for debris collection (TDSR) or staging area for debris should be established. This site should be easily assessable, screened for unapproved waste, and ensured that an elevated inspection station is established and debris monitored. The site or sites also need an environmental permit. In most cases this is a holding site until transfer to a landfill or burn site can be made.
- **Monitoring**- Monitoring debris removal and management should follow FEMA guidelines. A city representative (reduction site/disposal manager) responsible for monitoring debris should be established at the temporary storage and reduction site to determine the quantity of material being hauled and disposed of and to maintain proper documentation. An elevated inspection station should be established with proper records kept (load tickets, unit number, weight, amount) of all debris picked up/deposited and transported.
- **Communication**- After the public has been allowed to return to the beach or the storm has passed, a public announcement should be made to the public on what to do with their debris, the length of time the city will assist with pick-up services, and the number of times debris will be picked up.
- **Financial** - A financial tracking system for city personnel and equipment used as well as contracted debris removal will need to be established to qualify for FEMA reimbursement. FEMA has strict guidelines related to debris removal reimbursement once a disaster has been declared. In addition to other city financial responsibilities, financial obligations to the contractor must be planned for.
- **Documentation**- Documentation meeting FEMA guidelines will be necessary to be eligible for reimbursement. Debris removal and clean-up is eligible for reimbursement under the Public Assistance Program from FEMA if a Presidential Disaster is declared. Based on the type and amount of debris, several methods may be used for determining a cost out method, which should be negotiated with the debris contractor based on recommendations from FEMA.

D. General Debris Operations Strategy

In many cases, prior contact with the debris contractor is not possible, however for a potential hurricane impact, contact should be made with the Disaster Recovery Contractor to begin planning for the deployment of services. The Incident Commander or his designee (Public Services Director) is responsible for contacting the Disaster Recovery Contractor to initiate their services which include debris removal, clean up, demolition, and technical assistance. Due to the wide coverage of electrical service that Jacksonville Beach provides to Neptune Beach residents, key areas may have to be cleared of debris the city to assist in restoring service.

There are two major phases to the initial debris operations, however the transfer of material to a reduction site or landfill could be considered a third phase.

1. The following are key areas to consider:
 - b. Develop a strategy and map out debris zones (see attachment) of the city.
 - c. Determine method of estimating debris and cost with Debris Contractor.
 1. Assess and estimate quantity and mix of debris.
 - d. Determine temporary transfer site location - Temporary Debris Staging and Reduction (TDSR).
 1. Good flow of traffic.
 2. Inspector tower.
 3. Area for segregation of material.
 4. Environmental conditions met.
 - e. Establish priorities to determine which roads or areas that will be cleared first.
 - f. Address legal, environmental, and health issues.
 - g. Inform residents when debris operations will take place in their neighborhoods.
 - h. Begin to document costs, and coordinate and track personnel and equipment.
2. During the push phase (usually the first 72 hours), debris is usually pushed to the roadside to clear access for emergency vehicles. During this time debris is typically not hauled to a disposal site.
3. During the pick-up phase, it is advantageous to move the debris either to temporary storage site (TDSR) until it can be transported to a reduction site or landfill for permanent disposal.
4. Debris removal is covered under the Stafford Act. Environmental considerations and legal issues pertaining to State and Federal requirements must be considered for pick up and delivery, demolition, when selecting TDSR site, and for final disposal of debris. Environmental requirements include but are not limited to the Clean Water Act, Endangered Species Act, Coastal Barrier Resource Act (COBRA), NEPA, Resource Conservation and Recovery Act, and Flood Plain and Wetland Protection.
5. There are basically three types of debris contracts:
 - **Time and Material** - Flexible for early debris removal and for hot spots, however usually allowed for only first 72 hours.
 1. Must be monitored.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

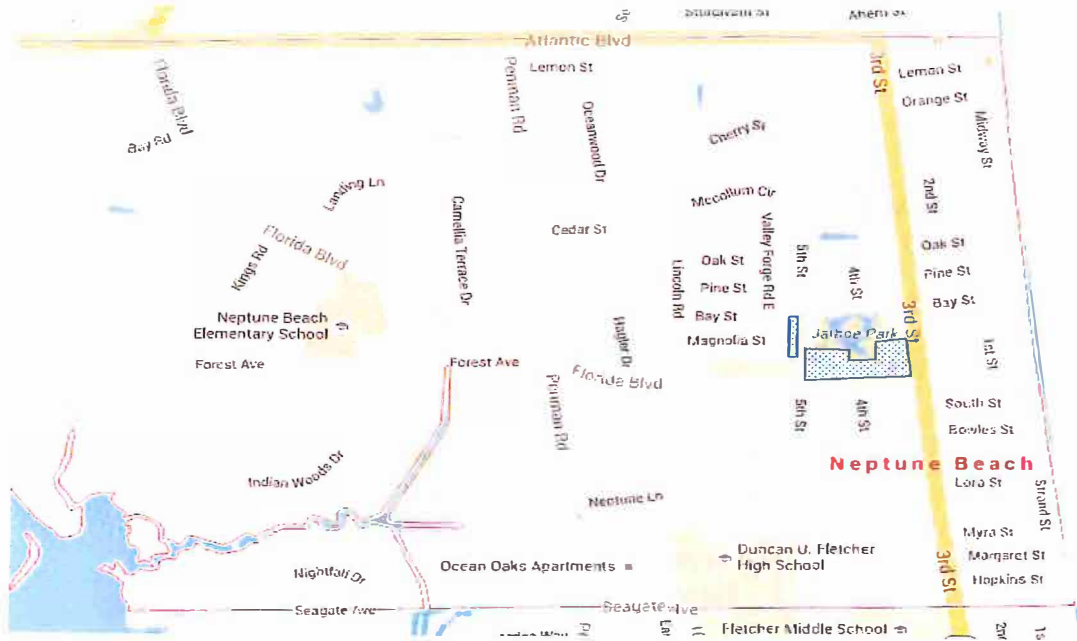
- **Unit Price** - Usually the method used after the initial 72 hours.
 1. Accurate account of quantities transported in cubic yards or ton.
 2. Monitored.
 3. Trucks measured and numbered.
 4. Trucks documented/load tickets.
- **Lump Sum**- Usually used for specific areas such as a TDSR site to a landfill or reduction site.
 1. Easy to monitor.
 2. Must quantify the amount of debris.

E. Debris Operations Check List

- Prior to the storm Contact Debris Contractor.
- 1-week pre-storm put Debris Contractor on Stand-by.
- Develop/negotiate scope, cost, and Notice to Proceed Agreement.
- Ensure Debris Project Manager is on scene and reviews procedures.
- Assess the amount, type of debris, and a cost estimate for debris removal and provide to Public Works Facility Director and Finance Officer.
- Develop guidelines and procedures for the debris project:
 - Amount and type of debris.
 - TDSR sites.
 - Develop pick-up strategy using Zones Map.
 - Permits.
 - Method of disposing: burning, mulching, dump.
 - Determine destination of debris.
 - Tower procedures.
 - Separation of material.
 - Monitors.
 - Measurements of trucks.
 - Tickets.
 - Loads (how to measure).
 - Communication with Project Manager and crews.
 - Documentation.
- Contact and Coordination of procedures with FEMA representative.
- Develop plan to clear roadways and areas during the initial Push Phase.
- Ensure all loading is done mechanically.
- Ensure all loads are monitored at the site and at the tower.
- Ensure the load tickets and tower records match daily.
- If debris at a gated community is included, ensure right of entry is obtained and FEMA is involved.
- Notify the public of the debris pick up schedule (number of passes) and other related information.
- Determine what roadways are Federal roadways and coordinate debris removal with DOT and/or FEMA.
- Critique daily and after the event progress and process.
- Ensure all documentation is completed.
- Have FEMA Document all correspondence concerning the project.

F. City Debris Zones/Map

The City of Neptune Beach will set up debris zones that will correspond with search/rescue and assessment zones utilizing the following map:



APPENDIX I. HURRICANES & RELATED SEVERE WEATHER

A. Introduction

Hurricanes are devastating powerhouses of wind, rain, and storm surge that impacts a considerable area. With fierce winds more than 74 miles per hour revolving counterclockwise around a low atmospheric pressure eye, hurricanes whip up seas and tides to dangerous levels. In addition, hurricanes inundate low-lying areas with relentless rainfall. This combination of weather will cause severe flooding and wind damage to coastal and inland regions. In addition, tornadoes are commonly associated when storms move inland. The Atlantic hurricane season is defined as June 1st - November 30th, however storms may occur outside these time frames. The City of Neptune Beach is vulnerable from tropical or hurricane force winds and tornadoes associated with a hurricane as well as flooding and storm surge.

B. General Information

A hurricane is a type of tropical cyclone, which is a generic term for a low-pressure system that generally forms in the tropics. The cyclone is accompanied by thunderstorms and, in the Northern Hemisphere, a counterclockwise circulation of winds near the earth's surface. Tropical cyclones are classified as follows:

City of Neptune Beach, Florida
 Municipal Comprehensive Emergency Management Plan

- **Tropical-Depression**
 An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds* of 38 mph (33 knt**) or less.
- **Tropical-Storm**
 An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39-73 mph (34-63 knt).
- **Hurricane**
 An intense tropical weather system of strong thunderstorms with a well-defined surface circulation and maximum sustained winds of 74 mph (64 knt) or higher. Hurricanes are categorized according to the strength of their winds. A Category 1 storm has the lowest wind speeds, while a Category 5 hurricane has the strongest. **These are relative terms, because lower category storms can sometimes inflict greater damage than higher category storms, depending on where they strike and the hazards they bring.** In fact, tropical storms can also produce significant damage and loss of life, mainly due to flooding.

* **Sustained winds**
 A 1-minute average wind measured at about 33 ft (10 meters) above the surface.

** **1 knot (knt) = 1**
 nautical mile per hour or
 1.15 statute miles per hour.

1. **Wind-** Hurricane winds are defined as those more than 74 mph and hurricane gusts can reach more than 200 mph as far out as 20 to 30 miles from the eye. Winds move in a counterclockwise direction with the greatest winds usually on the right front quadrant. Gale or tropical force winds (39-73 mph) of the hurricane can extend 200 miles or more on the “front-side” of the storm and trail hundreds of miles on the “back-side.” Threats from hurricane force winds are flying debris, structural collapse, and the potential formation of tornadoes. 70% of all land-falling hurricanes spawn tornadoes.

The effects of the wind on a structure are not linear (1-1 relationship), but increases by the square. An increase of 10 MPH creates a significant increase in force.

2. **Storm Surge-** Storm surge is a large dome or mound of water created by the force of the wind blowing across the water, the low atmospheric pressure in or near the eye, and the slope of the continental shelf. Surge heights peak as the hurricane reaches shallow water, wind is at a maximum, and the storm makes landfall. Tidal levels also have a significant impact on the amount and level of the storm surge. Maximum storm surge usually occurs to the right front quadrant area of the storm, near the point of maximum winds, with the greatest flooding impact from storm surge north of the eye. Storm surge may raise the ocean 15-20 feet or more above main sea level at the coastline, causing severe coastal and inland flooding in addition to damage from coastal wave action. Drowning from storm surge and flooding is the leading cause of hurricane related deaths. Elevations at the beach vary from 4-20 feet above sea level. The following is a schedule for a worst-case storm surge for Neptune Beach.

Category 1 - 11 feet	Category 4 - 21 feet
Category 2 - 14 feet	Category 5 - 24 feet
Category 3 - 17 feet	

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

3. **Rain/Flooding-** Heavy rains accompanying a hurricane and tropical storm contribute significantly to flooding throughout affected regions. Typical hurricanes produce 6-12 inches of rainfall to the affected area which often come in bands. Slow moving storms (<10 MPH) are difficult to predict and may produce heavy rains and flooding problems in coastal and inland areas. The speed/ intensity of the storm will have an influence on the amount of rainfall and flooding.
4. **Intensity/Damage-** Hurricanes expend considerable energy when contacting the shoreline and coastal regions and usually begin to dissipate as they move inland. Tropical force winds usually subside within 12-hours, however recent studies indicate some areas, such as marshlands, do not dissipate the storm as soon. Hurricanes vary in size, intensity, and speed. The Saffir-Simpson scale breaks hurricanes into categories based on sustained wind speeds.
 - Category 1: 74-95 MPH,
 - Category 2: 96-110 MPH,
 - Category 3: 111-130 MPH,
 - Category 4: 131-155 MPH,
 - Category 5: greater than 155 MPH.
 - **Category 1 and 2 Hurricanes:** Usually pose minor damage to stable structures, but can do major damage to mobile homes, vegetation, and piers. Flooding will occur in some coastal areas and low-lying areas.
 - **Category 3 Hurricanes:** May cause some structural damage to small residences and utility buildings, but mobile homes are destroyed. Flooding near the coast destroys structures with floating debris. Low areas may be flooded inland 8 or more miles.
 - **Category 4 and 5 Hurricanes:** These storms are the most deadly and destructive. Both can create complete roof failure and building collapse of residences and industrial buildings. Major damage occurs in the lower floors of structures along the shoreline, and massive beach erosion is caused by the storm surge. Flooding of 15 feet or more may occur along the shoreline and up to 10 miles inland.

Tropical Storm Warning: A warning that tropical storm conditions including possible sustained winds ranging from 39-73 miles per hour are expected in a specific coastal area in 24 hours or less.

Hurricane Watch: An announcement made for specific coastal areas that hurricane conditions are possible within 36 hours.

Hurricane Warning: A warning that sustained winds 74 mph or higher associated with a hurricane are expected in a specified coastal area in 24 hours or less. A hurricane warning can remain in effect when dangerously high water or a combination of dangerously high water and exceptionally high waves continue, even though winds may be less than hurricane force.

C. Responsibilities

Each city department is responsible for a wide variety of activities for each phase of an emergency (Preparedness, Response, Recovery, and Mitigation). General duties and specific responsibilities required of each department will utilize a checklist. Response recovery objectives and responsibilities will be determined by the Unified Command. Specific information on a topic may be found in other areas of this MCEMP.

1. **Emergency Response-** Outside activities by emergency workers will be limited when sustained winds reach 45 MPH or as determined by the IC and Chief of Police to ensure safety of personnel.
2. **Staffed Facilities-** The city will establish a command post (Unified Command) for any severe tropical storm or hurricane and direct operations.
 - a. For a Category 1 or 2 storm or tropical force winds impacting the community, critical personnel will staff the Public Works Facility, Police Headquarters, and the 9-1-1 Communications Center. The decision to staff key functions or evacuate all city personnel will need to be made prior to the on-set of tropical force winds.
 - b. If an evacuation is called for, a Beach Complex (for coordinating all beach activities) will also be established and staffed by personnel from each of the beach cities. The first choice for a location is at the O&M facility, 1460 Shetter Avenue, Jacksonville Beach, Florida, in a separate location from the command post. If that is unavailable due to conditions or other needs, the complex will be located at a position as determined by the representatives from all three beach cities. In addition, a base staging area will be established.
3. **Bridges-** The decision to secure bridges may be done by local government or the Beach Complex to accommodate evacuation but will normally be secured when winds reach 39 MPH. Traffic will be limited on all bridges due to the elevation, when winds reach an unsafe level.
4. **Evacuation-**
 - **General Population Evacuation**

If an evacuation of the beaches area is called for (usually a Cat 1 or above storm), the Beach Complex would be activated to assist each beach city and area command post coordinate evacuation plans. It is estimated that it will take from 12-18 hours to evacuate beach communities.

 - a. Evacuation orders and instructions shall be issued by the COJ/Duval County Mayor as the Duval County Executive, in concert with the SEPPC Council (executive group) and coordinated through the Beach Complex. All public instructions will be issued from the COJ/Duval County EOC and broadcast by the radio and TV media.
 - b. The U.S. Navy at Mayport can be expected to begin evacuation earlier than the civilian community and can be a predictor of our own evacuation.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- c. All citizens are to be instructed to seek shelter well inland. Sheltering with family and friends or in a hotel/motel will provide the most comfort.
- d. Persons who wish to go to an Animal Refuge Center (ARC) public shelter are to be referred to official announcements on radio and TV for shelter locations and instructions. General instructions for hurricane evacuation are also available in the telephone book.
- e. There are no public hurricane shelters at the beaches. Persons who need transportation to an ARC public shelter are to be directed to evacuation centers at Fletcher Middle School and Neptune Beach Elementary School.
- f. Public transportation will be available at these sites to transport people to ARC public shelters. If necessary, city workers may transport people to these evacuation centers.
- g. For expected landfall by a category 1-5 hurricane, the entire civilian population of Neptune Beach will be asked to evacuate.
- h. For hurricane projections of marginal landfall, the City of Neptune Beach will be evacuated based on predicted damage and life safety issues.
- i. Evacuation determination and efforts will be coordinated with the COJ/Duval County EOC. Evacuation orders are mandatory, however persons who refuse to evacuate will not be forced.
- j. The hospital, nursing care centers, HUD, senior citizens residences, hotels and similar occupancies are to have specific evacuation plans.

▪ **Evacuation Traffic Plan**

Neptune Beach, Jacksonville Beach, and Atlantic Beach (which also is responsible for Mayport) will be responsible for facilitating the smooth flow of traffic within their respective jurisdictions, although it will be coordinated through the Beach Complex.

1. Any additional requests for traffic personnel will be made to the unified command at the Beach Complex.
2. All personnel (regardless of their agency) assigned to work traffic will operate on a common radio frequency. This frequency will be coordinated through the Beach Complex.
3. Law Enforcement or Fire rescue officer/crews assigned to any of the beach cities will operate under the command/control of the Police Chief/Chief of Police within the jurisdiction they are assigned.
4. Officers will be positioned at the major intersections.
5. Officers will be assigned on the east side of the bridges.
6. Tow trucks will be stationed at the bridges but may be moved as needed to facilitate traffic problems.
7. All vehicles will be able to leave the beach at the route of their choice. If the need arises, law enforcement may redirect traffic.
8. It is estimated that an evacuation may take 12-18 hours to complete.

▪ **City Government Evacuation**

1. The Incident Commander or City Manager shall order all city workers to take shelter or evacuate prior to dangerous hurricane conditions. If the situation allows, the Incident Commander may

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

release non-essential city workers from duty if adequate time is available for them to reach shelter.

2. Outside operations with sustained winds above 45 MPH will be limited, except as determined by the Incident Commander, Department Director, or City Manager.
 3. City government shall evacuate to a suitable shelter west of the ICW. Limited police units may be sheltered at Police Headquarters during Category 1 or 2 storms. The decision to evacuate key law enforcement and emergency personnel and where to locate will be coordinated by the beach cities through the Beach Complex.
 4. Each beach city will relocate during an evacuation to separate sites west of the Intracoastal, but should maintain in communication contact through the Beach Complex.
 5. If members of Jacksonville Sheriff's Office or other agencies choose to evacuate with Neptune Beach personnel, they may do so but should take with them a 3-day supply of food, water, clothing, etc.
 - a. **Accountability of personnel and equipment shall be maintained by each department.**
 - b. Records may be kept in the vehicles if adequate protection is available.
 - c. Personal supplies should be taken with all personnel who evacuate.
 - d. After hurricane force winds have subsided, personnel will convoy back to the beach.
 - e. The Beach Complex should be re-established.
- **Evacuation of 9-1-1 Communications Center-** If the 9-1-1 Communications Center is evacuated due to a hurricane or other disaster, most Communication Dispatch personnel will evacuate to a facility west of the intercoastal (Hotel). Several Communications Dispatch personnel will be relocated to COJ/Duval County EOC with Neptune Beach calls directed to that location. 9-1-1 calls and dispatched units will originate from that office until time that communication services can be restored in the city.

D. Preparedness Activities

Preparedness is any action taken in advance of an emergency to plan, develop, support, and enhance the operational capabilities and to facilitate an effective and efficient response and recovery to an emergency.

1. **All City Departments** - Review and complete all activities in the following Hurricane Preparedness Checklist by April 30th of each year and forward a memo to the Chief of Police (Emergency Management Coordinator) when all items have been completed.
 - The MCEMP basic plan including Hurricane Appendix I and Specific Annexes such as Debris Management, Communications, etc. have been reviewed by department personnel.
 - Department hurricane plan/guidelines, job duties, and responsibilities specific for each department have been reviewed with all department personnel.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Any updates to the MCEMP or department guidelines have been forwarded to the Chief of Police (EMC).
- All special hurricane emergency arrangements or agreements with outside agencies or suppliers have been confirmed.
- Ensure that a stockpile of emergency supplies and equipment for all City facilities and for each department are adequately supplied.
- All department radios have been checked and are functioning properly.
- All departments have checked and confirmed that all emergency phone numbers/contact lists are accurate.
- All city personnel should have personal plans for hurricane emergency dependent care and property protection.
- All Department Directors and critical personnel participate in the annual hurricane exercise.

2. Police Department (Responsible for Emergency Management coordination)

- Each year by May 1st, a review of the MCEMP and specifically the Hurricane Appendices will be made and updates made.
- During April of each year a hurricane preparedness class is offered to all city workers.
- In May/June of each year a hurricane exercise will be conducted with department directors and critical city staff.
- Annually, prior to hurricane season, information related to hurricane preparedness will be made available to the public.

3. Utility Billing Department

- Prior to May 1st, all customers have been alerted (notice in the utility bill) to the procedure to register for special needs and/or evacuation assistance with COJ/Duval County EOC.

4. Purchasing and Procurement

- Ensure that maintenance/service is completed semi-annually on all city facility generators.

5. Personal Hurricane Preparedness

The welfare of the general population requires that city workers be on the job during a hurricane emergency. It is important that city workers protect their personal property and families so that they can perform essential duties with peace of mind. The City recognizes the responsibility of city workers to their families.

- *All city workers are required to make personal plans for dependent care prior to a hurricane emergency.*
- Dependents should be sheltered well inland, away from flood prone areas and in sturdy buildings. Mobile homes should be evacuated. Although some families may be able to remain at home, many will need to relocate to better shelter. Sheltering with family, friends or in a hotel/motel will provide the most comfort. Several families may wish to shelter together for mutual support.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

All dependents should be prepared to live without assistance for up to **three days** (72 hours).

- For those that need Red Cross sheltering, shelters will be opened on the west side of the Intracoastal. There will be other shelters throughout Jacksonville/Duval County.
- No unaccompanied dependent children should be sent to a public shelter. All minor children of city workers should be in the care of a responsible adult.
- Pets are not allowed in most public shelters. Each city worker with a family pet should make special plans for them prior to a hurricane emergency.
- City workers are encouraged to stockpile the following supplies:
 - a. Portable radio, flashlight, batteries.
 - b. First aid supplies.
 - c. Medicines and baby supplies.
 - d. Bottled water
(1 gallon per person/ per day x 3 days = gallons).
 - e. Materials to secure home (shutters, tape, etc.).
 - f. Fire extinguisher.
 - g. Eating utensils, can opener, etc.
 - h. Bedding.
 - i. Extra clothes.
 - j. Tools.
 - k. Pail with cover (for waste).
 - l. Extra money.
- These supplies can be used if city workers' dependents remain at home or relocate to a shelter. Remember, shelters may lose electricity, water, etc., due to the hurricane.
- A **hurricane watch** means that a hurricane may threaten our area in the next 24 to 36 hours. When a hurricane watch is declared, city workers should:
 - a. Monitor radio and TV weather reports.
 - b. Check supplies.
 - c. Store food and water.
 - d. Fill vehicles fuel tanks.
 - e. Secure boats, lawn furniture, etc.
 - f. Fill prescriptions.
 - g. Make pet arrangements.
 - h. Confirm dependent care arrangements.
- A **hurricane warning** means that a hurricane is expected to strike within 24 hours. When a hurricane warning is declared, city workers should:
 - a. Secure their home.
 - b. Turn off utilities.
 - c. Secure pets.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- d. Evacuate dependents if necessary (take along hurricane supplies).
- e. Critical workers need to report to work.

E. Response Activities (pre-storm)

Response activities are actions taken immediately before, during, or after an emergency to reduce casualties, save lives, minimize damage to property, and enhance the effectiveness and speed of recovery. The response phase includes conducting emergency operations by acting to reduce the hazard to acceptable levels (or eliminate it entirely), and to coordinate resources in managing the emergency. Activities related to the threat of possible tropical or hurricane force winds will be done several days ahead of any Hurricane Watch activities if it is evident that the City may be impacted. The City Manager will determine at what point Response operations will begin. This will usually be prior to the Hurricane Watch issued for the area (72 hours prior). During hurricane force winds, most operations will cease and time will be spent coordinating and planning activities once the hurricane/gale force winds have subsided.

1. All Departments

- In the event of a hurricane impacting our area, Department Directors will meet with the City Manager and staff for updates and projections of a potential storm, to plan preventive measures, coordinate the securing of facilities and equipment, and to keep employees informed.
- Police/Fire will coordinate Incident Command Structure activities (evacuation) with the other two beach cities. (Establish Beach Complex)
- Establish a command post at the O&M facility and activate Incident Command Structure.
- Each department will review the MCEMP with personnel and begin preparations including each department's individual plan and personal plans in the event of an impact.
- All departments and critical personnel will review their department hurricane guidelines and ensure that their facilities, equipment, personnel, and records are prepared.
- At the direction of the City Manager, each department will secure their facility by applying shutters to the windows, checking supplies, and check that the generators are working and fuel is topped off.
- Each department should box up necessary records and back-up necessary computer files and prepare for transport if an evacuation is called for.
- Each department should secure and take protective measures for equipment at their facility.
- Keep employees informed of the status of the storm.
- All critical city personnel will be contacted and advised when they would be required to report for duty.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Ensure all personnel have supplies (food, water, clothing, etc.) so that they can be self sustained for 72 hours.
- All city workers should prepare for dependent care and make plans for securing their own residence.
- All departments will maintain maximum fuel levels in vehicles and equipment.
- Ensure all loose equipment in and around facilities is secured.
- Ensure the city has supplies to sustain the first 72 hours of emergency operations.

2. Executive Group

- The City Manager will coordinate all response activities and keep the City Council informed of all activities related to the possible storm and associated impact.
- The City Manager will alert and keep the City Council briefed on the status of the storm, city preparedness, and other information.
- Meetings will be held by the City Manager with Department Directors and critical staff personnel to coordinate response activities. The City Council will be invited to attend the briefings.
- The Mayor or her/his representative, as a member of the (Executive group) SEPPC, and the Chief of Police will attend meetings with Jacksonville Officials and coordinate activities with COJ/Duval EOC.
- The Mayor or Mayor Pro-tem accompanied by an aide, will be at the COJ/Duval County EOC during a Hurricane Warning or as required.

3. Police Department (Responsible for Emergency Management activities)

- Keep the City Manager and all Department Directors informed of all storm updates and information from COJ/Duval County EOC.
- Attend Executive Group (SEPPC) meeting with the Mayor and coordinate activities.
- Contact Hasty's Communication to prepare for communications issues.
- Contact a hotel/motel site to prepare in the event of an evacuation.
- Ensure all emergency contact numbers are accurate and radio system/towers are operable.
- If an evacuation of Zone 1 (Cat-1 storm, hurricane force winds affecting the Beaches) is called for by the Mayor of Jacksonville, coordinate evacuation activities with other law enforcement agencies.
- Set up the local command post at the Police facility and coordinate city emergency response activities. If a catastrophic event is forecast or evacuation help set up the Beaches Complex.
- Ensure re-entry passes are available for citizens, businesses, and city workers.
- Personnel are alerted of call-back and staffing requirements.
- Coordinate emergency response activities.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Coordinate information and activities with COJ/Duval County EOC.
- Ensure that vehicle maintenance and service personnel are available.
- Contact the Debris Management Contractor to monitor activities.
- Set up a contractor if portable buildings are needed.

4. Purchasing and Procurement

- Ensure that rental trucks are reserved for evacuation of equipment and records.
- Ensure that all boxes and supplies for the hurricane and evacuation are procured and available.
- Ensure all contracts/purchase orders are up to date.
- Ensure all city fuel tanks are kept full.
- Set up contacts/contractor for potential supplies.
- Ensure a 72-hour supply of goods, equipment, and supplies are available and ready for transport. These include the following:
 - a. Food: for 80 workers x 3 meals a day x 3 days (MRE's) = 720 meals
 - b. Water: 80 x 3 gallons per day x 3 days = 720 gallons
 - c. Fuel: 1,000 gallons diesel and 1,000 gallons regular
 - d. Extra equipment:
 - 1. Batteries
 - 2. Chain saw blades
 - 3. Tools
 - 4. Medical supplies
 - a. Extra generators: For maintenance, battery charging, lights, running equipment/pumps, etc.
 - b. Temporary shelters (available buildings, portable, or tents).
 - c. Service area for tire and equipment repairs, batteries, etc.
 - d. Each department will be responsible for their vehicles).
 - e. Portable sanitation facilities (4 port-a-lets).

5. Public Works Department

- a. Pollution Control Plant Division
 - Obtain additional portable pumps and generators for lift stations.
 - Draw down the storage capacity of affluent basins.
- b. Water Plant Division
 - Fill elevated storage tanks.
 - Increase chlorination levels.
- c. Distribution/Collection Division
 - Support PCP activities.
- d. Streets Division
 - Pick up garbage cans and other material on beach/right-of-ways that may cause flying debris hazards.

6. Police Department

- Coordinated emergency response activities.
- 9-1-1 Communications Center responsible for alerting the City of special weather information.
- Responsible for security of the City.
- Responsible for securing traffic on bridges.
- Maintain open roadways and traffic.
- Coordinate evacuation of the beaches when declared and coordinate with other beach cities and other agencies.
- Control of civil unrest.
- Responsible for coordinating Re-entry procedures.

7. Building and Zoning Department

- Ensure all construction sites/contractors have secured their equipment and facilities.
- Prepare and box all records/documents/plans for possible evacuation.
- Prepare for damage assessment responsibilities.

8. Finance/IT Department

- Prepare/back-up all financial records for possible evacuation.
- Ensure payroll/payment continuity during emergency and recovery operations.
- Prepare documentation and distribute to all departments to track storm related expenditures.
- Ensure Computer equipment/system is ready for transport.
- Ensure payroll continuity during emergency operations.

9. Parks/Recreation Department

a. Ocean Rescue

- Ensure that beaches are posted with warning signs and equipment is secured.

10. Utility Billing

- Assist in distributing special needs info.

11. City Clerk

- Ensure required records are secured electronically or manually.

F. Recovery Activities (post-storm)

Short-term recovery is any action taken to return vital functions and critical infrastructure to a minimum operating standard. Activities are initiated to assess damages, needs, and available resources and coordinate relief efforts. The Incident Command System will be used to manage/coordinate all short-term recovery activities. For a large-scale disaster or evacuation, a Beaches Complex will be established. The Beach Complex is 1 of the 4 divisions that Duval County is divided into to coordinate resources needed with COJ/Duval County Area Command. Each beach city will manage their own recovery activities however,

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

each will coordinate through the Beach Complex for needed resources and information. Operational time periods, usually 12 hours, should be used to develop objectives and an action plan for that period by the Unified Command.

▪ **Initial Post Hurricane Survey**

As soon as the winds diminish to a safe level a team of Neptune Beach Police, Public Works, and Beaches Energy personnel will return from the evacuation site or the Command post and do a preliminary assessment. At this time the perimeter should be secured, and command assumed. This assessment should include:

- Check roadways and bridges for safe passage.
- Determine level of flooding and damage.
- Determine damage of city facilities and alternate command post.
- Check for communications availability.
- Check for power, water, and sewer damage/outages
- Communicate information with Evacuation Center.

▪ **Sample Action Plan for first 12 hours:**

1. Re-Establish a command post
2. Develop the first 12-hour action plan and assign personnel. Make assignments following Incident Command System guidelines and needs.
3. Re-establish communications (radio, IT)
4. Set up security perimeter.
5. Do an initial damage assessment. (use zone map)
6. Begin Search/rescue efforts. (use zone map)
7. Begin debris removal from major streets/roadways.
8. Begin efforts to restore water, sewer, and power.
9. Establish local staging area for resources (for workers): Food, fuel, water, shelter, sanitation, and maintenance.
10. The city should not expect assistance for the first 48-72 hours.
11. Establish a medical triage/treatment/transport area.
12. Send a staff officer to establish a Beach Complex.

1. **General ICS Responsibilities/duties (sample)**

The following are basic responsibilities for each position in the Incident Command Structure. Some areas will not be staffed while others may have additional assistance.

A. Beach Complex:

- Unified Command
 - The command structure will include a representative from each of the beach cities.
 - Located at a site (O&M facility or alternate site).
 - Will establish communications with COJ/Duval County EOC Operations and the three beach command posts.
 - Will coordinate information, activities, and resource needs for the three beach communities with COJ/Duval County EOC Operations.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Will coordinate Base/staging area for all beach cities resources.
 - Will coordinate logistical support with COJ/Duval County EOC Operations.
 - Response for a demobilization plan.
- Operations
 - Will oversee the operations of the three beach communities and report progress, as well as resource needs to the Unified Command.
- Logistics
 - Will oversee the logistics of the three beach communities and report to the Unified Command. Will advise the Unified Command of needs.
 - Responsible for documentation of resources.
- Base/Staging
 - Will oversee the resource as they are deployed to the base/staging area. (Units are either in service or out)
 - Responsible for documentation of available resources and advising the UC of what is available.
 - May be at the Beach Complex or other location.
- Planning
 - Responsible for looking at the status and the future needs for resources of the three beach cities and keeping the Unified Command advised. Helps the Unified Command determine an action plan.
- Joint Information center/PIO
 - Coordinates information from beach cities to COJ/Duval County EOC.

B. Neptune Beach ICS Structure (sample):

- City Manager**
 - Responsible for coordinating all City of Neptune Beach recovery activities and restoring essential functions. The City Manager will establish the overall objectives for the City.

- IC or Unified Command (Police)**

A single IC has one individual responsible while a unified command involves multi jurisdiction/agency or multiple departments within an agency. UC allows a coordinated effort in determining objectives with one agency/dept. taking the lead role with the others assuming supportive.

 - Establishes a command post.
 - Establishes priorities and objectives.
 - Established the level of the organization needed and monitors the operation and effectiveness of the operation.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Responsible for overall safety.
 - Coordinates the activities of the general/command staff.
 - Approves the action plan and approves the use of or demobilization of resources.
 - Coordinate activities/resource needs with Beach Complex to COJ/Duval EOC.
 - Develops action plans for specific time periods (example 12 hours).
- Command Staff** (if not staffed, the responsibility of the IC)
- Safety
 - Monitors incident operations and advises the IC of all matters including emergency responders.
 - Public Information Officer
 - Establish an information area and method for the media and public to release information (ie; radio, TV, or web site).
 - Establish a staffed phone number for public information.
 - Coordinate public info through COJ/Duval County EOC Liaison.
 - If staffed, coordinates activities and issues with outside resources. A point of contact.
- Operations** (If not staffed the responsibility of the IC)
- This section is responsible for managing all tactical operations.
 - Supervises the operations portion of the IAP.
 - Approves and requests all resources to function and demobilization of personnel and equipment.
 - Responsible for safety of personnel and their operation.
 - Request additional units from staging or the IC.
 - Gives periodic briefings and updates to the IC.
- Building** (If not staffed the responsibility of the IC)
- Collects information and develops plans to assist the IC in mitigating the incident.
 - Advises command of needs.
 - Determines the need for specialized services.
 - Plans for the needs of personnel, resources, and equipment.
 - Looks at the future of the incident at what the needs will be and assists in developing the Incident Action Plan.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- **Logistics (Public Works)**
 - Provides all incident support needs for responders.
 - These include, fuel, facilities, supplies, equipment maintenance, food services, water, medical, etc.
 - Develop communications so workers can contact families.
 - Develop 12-hour work schedule for workers.
 - Establish a portable maintenance facility for equipment and apparatus maintenance, fixing flats, and minor repairs.
 - Food and facilities for preparation to feed workers.
 - Water.
 - Establish Fuel supplies.
 - Ice
 - Sanitation supplies (port-a-lets).
 - Generators.
 - Establish sleeping facilities (trailers, tents, buildings, etc).
 - Provides information to IC for the Incident Action Plan.
 - Requests additional resources as needed.

- **Finance/IT**
 - Manages financial aspects of the incident.
 - Ensures compensation and claims.
 - Responsible for documentation of personnel and equipment for potential reimbursement.
 - Within this group is the IT division and is responsible for re-establishing the IT network system.

- **Branch/Divisions/Groups under Operations**
 - Staging- Responsible for setting up a staging area for equipment, food services, fuel, maintenance, supplies, tracking resources, and advising the Unified Command what is available.
 - Communications- Responsible for re-establishing radio communications.
 - Damage Assessment- Responsible for conducting an area damage assessment and reporting to the Unified Command.
 - Law Enforcement- Will establish several groups under law enforcement branch such as traffic, animal control, 9-1-1 communication, patrol, and services.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

Public Works- Will establish several groups under PW including water, sewer, streets, and debris management.

Beaches Energy- Will have several teams to restore power.

Human Services- Will assist in developing Points of Distribution, address health issues, and may include the Red Cross, Salvation Army, and Health Dept.

2. Responsibilities that may be assigned to a Branch or Group from a specific department (sample).

Although assignments may be made by a functional group such as law enforcement, departments and members may be responsible for other ICS functional/task areas or assigned a command staff level position responsible for an area such as Logistics.

- The City Manager is responsible for coordinating all City of Neptune Beach recovery activities and restoring essential functions. The CM will assist the unified command in establishing overall objectives.
- The Police Department will be responsible for coordinating activities with other outside agencies, search and rescue operations, radio communications
- The Police Department is responsible for maintaining security, coordinating re-entry, traffic, animal control, and restoring law enforcement operations. Assistance with S/R may be necessary.
- Public Works will be responsible for debris management and coordinating efforts with the debris management coordinator.
- Public Works departments will be responsible for infrastructure repair such as water, sewer, and streets.
- Beaches Energy will be responsible for infrastructure repair of electrical services.
- The Building Department will be responsible for damage assessment and code enforcement issues as well as coordinating post-disaster mitigation activities (LMS).
- The Finance Department will be responsible for financial responsibilities including recording costs associated with the event and coordinating all FEMA Public Assistance grants and reimbursements. The IT Department will restore the communication network.
- The Human Resource Department will coordinate insurance needs for public facilities, equipment and information for damage reimbursement reporting. In addition, HR will assist with coordinating human services needs.
- Finance will be responsible for logistical support including repairs of city facilities, apparatus, and equipment, coordinating equipment needs, fuel, food, etc.
- Building will assist with the damage assessment of public facilities and other areas as requested.
- The City Clerk's office will assist in re-establishing city records and functions.

3. **General Objectives** (sample ICS objectives)

- Ensure command is established and a stationary command post.
- Re-establish a command post if an evacuation occurred. Assist in setting up a Beach Complex if needed. Direct operations using the Incident Command System.
This may be at the O & M facility or at another suitable location. Establish a unified command. Begin to develop an action plan for the first 12 hours and then for additional time periods as needed.
- Do a preliminary damage assessment of casualties and property and begin Search/Rescue activities.
- Use the zone map and begin a building-by-building search of all structures that are safe to enter, beginning with the area most heavily damaged. Mark/date each house identifying that a search has been completed and the number of victims (see marking system). Once all damaged structures have been completed do a secondary search of all affected structures.
- Establish communications.
- Re-establish radio/phone communications with Beach Complex and COJ/Duval County EOC and re-establish 9-1-1 communications.
- Set up security (perimeter) for the City, initially allowing only critical persons and equipment into the City until the area is determined safe.
- Debris should be cleared on major roadways to allow emergency vehicles and workers access. A debris transfer site, monitoring station, permits, personnel and equipment, and schedules for debris should be established removal (see Debris Management Appendix).
- Set up a staging area for all incoming equipment and supplies as well as a medical staging area for triage, treatment, and care of the injured.
- Each utility/public works department or division should assess critical infrastructure/functions and begin the process to restore the critical functions and areas first.
- Begin resource management of personnel, supplies, and services needed for the workers and operations which will include food, water, shelter, fuel, sanitation means, equipment and vehicle maintenance, communications, and a host of other resources. Neptune Beach should be prepared to be self sufficient for a minimum of 72 hours until additional assistance is available from the COJ/Duval County EOC.
- Coordinate health related activities with the Duval County Health Department.
- After the initial preliminary assessment has been completed begin a damage assessment (PDA). Send a report to COJ/Duval County EOC.
- Structures will need to be evaluated for safety and structural stability. Tag buildings for livability if possible using the red (not livable), green (livable), and yellow (livable but needs attention) system.
- Establish a fleet maintenance program to care for apparatus, equipment, tire repair, and service needs.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Call for mutual aid as needed to assist with rescue, security, and other functions. Request State mutual aid resources through COJ/Duval County EOC.
- Coordinate workers/resources using 12 hour on/off schedule. Provide city workers time to care for their own families, property, and needs.
- Once the hazards have been managed, coordinate the re-entry process with COJ/Duval County EOC, St Johns Country, and other beach communities (see the Re-entry Program). Manage traffic issues.
- Establish Points of Distribution (POD) for essential citizen's supplies.
- Restore essential government functions such as Information Technology, Records/City Clerk, Planning and Development, Finance, and other functions. Establish a fixed or portable site to carry on city business.
- Keep the elected officials informed of the event and recovery efforts.
- Post sites and provide updated information to residents via the local media, staffed telephones, and the city's web site.
- Coordinate relief efforts with County, State, and Federal Agencies (FEMA).
- Ensure all preparedness, response, and recovery activities are well documented for possible reimbursement.

4. **Re-entry Program** (If an evacuation occurs)

As soon as reasonable after the storm passes, assessments of the beaches will be made and relayed to the Neptune Beach command post and Beach Complex. Depending on the level of damage, hazards, and other factors, a decision will be made to allow re-entry to the beaches. When each beach city and the Beach Complex is ready for re-entry, coordination will be made through the Beach Complex with COJ/Duval County EOC in Jacksonville to make the public notification. Each beach city will coordinate the re-entry effort through the Beach Complex.

- Emergency workers (Police, Fire, Rescue, and EMS), Utility/PW workers, City Officials, and other city/county personnel will be the first to be permitted back to the beach following a hurricane. Their function will be to evaluate the damage, re-establish emergency services, secure the area, establish a command post, and begin to restore the infrastructure.
- Re-entry will occur in phases based on health and safety issues as well as damage assessment. The Neptune Beach Police Department and JSO will be stationed at key access points, in conjunction with the Duval County Re-entry Plan, to ensure only those who need to be at the beach are allowed access.
- Coordinate with all beach cities.

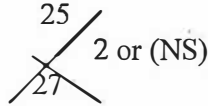
5. **Search/Rescue Marking System**

Search/Rescue crews will utilize a uniform marking system (**red/orange spray paint near the main entrance**) to identify structures that have been searched. Crews will usually begin in the most damaged area utilizing the zone map. If needed, GPS coordinates are available to identify each zone (see zone map). During the initial primary search, an approximate 12-inch

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

diagonal stripe will be marked near the front entrance. After exiting the building, the date will be placed in the upper left section of the stripe and the number of victims in the right upper section. If unable to search due to hazards identify by NS (not safe) instead of victims. If a secondary search is completed later, place another diagonal opposing stripe with the date of the search/victims in the lower middle section.

Example:



G. Mitigation Activities

Mitigation includes those activities, policies, or programs developed and adopted that will reduce, eliminate, or alleviate damage caused by disasters.

Proper and coordinated planning is a prerequisite to effective hazard mitigation. The purpose of the Mitigation Programs is intended to reduce the loss of life and property due to natural disasters, to enable mitigation measures to be implemented during the immediate recovery from a disaster, and/or to prevent future hazards. Mitigation activities will be the responsibility of each department; however, activities should be coordinated with the Finance Officer and LMS Coordinator for the City. **For additional information related to Mitigation, see general section under Mitigation.** Eligible activities for this program may include:

1. Property acquisition or relocation.
2. Structural and non-structural retrofitting (e.g., elevation, storm shutters and hurricane clips).
3. Minor structural hazard control protection (e.g., culverts, floodgates, retention basins).
4. Localized flood control projects that are designed to protect critical facilities and are not part of a larger flood control system.
5. Protection of utilities and seismic protection.

H. Search and Rescue/Assessment/Debris Zone Map

This map will establish zones so that initial search/rescue crews, debris management crews, and damage assessment teams can identify locations. Each zone will have a GPS coordinate and the elevation identified. (Map on page 47)

I. Demobilization Plan

1. General Information
 - No resources will be demobilized until authorized by the section commander and the Incident Command.
 - All demobilized units will be transported to the staging area and checked out.
 - Appropriate demobilization forms will be filled out.
 - Supervisors will be briefed prior to demobilization on current issues.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- All equipment/apparatus will be accounted for and turned into the staging officer.
- Release of outside resources will be coordinated with the Beach Complex and COJ/Duval County EOC.
- Crews from other regions will be grouped for demobilization if possible.
- All resources will meet work/rest requirements prior to being released.

APPENDIX II. HAZARDOUS MATERIALS

A. Introduction

Hazardous materials are chemical substances, which if released or misused can pose a threat to the environment or health. These chemicals are used in industry, agriculture, medicine, research, and consumer goods. Hazardous Materials come in numerous forms such as explosives, flammable and combustible substances, oxidizers and organic peroxides, poisons, radioactive materials, and other substances.

B. General Information

Many products containing hazardous materials are routinely used and are also shipped daily on highways, railroads, waterways, and pipelines. Hazardous materials incidents may include responses involving fires, spills, transportation accidents, chemical reactions, explosions, WMD situations, and confined space atmospheres.

1. Department of Transportation (DOT) as Haz-mat categories:

- Class 1 Explosives.
- Class 2 Flammable Gasses.
- Class 3 Flammable Liquids.
- Class 4 Flammable Solids.
- Class 5 Oxidizers and Organic Peroxides.
- Class 6 Toxic Materials and Infectious Substances
- Class 7 Radioactive Substances.
- Class 8 Corrosive Materials.
- Class 9 Miscellaneous Dangerous Goods.

2. **Levels of Service** - The City has three (3) levels of training for a response to hazardous material situations. Additional resources and Haz-mat Teams from neighboring fire departments (Jacksonville Fire & Rescue, Mayport Naval Base Fire Department, and St John's County Fire & Rescue) as well as a military Haz-mat Response Team are available to assist when conditions exist beyond our capability. The US Coast Guard will also assist with spills on coastal waterways. Goals are to identify the material, control and containment, evacuation and/or rescue of injured people, decontamination of personnel and equipment, documentation, and restoration of the scene.

- **Awareness Level:** These persons have minimal training related to hazardous material but may have training related to specific chemicals at their facility. Awareness level personnel should be trained to identify and recognize a hazard, evacuate the immediate area, and call for

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

assistance.

- **Operations Level:** Operations trained personnel are responsible for establishing command, isolation/deny entry, material identification, risk assessment, and minor control techniques, when safely possible. Operations personnel may also assist in atmospheric monitoring and decontamination when necessary.
- **Technician Level:** Technician trained personnel in addition are responsible for entries into the Hot Zone to perform rescue, advanced research, advanced control and mitigation techniques, and advanced monitoring.

C. Responsibilities

The COJ Fire Department will be responsibilities for managing hazardous material types of incidents. They will establish command and will utilize the NIMS ICS system and establish a command post to manage resources and coordinate the event. A unified command system may be established for large scale incidents with the fire department taking the lead role.

- The Incident Commander or Unified Command has overall control of the operations. The IC/UC is responsible for all public and personnel life safety issues as well as the development of the action plan to mitigate the situation.
- The Police Department is responsible for securing the perimeter, managing crowd control, assisting in evacuation measures, and assisting in law enforcement activities as needed.
- If City personnel are involved in a spill or leak at their facility, they should evacuate the area and stay at a safe distance until the material has been identified, hazards assessed, and corrective actions taken
- Other City departments such as Public Works or Beaches Energy may be called to assist with functions such as diking material, shutting off utilities, etc.
- The Coast Guard will be called to assist with hazardous materials spills or leaks in the Intracoastal Waterway or ocean.
- The following are prioritized operations:
 1. Isolation
 2. Identification
 3. Evaluate
 4. Containment
 5. Stabilization
 6. Decontamination
- Haz-mat Team- Regional or local Haz-mat teams may be utilized to assist with larger scale incidents. Their priorities and responsibilities will be the same as for a small incident including site control, safety, research, entry teams, and decontamination.
- The Florida National Guard has a Civil Support Team (CST) that is designed to support local Incident Command and local emergency responders with hazardous materials or WMD situations.
- State Emergency Response Team (SERT) - The SERT is composed of representatives of state and local agencies that coordinate assets for Terrorist/WMD incidents. These types of incidents that impact Florida can

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

quickly exceed the response and recovery capabilities of local jurisdictions. During the response phase of such events, the SERT, located at the State Emergency Operations Center (SEOC), coordinate the deployment of state resources, personnel, interstate mutual aid, and federal resources to support local agencies.

D. Preparedness Activities

1. Each year in February, all city workers will participate in the Haz-com Class conducted by the coordinator in each department.
2. An annual training exercise will be conducted with those departments who are typically involved with hazardous materials (Public Works, Fire, and Police) and outside agencies.
3. Classes and information for city employees are available related to hazardous materials.
4. Mutual aid training should be conducted with other Haz-mat responders from other agencies on an annual basis.

E. Response Activities (Operations)

The response phase or operations includes conducting emergency operations by taking action to reduce the hazard to acceptable levels (or eliminate it entirely), and to coordinate resources in managing the emergency.

1. The initial response of fire and police units will depend on the information received and appropriate response based on the level type.
2. As a minimum a single unit will be dispatched to perform a risk assessment including type of hazard, material involved, resources needed and minor mitigation and control efforts. A single unit should be able to mitigate small combustible/flammable liquid spills less than 10 gallons or other minor types of incidents with a minimal degree of hazard (leaking gas tank, small LPG tank leaking, antifreeze, oil, etc). If additional resources are needed command should be established and additional operational functions initiated.
3. Command will be established and direct all operations using the NIMS Incident Command System.
4. The ERG Guide will be used by the initial emergency workers as a basis to determine initial health hazards, protective equipment necessary, fire hazards and control measures, isolation/evacuation distances, and other factors for known or unknown hazardous material/substances.
5. The following classification system is used by the State of Florida Emergency Response Commission regarding the categorizing and reporting of hazardous materials incidents.

Level I: (Minor)

- A spill, release or potential release of a known hazardous substance with minor injuries possible.
- A spill or potential release of less than 55 gallons of a substance.
- In general, the material is not radioactive, water reactive, or hyperbolic.
- Unlikely that it will spread, and/or area involved is less than 300 sq. ft.
- Corrosive spills less than 10 gallons.
- 100 lb. or less LP tank leak.

Level II: (Moderate)

- A spill, release or potential release of known or unknown hazardous substance with no deaths although injuries may be severe.
- A spill or potential release of known or unknown substances that are toxic, reactive,
- Flammable, radioactive, corrosive, or biological in nature that exceeds the criteria for a minor incident.
- Release may not be controlled without special resources.
- Evacuation will be confined to a designated area that local resources can achieve. Extended sheltering is not required.

Level III: (Severe)

- A spill, release or potential release of a hazardous substance with an associated fire, explosion, or a toxic/corrosive cloud with injuries or deaths possible.
- A substance capable of producing toxic/corrosive gas cloud, highly reactive or unstable, may produce significant flammable vapors, or is radioactive or a chemical/biological pathogen.
- Involves large amounts of hazardous material or a limited amount of a very dangerous substance.
- Extensive environmental contamination is possible.
- Presents immediate danger to public and personnel.
- Evacuation of large numbers of the populace or extending over a large area impacting the community.

Level IV (Major):

- A spill or release of a hazardous substance that has resulted in a serious fire, explosion, or environmental contamination over an extended area.
- A known or unknown hazardous substance that can be highly toxic, very reactive or unstable, flammable or explosive, or etiological agents that are extremely pathogenic.

6. Operational Process- Generally an 8-step operations process is used to manage any Haz-mat incident. The key areas include:

- Isolate the area and deny entry of all personnel until the material has been identified.
- Identify the material and advise personnel of hazards.
- Evaluate hazards and risks utilizing information collected.
- Choose protective equipment necessary to operate in the hot zone.
- Coordinate information/resources with the IC.
- Control/confine material by developing offensive or defensive tactics.
- Decontaminate exposed personnel, victims, and civilians. Isolate equipment for further decontamination.
- Debrief/Document/Critique personnel involved.

a. Isolation Control Zones- Control zones are to be established and identified by the first arriving unit utilizing the ERG. Detection equipment is to be utilized to establish and/or monitor the control zones. Access into hot/warm

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

zones is to be controlled and access denied except for response personnel in an appropriate level of personnel protection. For an unknown substance atmospheric readings are to be taken measuring Lower Explosive Limit (LEL), O₂, H₂S, CO, Chlorine, and Radiological levels. When a substance is known the appropriate atmospheric readings are to be taken along with measuring the LEL/O₂.

- **Hot Zone** - The danger area surrounding the hazard. Minimum 50-foot radius. Only to be entered by Teams (minimum 2 personnel) in appropriate PPE with a back-up team standing by.

All personnel entering this area are to be briefed on goals, hazards, and decontamination procedures prior to entry. Included may be an area to stage personnel contaminated until decontamination occurs.

- **Warm Zone**- For decontamination and standby rescue operations. The Warm Zone shall be the location of the entry and exit corridors.
- **Cold Zone** - No hazards, a clean area for command, staging, and other emergency service functions as well as media, agency liaison, etc.

- b. **Product Identification**- Identification of the material involved should be determined as soon as possible to assist in determining the hazards to personnel, the public, and the environment. Occupancy location, container type (rail cars, transport vehicles, and intermodal), placards and labels, papers (bill of lading, dangerous cargo manifest, consist/waybill, and air bill), MSDS sheets, and information from the driver or fixed facility representative, are resources for determining the material involved.

c. **Personnel Protective Equipment**

Persons responding to a Haz-mat incident must be protected from the hazard by protective equipment. The minimum protective equipment utilized by personnel until the product and hazards are identified, should be structural firefighting gear and SCBA. The following are the four levels of protective equipment established by OSHA, EPA, and NIOSH:

- **Level A**- Highest level of protection against vapors, gases, mists, and particles. Level A protection is a total encapsulating suit including SCBA. Requires training above the first responder level.
- **Level B**- Requires a garment including SCBA that provides protection against splashes from a hazardous chemical. Wrist, ankles, face-piece and hood, and waist are secured to prevent entry of splashed material. Special boots and gloves may be needed depending on the material involved. Taped bunker gear at the wrists and boots, with an SCBA, would fall under this level.
- **Level C**-The same type of garment used for Level B is used for Level C with the exception that it allows for the use of respiratory protection other than SCBA. This respiratory protection allows for the use of various types of air-purifying respirators where the specific material is known and measured.
- **Level D**- Provides for non-respiratory protection and minimal skin protection.

- d. **Evacuation/Shelter in Place**- A decision will be made by the IC on how to protect persons involved in the immediate area of a hazardous incident.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

Persons may need to be evacuated to a safe location or it may be determined it is safer to shelter them in place. Evacuation should be conducted for people in potentially imminent danger of fire, explosion, or a long-term release of a gas or volatile liquid. Sheltering in place is an option utilized when evacuation would cause people to be exposed to a hazardous atmosphere or a situation exists where evacuation cannot be accomplished.

e. **Decontamination-** The Safety Officer or a designated person by the Haz-mat Group officer is responsible to ensure that decontamination is conducted. This person may be trained to the Operations level. If a Safety Officer is not available, the IC or Haz-mat Group officer shall assign an officer to this position. Decontamination procedures are required to assure that any potentially harmful substances on equipment or personnel is confined within a controlled zone and other persons/equipment are not cross contaminated. Persons leaving the Hot Zone are assumed to be contaminated.

1. The decon area should be established before committing personnel to the Hot Zone.
2. Utilize MSDS information to determine proper decontamination procedures.
3. Decontamination procedures are to be performed in the Warm Zone adjacent to the entry point into the Hot Zone.
4. Prior to transport to a medical facility, persons contaminated should be decontaminated as much as possible and medical personnel/facilities receiving patients notified of the hazards.
5. All personnel performing decon are to be in appropriate PPE. A rapid decon (pre-connected hose line) may be established while the full decon is being set up.
6. If emergency decon of victims or personnel is necessary the 3-step (wet) method (flush-strip-flush) is to be performed.
7. For most other circumstances the 9-step (wet) decon process will be followed and is to be set up prior to anyone entering the Hot Zone, unless for an immediate rescue.
8. Dry decontamination may be used for large groups of persons. Dry decon kits are carried on FD apparatus; include disposable clothing, blankets, and bio hazard bags.
9. After decontamination of bunker gear and uniforms are completed, they are to be sent to the JFD Training Academy or cleaned in another appropriate extractor.

f. **Document/Critique-** A debriefing and critique should be held after the incident with all agencies involved to discuss problems and corrective actions needed. It is important to document all activities, equipment used, and personnel for reimbursement.

7. Response Overview

a. Local

1. 9-1-1 Emergency Communications Center:
 - Records information.
 - Dispatches first responders.
 - Relays information to first responders prior to their arrival on scene.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Makes notifications as required.
- 2. First Responders:
 - Make initial assessments use ERG manual.
 - Establish an Incident Command system (following NIMS).
 - Determine hazardous materials level of incident.
 - Identify the material if possible and set up zones (hot, warm, cold).
 - Perform any obvious rescues as incident permits.
 - Begin decontamination of victims and rescue personnel.
 - Establish security perimeter.
 - Determine needs for additional assistance.
 - Begin triage and treatment of victims.
 - Begin Evacuation efforts. Either shelter in place or evacuate.
 - Attempt containment of material.
- 3. The Incident Commander (IC) or Unified Command (UC):
 - Establish a command post or local EOC and set up an ICS system.
 - Notifies medical facilities, COJ/Duval County EOC and other local organizations, as outlined in the Comprehensive Emergency Management Plan (MCEMP).
 - Requests local or regional hazardous materials teams.
 - Coordinate activities with COJ/Duval County EOC.
 - Coordinates resources.
 - Seek state of emergency.
 - Provides information to Public Information Officer (PIO).
 - Coordinates with local and state EOC and federal agencies as required.
 - Requests state and federal assistance, as necessary, through the COJ/Duval County EOC.

F. Recovery Activities

Short-term recovery is any action taken to return vital functions and critical infrastructure to a minimum operating standard. Long-term recovery includes restoring life to a normal or improved state. Activities are initiated to assess damages, needs, and available resources and coordinate relief efforts. Recovery activities for a hazardous material incident will vary based on the material, exposure, and magnitude of damage. Follow general MCEMP guidelines for all disaster recovery operations.

1. Clean-up is generally the responsibility of the person or company responsible for the spill. The Fire Department or Haz-mat teams may assist with clean up of small spills, not complicated by high risk or solid waste disposal restrictions.
2. Residents are to be referred to the Duval County Household Hazardous Waste Program for disposal (office 630-8020, facility 387-8847). Business persons are to be referred to a hazardous waste contractor for clean-up services or to the Duval County Household Hazardous Waste Program for small quantity disposal.
3. Absorbent clay or pads contaminated by less than ten (10) gallons of petroleum product may be air dried and discarded with solid waste.
4. The IC or UC is responsible for cost recovery of equipment, supplies, or overtime related to the incident and coordinate initial recovery operations.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

5. The Jacksonville/Duval County Regulatory and Environmental Services Department and Florida Department of Environmental Protection are to be called to oversee cleanup.
6. Planning and Development will be responsible for damage assessment for large scale incidents.
7. Public Works will be responsible for any debris removal or infrastructure repair.
8. Beaches Energy will be responsible for restoring power.
9. The Human Resource Department will be involved in Insurance information and claims for City buildings and equipment.
10. The Finance Officer will assist with reimbursement activities.
11. **Notification Requirements.**
 - a. Petroleum spills on land less than ten (10) gallons or spills from household consumer container do not require notification.
 - b. Illegal dumping or serious injury or death; **Police Dept., FWC, and State Warning Point** (1-850 413-99-1-1 or 1-800 320-0519).
 - c. Spills of ten (10) or more gallons or any commercial spill. **City of Jacksonville/Duval County Regulatory and Environmental Services Dept.** (390-0699, pager), **State Warning Point.**
 - d. Spills of 25 or more gallons or any commercial spill- **State Warning Point** (1-800-320-0579) **and DCRS.**
 - e. Any spill on or threatening waterways- **FWC** (1-800-320-0519), **U.S. Coast Guard/National Response Center** (1-800-424-8802), **and State Warning Point.**

G. Documentation/Reimbursements

While personnel and on-duty resources are publicly funded, the Jacksonville Fire Department may seek reimbursement from the “responsible party” for additional services required related to hazardous material response in relation to the city code (Chapter 10) and Federal hazmat guidelines (29CFR 1910).

1. All extra costs related to a hazardous material spill or release should be documented.
2. If a disaster is declared, documentation related to the incident following FEMA guidelines should be followed.
3. Foam, absorbent material, and other expendable supplies used during an incident may be handled by the responsible party or their insurance company.
4. Overtime costs, fees for special services, contractors, security, damaged equipment, extra apparatus, mutual aid charges, and other eligible charges are to be billed to the responsible party through the Finance Department.
5. If the responsible party is not identified or does not cooperate, assistance is to be requested from the City of Jacksonville/Duval County regulatory and Environmental Services department and the Florida Department of Environmental Protection (EPA).
6. If all recovery efforts are unsuccessful, reimbursement should be pursued through grants from the U.S. Environmental Protection Agency or FEMA.

APPENDIX III. TERRORISM

A. Introduction

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

Terrorism is not a new phenomenon. Events such as the 9/11 World Trade Center attacks, the bombing of the New York City World Trade Center, Murrah Federal Building in Oklahoma City, Khonar Towers in Saudi Arabia, the Sarin release in the Tokyo Subway, the bombing of U.S embassies in Kenya and Tanzania, or the bombing of the USS Cole, all serve to highlight the potential or actual devastation that terrorists acts can do. Terrorism is defined as the use of violence, threats, intimidation, or information manipulation for revenge, politics, support of a cause, or the furthering of a criminal enterprise.

In the present we find ourselves confronted with the expanding threat of mass casualty terrorism by the utilization of “weapons of mass destruction or effect”. Terrorists may use a variety of methods such as explosive devices, the spread of biological toxins or disease spreading microorganisms, toxic chemicals, nuclear weapons or the use of radioactive materials, and cyber-terrorism (unauthorized entry into computerized systems causing damage). Terrorism is a threat that now looms for civilians, emergency responders, and local governments.

B. General Information

The successful response and management of terrorist incidents requires a well planned integrated and coordinated response from local government, neighboring jurisdictions, the private sector, state and federal agencies.

The Homeland Security Act of 2002 transferred the Office for Domestic Preparedness (ODP) and its National State Homeland Security Strategy (SHHS) from the Department of Justice, to the new Department of Homeland Security (DHS). ODP has designed its program to address the delta between the usual “all-hazards” approach used in the emergency response and recovery of a natural disaster, and the unique requirements associated with a terrorist attack.

Under the State Homeland Security Grant Program (SHSGP) Florida has conducted their risk and needs assessment as well as, developed a Statewide Domestic Preparedness Strategy. The State of Florida domestic security initiatives include the development of 7 Regional Domestic Security Task Forces (RDSTF), led by a Florida Department of Law Enforcement (FDLE) Regional Director and the local sheriff. These task forces are multi-disciplinary (not law-enforcement specific), and in conjunction with the State Division of Emergency Preparedness provide the oversight and coordination of Statewide Domestic Security Preparedness and Response Initiatives. The RDSTF is designed to support local response as well as to serve as a model for local response.

1. **Homeland Security Advisory System (HSAS):** The Department of Homeland Security has developed a threat advisory system based on an established threat condition. The following threat conditions represent an increasing risk of terrorist attacks. Each threat condition is accompanied with suggested protective measures, recognizing that the heads of Federal departments and agencies are responsible for developing and implementing appropriate agency-specific protective measures.

- **Severe (Red) -** A severe risk of a terrorist attacks, which may be site or area specific. In addition to the protective measures taken in the

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

previous threat conditions, the following general measures should be considered.

- An announcement will be made to all Departments Directors and the City Manager of the elevated threat level and potential for terrorist activities.
 - All city infrastructure including city facilities (City Hall, Police Department, Water Plant, utilities sites etc.) will be secured allowing only limited access.
 - A physical check will be done of all infrastructure, facilities, and utility sites looking for any type of devices present or suspicious activities.
 - Continue to assess vulnerable or key areas advising all personnel to be alert to and report any suspicious activities.
 - Evaluation to restrict, limits, or recommend canceling a “special event”.
 - Staff and department meetings assessing the threat and security areas.
 - Staff additional resources (police/fire) as needed.
 - Continued monitoring of threat/activities and coordinate with Co/Jax EOC.
 - Document all increased police activities for possible reimbursement.
- **High (Orange)** - This condition is declared when there is a high risk of terrorist attacks. In addition to the protective measures taken in the previous threat conditions, the following general measures should be considered.
- An announcement will be made to all Departments Directors and the City Manager of the elevated threat level.
 - Continue to assess vulnerable or key areas advising all personnel to be alert to and report suspicious activities.
 - Evaluate any “special events” to ensure that adequate emergency service personnel are available to provide adequate security and protection.
 - Continue monitoring of potential threat levels and terrorist activities.
 - Document all increased police activities for possible reimbursement.
 - Coordinating necessary security efforts with Federal, State, and local law enforcement agencies or any National Guard or other appropriate armed forces organizations.
- **Elevated (Yellow)** - This condition is declared when there is a significant risk of terrorist activities. In addition to the protective measures taken in the previous threat conditions, the following general measures should be considered.
- All city personnel should be alert to suspicious activities, devices present or threats and report them immediately.
- **Guarded (Blue)** - This condition is declared when there is a general risk of terrorist attacks. In addition to the protective measures taken in the

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

previous threat conditions, the following general measures should be considered.

All city personnel should be alert to suspicious activities, devices present or threats and report them immediately.

▪ **Low Condition (Green).** This condition is declared when there is a low risk of terrorist attacks. The following general measures should be taken.

All city personnel should be alert to suspicious activities, devices present or threats and report them immediately.

2. Hazard Types/Identification (Weapons of Mass Destruction- WMD)

While a hazard may be a single immediate event such as a car bomb or other explosion, other hazards such as biological agents may evolve over a period and may take days for the impact to be noticed. A chemical or biological agent is a hazardous material, but has the potential for greater consequences and challenges for responders as well as the potential for mass casualties. Responding fire/rescue and/or law enforcement agencies will usually make preliminary identification of the existence of a possible WMD agent or device.

▪ **Biological Terrorism** -Biological weapons may expose people to bacteria, viruses, or toxins as fine airborne particles. Anthrax, Plague, Smallpox, Viral Hemorrhagic Fever, and Botulism are examples of biological agents. Biological agents are infectious through one of the following areas depending upon the agent; inhalation, ingestion, absorption, and/or contact with mucus membranes. Incubation periods of infectious diseases may range from several hours to a few weeks depending on the exposure and pathogen. The initial response to such a biological attack on civilians is likely to be made by the public health community rather than by the military or primary responders. Any plan to mitigate an incident involving a biological hazard should be based on relevant infectious disease or biological safety recommendations by the Centers for Disease Control and Prevention (CDC) and other expert bodies including emergency public health officials. The need for decontamination and for treatment of all first responders with antibiotics or other medications should be decided in consultation with local public health authorities.

▪ **Chemical Terrorism-** A chemical attack is the deliberate release of a toxic gas, liquid, or solid that can poison people or the environment. Signs of chemical agent release may be watery or burning eyes, twitching, choking, or breathing difficulty.

Chemical agents may include nerve agents, blister agents, blood agents, choking agents, and riot control agents such as pepper spray. The release of poisonous chemicals, like phosgene or lewisite, hydrogen cyanide, chlorine, or pesticides can cause mass casualties within an exposed population. The determination of whether the agent used is an infectious agent or a chemical toxin is difficult in the early stages of

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

investigation. Most chemical attacks will be localized, and the effects will be evident within minutes. Chemical agent attacks will require immediate reaction from primary responders, fire/rescue, law enforcement, and emergency room staff.

- **Nuclear Terrorism-** A nuclear blast is an explosion with intense heat and light, a pressure wave, and widespread radioactive material. Dirty bombs are the use of a common explosive device to spread radioactive material. Radiological hazards come in the form of Alpha, Beta, and Gamma Rays. Normal hazardous materials procedures are to be followed with emphasis placed on time, distance, and shielding. Limiting exposure is a key factor.
- **Explosive/Incendiary Device-** Explosive devices are the most common, easily obtained method used by terrorists to cause property damage, loss of life, and widespread panic. Explosive/incendiary devices come in a variety of shapes, sizes and types. Terrorists may use a small pipe bomb, vehicle containing an explosive such as ANFO, or a potential military grade weapon. Delivery methods may be hand thrown, stationary, or self-propelled with triggering methods ranging from mechanical or electronic, to the use of chemical reactions. Emergency workers should also be alert to the potential for a secondary explosive device often planted in evacuation routes.

Explosive and/or incendiary devices can be constructed to look like almost anything, and can be placed or delivered in any number of ways. The explosive and/or incendiary device, to date, has been the weapon of choice by terrorists. These devices can cause mass casualties through explosion and/or incineration. Both explosion and incineration can cause tremendous structural damage and fire. The first responder should be cautioned that the explosive device can be detonated remotely or can be rigged as a “booby trap.” Additionally, first responders should be cautious of explosive devices used as secondary devices in a terrorist incident.

- **Cyber Terrorism-** “Society is increasingly relying on new information technologies and the Internet to conduct business, manage industrial activities, engage in personal communications, and perform scientific research. While these technologies allow for enormous gains in efficiency, productivity, and communications, they also create new vulnerabilities to those who would do harm.

The same interconnectivity that allows us to transmit information around the globe at the click of a mouse or push of a button also creates unprecedented opportunities for criminals, terrorists, and hostile foreign nation-states who might seek to steal money or proprietary data, invade private records, conduct industrial espionage, cause a vital infrastructure to cease operations, or engage in Information Warfare”.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

3. The following areas are identified as possible terrorist targets based upon their vulnerability, proximity to large population areas, community/public visibility, and/or political significance. Neptune Beach Police Department will identify potential targets and vulnerabilities within their jurisdictions. The triggers to elevate law enforcement protection of an identified vulnerability are dependent on identifying threats and the understanding of how terrorists select potential targets .
 - Traffic Patterns and Highways
 - Trucking and Transport Activity
 - Waterways
 - Bridges
 - Government Facilities
 - Recreational Facilities
 - Special events
 - Beaches
 - Hazmat Facilities
 - Power Stations
 - Water and Waste Water Facilities

C. Responsibilities

1. Local

The Neptune Beach Police Department will be responsible for initially managing terrorism incidents. Because this is a Federal crime scene, outside agencies such as the FBI will be directly involved. A Unified Command System following NIMS standards will be used. A command post or local EOC will be established to manage resources and coordinate the event.

- The Unified Command (IC/UC) has overall control of all operations. The IC is responsible for all public and personnel life safety issues as well as the development of an action plan to mitigate the situation.
- A Joint Information Center (JIC) may be necessary to coordinate information among all agencies and the media.
- The Neptune Beach Police Department is responsible for securing the perimeter, managing crowd control, assisting in evacuation measures, traffic control, law enforcement activities, and for the initial crime scene investigation.
- Additional assistance related to law enforcement activities will utilize the FBI and/or other federal agencies.
- The Neptune Police and COJ Fire Department are responsible for the initial identification, search/rescue if possible, fire suppression, decontamination, and immediate treatment of patients or casualties. Assistance in securing, removing, advanced decontamination, and disposing of the material or substance will utilize regional or Federal Hazmat teams.
- Regional Haz-mat teams such as Jacksonville Fire and Rescue, Mayport Naval Base Fire Department, or St. Johns County Fire & Rescue will be utilized to assist with larger scale incidents. Their priorities and responsibilities will be the same as for a small incident including site control, safety, research, entry teams, and decontamination.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- If an explosive device is involved, JSO or other bomb trained personnel will be responsible for disarming or disposing of the item.
- If City personnel are involved in a spill, leak, or unknown substance or device at their facility, they should evacuate the area and stay at a safe distance until the material/device has been identified, hazards assessed, and corrective actions taken.
- Other City departments such as Public Works or Beaches Energy may be called to assist with functions.
- The Coast Guard will be called to assist with hazardous materials spills or leaks in the Intracoastal Waterway or ocean.
- For situations where biological or other health hazards are involved, local hospitals and the Duval County Health Department will be involved.
- Ensure all personnel are in the appropriate level of personal protective equipment.
- Follow guidelines as established for hazardous materials incidents including hot, warm, and cold zones.

2. State Support Resources

a. State Emergency Response Team (SERT)

The SERT is composed of representatives of state and local agencies that coordinate assets for Terrorist/WMD incidents. These types of incidents that impact Florida can quickly exceed the response and recovery capabilities of local jurisdictions. During the response phase of such events, the SERT, located at the State Emergency Operations Center (SEOC), coordinate the deployment of state resources, personnel, interstate mutual aid, and federal resources to support local agencies.

b. 44th Civil Support Team (CST)

The Florida National Guard has a Weapons of Mass Destruction (WMD) Civil Support Team (CST) that is designed to support local Incident Command and local emergency responders as well as provide mutual support to other WMD CST elements. The WMD CST is a National Guard unit specifically designed for domestic security support. The CST is normally under state control and may be employed and as a state asset without DOD authorization. The WMD CST is neither designed nor intended to replace functions carried out under the Incident Command nor to replace those functions performed by the emergency first responder community.

c. DEP Environmental Terrorism Response Team (ERT)

The ERT is a special team consisting of DEP environmental investigators, emergency responders and uniformed officers along with representation from DOH, DOT, DACS, and the U.S. EPA Investigation Division. The Team is available to support incident commanders with hazardous materials and industrial chemicals. Local ERT personnel can be on scene within three hours and the full team deployed within twelve hours of notification.

d. State Laboratories

Department of Health, Department of Agriculture and Consumer Services, State Fire Marshal and the Department of Environmental Protection maintain labs available to

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

conduct a wide range of analysis functions. Each has a certain expertise available to support local operations.

D. Preparedness Activities

Threat levels and terrorist activities are constantly being monitored by the Neptune Beach Police Department as well as all law enforcement agencies. Information related to terrorist activities will be shared among agencies.

- Annual terrorism training is offered and a terrorism exercise is normally conducted annually with the Police and Fire Departments.
- The Police Department and local law enforcement agencies maintain a communication network advising of threat levels and activity in the area.

E. Response Activities

The approach to any potentially hazardous condition including biological hazards, explosives, chemical, and nuclear or radiological devices must be made with a plan that includes an assessment of hazard and exposure potential, respiratory protection needs, entry conditions, exit routes, sheltering/evacuation, and decontamination strategies. Personnel should always be alert to the potential for a secondary device. Areas contaminated which may not be initially obvious are food products, airborne substances, or contamination of the water supply. While many WMD situations are false, the response must be taken seriously.

- a. **Establish Threat Levels-** Determination of an agency's activation will be based on the information surrounding the threat/event and the subsequent designation of one of four designated notification levels. The United States Government Interagency Domestic Terrorism Concept of Operations Plan (CONPLAN) established a range of threat levels determined by the FBI that serves to frame the nature and scope of the federal response. Each threat level provides for an escalating range of actions that will be implemented concurrently for crisis and consequence management. Specific actions will take place, which are synchronized to each threat level, ensuring that all agencies are operating jointly with consistently executed plans. These threat levels are described below:

- **Minimal Threat** - Received threats do not warrant actions beyond normal liaison notifications or placing assets or resources on a heightened alert.
- **Potential Threat** - Intelligence or an articulated threat indicates a potential for a terrorist incident. However, this threat has not yet been assessed as credible.
- **Credible Threat** - A threat assessment indicates that the potential threat is credible, and confirms the involvement of a weapon of mass destruction in the developing terrorist incident. Intelligence will vary with each threat, and will impact the level of the response. At this threat level, the situation requires the tailoring of response actions to use resources needed to anticipate, prevent, and/or resolve the crisis.

The threat increases in significance when the presence of an explosive device or weapon of mass destruction capable of causing a significant destructive event, prior to actual injury or loss, is confirmed or when

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

intelligence and circumstances indicate a high probability that a device exists.

- **WMD Incident-** A Weapons of Mass Destruction terrorism incident has occurred which requires an immediate process to identify, acquire, and plan the use of state and federal resources to augment the county's resources in response to limited or major consequences of a terrorist use or employment of a weapon of mass destruction.

This incident may have resulted in mass casualties. The response is primarily directed toward public safety and welfare and the preservation of human life.

2. The following are issues that will require attention during a WMD event:

- Agent detection.
- Identification and isolation
- Evacuation or shelter in place.
- Decontamination.
- Traffic control.
- Disposition of deceased.
- Hospital overload.
- Public fear.
- Public information.
- Notification of other agencies and resources.
- Safety and welfare of emergency workers.
- Evidence preservation and criminal prosecution.

3. When arriving on the scene of a potential terrorist agent the acronym AWARE can be used to protect first responders.

Approach the scene from upwind/upgrade.

Wear Self-Contained Breathing Apparatus (SCBA) or appropriate personal protective clothing.

Alert other first responders of potentially dangerous conditions.

Restrict entry to the area.

Evaluate victims.

4. Response Overview

a. **Local**

1. 9-1-1 Emergency Communications Center:

- Records information.
- Dispatches first responders.
- Relays information to first responders prior to their arrival on scene.
- Makes notifications as required.

2. **First Responders:**

- Make initial assessments.
- Establish an Incident Command system (following NIMS).
- Determine if this is a potential weapon of mass destruction (WMD) incident.
- Determine the possibility of terrorist involvement.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

- Warn additional responders of potential secondary hazards/devices.
- Perform any obvious rescues as incident permits.
- Begin decontamination of victims and rescue personnel.
- Establish security perimeter.
- Determine needs for additional assistance.
- Begin triage and treatment of victims.
- Begin hazard agent identification.
- Begin Evacuation efforts. Either shelter in place or evacuate.
- Attempt containment of material.

3. The Incident Commander (IC) or Unified Command (UC):

- Establish a command post or local EOC and set up an ICS system.
- Notifies medical facilities, Co/Jax EOC and other local organizations, as outlined in the Municipal Comprehensive Emergency Management Plan (MCEMP).
- Requests notification of Federal Bureau of Investigations (FBI) field office.
- Coordinate activities with COJ/Duval County EOC.
- Coordinates resources.
- Seek declaration of a state of emergency.
- Provides information to Public Information Officer (PIO).
- Coordinates with local and state EOC and federal agencies as required.
- Requests state and federal assistance, as necessary, through the EOC.

4. Document/Critique- A debriefing and critique should be held after the incident with all agencies involved to discuss problems and corrective actions needed. It is important to document all activities, equipment used, and personnel for reimbursement.

5. FBI Special Agent-in-Charge (SAC):

- Supports local law enforcement.
- Determines WMD terrorist incident has occurred.
- Notifies Strategic Information and Operations Center (SIOC).
- Activates Joint Operations Center (JOC).

F. Recovery Activities

Short-term recovery is any action taken to return vital functions and critical infrastructure to a minimum operating standard. Long-term recovery includes restoring life to a normal or improved state. Activities are initiated to assess damages, needs, and available resources and coordinate relief efforts. Recovery activities for a terrorism incident will vary based on the material, exposure, and magnitude of damage. Follow general MCEMP guidelines for all disaster recovery operations.

- a. The IC or UC will coordinate the initial recovery activities.
- b. Building and Zoning Department will be responsible for damage assessment for large scale incidents.
- c. Public Works will be responsible for any debris removal or infrastructure repair.

- d. Beaches Energy will be responsible for restoring power.
- e. The Finance Department will be involved in Insurance information and claims for City buildings and equipment.

APPENDIX IV. DISEASE/PANDEMIC INFLUENZA

A. Introduction

A pandemic is an infectious disease epidemic that affects people worldwide over an extensive geographical area. Approximately every 39 years an epidemic occurs which takes millions of lives worldwide. The Avian or bird flu is a recent example of the flu virus that continues to spread around the world. Between 2003 and 2005 there have been outbreaks in Cambodia, China, Indonesia, Japan, Laos, South Korea and countries in the Middle East. In a normal year 36,000 die in the U.S. from flu complications however 69,000 died in 1957 from the Asian flu. The unknowns with pandemic influenza are the timing, the severity, what drugs may work, and the lack of an affective vaccine. Historical problems that impacted the spread include rapid population mixing, overseas deployment, lack of communication, no early quarantines, and a weak public infrastructure. Imagine a pandemic today in which 1/3rd of the population becomes ill with waves of outbreaks lasting months. A pandemic will affect every sector of our society including health care, transportation, work-place, schools, public safety, and more. There could be a widespread breakdown in municipal services and social order including a loss of public transportation, electricity, and food shortages.

B. General Information

Influenza (also called Flu) is a contagious respiratory illness caused by an influenza virus. It can be mild to severe and at times can lead to death. Flu viruses spread from person to person usually in respiratory droplets by touching an affected area or by coughing and sneezing. Older people, young children, and persons with health conditions are at a higher risk for serious flu complications. Person appearing healthy may infect others beginning the day before symptoms develop and up to 5 days after becoming sick. Complications may include bacterial pneumonia, dehydration, and worsening of chronic medical conditions. The best protection for the flu is to be vaccinated, however each year new strains or mutated viruses occur which may offer no protection from the vaccination.

- Key Assumptions:

1. There will be only a short window between when a virus is causing the disease and when it becomes widespread.
2. Vaccines won't be available for 6-9 months after the epidemic starts. Vaccinate personnel as soon as it is available.
3. You can assume once it starts that there will be little or no help from the state and federal government.
4. This will not be just a local issue; it will be a state and national problem that will continue for months.

City of Neptune Beach, Florida
Municipal Comprehensive Emergency Management Plan

C. Responsibilities

- The CDC (Center for Disease Control) should maintain a national alertness to the potential for a pandemic outbreak in the U.S.
- The State of Florida Department of Health will assist Duval County Health Department with information and resources if available.
- The County Department of Health will be the lead agency in Duval County. They will be responsible along with doctors, hospitals, and clinics for surveillance and documentation of known cases.
- The County department of Health will be responsible for distributing vaccine and keeping the public and governmental agencies aware of the current situation and hazards.
- CO/Jax EOC will help coordinate mitigation activities.
- Local government (Neptune Beach/Duval County) may have to take actions to reduce activities and potential spread by reducing group functions, closings school, and large public gatherings.
- Quarantine measures may have to be mandated to isolate the sick.
- First Responders will need to ensure that personal protective equipment is utilized (gloves, masks, etc).
- Law enforcement officers will be responsible for civil disorders.
- Much of the responsibility for prevention falls on the individual. Change social norms (personal hygiene), restrict travel, and recognize complications early.

D. Preparedness Activities

The key to minimizing the epidemic is preparedness.

- Monitor the national and local levels for number of influenza cases.
- Educate the public on methods to reduce the risk and current status. Experts agree that the simplest way to stop the spread of any flu is good hygiene habits.
- If necessary isolate and restrict travel, meetings, group activities, etc.
- Vaccinate early, beginning with emergency service workers.
- Plan for large numbers of city workers not available.
- Plan for crowded medical facilities, limited vaccines, and increased civil disturbances.
- Plan for a reduction of fuel, food, and other supplies.
- Plan for an extended time frame.



HUMAN RESOURCES PROCEDURES
LEAVE POLICY DURING DECLARED EMERGENCY
(EPIDEMIC & PANDEMIC)
18 MARCH 2020

The purpose of this policy is to provide paid leave in the case of illness of an employee or if an employee is compelled to use leave in connection to a specified public health crisis. In addition, this policy is to effect advancement of paid leave for individuals who are either in a high-risk category or who live with an individual who is in a high-risk category. The provisions of this policy supersede any conflicting provisions of the Paid Time Off Leave System, Designated Leave System, and Leave of Absence With or Without Pay Policy.

DEFINITIONS:

Specified Public Health Crisis: Shall mean any disease, virus, or bacteria referenced in: any Executive Order from the Governor of the State of Florida; any Executive Proclamation from the Duval County Executive; or any Executive Proclamation from the Mayor or majority of the City Council of Neptune Beach, Florida.

High Risk Category: Shall mean individuals who are older adults or those who suffer from underlying health conditions.

Underlying Health Conditions: Shall include, heart disease, lung disease, diabetes, weakened immune systems from treatments for serious illnesses such as cancer, but not limited to cancer.

COMPULSORY

LEAVE PROVISIONS:

All compulsory leave provisions of the Paid Time Off policy (Section XII of the Employee handbook) shall remain in effect, except as provided in the *QUALIFYING CRITERIA* section below. Employees who present symptoms, those who have had contact with an infected individual, and those who recently traveled to cities or countries with widespread sustained transmission may be directed to contact the Florida Department of Health (FDOH), and may be placed on leave pending clearance to return to work.

QUALIFYING CRITERIA:

Employees who have recently traveled domestically, or internationally during a declared emergency for an epidemic, pandemic, or other fast-travelling disease event; or who have been noticed of exposure, or exhibit symptoms consistent with the infectious agent must notify their Department Head as soon as they become aware. The Department Head will confer with the City Clerk and/or the City Manager to confirm that the employee has met the criteria and will provide further instructions on how to proceed, as well as instruction on reporting, and requirements for the employee to return to work. The approval of leave does not preclude the assignment to work from home, tele-work, or remote work if well and approved by the City Clerk or the City Manager, and the employee's Department Head. An employee may be required to complete FMLA forms and return the same to the City Clerk.

TYPES OF LEAVE PERMITTED:

PAID LEAVE:

Personal Infectious Agent Related Illness Leave: Regular employees who are determined to be infected by agents specified during an emergency declaration, or who are recommended for isolation or quarantine by the County's Health Department, shall be placed on paid leave. Such leave will ensure that the employee receives his/her base pay according to his/her schedule. This leave shall not count in the computation of overtime or compensatory time. This leave will not reduce an employee's own accrued leave balance and shall be effective for the duration of the isolation or quarantine.

Typically, employees are ineligible for paid leave if they come into contact with an infectious agent while already on paid leave. The City Manager and Department Head have full-discretion to deny any leave during the onset of an epidemic, pandemic, or other fast-travelling disease event. The City Manager has discretion on criteria for meeting the eligibility for paid leave.

Family Related Infectious Agent Related Isolation: Employees who are in a high-risk category, or who live with an individual who is in a high-risk category, or who do not have childcare in the case of school closures, may request to work remotely, if able. If the employee is unable to perform his/her job remotely, s/he will be permitted to take leave for up to two weeks using his/her appropriate accrued leave, subject to City Clerk, or City Manager approval. If the employee has exhausted accrued leave, s/he will be advanced an amount of Paid Time Off equal to his/her regular schedule, until such time as the employee is cleared to return to work or at the conclusion of two weeks of leave. Upon return to work, the employee's accruals will be deducted until the cumulative deductions equal the amount of advance leave utilized.

This policy regarding advancing of leave is adopted due to the nature of the declared emergency. Attendance at work by employees who may be infected by agents specified during the emergency declaration pose a risk to the public welfare and the viability of continued services by the City. The risk of such employees spreading the agent to other employees threatens the City's abilities to meet the challenges presented by the emergency through potential labor shortages. Accordingly, the primary purpose of advancing leave is to advance the public interest of continued availability of City services. Leave under this section may be reauthorized beyond the initial two weeks, subject to approval by the City Clerk, or City Manager.

UNPAID LEAVE:

Employee Proceeds with Scheduled Leave After Emergency Declaration: Any Employee that chooses to continue their planned leave during a declaration of emergency for an epidemic, pandemic, or fast-travelling disease, may be required to self-isolate for a period of time, and placed on unpaid leave.

Employees that travel either domestically or internationally, may be required to self-isolate upon return from their trip until after a safe amount of time as determined by the Center for Disease Control, or the Florida Department of Health. Such safe amount of time may be as long as the incubation period for the infectious agent.

UNPAID LEAVE
CONTINUED:

Employees that Refuse to Comply: Any employee that refuses to comply with FDOH protocols or requirements of this policy, including, as appropriate, reporting to the County's Health Department or other approved examination and testing provider, may be denied paid leave as described above. In addition, employees who voluntarily and knowingly put themselves in a quarantine situation may be denied paid leave as described above. In such cases, the employee will be required to use his/her accrued appropriate leave, if available, and/or they will be placed in a non-pay status, unless and until cleared to return to work in accordance with FDOH or County Health Department protocols.

FINANCIAL
REPORTING
REQUIREMENTS:

Direction to Department Heads and Supervisors: All time directly related to any public health emergency during a declaration of emergency shall be recorded on ICS Form 214, or other appropriate form as determined by the County's Emergency Management Operations Center. This includes, but is not limited to, time that any employee uses for work directly related to the declaration of emergency, any paid time off directly related to the declaration of emergency, and any supplies or materials used directly related to the declaration of emergency.

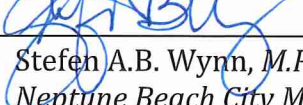
DURATION:

Once activated by a public declaration of emergency, this policy will expire within (90) days, or upon lifting of the public health crisis by the Governor of the State of Florida, the Duval County Executive, or the Mayor or City Council of Neptune Beach, Florida.

DISCLAIMER:

The City Manager recognizes that it is not possible to contemplate every situation that may arise during public health crises. For that reason, this procedure is subject to modification and/or may be updated to clarify its application.

ADOPTED: 3/18/2020

By: 

Stephen A.B. Wynn, M.P.A.
Neptune Beach City Manager



HUMAN RESOURCES PROCEDURES
TELECOMMUTING POLICY DURING DECLARED EMERGENCY
(WETAHER DISASTER, EPIDEMIC, or PANDEMIC)
24 MARCH 2020

The purpose of this policy is to provide authority for Department Heads to utilize their discretion to allow for employees to telecommute in the event of an emergency such as a weather disaster, epidemic, or pandemic. The City of Neptune Beach may allow or require employees to temporarily work from home to ensure that services continue to residents with limited to no interruption.

DEFINITIONS:

Specified Public Health Crisis: Shall mean any disease, virus, or bacteria referenced in: any Executive Order from the Governor of the State of Florida; any Executive Proclamation from the Duval County Executive; or any Executive Proclamation from the Mayor or majority of the City Council of Neptune Beach, Florida.

High Risk Category: Shall mean individuals who are older adults or those who suffer from underlying health conditions.

Underlying Health Conditions: Shall include, heart disease, lung disease, diabetes, weakened immune systems from treatments for serious illnesses such as cancer, but not limited to cancer.

Telecommute: Shall include any means of working remotely through the use of a Virtual Private Network (VPN), call-forwarding, or Remote Desktop Viewer.

**QUALIFYING
CRITERIA:**

In the event of a declared state of emergency for weather disasters, epidemics, or pandemics, this policy may be placed into effect by the City Manager. The City of Neptune Beach may require certain employees to work remotely. These employees will be advised of any requirements by their appropriate Department Head.

If this policy is implemented by the City Manager, Department Heads may use their discretion as to which employees may work from home. As a guideline, Department Heads should activate this policy for employees who are: in a *High-Risk Category*, have *Underlying Health Conditions*; or who live with someone in a *High-Risk Category*, or live with someone that has *Underlying Health*. The City Manager may direct Department Heads to open this policy to all employees capable of working remotely.

Department Heads and the employee authorized to telecommute will ensure that the following procedures have been activated prior to the effected employee's first day of telecommuting.

PROCEDURES:

- 1.) The Department Head and employee will agree to expectations and requirements as well as a work schedule that may include a hybrid of in-office work and telecommuting work; and the employee may be required to sign a telecommuting work agreement.
- 2.) If an employee does not have a device such as a laptop that allows for remote working, the Department Head will procure a device for that employee.
- 3.) The Department Head shall coordinate with IT to install appropriate remote working software on the device.
- 4.) The Employee shall forward their assigned officer work number to a device that is available where they are remotely working.
- 5.) The Employee is responsible for establishing an appropriate work environment within his or her remote location for work purposes. The City of Neptune Beach will not be responsible for costs associated with the setup of the employee's remote office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space.
- 6.) Consistent with the City of Neptune Beach's expectations for information security, employees telecommuting will be expected to ensure the protection of customer information accessible from their remote office.

EXPECTATIONS:

Employees that have been authorized by their Department Head to telecommute from a remote location, for some or all of their employment, remain subject to the terms and conditions of employment set forth in the employee handbook and elsewhere. Employees should not assume any specified period of time for telecommuting, and the City of Neptune Beach may require employees to return to regular, in-office work at any time.

In addition to their existing obligations and responsibilities, telecommuters agree to the following:

- 1.) Maintain a regular work schedule and an accurate accounting of what is worked on, this includes working your full, typical schedule. The City utilizes a digital time keeping software that allows for convenient time keeping practices.
- 2.) If you are nonexempt, do not work overtime without discussing with and getting authorization from your supervisor, or Department Head.
- 3.) Comply with all safety regulations that apply to an office.
- 4.) Understand that the policies and procedures relating to legal compliance, safety, and ethical obligations remain in full-force and effect while remotely working.

- 5.) Be responsible for the use of City Property used remotely. An employee that damages a city-owned device may be responsible for the cost of its repair or replacement, if the device was damaged while the employee acted in a negligent manner. The City is not responsible for personal equipment used without express written authorization from the City Manager.
- 6.) Maintain work files in a safe and secure environment. Any confidential materials should only be accessed from the use of a VPN.
- 7.) Understand that any injuries that have occurred at home, or from a remote working site are covered by the City's workers' compensation insurance coverage. The reporting requirements for a telecommuter regarding a workplace injury are the same as if the employee worked on the City's premises.
- 8.) Understand that you are expected to not conduct secondary employment while working remotely, to include, but not limited to, caring for children or other dependents that aren't an employee's own children or other dependents, or similar duties during work hours.
- 9.) Telecommuting employees are still employees of the City and are expected to represent the City appropriately.
- 10.) Telecommuting employees should attend all scheduled meetings in a virtual capacity.
- 11.) Telecommuting employees should achieve the same level of production as in the office, and maintain the equivalent availability for colleague, and resident communication, supervisor questions, and other related communications.
- 12.) Telecommuting employees should be available online and by phone for the duration of their usual workday, except for normally scheduled breaks and rest periods.
- 13.) Telecommuting employees are expected to reply promptly to communication via messaging apps, email and by phone.
- 14.) Telecommuting employees are expected to follow all City procedures and policies, including refraining from the use of alcohol and illegal drugs.

**REPORTING
REQUIREMENTS:**

Direction to Department Heads and Supervisors: All time directly related to any public health emergency during a declaration of emergency, including shall be recorded on ICS Form 214, or other appropriate form as determined by the County's Emergency Management Operations Center. This includes, but is not limited to, time that any employee uses for work directly related to the declaration of emergency, any paid time off directly related to the declaration of emergency, and any supplies or materials used directly related to the declaration of emergency.

DURATION:

Once activated by a public declaration of emergency, this policy will expire within (90) days, or upon lifting of the public health crisis by the Governor of the State of Florida, the Duval County Executive, or the Mayor or City Council of Neptune Beach, Florida.

DISCLAIMER:

The City Manager recognizes that it is not possible to contemplate every situation that may arise during public health crises. For that reason, this procedure is subject to modification and/or may be updated to clarify its application.

ADOPTED: 3/24/2020

By: _____
Stefen A.B. Wynn, *M.P.A.*
Neptune Beach City Manager



**SHORT-TERM TELECOMMUTING AGREEMENT
DURING DECLARED EMERGENCY
(WETAHER DISASTER, EPIDEMIC, or PANDEMIC)**

Employees that have been authorized by their Department Head to telecommute from a remote location, for some or all of their employment, remain subject to the terms and conditions of employment set forth in the employee handbook and elsewhere. Employees should not assume any specified period of time for telecommuting, and the City of Neptune Beach may require employees to return to regular, in-office work at any time.

In addition to the above policy, and their existing obligations and responsibilities, telecommuters further agree to the following:

- 1.) Maintain a regular work schedule and an accurate accounting of what is worked on, this includes working your full, typical schedule. The City utilizes a digital time keeping software that allows for convenient time keeping practices.
- 2.) If you are nonexempt, do not work overtime without discussing with and getting authorization from your supervisor, or Department Head.
- 3.) Comply with all safety regulations that apply to an office.
- 4.) Understand that the policies and procedures relating to legal compliance, safety, and ethical obligations remain in full-force and effect while remotely working.
- 5.) Be responsible for the use of City Property used remotely. An employee that damages a city-owned device may be responsible for the cost of its repair or replacement, if the device was damaged while the employee acted in a negligent manner. The City is not responsible for personal equipment used without express written authorization from the City Manager.
- 6.) Maintain work files in a safe and secure environment. Any confidential materials should only be accessed from the use of a VPN.
- 7.) Understand that any injuries that have occurred at home, or from a remote working site are covered by the City's workers' compensation insurance coverage. The reporting requirements for a telecommuter regarding a workplace injury are the same as if the employee worked on the City's premises.
- 8.) Understand that you are expected to not conduct secondary employment while working remotely, to include, but not limited to, caring for children or other dependents that aren't an employee's own children or other dependents, or similar duties during work hours.
- 9.) Telecommuting employees are still employees of the City and are expected to represent the City appropriately.
- 10.) Telecommuting employees should attend all scheduled meetings in a virtual capacity.

- 11.) Telecommuting employees should achieve the same level of production as in the office, and maintain the equivalent availability for colleague, and resident communication, supervisor questions, and other related communications.
- 12.) Telecommuting employees should be available online and by phone for the duration of their usual workday, except for normally scheduled breaks and rest periods.
- 13.) Telecommuting employees are expected to reply promptly to communication via messaging apps, email and by phone.
- 14.) Telecommuting employees are expected to follow all City procedures and policies, including refraining from the use of alcohol and illegal drugs.

My telecommuting location will be: _____.
 If I intend to work at a different location, I will notify my supervisor and request permission to change the location.

I understand and agree to all terms in this agreement.

 Employee Signature

 Date

 Employee Printed Name

 Supervisor Signature

 Date

 Supervisor Printed Name

 Supervisor Title



NEPTUNE BEACH POLICE

★ HONOR
★ INTEGRITY
★ EXCELLENCE

200 LEMON STREET ☆ NEPTUNE BEACH, FLORIDA 32266 ☆ 904 270 2413

#20-07

NEPTUNE BEACH POLICE DEPARTMENT SPECIAL ORDER

DATE: June 17, 2020
TO: All Agency Members
FROM: Commander Michael J. Key
SUBJECT: COVID-19 Transmission Reduction Strategy

All,

The information contained herein should address the majority of questions/concerns. Using the CDC guidelines as best practices, the following shall be used as operational guidance:

Member who was in contact with positive COVID-19 individual:

- Member has had prolonged contact (10 minutes or more) with a confirmed COVID-19 individual, must stay home in self-quarantine 10 days from the date of last exposure with that individual.
- Member must take their temperature twice a day (once in morning and once at night) and monitor and immediately report if symptoms develop. If symptoms develop, member must report to Mayo Clinic for testing.
- Member must wear a mask if they must go out into public.
- Member must report to Mayo Clinic on the 9th day of self-quarantine for testing and receive a 'not detected' result prior to returning to work on the 10th day.

Member who tests positive for COVID-19:

- Member must be placed on a self-quarantine (regardless if they exhibit symptoms or are asymptomatic) for at least 14 days since symptoms first appeared or positive test results were received, assuming they have not subsequently developed symptoms since their positive test.



NEPTUNE BEACH POLICE

★ HONOR

★ INTEGRITY

★ EXCELLENCE

200 LEMON STREET ☆ NEPTUNE BEACH, FLORIDA 32266 ☆ 904 270 2413

- After recovery (defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms, e.g., cough, shortness of breath) or the 14 day period, member must receive two consecutive negative test results, collected 24 hours apart.
- Member must ensure their vehicle has been thoroughly cleaned by a vendor arranged by the Department.

All members are encouraged to be tested, at any time, for COVID-19 while the partnership with Mayo exists (scheduled to sunset on 06/30/20). Continue to practice vigorous hygiene and cleaning practices, social distancing, and avoid grouping up when appropriate.

Sincerely,


COMMANDER MICHAEL KEY

DISTANCE MAKES US STRONGER

Practice Social

City of Neptune Beach

maintaining at least 6'
of separation
with others



Recovery Plan



COVID-19



CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

- I. Introduction
- II. General Workplace Guidelines
- III. City Hall
- IV. Permit Review
- V. Utility Billing
- VI. Beach
- VII. Parks
- VIII. Communications

Face Covering Do's and Don'ts:





DO:

- ✓ Make sure you can breathe through it
- ✓ Wear it whenever going out in public
- ✓ Make sure it covers your nose and mouth
- ✓ Wash after using

DON'T:

- ✗ Use if under two years old
- ✗ Use surgical masks or other PPE intended for healthcare workers


cdc.gov/coronavirus



When to use a mask

- 1



If you are healthy, you only need to wear a mask if you are taking care of a person with suspected 2019-nCoV infection
- 2



Wear a mask if you are coughing or sneezing
- 3



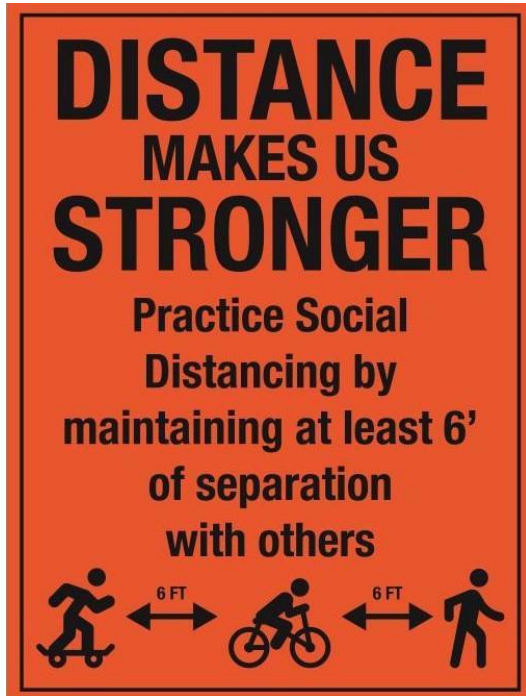
Masks are effective only when used in combination with frequent hand-washing with alcohol-based hand rub or soap and water
- 4



If you wear a mask then you must know how to use it and dispose of it properly

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

I. Introduction



The City of Neptune Beach is fully implementing its COVID-19 Emergency Recovery Plan on May 20, 2020. The plan corresponds with reopening orders issued by Gov. Rick DeSantis and Jacksonville Mayor Lenny Curry, echoes reopening plans issued by the White House, and is deliberately congruent to Jacksonville Beach and Atlantic Beach reopening plans. Centers for Disease Control and Prevention recommendations remain a prevailing guide for the City of Neptune Beach, moving forward.

The City is cautiously and gradually resuming or reconfiguring most activities while firmly establishing new social norms, such as wearing protective facial coverings when social-distancing isn't possible or practical. Still, the pandemic and resulting local, state and national emergency remains fluid. As such, it's

uncertain when full access to Neptune Beach government facilities, routine staffing, and unrestricted public activities will resume.

This plan will be continually monitored and adjusted, as needed; it should be considered a fluid document. Its underlying objective is specific: to protect the health and safety of city employees and the general public we serve.

The date of the latest update of this plan is published at the end of this document. The latest update is published at: www.ci.neptune-beach.fl.us/coronavirus-information.

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

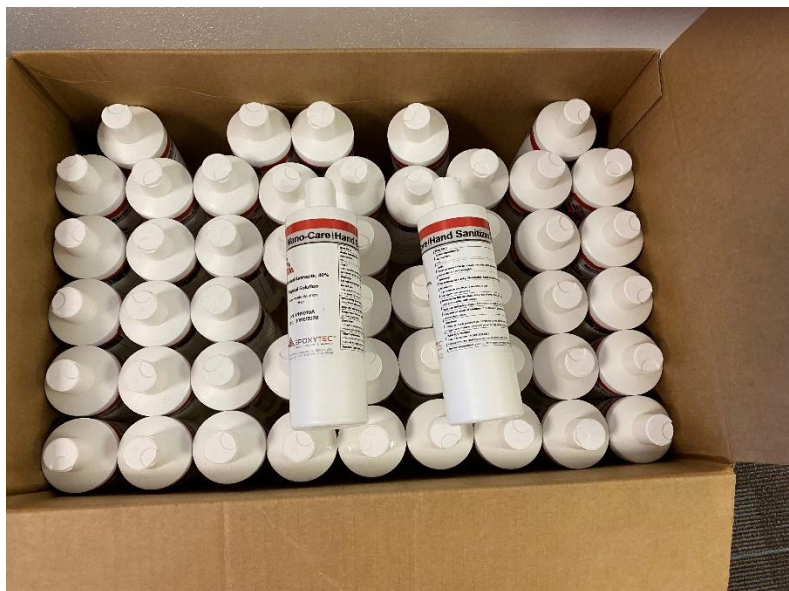
II. General Workplace Guidelines

City of Neptune Beach employees have all had to make significant behavioral changes to help reduce the spread of COVID-19. This has been a challenging time for everyone, and re-establishing a workplace in which employees are able to perform their jobs while minimizing the potential of being exposed to COVID-19 is a multi-faceted challenge. More than ever, it is critically important to consider our employees' safety and the safety of others in every decision we make. There is too much at stake not to follow take safety precautions, many of which are spelled out by the Center for Disease Control and Prevention.

Administrative Controls

The following guidelines are intended to minimize the risk of COVID-19 exposure in City of Neptune Beach workspaces:

- Provide employees with the following items, if available, that promote safety and personal hygiene: Protective facial coverings (face masks); gloves; protective masks and gloves; spray bottle with bleach solution; paper towels; and hand sanitizer.
- Protective facial covering (face masks) should be worn in hallways, common areas, etc., where social distancing isn't possible or practical.
- Hand sanitizer should be placed in multiple locations to encourage hand hygiene. Bottles of disinfectant solution with towels should be installed, for sanitizing, near photocopiers and in other high-traffic areas.
- Sick employees should stay at home; their supervisors should encourage them to do so.
- Work breaks and lunch schedules should be staggered to minimize occupancy in the breakroom.



CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

Administrative Controls Continued:

- Minimize contact among employees, citizens and customers by replacing face-to-face meetings with virtual communications, emails and telephone calls.
- Limit the number of people allowed in City facilities at a given time.
- Promote frequent and thorough hand-washing.
- Promote and schedule regular sanitization of personal workspaces and common areas. Be aware that some employees may be at a higher risk for serious illness, such as older adults and those with chronic medical conditions. Consider minimizing face-to-face contact between these employees or assign work tasks that allow them to maintain six feet from other workers and customers.
- On a department-by-department basis, establish policies and/or practices, such as flexible worksite and work hours (e.g., staggered shifts), to increase the physical distance among employees.
- Maintain regular housekeeping practices, including routine cleaning and disinfecting of surfaces, equipment, and other elements of the work environment.
- Sharing work vehicles should be discouraged; when vehicles must be shared, ensure they are cleaned and disinfected.
- Install physical barriers, such as clear plastic sneeze guards, at customer service counters.
- Maintain flexible policies and practices that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Identify alternate supply chains for critical goods and services. Some goods and services may be in higher demand or unavailable.

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020



Safe Work Practices for Employees - General Guidelines

- As supplies are available, wear protective facial covering when social distancing isn't possible or practical; wear gloves, when practical; and regularly use hand sanitizer.
 - Practice social distancing from others, when possible. Keeping a distance from others is especially important for people who are at higher risk of getting very sick. Remember that some people without symptoms may be able to spread the virus.
 - Wash your hands frequently with soap and water for at least 20 seconds, especially after you have been in a public place, and after blowing your nose, coughing or sneezing.
 - If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol.
-
- Avoid touching your eyes, nose, and mouth with unwashed hands.
 - Avoid shaking hands or having other contact with co-workers and customers for the time being.
 - Avoid close contact with people who are sick, and stay home when you are sick.
 - Self-isolate if you feel sick or have any reason for concern.
 - When possible, self-isolate in your office space with doors closed and conduct business over the phone and email.
 - Employees should develop a practice of cleaning and disinfecting after themselves, particularly frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, and doorknobs.
 - Employees are discouraged from using other employees' phones, desks, offices, or other work tools and equipment, when possible.
 - Keep healthy habits. Get enough sleep to keep your immune system healthy. Do not skip meals and be sure to eat nutritious foods to further boost your immune system.

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020



III. City Hall

The target date for City Hall staff to return to working onsite is Monday, May 11; however, City Hall will remain closed to the public until Wednesday, May 20, 2020. Returning employees to City Hall requires the entire team to adhere to Centers for Disease Control and Prevention recommendations to minimize COVID-19 exposure. City Hall is cleaned daily by staff and high contact areas are sanitized multiple times throughout the day. Each Friday, City Hall is deep cleaned and sanitized by employees.

Building permits

Houses and other buildings must be structurally and mechanically sound to help keep residents safe. This is partially ensured by the City of Neptune Beach Building Department, and the contracted inspectors who are taking a solution-oriented approach to overcome challenges related to COVID-19. With a commitment to protecting customers and employees, new, innovative processes have been established to ensure vital building inspections and permits continue.

Digital plan review and virtual development review with Building, Planning and Community Development, Public Works, Public Utilities staff is being updated and developed.

Building Department applications are accessible at: www.ci.neptune-beach.fl.us/permits/pages/permit-applications

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

V. Utility Billing

The City will not disconnect water customers during this emergency. Also, late fees are now being waived until further notice. Customers are encouraged to set up automatic bank drafts and may do so by emailing, ubs@nbfl.us for an application.

Further, the City has waived all fees associated with paying by credit or debit card over the phone.

Additional information about making payments is published at: www.ci.neptune-beach.fl.us/finance-utilities/pages/utilities. There also is a payment drop box at City Hall. Customers with questions may call 270-2400 or email: ubs@nbfl.us.

The screenshot shows the City of Neptune Beach website. The header includes the city logo, name, and social media icons. The navigation menu has links for ABOUT, GOVERNMENT, DEPARTMENTS, COVID-19 UPDATES, and COMMUNITY VISION PLAN, along with a 'FIND IT FAST' button. The left sidebar contains links for Budget, Local Business Tax Receipt, and Utilities, and a 'Contact Info' section with phone and address details. The main content area is titled 'Utilities' and features a 'Utility Bill Payment' section with an image of a utility bill and a list of bullet points regarding online payments and reconnection fees. A warning message is displayed below the list, and a note at the bottom explains a new convenience fee for credit card payments starting in November 2018.

City Of Neptune Beach Online Utility Bill Payment Portal

- **Online payments made for reconnection must include the correct reconnection fee.**
- **Reconnection fee during normal business hours of 8:00 am to 5:00 pm is \$25.00.**
- **Reconnection fee after normal business hours is \$75.00.**

WARNING! The City of Neptune Beach has not authorized a company called DOXO to accept payments on our behalf.

If you prefer, you may still pay in person, by mail or by phone.

Please Note: As of November 1, 2018, the City of Neptune Beach will begin charging a convenience fee of \$3.00 per \$200.00 increment of payment. This pertains to all credit card payments, whether made in person, by phone or online. The convenience fee begins

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

VI. Beach

On May 15, 2020, Governor DeSantis fully initiated Phase 1 of the Safe. Smart. Step-by-Step. Plan for Florida's Recovery, and Jacksonville's beaches reopened to all activities on May 6. There are currently no restrictions on hours, or what you can do on the beach, but social-distancing is required and groups of 10 or more people are prohibited.

As a reminder, dogs aren't allowed on the beach between 9AM and 5PM, and must be on a leash during all other times.



Here are guidelines that – if followed – may help ensure that the beach remains open. They are for everyone's safety.

- If the beach is crowded, stay away.
- Even greater social distancing than the 6-foot rule is strongly encouraged on the beach to account for wind and the movement of others.
- Follow the Centers for Disease Control and Prevention's recommendation to wear non-medical, cloth face coverings in public settings where other social distancing measures are difficult to maintain. This helps people who may have the virus and do not know it from transmitting it to others. Here are the CDC guidelines regarding masks: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html
- The Police Department enforces parking regulations. If you drive and cannot find a legal parking space, come back another day.
- Please use extreme caution in the water. Ocean rescue staffing is limited.

CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

VII. Park

Neptune Beach's parks have remained open throughout the emergency with the expectation of social-distance and safety guidelines/regulations are followed.

Areas/courts/facilities reopened

- a. Playgrounds
- b. Picnic areas
- c. Basketball, tennis, and pickleball courts
- d. Baseball Fields
- e. Butterfly Garden

Areas that remain closed

- f. Park restrooms
- g. Senior Activity Center
- h. Neptune House



General safety guidelines/regulations for park visitors and trail users

- Protective face coverings are encouraged to be worn when social distancing isn't possible or practical.
- Social distancing must be observed
- Groups of 10 or more are prohibited
- No organized activities, sports, classes, etc., of 10 or more people.
- Water fountains will be turned off and marked close. Visitors are encouraged to bring their own water bottles.
- Staff will clean/sanitize playground equipment, picnic tables and benches at least once every three days.
- Staff will assist with promoting safety/social distancing, as needed.



CITY OF NEPTUNE BEACH COVID-19 RECOVERY PLAN MAY 20, 2020

VIII. Communications

Communication with residents, businesses, visitors and others is an essential government service, particularly during emergencies. The City of Neptune Beach is committed to responding to all telephone, email or other inquiries, in addition to regularly providing information and updates via the following communications channels:

- Website (www.ci.neptune-beach.fl.us)
- [City of Neptune Beach Facebook Page](#)
- [City of Neptune Beach Twitter Feed](#)
- [City of Neptune Beach LinkedIn Page](#)
- [Alert Neptune](#)
- [Neptune Beach Police Department Facebook Page](#)
- [Email Notifications](#)

(Updated May 20, 2020)



COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season

May 2020



FEMA

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Executive Summary

On March 13, 2020, President Donald J. Trump declared the ongoing novel coronavirus (COVID-19) pandemic to be of sufficient severity and magnitude to warrant a nationwide emergency declaration for all states, tribes, territories, and the District of Columbia pursuant to Section 501(b) of the Stafford Act. In response to COVID-19, the entire Nation, including every level of government—federal, state, tribal, territorial, and local—has been engaged in efforts to slow and stop the spread of COVID-19 through a multitude of initiatives including stay-at-home orders, travel restrictions, use of Personal Protective Equipment (PPE), and adherence to Centers for Disease Control and Prevention (CDC) guidelines.

As a result of the COVID-19 pandemic, the Nation is facing unprecedented challenges as we respond to additional disasters, anticipate emergent incidents, and prepare for the 2020 hurricane season. Although the operating environment has changed, the Federal Emergency Management Agency's (FEMA) mission of *helping people before, during, and after disasters* remains the same. Federal, state, local, tribal, and territorial (SLTT) officials, along with the private sector and non-governmental organizations (NGO), must partner together to fulfill their respective missions and help disaster survivors. As the Nation continues to respond to and recover from COVID-19 while posturing for the coming hurricane season, emergency managers must continue to operate under a framework of a **locally executed, state managed, and federally supported** approach to incident stabilization.

To help SLTT emergency managers and public health officials respond to incidents during the 2020 hurricane season amid the COVID-19 pandemic, FEMA is releasing the *COVID-19 Pandemic Operational Guidance for the 2020 Hurricane Season*. This document will:

- Describe anticipated challenges to disaster operations posed by COVID-19 and describe planning considerations for emergency managers in light of these challenges;
- Outline how FEMA plans to adapt response and recovery operations to the realities and risks of COVID-19 to:
 - Ensure prioritization for life safety, life sustainment, and workforce protection, and
 - Maintain the delivery of FEMA's programs and help to solve complex problems by using whole-of-community disaster assistance to the highest level possible;
- Allow SLTT emergency managers to prepare and plan accordingly based on FEMA's operational posture and create a shared understanding of expectations between FEMA and SLTTs prior to hurricane season; and
- Provide guidance, checklists, and resources to enable emergency managers to best adapt response and recovery plans.

This document is comprised of two main sections: response planning and recovery planning. Throughout each section, emergency managers will find detailed information on FEMA's operating posture and guidance for SLTT governments. In the appendixes, emergency managers will find checklists and resources on FEMA operations and additional COVID-19 related guidance. While SLTT emergency managers are the primary audience for this document, this guidance can also be used by Emergency Support Function (ESF) and Recovery Support Function (RSF) partners as these departments and agencies plan and posture for the 2020 hurricane season.

Purpose

In preparing for the 2020 hurricane season, this document provides actionable guidance to SLTT officials to prepare for response and recovery operations and encourages personal preparedness measures amidst the ongoing COVID-19 pandemic. While this document focuses on hurricane season preparedness, most planning considerations can also be applied to any disaster operation in the COVID-19 environment, including no-notice incidents, spring flooding and wildfire seasons, and typhoon response.

Information presented in this document regarding FEMA's operating posture should serve as a baseline for SLTT partners. For specific disaster response and recovery operations, FEMA will continue to work directly with federal and SLTT partners and may adjust this guidance based on the requirements of the incident, the operating environment and phased reopening as directed by SLTT officials, and any updates to existing guidance at the time of the incident.

While much of the SLTT considerations and planning guidance is specific to the public sector, NGOs and the private sector can utilize these factors for planning and preparedness. This document can be used to gain a better understanding of governmental posture, planning, and readiness efforts and how NGOs and the private sector play critical roles in response and recovery operations.

Questions, comments, and feedback from non-FEMA emergency management readers should be directed to the appropriate FEMA Regional Office. Questions, comments, and feedback from FEMA personnel and stakeholders regarding this document should be directed to the Office of Response and Recovery at FEMA Headquarters.

Table of Contents

Executive Summary	i
Purpose.....	ii
Table of Contents.....	iii
Introduction	1
Adapting to the COVID-19 Operating Environment.....	1
Response Planning for 2020 Hurricane Season	1
FEMA’s Current Posture.....	2
Operational Coordination	2
FEMA Personnel and Augmentation	3
Contract and Commodity Readiness	5
Remote Disaster Operations	5
Disaster Facilities.....	6
SLTT Response Planning.....	7
Operational Coordination and Communications.....	8
Commodities and Points of Distribution.....	9
Staffing and Workforce Protection Planning.....	10
Evacuation Planning	10
Recovery Planning for 2020 Hurricane Season.....	11
FEMA’s Current Recovery Posture	12
Mass Care/Emergency Assistance	12
Virtual Preliminary Damage Assessments.....	14
Disaster Survivor Assistance and Disaster Recovery Centers	14
Individual and Households Programs and Direct Housing.....	15
Community Services Programs	15
Public Assistance	16
Hazard Mitigation.....	17
Environmental Planning and Historic Preservation	17
Interagency Recovery Coordination	18
SLTT Recovery Planning	18
Mass Care/Emergency Assistance Planning.....	19
Individual Assistance, Public Assistance, and Hazard Mitigation Application Processes	20
SLTT Recovery Process.....	21
Conclusion.....	22

Appendix A: Additional Resources.....	A-1
Preparedness Resources	A-1
Response Resources	A-3
Recovery Resources	A-5
Appendix B: Preparedness Considerations Checklist.....	B-1
Review and Modify.....	B-1
Consider and Identify.....	B-1
Message and Engage	B-2
Appendix C: Response Considerations Checklist.....	C-1
Safety and Security	C-2
Food, Water, Shelter	C-2
Health and Medical.....	C-4
Energy (Power and Fuel).....	C-5
Communications	C-5
Transportation	C-6
Hazardous Materials.....	C-7
Appendix D: Recovery Considerations Checklist.....	D-1
Leadership and Authority	D-1
Staffing	D-1
Communications and Engagement.....	D-2
Recovery Planning.....	D-2
Financial Management.....	D-3
Appendix E: Public Messaging Guidance on Hurricanes	E-1
Be Prepared for a Hurricane	E-1
Highlight.....	E-1
Definition	E-1
Quick Facts	E-1
Protect Yourself Key Messages.....	E-1
How to Stay Safe When a Hurricane Threatens.....	E-2
Prepare Now	E-2
Survive During.....	E-3
Be Safe After	E-4
Take an Active Role in Your Safety	E-4
Helpful Links.....	E-5
Videos	E-5

Tip Sheets.....	E-5
More Information	E-5
Information for Youth.....	E-5
About.....	E-5
Words to Know	E-6
Am I at Risk?.....	E-6
What Can I Do?.....	E-6
Getting Sick	E-7
Learn More	E-8
Helpful Links.....	E-8
Appendix F: Acronyms.....	F-1

Introduction

Emergency managers should anticipate the added complexities of conducting response and recovery operations while taking preventative measures to protect the health and safety of disaster survivors¹ and the disaster workforce. By creating a shared understanding of expectations among FEMA and SLTT partners in anticipation of emergent incidents, emergency managers at all levels will be better positioned to successfully deliver the mission and achieve operational outcomes in disaster response and recovery this season. FEMA will continue to coordinate closely with jurisdictions and align or adjust disaster operations based on SLTT guidance, the best available health information, and in alignment with the White House Guidelines for Opening Up America Again (Guidelines).²

As SLTT partners continue to prepare for hurricane season and other emergent incidents, emergency managers should review and adjust existing plans, including continuity of operations (COOP) plans, to account for the realities and risks of COVID-19 in their prioritization of life-saving and life-sustaining efforts. All reviews and adjustments to plans should factor-in FEMA's planned operational posture, social distancing measures, CDC guidance, and SLTT public health guidance. Additionally, SLTTs should begin preparing and distributing communication materials that address preparedness while under the threat of COVID-19 for use in local communities as soon as possible.

Adapting to the COVID-19 Operating Environment

FEMA is prepared to support SLTT entities in accordance with the National Incident Management System, *National Response Framework (NRF)*, *National Disaster Recovery Framework (NDRF)*, *Response Federal Interagency Operational Plan (FIOP)*, *Recovery FIOP*, and *Comprehensive Preparedness Guide 101*. There will be adaptations at all levels of emergency management in the COVID-19 environment, but to the greatest extent possible, the foundational concepts will remain intact. Preparedness, response, recovery planning, and COOP at all levels of government must:

- Be built upon scalable, flexible, and adaptable coordination;
- Align key roles and responsibilities across the Nation;
- Ensure successful incident stabilization of community lifelines;
- Provide programs and services to disaster survivors; and
- Ensure successful restoration of the health, social, economic, natural, and environmental fabric of the community.

Response Planning for 2020 Hurricane Season

Emergency managers should anticipate evolving and emergent incidents throughout the 2020 hurricane season that may require response operations with life-saving and life-sustaining efforts. SLTTs should be prepared to lead scalable and flexible response operations and adapt to adjustments in how FEMA implements disaster assistance and delivers programs. Since many aspects of disaster response may be conducted remotely this year, SLTTs should be prepared to coordinate through virtual

¹ Disaster survivors include people with civil rights protections, such as persons with disabilities, older adults, individuals with limited English proficiency, and others with civil rights protections.

² All references in the document are included in Appendix A: Additional Resources.

communications and ensure the public is aware that the FEMA application process may be virtual and not in-person due to health and safety considerations.

FEMA's Current Posture

FEMA has ongoing disaster operations in all 10 regions, with personnel supporting at the National Response Coordination Center (NRCC), Regional Response Coordination Centers (RRCC), Joint Field Offices (JFO), and other field locations and fixed facilities. Personnel who are currently deployed will be prepared to pivot to support emergent needs. FEMA regions will continue to provide technical assistance and coordination for a range of program areas with their respective SLTT partners. FEMA is also well-positioned with thousands of personnel in the field supporting existing operations, thousands more available national assets ready to support emergent disaster operations, and more personnel joining the Agency through virtual onboarding every two weeks. In order to better adapt plans in this environment and support SLTT partners, FEMA programs will continue to provide assistance to survivors, but many programs may require online or phone registration processes (in lieu of in-person), remote assessments or inspections, and adapted program delivery within impacted areas experiencing localized outbreaks or periods of peak COVID-19 activity. However, when and if SLTT partners are overwhelmed, FEMA is prepared and postured to provide program support, regardless of delivery method.

Operational Coordination

In response to the COVID-19 national emergency declarations, the NRCC, all 10 RRCCs, all state and territorial emergency operations centers (EOC), and several tribal EOCs were activated. FEMA field leaders and regions are developing response plans and reviewing stabilization considerations for the seven community lifelines with a focus on areas that may already be impacted by COVID-19 operations.

Funding Sources to Support Preparedness and Operational Readiness

FEMA awarded \$100 million in FY 2020 Emergency Management Performance Grant Supplemental (EMPG-S) funding to state and territorial government agencies to prevent, prepare for, and respond to the COVID-19 public health emergency. FEMA expects that recipients prioritize EMPG-S funds to 1) review, modify, and/or execute logistics and enabling contracts to increase capability to stockpile and provide necessary resources needed to stabilize lifelines; 2) modify evacuation plans to account for limited travel options and increased time needed for healthcare facilities in a COVID-19 environment; 3) identify mass care and shelter options that meet CDC guidance and mitigate risks to communities and vulnerable citizens; and 4) emphasize collection, analysis, and sharing of data to strengthen decision-support capabilities.

In addition, FEMA expects recipient emergency managers to work with their assigned FEMA Regional Administrator to develop FY 2020 EMPG Work Plans that ensure adequate funding and planning for hurricane preparedness and response efforts in a COVID-19 environment.

FEMA expects to maintain some level of activation into the 2020 hurricane season in order to best support SLTT operations. To ensure that operational decisions are made at the lowest level possible, consistent with the NRF, FEMA is organizing to prioritize resources and adjudicate accordingly, if needed:

- At the incident level, Federal Coordinating Officers (FCO), in consultation with Regional Administrators, will work to address incident requirements using available resources. FCOs will proactively manage and identify risks and communicate new requirements to the RRCCs as they arise.
- At the regional level, the RRCCs will coordinate with FEMA personnel deployed to SLTT EOCs and adjudicate resource requests until operational control is ready to be transitioned to the FCO at the incident level, when designated, and will adjudicate resources within their area of operation and coordinate with other RRCCs and the NRCC as required.
- At the national level, the NRCC will coordinate with the regions on requirements and adjudicate resources to address national priorities.

Community Lifelines During the COVID-19 Pandemic

The NRF defines community lifelines as those services that enable the continuous operation of critical government and business functions that are essential to human health and safety or economic security. FEMA will use the community lifelines to prioritize response efforts and support resource adjudication decisions across the Nation. The seven community lifelines are:

- Safety and Security;
- Food, Water, Shelter;
- Health and Medical;
- Energy (Power and Fuel);
- Communications;
- Transportation; and
- Hazardous Materials.

FEMA routinely responds to multiple incidents simultaneously and will continue to posture support for stabilization of community lifelines. The NRCC is structured, designed, and staffed to support concurrent operations; however, due to the nationwide response efforts supporting COVID-19, FEMA is preparing additional personnel and physical space to meet expanded NRCC incident support requirements. Training and mobilizing additional personnel will provide a more flexible and scalable workforce that can expand the capacity and capability of the existing structure in the event of additional concurrent incidents. Additionally, FEMA regions are also planning for contingencies to handle multiple operations concurrent with the ongoing COVID-19 response.

FEMA Personnel and Augmentation

FEMA's national personnel assets remain prioritized and ready for deployments for life-saving and life-sustaining response operations. In addition to FEMA personnel, FEMA will work with federal partners to provide capabilities for community lifeline stabilization through ESF support and mission assignments.

National Incident Management Assistance Teams

National Incident Management Assistance Teams (NIMAT) are on standby to support any disaster operation and are modifying equipment caches to ensure self-sufficiency. Planning factors for deploying a NIMAT in a COVID-19 environment include:

- The ability of the Regional Incident Management Assistance Teams (IMAT) to support the incident;
- Whether the disaster response has an inherently large-scale life-saving mission; and/or
- The disaster response appears to be extraordinarily complex.

In order to maintain posture for emergent incidents, NIMAT will plan for transition and team demobilization after lifelines are stabilized or stability is imminent, initial mitigation efforts are in place to protect property and the environment, and Regional IMAT or other personnel are in place and able to assume operational control. In addition to full team demobilization, specific team members may be demobilized early to minimize exposure if a suitable replacement is on site and able to properly support existing and future operations.

Urban Search and Rescue Teams

FEMA is actively monitoring the availability of all internal resources to support National Urban Search and Rescue (US&R) teams and is conducting contingency planning for both traditional and non-traditional models to meet potential operational needs. The National US&R Response System has established procedures, which will be temporarily expanded to enable greater operational capacity during the COVID-19 pandemic. FEMA is prepared to increase capacity by using all levels of potential additional resources (e.g., military, state/local search and rescue resources, first responders) to include the ability to deliver training and deployment of smaller Type III assets in lieu of Type I teams.

Disaster Emergency Communications

FEMA's Disaster Emergency Communications (DEC), being a primary contributor to support restoration of communication infrastructure, is postured to deploy Mobile Emergency Response Support detachments, Mobile Communications Office Vehicles (MCOV), and DEC personnel in a COVID-19 environment. Increased requirements for and use of Mobile Emergency Operations Vehicles, Emergency Operations Vehicles, Incident Response Vehicles, and MCOVs are anticipated to help FEMA personnel manage social distancing requirements, including to support personnel working from outside state EOC facilities. FEMA will also support requirements for cloth face coverings and increased hand hygiene for all employees operating within mobile vehicle platforms.

Personnel Augmentation

As always, FEMA intends to leverage local hire support for any emergent disaster operations. If the Department of Homeland Security (DHS) activates the Surge Capacity Force (SCF), deployment assignments will follow CDC guidance and maintain FEMA's posture to minimize travel and direct contact, and potentially increase telework flexibilities. FEMA is also developing virtual training and skill set assessments for existing SCF members in order to rapidly and efficiently align the thousands of available SCF members to meet operational needs.

Contract and Commodity Readiness

FEMA has prepared for hurricane season and other emergent incidents by aligning resources, awarding contracts, and readying Logistics personnel for rapid response operations. In addition to owning and purchasing resources, FEMA also has multiple partnerships with other federal agencies such as the U.S. Army Corps of Engineers, the Defense Logistics Agency, and NGOs such as the American Red Cross.



FEMA Logistics Staff coordinate the transportation of COVID-19 test kits arriving through Project Airbridge on April 14, 2020.

FEMA continues to ensure Distribution Centers maintain commodity levels at, or near, pre-COVID-19 status. FEMA is focusing on rapidly replenishing commodities used in support of COVID-19 pandemic operations. Based on refined requirements implemented following the 2017 hurricane season, FEMA has increased its storage space both inside and outside of the contiguous United States; trailer fleets have been increased and modernized; and staging and distribution plans have been enhanced to increase strategic stockpiling, prepositioning, and expedited transportation of commodities to the field.

Remote Disaster Operations

While COVID-19 morbidity and mortality persist, FEMA will generally minimize the number of personnel deploying to disaster-impacted areas and minimize the number of new field deployments by using personnel already deployed to the impacted region, including FEMA Integration Team (FIT) members or other FEMA personnel already working at EOCs, deploying locally-available personnel, and leveraging remote disaster support. FEMA Regional Administrators, in partnership with FEMA Headquarters (HQ), will evaluate risk in their regions and determine the most appropriate approach to deployments while considering the guidance and direction of public health officials and the factors established in the White House Guidelines.

To support virtual deployments and remote disaster operations, FEMA is planning to:

- Increase communications to the public through social media platforms, virtual townhalls, and coordinated messaging to survivors from FEMA officials and SLTT leadership, and ensure that all communications are provided in ways that are accessible to individuals with disabilities and limited English proficiency;
- Ensure remote disaster personnel have the most up-to-date policies and procedures, training needs are met, and supervisors have the tools needed to appropriately manage employees;
- Increase availability and deployment options for FEMA personnel to make informed decisions on how to support disaster operations while protecting the health and safety of the workforce;

- Continue use of virtual personnel mobilization center process to facilitate rapid deployment of personnel and ensure that deployed personnel receive information technology services as needed to prepare them to directly support impacted areas; and
- Increase information technology support for remote disaster operations, including, but not limited to, remote inspection processes, remote preliminary damage assessments, and working with partners to pre-identify accessible technology platforms that can support virtual meetings with interagency, private sector, NGOs, and SLTT partners.

Disaster Facilities

While FEMA will generally minimize deployments, some emergent incidents may still require disaster facilities and a limited field presence. Field leaders, in consultation with FEMA regional offices, will consider additional safety requirements in accordance with SLTT public health guidance and phased reopening when planning for new FEMA disaster facilities. When considering new facility floorplans and leases, field leaders, in coordination with the Unified Coordination Group (UCG), FEMA safety and security personnel, and CDC and SLTT public health officials, will develop localized mitigation strategies, including temperature and health screenings, increased cleaning and disinfection requirements, and reduced personnel footprints for social distancing, to ensure the safety and security of FEMA personnel and partners. When feasible, FEMA will

employ engineering and administrative controls, such as the use of transparent barriers as appropriate and labeling interior floor areas in appropriate areas to encourage proper social distancing.

Field leaders will use modified personnel plans to assess how many personnel will be deployed to field operations and ensure that facility layouts can accommodate CDC guidance and social distancing recommendations. FEMA, in coordination with SLTT officials, will provide PPE and/or cloth face coverings and other supplies (e.g., hand sanitizer, cleaning wipes) for personnel to use in disaster facilities and implement other protective measures, based on the Department of Health and Human Services, CDC, and Occupational Safety and Health Administration guidance and exposure risk levels.

Additionally, FEMA will adjust Incident Support Base operations to appropriately minimize large numbers of personnel and truck operators on site. FEMA will use smaller staging teams, additional workspace and facilities to accommodate needed personnel, PPE and/or cloth face coverings, social

Guidelines for Opening up America Again

The White House's Guidelines provide critical considerations for FEMA and SLTTs planning for disaster operations. Depending on the Guideline phase of a disaster-affected jurisdiction (as determined by the Governor, tribal, or local leadership), FEMA will work with SLTT leadership to determine the most appropriate operational posture to protect impacted communities and deployed personnel. FEMA may adopt a more conservative posture than a jurisdiction, but will generally not adopt a more relaxed posture.

FEMA has developed a Reconstitution Exercise Starter Kit with sample documents that SLTT departments, agencies, or organizations can use to conduct planning workshops on returning to full operations. Suggested discussion questions build upon reconstitution planning principles and the White House's Guidelines.

distancing guidance, additional procedures to control entry into staging sites, and incorporate new documentation requirement processes as needed to minimize exposure.

To ensure workforce safety, FEMA will work with SLTT partners to address:

- Facility specifications, which shall include the requirement for a co-location of organizational elements across a sufficient space capable of allowing for social distancing of six feet (as appropriate);
- Instruction on the use of cloth face coverings to personnel delivering to or working in any operational disaster facilities;
- Policy modifications that may be needed to accommodate employees with disabilities in accordance with Equal Employment Opportunity Commission guidance;
- Guidance for individuals instructed not to enter FEMA facilities (e.g., persons tested positive for COVID-19 or symptomatic and not cleared to return to work);
- Temperature and health screening procedures prior to entry at all facilities or sites;
- Cleaning and disinfection procedures, including high touch areas such as computer equipment, telephones, clipboards, paperwork, door handles, and bathrooms; and
- Safe movement of personnel in potentially high physical transfer areas, such as distribution centers, fueling stations, high density office areas, enclosed spaces, congregate housing, hospitals, and public areas.

SLTT Response Planning

The Nation's emergency management system is most successful when it is locally executed, state managed, and federally supported. Jurisdictions across the country are responsible for leading efforts to stabilize community lifelines, distributing commodities and resources to meet the needs of an emergency, and supporting program delivery. FEMA continues to support these efforts. Emergency managers should begin reviewing existing response plans and guidance to align, link, and synchronize community response actions with



FEMA Leaders and Staff Coordinating with New York City and Department of Defense Personnel on May 7, 2020.

federal planning efforts like those described in this document and prepare protective measures for their disaster workforce and survivors. SLTTs should consider adopting COOP strategies and prepare for a variety of potential conditions to account for localized outbreaks, periods of peak COVID-19

activity, or phased reopening. SLTTs should exercise updated plans via virtual tabletop exercises. FEMA programs can provide additional support for training, drills, or products for exercise plans.

Response Considerations Checklist

- Do you have a plan to respond if your emergency management agency/department has reduced staffing due to COVID-19?
- Have you reviewed and updated your COOP plans to continue essential functions and tasks with little to no interruption?
- Do you have a plan to prioritize resources to stabilize the communication lifeline?
- Do you have a plan to determine which personnel must be physically deployed to the field and how they will be protected?
- Does your emergency management agency/department have an established senior liaison with the senior public health officer for your jurisdiction to ensure current, timely public health advice?
- Have you implemented CDC's Strategies to Optimize the Supply of PPE?
- Have you purchased and stockpiled medical-grade PPE for those who need it according to CDC guidelines?
- Have you purchased and stockpiled cloth face coverings?
- Do hospitals in evacuation zones have a plan to not only evacuate patients, but also ventilators, dialysis machines, and stockpiled PPE?
- Do you have a plan for a high-risk population (e.g., nursing home residents, people with disabilities, people requiring evaluation assistance, people experiencing homelessness) that has an ongoing outbreak and needs to be evacuated?
- Do you have a system that can collect and share data to support decision-making around community lifelines?
- Have you developed communication materials accessible to people with access and functional needs (e.g., deaf or hard of hearing, blind or have low vision, people with an intellectual disability, people with low literacy, limited English proficient persons, older adults) that address hurricane preparedness while under the threat of COVID-19 in your communities?
- Have you considered the extra time it may take to evacuate given the need for social distancing for increased mass transit modes (e.g., buses) may require?

See Appendix B and Appendix C for additional Preparedness and Response checklist considerations

Operational Coordination and Communications

SLTTs should review existing response operations plans and consider:

- Leveraging efforts underway for COVID-19 response, including maintaining current command and control roles and responsibilities.
- Expanding UCG membership beyond senior leaders to ensure appropriate coordination among private sector and public health or medical leadership for the scope and nature of the incident, and better enable jurisdictions to jointly manage and direct incident activities through establishment of common incident objectives, strategies, and a single incident action plan.

- Emphasizing stabilization of the communication lifeline as operational adaptations include or may rely heavily on virtual coordination, including the ability to work directly with FEMA's virtually deployed personnel.
- Preparing for COVID-19 impacts to community lifeline stabilization and the interdependencies between lifelines, especially those that may already be significantly impacted, like the health and medical lifeline.
- Utilizing EMPG-S funding to strengthen decision-support capabilities through the collection, analysis, and sharing of data.
- Preparing for an increased need for accessible and multi-lingual messaging and communications through available media, wireless emergency communications, and use of virtual townhalls for coordinated communications to survivors from SLTT leadership, FEMA officials, and others.
- Reviewing and updating existing Orders of Succession and Delegations of Authority for key leadership and personnel.
- Preparing state national guard forces and associated resources for potential deployment to support during disaster operations while in a COVID-19 environment.
- Engaging community-based partners that support and serve persons with disabilities, limited English proficient persons, low income communities, communities of color, and houses of worship to formalize partnerships to meet the needs among these populations and ensure the equitable and impartial delivery of disaster assistance.

Commodities and Points of Distribution

Point of Distribution (POD) operations will continue to be state, territory, and/or tribal-led and operated with federal support where required. SLTTs should review existing plans and consider:

- Utilizing EMPG-S funding to strengthen contracts, if needed, to provide medical-grade PPE, cloth face coverings, and necessary commodities during disaster operations, especially if available resources have been allocated to COVID-19 response.
- Determining alternate options for locating and procuring critical resources if traditional methods for procurement of needed response and recovery supplies may not be feasible.
- Reinforcing the supply chain through preservation, expansion of warehouse footprints, and stockpiling mission-critical materials.
- Adjusting planned POD sites to accommodate operational adaptations for the COVID-19 environment, including considerations for significantly increased demand, social distancing, and regulated traffic flow.
- Reviewing and evaluating current mutual aid agreements and Emergency Management Assistance Compact (EMAC) mission-ready packages to assess if available resources may be limited due to COVID-19 operations and consider virtual EMAC agreements when possible.
- Reviewing alternative commodity distribution sites that can be used to limit direct contact between personnel and survivors, and ensuring commodity distribution sites have plans in place to provide services to people with disabilities.

- Incorporating federal POD Monitor to assist with burn rate management and resupply efforts that may also be impacted.
- Altering plans to limit physical points where communities will congregate and preparing for restricted/diminished support from NGOs for commodity distribution.

Staffing and Workforce Protection Planning

SLTTs should review existing plans for workforce protective measures to support personnel who will be deployed to the field and associated disaster facilities and consider:

- Increasing membership of Community Emergency Response Teams (CERT) and Medical Reserve Corps (MRC), and conducting associated volunteer training virtually, as necessary, to ensure the health and safety of its members.
- Reviewing the readiness of typical disaster support personnel (e.g., first responders, logistical personnel, health and medical personnel) who may already be deployed to ongoing operations.
- Procuring and distributing PPE and workforce protective measures for personnel required to be in the field, including first responders, search and rescue teams, logistics support, and health and medical professionals.
- Implementing safety measures at disaster facilities to include temperature and health screenings, facility cleaning and disinfection measures, and social distancing requirements for on-site personnel.
- Ensuring personnel can continue to respond if the emergency management agency or department has reduced staffing due to COVID-19.
- Providing additional telework flexibilities and remote disaster support strategies that can be integrated with FEMA remote disaster operations, if needed, and plan to minimize disaster facility personnel.
- Planning for virtual coordination with federal partners, bolstering communications and information technology support for remote operations, and pre-identifying approved technology platforms that can be used for increased virtual meeting capabilities among SLTTs, FEMA officials, federal interagency partners, volunteer organizations, and the private sector.

Evacuation Planning

SLTTs should review evacuation plans and consider:

- Assessing community demographics and identifying areas facing high risk, including considerations for those under stay-at-home orders, at higher risk of serious complications from COVID-19, individuals with disabilities, and others with access and functional needs.
- Reviewing clearance times and decision timelines, with COVID-19 planning considerations, such as mass care and sheltering plans.
- Considering impacts of business closures/restrictions along evacuation routes; limited restaurant/lodging availability will place extra stress on state and local officials and may require unprecedented assistance to travelers.

- Maintaining availability of mass transit and paratransit services that provide a transportation option for those individuals who are unable to use the fixed-route bus or rail system for evacuation of people with disabilities in accordance with CDC guidance and social distancing requirements.
- Using EMPG-S funding to modify evacuation plans to account for limited travel options and increased time needed for evacuation of health care facilities.
- Targeting evacuation orders and communication messages to reduce the number of people voluntarily evacuating from areas outside a declared evacuation area.
- Developing communication plans for communities likely impacted by hurricane season or other emergent incidents for any updates or alterations to evacuation strategies, and ensuring communications are provided in a way that is accessible to people with disabilities and limited English proficiency.
- Reviewing available alternate care sites and federal medical stations as potential evacuation sites or longer-term solution for hospitals and medical facilities, if needed, and considering staffing needed to support facilities.
- Determining logistics and resource requirements to support government-assisted evacuations.
- Reviewing, expanding, and/or establishing agreements with NGOs, agencies, volunteers, and private sector vendors that will be needed for evacuee support and ensuring partners are prepared to deliver services in a COVID-19 environment.
- Engaging with neighboring states and jurisdictions to coordinate cross-border movement of evacuees in large-scale evacuations.
- Developing host jurisdiction sheltering agreements.

Recovery Planning for 2020 Hurricane Season

Given the complexity of operations in a COVID-19 environment, some aspects of recovery planning and posture will change to ensure the safety of disaster survivors and emergency managers. SLTTs should be prepared to lead flexible recovery operations based on FEMA's adapted posture and procedures for implementing disaster assistance and program delivery. Given the increased use of remote processes for recovery operations, SLTTs should also be prepared to coordinate through virtual communications, anticipate alternative methods to verify applicant eligibility, and ensure the public is aware of these modifications. Successful recovery will require that FEMA, SLTTs, NGOs, and private sector partners coordinate planning efforts to adapt standard processes and procedures for synchronized recovery.

FEMA's Current Recovery Posture

FEMA will continue to coordinate technical assistance and recovery operations through FEMA regions in partnership with SLTTs, NGOs, and the private sector, including Voluntary Agency Coordination support to non-governmental, faith-based, non-profit, humanitarian, philanthropic, and community-based organizations that provide the wrap-around and social services necessary for effective SLTT response and recovery. While the level of technical assistance will remain the same, SLTTs should be prepared to adapt to remote coordination. For operations in a COVID-19 environment, FEMA will adapt its traditional field operations and program delivery models to expedite services, support, and assistance to SLTT partners.

Mass Care/Emergency Assistance

The operational realities of the COVID-19 environment will require adaptations to many aspects of the Mass Care and Emergency Assistance service areas, particularly all stages of sheltering assistance. Due to the risks associated with COVID-19 and congregate sheltering, including standards for occupancy rates, equipment requirements, and assessment of at-risk or vulnerable populations, this approach will be adjusted. Recognizing some congregate sheltering will still be necessary in many hurricane scenarios, FEMA will support SLTT partners and NGOs to mitigate risks and support efforts consistent with public health guidance.

Given the changes to non-congregate shelter support this hurricane season, FEMA regions

Use of Non-Congregate Shelters in 2020 Hurricane Season

In an emergency or major disaster declaration that authorizes Public Assistance (PA), Category B, Emergency Protective Measures, FEMA will adjust policies to allow SLTTs to execute non-congregate sheltering in the initial days of an incident. Non-congregate shelters include, but are not limited to, hotels, motels, and dormitories. FEMA Regional Administrators will have delegated authority to approve requests for non-congregate sheltering for hurricane-specific disasters for the 2020 season.

While not a single solution, this funding will assist with sheltering operations in the short-term. SLTTs will need to work with FEMA and NGO partners to determine how non-congregate options can be incorporated into larger sheltering plans.

SLTTs should coordinate with FEMA regions to:

- Ensure adequate sheltering plans are in place and coordinated, including consideration of contractual agreements and federal funds (if required) in accordance with federal procurement standards.
- Plan for appropriate scope and duration for sheltering resources based on anticipated needs.
- Ensure that data, documentation, and tracking mechanisms are in place.
- Plan appropriate accessibility considerations for people with disabilities, and those with functions and access needs, and ensure adequate availability of such resources.

As part of the sheltering plan, SLTTs should outline a transition from non-congregate sheltering to alternate options, including Transitional Sheltering Assistance (TSA) for eligible applicants if a major disaster declaration is approved, or for a timely termination when non-congregate sheltering is no longer needed.

will assist in planning and providing additional technical assistance. Recognizing the timing and potentially greater need for non-congregate sheltering, FEMA will work with SLTT partners to provide greater flexibility for the eligibility of both congregate and non-congregate options for reimbursement under the PA program.

In addition, FEMA, along with federal partners and National Voluntary Organizations Active in Disaster partners will continue to provide mass care technical support to SLTTs for the following:

- Planning for protective measures for all mass care personnel and survivors;
- Planning for additional needs at shelters for supplies and material for cleaning, disinfection, and social distancing;
- Developing strategies for how shelf-stable meals and other feeding commodities can be used to supplement initial primary feeding requirements and/or serve as primary feeding options;
- Planning for resource requirements for individuals and households who arrive at shelters without medical equipment, medical prescriptions and/or supplies, personal assistance services (caregivers), and cloth face coverings;
- Developing strategies to address health screening criteria (e.g., positive, presumptive positive, symptomatic, known exposure) upon arrival at a congregate shelter and procedures if a case is identified;
- Planning for protective measures at sheltering locations, to include health screening, social distancing requirements, cleaning and disinfection, and quarantine or isolation areas, as needed;
- Considerations for shelter staffing options outside of volunteers, as resources may not be available;
- Planning for feeding strategies for survivors sheltering in place and those located in non-congregate shelters in accordance with CDC guidance and social distancing requirements;
- Planning for timely demobilization of sheltering resources when they are no longer needed based on the impact or forecasted impact of an incident;
- Planning for necessary information collection and tracking; and
- Planning for possible modifications to how federal mass care personnel support evacuees, including, but not limited to:
 - Transportation to evacuation points/congregate/non-congregate shelters;
 - Supporting health screenings of staff and clients entering facilities;
 - Supporting COVID-19 isolation/medical care shelters;
 - Triage of vulnerable populations processed into non-congregate options;
 - Coordination of workforce lodging across agencies and responder organizations to prioritize hotel access for non-congregate sheltering; and
 - Pet sheltering.

Virtual Preliminary Damage Assessments

To ensure workforce protection, FEMA regions may elect to utilize virtual or desktop Preliminary Damage Assessment (PDA) options. Virtual PDAs may include use of aerial imagery (as appropriate), Hazus,³ resident or SLTT submitted data, documentation, photos, and local emergency manager detailed and verified statements to document damages as accurately as possible as opposed to conducting physical, in-person assessments to validate cost, work, facility, and applicant eligibility. Regions will work with SLTTs to determine the appropriate type of PDA process given the level of public health

emergency, which may vary across counties based on localized hotspots. If personnel deploy to the field, FEMA will use as few personnel as possible to ensure social distancing and may rely on windshield assessments to complete the PDA process in a timely manner.

Disaster Survivor Assistance and Disaster Recovery Centers

FEMA, in coordination with SLTT partners, will determine the use of Disaster Recovery Centers (DRC) or Disaster Survivor Assistance (DSA) teams according to the phased reopening of an impacted area. In areas with limited field presence, FEMA will use online and phone registration and virtual assessments to ensure program delivery. If phone lines are down, FEMA will prioritize stabilizing the communication lifeline in order to restore networks and support registration processes. FEMA will also coordinate with federal and voluntary agency partners

FEMA Disaster Registration Methods

In areas with a limited field presence, FEMA will continue to use its primary registration methods via an online website (www.DisasterAssistance.gov) and telephone services (800-621-FEMA). These methods account for most registrations and continue to be successful in limited or degraded communication environments. FEMA will work with local officials and the media to encourage people to leverage digital registration capabilities.



FEMA personnel and disaster survivors at a DRC during Hurricane Michael depicts limited potential for social distancing measures using standard facility footprints.

³ Hazus is a nationally applicable standardized methodology that contains models for estimating potential losses from earthquakes, floods, and hurricanes. Hazus uses Geographic Information Systems (GIS) technology to assist government planners and emergency managers in estimating physical, economic, and social impacts of disasters.

to promote digitally available disaster recovery resources, support, and referral services, as well as to ensure service delivery methods are accessible and widely promoted for individuals with disabilities.

If DRCs and DSA team support are requested by the state, territory, or tribal nation, and FEMA determines it is consistent with phased reopening guidelines, FEMA will consult with SLTT public health officials on local requirements. In DRCs, FEMA will implement additional health and safety measures based on current CDC guidance, such as requiring cloth face coverings (if appropriate), hand hygiene, and social distancing measures.

Individual and Households Programs and Direct Housing

FEMA does not anticipate major changes in program eligibility, timeliness of grant awards, or the level of assistance provided under the Individual and Households Program. However, the delivery mechanisms of certain aspects of the program will be modified.

FEMA will utilize remote inspections and field work to evaluate damage as much as possible, with the goal of expediting the delivery of recovery assistance. FEMA will only conduct remote inspections on homes where occupants have indicated a certain degree of damage upon registration. For applicants who self-report minor damage and can remain in the home, FEMA will determine whether an inspection is necessary, enabling FEMA to focus its limited resources on those with the greatest need.

These remote inspections and field work, consistent with eligibility, will support numerous programs including Rental Assistance, Home Repair Assistance, Replacement Assistance, Other Needs Assistance for Personal Property, and Assistance for Miscellaneous Items. Types of Other Needs Assistance that do not require an inspection, including childcare, transportation, medical and dental, funeral expenses, moving and storage, and procurement of Group Flood Insurance Policies, will be administered as normal. Clean and Removal Assistance will not be authorized in disasters that utilize remote inspections.

Remote Inspection Assistance

For remote inspections, FEMA inspectors will contact applicants and complete the standard onsite inspection process by phone. Reasonable accommodations, including translation and American Sign Language interpreters via Video Relay Service will be available to ensure effective communication with applicants with limited English proficiency, disabilities, and access and functional needs. FEMA will also work to provide flexibility to applicants who need to provide documentation within certain timeframes.

Direct Housing

FEMA does not anticipate changing the criteria necessary for approving a request for Direct Housing. However, given the challenges associated with implementing some forms of Direct Housing in a COVID-19 environment, FEMA may rely more on certain forms of temporary housing (i.e., rental assistance) and non-congregate sheltering. For new disasters that are approved for Direct Housing, FEMA will prioritize the placement of Transportable Temporary Housing Units on private sites and the use of Direct Lease.

Community Services Programs

Request processes and the criteria for Community Services Programs (Crisis Counseling, Disaster Unemployment, Disaster Case Management, and Disaster Legal Services) remain unchanged. The

delivery of these programs will be remote as much as possible. This includes the use of crisis counseling hotlines; socializing information through various forms of media; delivering leaflets, brochures, or other educational materials to disaster survivors; and providing all services and communications in an accessible manner for individuals with disabilities.

Public Assistance

The basic principles, application procedures, eligibility, and award mechanisms of the PA program will remain unchanged. However, most PA work will be conducted virtually. Recipients should be prepared to conduct virtual applicant briefings, with virtual participation by FEMA. The Recovery Scoping Meeting to develop the Program Delivery Plan and discuss damage inventory will also be conducted remotely. Recipients and subrecipients should be prepared for virtual applicant engagement to work through program delivery, formulate projects, and upload documentation.

FEMA will conduct inspections remotely whenever possible. While remote inspections may not be possible for all applicants, the dual use of remote and in-person inspections expedites the delivery of recovery assistance to grant recipients and reduces the number of personnel required in the field. For some incidents, FEMA may still deploy PA personnel to

perform specific activities, such as critical infrastructure stabilization coordination or just-in-time site inspections, which cannot be completed virtually. FEMA will continue to provide technical assistance to grant recipients and applicant personnel through virtual training, job aids, online how-to videos, the Grants Portal Hotline, virtual mentorships, and remote customer assistance.

PA Program Delivery in a COVID-19 Environment

Operational Planning

- *Applicant Briefings* – Encourage virtual briefings
- *Request for Public Assistance* – No change
- *Staff and Operational Planning* – Mix of virtual and, if required, minimized personnel requested
- *Exploratory Call* – No change
- *Recovery Scoping Meeting* – Encourage remote meetings and, if required, minimized personnel presence

Damage Intake and Eligibility Analysis

- *Applicant Engagement* – Encourage virtual engagement and, if required, minimized personnel presence
- *Damage identification, Essential Elements of Information, and Project Formulation* – No change
- *Conducting Site Inspections* – Likely encourage virtual/ tabletop inspections with minimized personnel presence

Scoping and Costing

- *Grant Development* – No change

Final Reviews

- *Field and Final Reviews* – No change

Obligation and Recovery Transition

- *Project Obligation* – No change
- *Recovery Transition Meeting* – Conducted remotely

Hazard Mitigation

FEMA is taking proactive steps to address the COVID-19 pandemic to help serve its National Flood Insurance Program (NFIP) customers who may be experiencing financial hardships. One example of this is extending the grace period to renew flood insurance policies from 30 to 120 days. Additionally, the NFIP has issued guidance to the Write Your Own companies and NFIP Direct on remote claims handling. FEMA is currently developing new methods to improve program delivery, including extension of application deadlines and Periods of Performance, and also granting a 12-month extension to meet the hazard mitigation plan requirements for local and tribal governments that apply for FEMA hazard mitigation assistance grants, including the Hazard Mitigation Grant Program (HMGP). FEMA regions continue to provide technical assistance to SLTTs to meet the hazard mitigation plan requirements in order to be eligible for certain FEMA assistance programs, such as HMGP, Building Resilient Infrastructure and Communities, High Hazard Potential Dams Rehabilitation Grants, and Flood Mitigation Assistance.

Though aspects of the Hazard Mitigation (HM) Program delivery are typically highly dependent on personal interaction (e.g., Community Education and Outreach), FEMA can conduct mitigation interviews with Individual Assistance (IA)-registered survivors through a dedicated phone line or use a model similar to remote flood insurance claim adjustments to continue providing services to disaster survivors. HM's Flood Insurance personnel will also conduct virtual visits with insurance agents in disaster-impacted areas to promote the NFIP and its benefits, rather than in-person office visits. HM's Floodplain Management personnel will also conduct virtual visits with State Floodplain Coordinators and Local Floodplain Administrators in disaster-impacted communities to provide technical assistance and ensure ordinance compliance, as needed. FEMA may deploy HM personnel to carry out infrastructure inspections, among other critical assignments. FEMA may also deploy HM or contract personnel to support local, substantial damage inspections as well as produce and share data analytics in making as many remote determinations as possible to limit the number of physical inspections required.

Environmental Planning and Historic Preservation

Many elements of an Environmental Planning and Historic Preservation (EHP) review, which are required for all proposed FEMA grants, will be conducted through desktop analysis of environmental considerations (e.g., presence/absence of historic properties or critical habitat for endangered species, project requirements associated with special flood hazard areas). However, EHP's ability to conduct in-person site inspections will likely be limited due to COVID-19. Without the full capability to conduct site visits, EHP will rely more heavily on site-specific critical information to be provided by FEMA grant programs and applicants in order to understand the environmental and historic preservation resources present. Therefore, applicants should be prepared to provide adequate documentation to facilitate remote inspection and evaluation of proposed project sites when possible. FEMA may require in-person site visits for EHP activities, such as biological or archaeological monitoring, depending on specific conditions present at a given location, and will work with FEMA Grant Program personnel and applicants to ensure that these requirements are met safely.

Public participation requirements found in several EHP laws and regulations, sometimes in the form of public meetings, may also be modified to ensure effective public comment is facilitated safely. Additional actions may be delayed or deferred on a case-by-case basis at the discretion of the incident-

specific Regional Environmental Officer and the Director of the Office of Environmental Planning and Historic Preservation in conjunction with the State Coordinating Officer.

Interagency Recovery Coordination

Regional and national Interagency Recovery Coordination will continue to prioritize the coordination of assistance in support of SLTT recovery outcomes in the following ways:

- Ensuring clear communication and comprehensive, accessible information about available assistance leveraging existing information sharing platforms;
- Streamlining and/or simplifying the application and delivery processes;
- Aligning policies to streamline access to funding sources;
- Actively coordinating among federal partners to reduce duplication, waste, and fraud;
- Coordinating with federal partners to share information on promising practices for sequencing federal funds to maximize impacts on SLTT recovery goals and outcomes; and
- Developing and sharing SLTT recovery “self-help” tools.

FEMA will consolidate coordination and recovery management support at the regional level throughout hurricane season to better serve all disaster operations in achieving SLTT outcomes. This approach will allow partners to streamline and enhance consistent support across multiple operations. The Recovery Support Function Leadership Group is supporting the coordination of assistance among partner agencies at the national level to resolve operational and policy challenges as needed.

SLTT Recovery Planning

Based on FEMA’s planned operating posture and impacts to a community from COVID-19 prior to a follow-on incident, SLTT partners may need to consider revising recovery operational plans, long-term recovery objectives, and pre-disaster recovery plans. SLTTs should coordinate with FEMA regions if there are questions on implementing any new policies or delivery methods for FEMA recovery programs and prepare for FEMA to rely more heavily on virtually deployed personnel.

Furthermore, FEMA recommends that state, tribal, and territorial leadership establish coordination and management mechanisms that could be used across multiple incidents and that focus support on achieving state, tribal, and territorial goals and outcomes. State governors as well as tribal and territorial leaders may consider appointing a State Disaster Recovery Coordinator (SDRC) or Tribal Disaster Recovery Coordinator (TDRC) to lead recovery coordination activities for a jurisdiction. SDRCs and/or TDRCs could lead the recovery organization, recovery priority setting, and serve as the jurisdiction’s primary point of contact with the state and federal agencies to explore and resolve unmet recovery needs. If a SDRC or TDRC is currently leading the COVID-19 recovery effort, close coordination with FEMA regions will enable better assistance.

Recovery Considerations Checklist

- Do you have reopening and reconstitution criteria that support opening of businesses damaged by a hurricane and/or tropical storm that is also impacted by COVID-19 restrictions?
- Have you identified sufficient congregate shelter space to safely implement social distancing?
- Have you reviewed and incorporated CDC's Interim Guidance for General Population Disaster Shelters During the COVID-19 Pandemic into sheltering plans and strategies?
- Do you have a plan to conduct health screenings of evacuees that may enter sheltering locations?
- Do you have a medical care plan for those evacuees that meet screening criteria (e.g., positive, presumptive positive, symptomatic, known exposure) upon arrival at a congregate shelter?
- Do you have a plan to support virtual PDAs and inspections?
- How will you manage building and housing inspections and re-occupancy procedures given the constraints and impacts of COVID-19 (e.g., social distancing)?
- How will you maximize community input and buy-in for your recovery efforts to ensure they are delivered in an equitable and impartial manner (e.g., by receiving input from members of low-income communities, members of communities of color, persons with disabilities, older adults, persons with limited English proficiency)?
- Can you hold effective public meetings while maintaining social distance? Do you have mechanisms to reach isolated or underserved communities?
- Do you have a process to determine eligibility for all relevant funding opportunities? Do you have access to associations that can support disaster-related projects?
- Does your jurisdiction's financial practices and procedures for non-disaster projects follow the same practices and procedures for disaster-related projects?

See Appendix D for additional Recovery checklist considerations

Mass Care/Emergency Assistance Planning

The impacts of COVID-19 will require SLTTs to reassess their mass care plans and strategies. SLTTs should work with partners to reassess all aspects of their plans to ensure they can effectively execute sheltering and other mass care activities in a pandemic environment in coordination with public health officials and updated guidance. SLTT emergency managers should assess which functions they will continue to provide during sheltering operations, identify alternate options for maintaining capabilities, and determine the availability of voluntary and non-governmental organizations to support human services needs in shelters.

Important readiness measures that jurisdictions can take now include reviewing and re-validating emergency operations and sheltering plans; proactively preparing accessible and multi-lingual messaging regarding individual and family preparedness; and modifying resource acquisition and allocation plans. This should also include identifying COVID-19 high-risk populations that may require additional protective measures. SLTTs should also re-emphasize evacuation messaging to focus sheltering efforts on only those that have a need to leave their homes.

SLTTs should review mass care and sheltering plans and consider:

- Pre-identifying locations and altering sheltering strategies, to include:
 - Selecting appropriately sized shelter facilities to support CDC guidance and SLTT public health guidance, social distancing requirements, establishment of isolation areas, and cloth face covering distribution.
 - Leveraging non-congregate sheltering options and working with FEMA on solutions for providing sheltering, including considerations for survivors who need isolation but do not require hospitalization.
 - Using EMPG-S funding to identify mass care and shelter options that meet CDC guidance and mitigate risks to communities and the most vulnerable citizens, such as the elderly, those with underlying conditions, and people with disabilities.
 - Developing plans to account for the care of individuals requiring additional assistance, including vulnerable populations, older adults, individuals with disabilities, and others with access and functional needs.
 - Developing a plan to conduct health screenings of staff and evacuees for COVID-19 that may enter sheltering locations.
 - Assessing the need for PPE and planning for distribution as needed.
 - Planning for evacuees and staff that meet screening criteria (e.g., positive, presumptive positive, symptomatic, known exposure) upon arrival at a congregate shelter, including establishment of isolation areas for symptomatic survivors and others at congregate shelters
 - Planning for support to increase pet sheltering as co-habitation may not be a viable option due to increased shelter space requirements.
- Developing accessible, timely, and actionable communication plans for conveying alterations to sheltering strategies for communities likely impacted by hurricane season, including for limited English-proficient persons and people with disabilities.
- Supporting health and medical systems that are already stressed, with an expectation that those emergency services will continue to be taxed into hurricane season, including potential exposure of disaster survivors and emergency response personnel in facilities, testing requirements, and contact tracing support.
- Assessing capabilities and available resources within Voluntary Organizations Active in Disaster, NGOs, and faith-based organizations to determine any alternative sourcing requirements.
- Attempting to fulfill resource requests and resolving logistical issues using existing local capabilities, including requesting assistance from local NGOs, local vendors (e.g., restaurant/caterer, staffing agency), or options with national-level NGOs.

Individual Assistance, Public Assistance, and Hazard Mitigation Application Processes

SLTTs should review recovery operations plans and consider:

- Revising to account for FEMA's virtual work for IA, PA, and HM programs in a COVID-19 impacted environment.

- Ensuring familiarity with the PA process and access to the Grants Portal system.
- Ensuring familiarity with procurement and documentation requirements for PA grants and pre-positioning contracts.
- Working to provide support to applicants for new virtual application processes, particularly for communities with existing gaps in information technology resources.
- Reviewing the *State-Led Public Assistance Guide* and preparing to take on some or all customer service, site inspection, and scoping and costing functions.

SLTT Recovery Process

FEMA recommends that SLTT partners explore how to modify existing recovery plans and structures to not only support current COVID-19 recovery operations and outcomes, but to also accommodate potential future disasters. Modification of existing recovery plans and structures will enable SLTTs to focus coordination around clear outcomes and goals across disasters, as well as enhance SLTT leaders' ability to pool and target resources for maximum impact.

SLTT leaders should review recovery operations plans and consider:

- Strengthening remote work and virtual inspection processes.
- Managing PA operations, customer service, and site inspections in accordance with the *State-Led Public Assistance Guide*.
- Establishing communication best practices, including accessible and multi-lingual messaging, and information technology solutions to better facilitate coordination between state, tribal, and territory RSF partners and their relevant federal, non-governmental, and private sector counterparts.
- Identifying or developing internal systems to proactively address federal and state procurement regulations and processes.
- Developing or modifying existing plans that include defining essential operations, building staff redundancy, and outlining devolution procedures and authorities.
- Strengthening contracts for pre-positioned resources, such as debris removal.
- Working with FEMA regions to obtain guidance in the development of a State Disaster Recovery Plan for the jurisdiction to include housing annexes.
- Accounting for increased recovery efforts to address compounded impacts from COVID-19 and a follow-on incident, to include:
 - Economic impact, including impacts to non-essential businesses and loss of livelihood in the impacted area;
 - Long-term impacts to health and social services, increased use of telemedicine providers, reduced utilization of medical services for chronic conditions, and additional need for social services and mental/behavioral health resources; and
 - Infrastructure, communication systems, and healthcare restoration given the need to build certain core capabilities back better for the future.

- Planning for increased demand for mental/behavioral health support as survivors may experience significant distress with the addition of disaster impacts on quarantined communities.
- Coordinating donation management and assistance (e.g., mapping additional funding, preventing duplication of benefits, project sequencing) and identifying overlapping recovery goals/outcomes.
- Evaluating and planning for support to local governments with reduced recovery management capacity due to budget shortfalls and reductions in personnel.

Conclusion

Given FEMA's planning and operating posture presented here, emergency managers should review existing COOP programs and begin increasing planning and posturing with a focus on key changes necessitated by the COVID-19 environment. The requirements for social distancing and the ability to follow CDC guidance to protect the health and safety of survivors, emergency managers, and other response and recovery personnel could impact operational concepts such as sheltering plans, commodity distribution, and establishment of disaster facilities. With many FEMA personnel working remotely, SLTTs should be prepared to conduct disaster work virtually, including using available media to ensure survivors are aware of and understand the changes to the application process, holding virtual townhalls throughout response and recovery, and conducting virtual coordination meetings with volunteer organizations and the private sector. If the communications lifeline is impacted by follow-on incidents, stabilization will be even more essential to support remote work. When additional resources—personnel, commodities, contract support, mutual aid—are needed to support changes within the COVID-19 environment, SLTTs should begin increasing planning and posturing for these eventualities.

FEMA expects our SLTT partners and fellow emergency managers to problem-solve, act, and do what emergency managers do best—coordinate, communicate, and collaborate. As the Nation moves into hurricane season, emergency managers will need to lead, innovate, and be resourceful to address challenges and adapt disaster operations to meet the needs of survivors in the current environment.

Appendix A: Additional Resources

All the links referenced in the sections above are collected below for ease of reference.

Preparedness Resources

- The Federal Government’s official [COVID-19 website](https://www.covid19.gov/) provides information relevant to individuals, households, schools, businesses, health care professionals, health care departments, and emergency managers
(<https://www.coronavirus.gov/>)
- FEMA’s [pandemic resource page](https://www.fema.gov/coronavirus/governments) for SLTT partners across the emergency management community includes:
(<https://www.fema.gov/coronavirus/governments>)
 - [Best practices](https://www.fema.gov/coronavirus/best-practices) and lessons learned from communities across the Nation (NOTE: this collection is not exhaustive and is updated regularly)
(<https://www.fema.gov/coronavirus/best-practices>)
 - [Economic Support and Recovery](https://www.fema.gov/coronavirus/economic) to address the economic needs of American families, workers, and small businesses
(<https://www.fema.gov/coronavirus/economic>)
- Other FEMA Resources include:
 - The [CERT website](https://www.ready.gov/cert) with videos, training materials, and access to the [Citizen Responder Programs Registration](https://community.fema.gov/Register) portal
(<https://www.ready.gov/cert>)
(<https://community.fema.gov/Register>)
 - Emergency Management Performance Grant Program and [FY2020 Emergency Management Performance Grant – COVID-19 Supplemental](https://www.fema.gov/emergency-management-performance-grant-program)
(<https://www.fema.gov/emergency-management-performance-grant-program>)
 - The [Emergency Financial First Aid Kit \(EFFAK\)](https://www.fema.gov/media-library/assets/documents/96123) with guidance for individuals and families to strengthen financial preparedness for disasters and emergencies
(<https://www.fema.gov/media-library/assets/documents/96123>)
 - [Emergency Manager Best Practices](https://www.fema.gov/coronavirus/best-practices)
(<https://www.fema.gov/coronavirus/best-practices>)
 - [Healthcare Facilities and Power Outage](https://www.fema.gov/media-library-data/1566392446802-cb3f4603ff821158811d3f55f370238e/Healthcare_Facilities_and_Power_Outages.pdf)
(https://www.fema.gov/media-library-data/1566392446802-cb3f4603ff821158811d3f55f370238e/Healthcare_Facilities_and_Power_Outages.pdf)
 - [Ready.gov/Pandemic](https://www.ready.gov/pandemic) personal preparedness site
(<https://www.ready.gov/pandemic>)
 - [FEMA Preparedness Grants Manual](#)

- (<https://www.fema.gov/media-library/assets/documents/178291>)
- [Comprehensive Preparedness Guide 101](#)
(https://www.fema.gov/media-library-data/20130726-1828-25045-0014/cpg_101_comprehensive_preparedness_guide_developing_and_maintaining_emergency_operations_plans_2010.pdf)
 - [Continuity Guidance Circular](#)
(<https://www.fema.gov/media-library/assets/documents/132130>)
 - [Planning Considerations for Organizations in Reconstituting Operations During the COVID-19 Pandemic](#)
(<https://www.fema.gov/news-release/2020/04/30/planning-considerations-organizations-reconstituting-operations-during-covid>)
 - [Healthcare Capacity Building: Alternative Care Sites and Federal Medical Stations](#)
(<https://files.asprtracie.hhs.gov/documents/understanding-acis-and-fms-final.pdf>)
 - [Reconstituting Operations Starter Kit](#)
(<https://www.fema.gov/media-library/assets/documents/188077>)
- The CDC's [COVID-19 website](#) has guidance for keeping individuals, healthcare professionals and communities safe:
(<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)
 - [Preparing for Hurricanes During the COVID-19 Pandemic](#)
(<https://www.cdc.gov/disasters/hurricanes/covid-19/prepare-for-hurricane.html>)
 - Strategies to optimize the [supply of PPE and other equipment](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>)
 - Interim [guidance for businesses and employers](#) to plan and respond to COVID-19
(<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>)
 - Guidance for [cleaning and disinfection for households](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cleaning-disinfection.html>)
 - Considerations for employers on [cleaning and disinfecting your facility](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>)
 - [What you should know about COVID-19 to protect yourself and others](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>)
 - Communication resources and [guidance documents](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>)

- [White House Guidelines for Opening Up America Again](https://www.whitehouse.gov/openingamerica/#criteria)
(<https://www.whitehouse.gov/openingamerica/#criteria>)
- [COVID-19 fact sheets and guidance](https://www.fema.gov/coronavirus/fact-sheets) provide SLTT partners with updated information, including:
(<https://www.fema.gov/coronavirus/fact-sheets>)
 - [COVID Best Practice Information for SLTT 9-1-1 Call Centers](https://www.fema.gov/media-library-data/1587583826898-7edfe29901f3025da758b9e29cb7fbb5/2020_04_21_COVID_BP_911Centers_F.pdf)
(https://www.fema.gov/media-library-data/1587583826898-7edfe29901f3025da758b9e29cb7fbb5/2020_04_21_COVID_BP_911Centers_F.pdf)
- The [EMAC website](https://www.emacweb.org/) provides information on the all-hazards national mutual aid system
(<https://www.emacweb.org/>)

Response Resources

- The [National Response Framework](https://www.fema.gov/media-library-data/1582825590194-2f000855d442fc3c9f18547d1468990d/NRF_FINALApproved_508_2011028v1040.pdf) is a guide to respond to all types of disasters and emergencies
(https://www.fema.gov/media-library-data/1582825590194-2f000855d442fc3c9f18547d1468990d/NRF_FINALApproved_508_2011028v1040.pdf)
 - [Response FIOP](https://www.fema.gov/media-library-data/1471452095112-507e23ad4d85449ff131c2b025743101/Response_FIOP_2nd.pdf)
(https://www.fema.gov/media-library-data/1471452095112-507e23ad4d85449ff131c2b025743101/Response_FIOP_2nd.pdf)
 - [Community Lifelines Implementation Toolkit](https://www.fema.gov/media-library/assets/documents/177222)
(<https://www.fema.gov/media-library/assets/documents/177222>)
- FEMA's [Coronavirus Emergency Management Best Practices](https://www.fema.gov/coronavirus/best-practices) compiles best practices and lessons learned from communities fighting COVID-19
(<https://www.fema.gov/coronavirus/best-practices>)
- [COVID-19 fact sheets and guidance](https://www.fema.gov/coronavirus/fact-sheets) provide SLTT partners with updated information, including:
(<https://www.fema.gov/coronavirus/fact-sheets>)
 - [COVID-19 supply chain guidance](https://www.fema.gov/media-library-data/1586011228351-ee9dd63af03bc879168c827bf922cb90/COVID19SupplyChain.pdf)
(<https://www.fema.gov/media-library-data/1586011228351-ee9dd63af03bc879168c827bf922cb90/COVID19SupplyChain.pdf>)
 - [COVID-19 SLTT public information guidance](https://www.fema.gov/media-library-data/1587250289402-3e2e773531d50b09890fe071e042e3e6/2020_04_18_COVID_BP_SLTTPublicInformation.pdf)
(https://www.fema.gov/media-library-data/1587250289402-3e2e773531d50b09890fe071e042e3e6/2020_04_18_COVID_BP_SLTTPublicInformation.pdf)
 - [Ensuring Civil Rights During the COVID-19 Response](https://www.fema.gov/media-library-data/1586893628400-f21a380f3db223e6075eeb3be67d50a6/EnsuringCivilRightsDuringtheCOVID19Response.pdf)
(<https://www.fema.gov/media-library-data/1586893628400-f21a380f3db223e6075eeb3be67d50a6/EnsuringCivilRightsDuringtheCOVID19Response.pdf>)
 - [COVID-19 SLTT 9-1-1 call center guidance](https://www.fema.gov/coronavirus/fact-sheets)

- (https://www.fema.gov/media-library-data/1587583826898-7edfe29901f3025da758b9e29cb7fbb5/2020_04_21_COVID_BP_911Centers_F.pdf)
- [COVID-19 floodplain considerations for temporary critical facilities](#)
(<https://www.fema.gov/news-release/2020/04/13/coronavirus-covid-19-pandemic-floodplain-considerations-temporary-critical>)
 - [COVID-19 Emergency Operations Center Guidance](#)
(https://www.fema.gov/media-library-data/1588336615101-0460905692bda72076abdc5943939a09/2020_04_30_COVID_BP_EOC.pdf)
 - Other FEMA Resources include:
 - The [Radiological Emergency Preparedness Program](#)
(<https://www.fema.gov/radiological-emergency-preparedness-program>)
 - FEMA's web-based storm tracking and decision support tool, [HURREVAC](#) assists SLTT partners with Hurricane Evacuation planning, training, and timely decision-making during response operations
(<http://hurrevac.com/>)
 - The CDC [COVID-19 website](#) has guidance for keeping individuals, healthcare professionals, and communities safe:
(<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)
 - [Correctional and detention facilities](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/community/correction-detention/guidance-correctional-detention.html>)
 - [Long-term care facilities and nursing homes](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>)
 - [People with disabilities](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html>)
 - [Public health communications](#)
(<https://www.cdc.gov/healthcommunication/phcomm-get-your-community-ready.html>)
 - [Strategies to mitigate healthcare personnel staffing shortages](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/mitigating-staff-shortages.html>)
 - [Strategies to optimize the supply of PPE and other equipment](#)
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>)
 - The Department of Homeland Security's [Cybersecurity and Infrastructure Security Agency](#) (CISA) provides information on securing critical infrastructure during COVID-19
(<https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>)

- The Americans with Disabilities Act (ADA) has a [list of resources](#) useful to emergency managers regarding people with disabilities
(https://www.ada.gov/emerg_prep.html)
- The Department of Labor (DOL) issued [DOL COVID Workplace Guidance](#), in partnership with the Department of Health and Human Services, on safe work practices and appropriate PPE based on the risk level of exposure
(<https://www.dol.gov/newsroom/releases/osha/osha20200309>)
- CISA released the [CISA COVID Risk Management](#) to help executives consider physical, supply chain, and cybersecurity issues that may arise from the spread of COVID-19
(https://www.cisa.gov/sites/default/files/publications/20_0306_cisa_insights_risk_management_for_novel_coronavirus_0.pdf)
- The [EMAC website](#) provides information on the all-hazards national mutual aid system
(<https://www.emacweb.org/>)
- The [National Mass Care Strategy](#) provides COVID-19-related feeding and sheltering guidance
(<https://nationalmasscarestrategy.org/category/covid-19/>)
- The [National Weather Service \(NWS\) statement](#) addresses tornado shelters during a pandemic
(<https://www.wsfa.com/2020/03/22/nws-issues-statement-regarding-tornado-shelters-during-pandemic/>)

Recovery Resources

- [National Disaster Recovery Framework](#)
(<https://www.fema.gov/national-disaster-recovery-framework>)
 - [Recovery FIOP](#)
(https://www.fema.gov/media-library-data/1471451918443-dbbb91fec8ffd1c59fd79f02be5afddd/Recovery_FIOP_2nd.pdf)
 - [Mitigation FIOP](#)
(https://www.fema.gov/media-library-data/1471450195109-d68f4bb054782a379b341999317bd123/Mitigation_FIOP_2nd.pdf)
- Other FEMA Guidance includes:
 - [Resilience Analysis and Planning Tool \(RAPT\)](#)
(<https://fema.maps.arcgis.com/apps/webappviewer/index.html?id=90c0c996a5e242a79345cdbc5f758fc6>)
 - [Disaster Financial Management Guide](#)
(<https://www.fema.gov/media-library/assets/documents/187126>)
 - [Community Recovery Management Toolkit](#)
(<https://www.fema.gov/community-recovery-management-toolkit>)

- [Continuity Resource Toolkit](https://www.fema.gov/continuity-resource-toolkit)
(<https://www.fema.gov/continuity-resource-toolkit>)
- [Individual Assistance Program and Policy Guidance](https://www.fema.gov/media-library/assets/documents/177489)
(<https://www.fema.gov/media-library/assets/documents/177489>)
- [Mass Care/Emergency Assistance Pandemic Planning Considerations](https://nationalmasscarestrategy.org/covid-19-sheltering-guidelines/)
(<https://nationalmasscarestrategy.org/covid-19-sheltering-guidelines/>)
- [Guidance on Planning for Personal Assistance Services in General Population Shelters](https://www.fema.gov/pdf/emergency/disasterhousing/guidance_plan_ps_gpops.pdf)
(https://www.fema.gov/pdf/emergency/disasterhousing/guidance_plan_ps_gpops.pdf)
- [Guidance on Planning for Integration of Functional Needs Support Services in General Population Shelters](https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf)
(https://www.fema.gov/pdf/about/odc/fnss_guidance.pdf)
- The CDC [COVID-19 website](https://www.cdc.gov/coronavirus/2019-nCoV/index.html) has guidance for keeping individuals, healthcare professionals and communities safe:
(<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>)
 - [Homeless service providers](https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html)
(<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html>)
 - [People with disabilities](https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html)
(<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-with-disabilities.html>)
 - [Public health communications](https://www.cdc.gov/healthcommunication/phcomm-get-your-community-ready.html)
(<https://www.cdc.gov/healthcommunication/phcomm-get-your-community-ready.html>)
 - [Guidance for General Population Sheltering](https://www.cdc.gov/coronavirus/2019-ncov/downloads/Guidance-for-Gen-Pop-Disaster-Shelters-a-Pandemic_cleared_JIC_ADS_final.pdf)
(https://www.cdc.gov/coronavirus/2019-ncov/downloads/Guidance-for-Gen-Pop-Disaster-Shelters-a-Pandemic_cleared_JIC_ADS_final.pdf)
- The [EMAC website](https://www.emacweb.org/) provides information on the all-hazards national mutual aid system.
(<https://www.emacweb.org/>)
- The [Hazus](https://www.fema.gov/hazus) website for support on all-hazards risk assessments
(<https://www.fema.gov/hazus>)
- The [Grants Portal System](https://grantee.fema.gov/) for Public Assistance grantees
(<https://grantee.fema.gov/>)
- [Public Assistance Program and Policy Guide](https://www.fema.gov/media-library-data/1525468328389-4a038bbef9081cd7dfe7538e7751aa9c/PAPPG_3.1_508_FINAL_5-4-2018.pdf)
(https://www.fema.gov/media-library-data/1525468328389-4a038bbef9081cd7dfe7538e7751aa9c/PAPPG_3.1_508_FINAL_5-4-2018.pdf)
- [State-Led Public Assistance Guide](#)

(https://www.fema.gov/media-library-data/1558538652426-d4165531878c8c8795551d3a7665d03e/State-Led_PA_Guide_2-1-2019.pdf)

- The International City/County Management Association (ICMA) provides guidance, including:
 - [ICMA guidance on public meetings and crisis communications](#)
(https://icma.org/coronavirus-crisis-response-resources-your-community?utm_source=CV19_landing_page&utm_medium=CV19_landing_page&utm_campaign=CV19_campaign)
 - Webinar on “[Managing Crisis Communications during a Pandemic](#)”
(<https://icma.org/events/free-webinar-managing-crisis-communications-during-covid-19-pandemic>)
- The [Procurement Disaster Assistance Team](#) makes trainings available via webinar.
(<https://www.fema.gov/procurement-disaster-assistance-team>)

Appendix B: Preparedness Considerations Checklist

The following considerations are presented here for SLTTs to utilize when modifying the preparedness phase of all hazards or hurricane specific plans in the COVID-19 environment.

Review and Modify

- Have you reviewed and modified your emergency operations plan to align with COVID-19 guidance, to include social distancing limitations, travel restrictions, fiscal impacts, reduction of government services, and potential impacts to your supply chain?
- Have you reviewed your jurisdiction's orders concerning any potential shelter-in-place or stay-at-home orders? Do any legal considerations require you to adjust your law enforcement, fire, Emergency Medical Services (EMS), or emergency operations?
- Are you coordinating updates to plans with the whole-community planning partners supporting your jurisdiction?
- Have you reviewed and modified your plans to include special considerations for those with access and functional needs in a COVID-19 environment?
- Have you reviewed and updated your COOP plans to continue essential functions and tasks with little to no interruption?
- Have you updated your resource management inventory to make response personnel available to support non-COVID-19 response?
- Have you identified essential personnel, based on organizational essential functions, by reviewing your existing or conducting new business process/business impact analyses to understand potential shortfalls and limitations?
- Have you identified orders of succession for key personnel and leadership? Do critical tasks and decision-making have approved delegations of authority?
- Have you identified alternate sites and capabilities to ensure COOP to include telework?
- Have you reviewed and evaluated current mutual aid agreements and [EMAC](#) agreements if available resources and/or personnel may be limited due to COVID-19 operations and considered virtual support where possible?

(<https://www.emacweb.org/>)

Consider and Identify

- Do the constraints and impacts of COVID-19 within your, and neighboring, jurisdictions warrant the expansion of mutual agreements with new partners?
- Have COVID-19 response and recovery efforts identified new partners, resources, planning shortfalls, or solutions to include in emergency operations plans and annexes, including private sector partners in grocery, fuel, home mitigation supplies, and medical supplies?
- Have you considered resourcing secondary emergency management roles and responsibilities to support parallel disasters with extended timelines and limited resources?
- Have you assessed your increased personnel requirements and planned for contingency staffing?

- Have you determined if you can use alternate communications, information technology support, and remote operations to operate your EOC virtually?
- Have you explored virtual environment delivery platforms to exercise plans and overcome the challenges of limited face-to-face training, seminars, and workshops?
- Have you coordinated with public health officials to identify guidelines for workforce response? (NOTE: Local conditions will influence decisions that public health officials make regarding community-level strategies)
- Have you considered strategies to keep a disaster from overwhelming [9-1-1 centers](#), such as establishing alternative call lines for non-emergency queries from the public; increasing personnel capacity; and/or including the capacity to respond to calls from people who are deaf, hard of hearing, without speech, and/or have limited English proficiency?
(https://www.fema.gov/media-library-data/1587583826898-7edfe29901f3025da758b9e29cb7fbb5/2020_04_21_COVID_BP_911Centers_F.pdf)

Message and Engage

- Have you developed and disseminated accessible, multilingual, and culturally appropriate messaging to inform the public of changes in expected services or procedures (e.g., changes to shelter locations, evacuation routes, available transportation methods) due to impacts from COVID-19 and ensured the messaging is accessible and available in alternative formats for people with disabilities?
- Have you updated pre-scripted messages to incorporate the current recommended PPE posture for disaster survivors (e.g., recommend wearing a cloth face covering) and provide deconflicting guidance regarding any stay-at-home orders or other guidance?
- Are you prepared to provide accessible multilingual and culturally appropriate messaging on [increased personal preparedness measures](#) and to encourage your community to [evaluate personal emergency plans](#) and familiarize themselves with guidance from their local jurisdictions related to COVID-19?
(<https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>)
(<https://www.ready.gov/pandemic>)
- Have you advised individuals and households to track their critical financial, medical, and household information by using the [EFFAK](#) tool as a guide?
(<https://www.fema.gov/media-library/assets/documents/96123>)
- Have you translated relevant materials and messages in languages spoken in your community?
- Have you engaged with public health officials to identify guidelines for workforce response in a COVID-19 environment, and to plan for public health support for evacuations and sheltering?
- Have you identified the essential workforce necessary for continuing critical infrastructure viability by using the [CISA](#) advisory list as a guide?
(<https://www.cisa.gov/publication/guidance-essential-critical-infrastructure-workforce>)

- Have you engaged non-profits and small businesses in your jurisdiction to discuss how you would respond and recover from a natural hazard event in a COVID-19 environment?
- How will you use accessible, multilingual, and culturally appropriate messaging to communicate to employees and stakeholders that normal operations are being resumed?

Appendix C: Response Considerations Checklist

The following considerations are presented here for SLTTs to utilize when modifying the response phase of all hazards or hurricane specific plans in the COVID-19 environment.

- Have you purchased and stockpiled appropriate PPE for personnel required to be in the field, including shelter management and shelter personnel?
- Have you considered updating your vendor contracts and agreements to procure and deliver supplies and equipment in case of a shortage?
- Have you confirmed your access to [HURREVAC](http://hurrevac.com/), FEMA's web-based storm tracking and decision support tool, to view data on National Hurricane Center and NWS forecasts, including forecast tracking and arrival of tropical storm winds; storm surge modeling; and evacuation clearance times under various storm scenarios; to support operational decisions?
(<http://hurrevac.com/>)
- Have you modified your evacuation plan to account for limited travel options and hotel availability, increased need for health and medical evacuations, financial limitations of the general public, and additional impacts from COVID-19?
- Have you considered the extra time it may take to evacuate given the need for social distancing for increased mass transit modes (e.g., buses) may require?
- Have you considered using geographic information system platform planning tools, to include FEMA's [RAPT](https://fema.maps.arcgis.com/apps/webappviewer/index.html?id=90c0c996a5e242a79345cdbc5f758fc6), to identify population characteristics and infrastructure locations that may be impacted to help with your evacuation and shelter-in-place planning?
(<https://fema.maps.arcgis.com/apps/webappviewer/index.html?id=90c0c996a5e242a79345cdbc5f758fc6>)
- Have you considered increasing the membership of [CERT](https://www.ready.gov/cert), MRC, and associated volunteer training? If so, do you have a mechanism to conduct remote recruiting and training?
(<https://www.ready.gov/cert>)
- Have you reviewed and modified your logistics contracts to ensure you have [adequate PPE](#) and necessary commodities during response operations, especially if available resources have been allocated to COVID-19 response?
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>)
- Do your continuity plans adequately address how to respond if your agency/department or your partner agency has reduced staffing or other capabilities, such as facilities and commodities, due to COVID-19?
- Do you have a plan to integrate FEMA personnel and/or other federal partners into your response operations?
- Have you reached out to your critical infrastructure and private sector partners to assess their ability to respond to an emergency in a COVID-19 environment?
- Do you have a designated point of contact and information exchange platform to continue coordination with critical infrastructure and private sector partners?

- Have you considered expanded use of aerial imagery and other remote sensing capabilities to gain and maintain situational awareness and conduct damage assessments?
- Are any resources needed for a potential response currently unavailable or in short supply? Have you reached out to your [EMAC](#) or private sector partners for assistance and to discuss resource availability based on existing contracts and mutual aid agreements?
(<https://www.fema.gov/pdf/emergency/nrf/EMACoverviewForNRF.pdf>)
- Does your EOC have enough information technology personnel to support increased numbers of remote emergency responders? Are they trained to work remotely and support remote work for extended periods on multiple disasters?
- Have you considered how your planning goals and objectives would be altered if resources are diverted for COVID-19?
- Have you established a Business Emergency Operations Center that can coordinate and collaborate with the private sector and the National Business Emergency Operations Center?

Safety and Security

- With the potential of decreased law enforcement availability, have you reviewed your contingency plans for on-site security?
- Have you considered COOP plans and ways to deliver essential government functions in a COVID-19 environment if conditions are further degraded by another disaster event?
- Have you reviewed your evacuation and sheltering plans for [correctional facilities](#)?
(<https://www.cdc.gov/coronavirus/2019-ncov/community/correction-detention/guidance-correctional-detention.html>)
- How will you manage re-occupancy procedures given the constraints and impacts of COVID-19 (e.g., social distancing)? What agencies will need to be involved?
- Have you coordinated with neighboring jurisdictions to discuss impacts on access and re-occupancy procedures due to COVID-19?
- Have you coordinated with pass-through, host, and sending jurisdictions to verify that agreements to support and execute potential evacuations to accommodate COVID-19 considerations (or made any necessary updates) are in place?
- Are your special operations teams (e.g., Urban Search and Rescue, HazMat) still mission capable, and have they adopted CDC guidelines for PPE and training?
- Have you identified potential sites for disaster facilities that are consistent with [CDC guidance](#) and social distancing requirements and coordinated leasing requirements if needed?
(<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>)

Food, Water, Shelter

- Have you considered how personnel shortfalls may impact your shelter operations?
- How do social distancing considerations affect current shelter capacity?

- Have you coordinated with public health officials in your jurisdiction regarding evacuation and shelter safety, infection control, and planning?
- Do sheltering and feeding plans incorporate social distancing guidelines and PPE requirements outlined by the [National Mass Care Strategy](#)?
(<https://nationalmasscarestrategy.org/category/covid-19/>)
- Have you confirmed that [public shelters you normally rely upon will be available](#) in the aftermath of an incident (i.e., have schools been removed from use)?
(https://www.ametsoc.org/ams/assets/File/aboutams/statements_pdf/StatementTornadoShelteringPandemics.pdf)
- Have you considered identifying additional shelter locations, including in areas accessible to public transportation and/or in places accessible to low income communities, to reduce shelter density and promote social distancing?
- Have you explored options such as non-congregate sheltering (e.g., dormitories, hotels)? If so, have you developed a list of participating facilities, including in areas accessible to public transportation and/or in places accessible to low income communities?
- Considering current sheltering options, do individuals with access and functional needs, including individuals with disabilities, require additional sheltering resources and assistance in a COVID-19 environment?
- Have you evaluated the abilities and willingness of whole-community partners to operate or support mass care/sheltering in a COVID-19 environment?
- Have you coordinated with non-governmental and volunteer organizations to discuss changes in receipt, distribution, and delivery of commodities and services (e.g., food, donations, muck out) to incorporate any social distancing limitations?
- Have you assessed your eligibility to apply for assistance for the [purchase and distribution of food](#) in response to COVID-19?
(<https://www.fema.gov/news-release/2020/04/12/coronavirus-covid-19-pandemic-purchase-and-distribution-food-eligible-public>)
- Are issues and status updates in supply chain and logistics of food and water identified and regularly communicated to appropriate partners for action?
- Have cleaning, disinfection, and sanitizing schedules increased, and are they actively monitored by designated sheltering facility personnel?
- Do your registration, health screening, and isolation care areas provide adequate physical separation (e.g., areas for potential temperature screening)?
- Have you included temperature and health screening in your [screening protocol](#) for upon arrival at mass care shelters? Do you have adequate temperature screening equipment and PPE to support your health screening protocols?
(https://www.cdc.gov/coronavirus/2019-ncov/downloads/Guidance-for-Gen-Pop-Disaster-Shelters-a-Pandemic_cleared_JIC_ADS_final.pdf)

- Have you included COVID-19 testing in your screening protocol for mass care shelters if an evacuee meets criteria (e.g., symptoms, known exposure)? Do you have adequate PPE and testing kits to support your screening protocols?
- Do you need to increase your supply of hand hygiene products (soap, paper towels, hand sanitizer, etc.) and disinfection and sanitizing products in shelters in a COVID-19 environment?

Health and Medical

- Do you have an alternative staffing or [recruitment strategy for healthcare professionals](#) in the event of a reduction of personnel availability?
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/mitigating-staff-shortages.html>)
- Do your healthcare, alternate care, and [long-term care facilities](#) have adequate, functional, and fueled emergency generators and a plan to keep [emergency power systems operational](#) during an emergency to reduce patient movement?
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/long-term-care.html>)
(https://www.fema.gov/media-library-data/1566392446802-cb3f4603ff821158811d3f55f370238e/Healthcare_Facilities_and_Power_Outages.pdf)
- Do your triage protocols and procedures facilitate efficient patient processing to reduce person-to-person contact, increase social distancing, and reduce the amount of time patients are in the triage area?
- Have you identified additional in-patient locations in the event of patient overflow to accommodate the need for physical separation in a COVID-19 environment?
- Have you reviewed or updated as necessary personal, family, or staff care plans for sustained emergency response operations?
- Have you coordinated with multi-disciplinary psychosocial support teams (e.g., social workers, mental health professionals, counselors, interpreters, patient service coordinators, clergy) to provide virtual support to patients, families, and medical personnel?
- Do you have sufficient information technology infrastructure and support to accommodate virtual coordination and support?
- Does your community have an established, streamlined process for information delivery and exchange between hospital administration, personnel, and, if required, governmental officials to facilitate situational awareness?
- Can your mass casualty management plans accommodate an increased number of fatalities? Have you identified additional contingencies for mortuary affairs management in a COVID-19 environment?
- Have you encouraged hospitals and other health care facilities to develop and maintain an updated inventory of [PPE and other equipment](#)? Do these facilities have a shortage-alert system with identified and well socialized triggers and associated actions to mitigate potential issues?
(<https://www.cdc.gov/coronavirus/2019-ncov/hcp/ppe-strategy/index.html>)

- To ensure equal access to information and resources, are [key messages](#) presented to patients, personnel, and the public in a variety of accessible formats (e.g., audio, visual, sign language, braille, multiple languages, culturally appropriate)?

(<https://www.cdc.gov/healthcommunication/phcomm-get-your-community-ready.html>)

- Do you have coordinated plans in place to evacuate or shelter patients in place in [Federal Medical Stations](#) and [Alternate Care Sites](#) in your jurisdiction?

(<https://files.asprtracie.hhs.gov/documents/understanding-ac-s-and-fms-final.pdf>)

(<https://files.asprtracie.hhs.gov/documents/acs-toolkit-ed1-20200330-1022.pdf>)

Energy (Power and Fuel)

- Do energy sector partners have adequate staffing to generate, transmit, and distribute power and fuel to the community in the event of sick workers or family care needs? Have you identified surge support for emergency operations?
- How long would it take to restore power in a COVID-19 environment, considering the potential for reduced available staffing?
- Are damage assessments needed in this response? Can they be conducted virtually? How can your agency/jurisdiction limit personnel to allow for social distancing if damage assessments need to be done?
- Does your plan for potential emergency repairs for energy infrastructure account for COVID-19 social distancing or PPE needs?
- Has COVID-19 affected the supply of fuel in your jurisdiction (e.g., less people driving disrupting gas demand)?
- Does your jurisdiction have plans for priority power restoration for individuals with disabilities and health conditions that require power for life sustainment?
- Have changes in commercial trucking procedures affected your fuel distribution plan? Are you coordinating with representatives of the commercial trucking industry to ensure your needs are met?

Communications

- Have you and your response partners recently tested primary, alternate, contingency, and emergency communications capabilities?
- Have you evaluated your ability to send public announcements, and are the systems fully operational (e.g., mass notification systems, internet, radio, television, cable systems)?
- Have you verified the number of Integrated Public Alert & Warning System alerting authorities within your jurisdiction and worked to close any gaps in alerting authority coverage?
- Do you have a system to collect and share data to support decision-making and facilitate development of a common operating picture for multiple response operations?
- Have you considered converting town hall meetings and press conferences to accessible and multilingual virtual platforms, or requiring cloth face coverings (if appropriate) and social

distancing if they are conducted in person, and made provisions for accessibility for either virtual or in person meetings?

- Are 9-1-1 dispatch and public safety answering points available to citizens in need? Have you provided information on accessing 3-1-1, 2-1-1, mental/behavioral health hotlines, animal control, and other 24-hour community service help lines to control the flow of incoming calls?
- Can you implement text to 9-1-1 to improve services for people who have hearing or speech disabilities?
- Do you have plans to increase your [9-1-1 call center's capacity](#), including to respond to people who are deaf, hard of hearing, and/or without speech, or persons with limited English proficiency, in the event of increased incoming emergency calls? Have you considered establishing a coordinated call center system to divert non-emergency calls from the 9-1-1 system?

(https://www.fema.gov/media-library-data/1587583826898-7edfe29901f3025da758b9e29cb7fbb5/2020_04_21_COVID_BP_911Centers_F.pdf)

- Is increased use of mobile or internet bandwidth disrupting emergency communications? Can responders receive prioritized access to dedicated bandwidth? Do responders have backup communications?
- Do you have accessible multilingual and culturally appropriate pre-scripted messages for communicating evacuation and shelter-in-place updates that include social distancing measures due to COVID-19 considerations?
- Do you have accessible, multilingual, and culturally appropriate [communication materials](#) that address hurricane, flood, [tornado](#), or other hazards preparedness for your communities while under the threat of COVID-19?

(<https://www.cdc.gov/healthcommunication/phcomm-get-your-community-ready.html>)

(<https://www.wsfa.com/2020/03/22/nws-issues-statement-regarding-tornado-shelters-during-pandemic/>)

- Have you published guidance for non-essential businesses and unemployed workers on mitigating economic impacts due to COVID-19 (e.g., Small Business Administration support)?
- Are banking and financial services available? How long will it take to restore financial services? Is the disruption due to a lack of power/energy, overload of the system, or another factor? Is it possible to expand the bandwidth for financial service applications and technology temporarily?

Transportation

- Do you have capabilities to screen for COVID-19 on highways/roadways during an evacuation? Have you accounted for additional time needed for checkpoints during and evacuation?
- Do you have the resources necessary to re-establish critical mass transportation hubs (e.g., airports, train stations, local mass transit stations) under social distancing guidelines?
- How long after an incident can you begin maritime transportation while maintaining procedures to detect COVID-19 cases?

- Do you have access to the resources to repair pipelines that impact transportation services (understanding that PPE may be in short supply due to COVID-19)?
- Do you have accessible, multilingual, and culturally appropriate updated messaging to share with the public during an evacuation on social distancing to promote healthy behavior during COVID-19?
- Do you have a mechanism to increase public transportation, including accessible buses, vans, etc., if economic impacts preclude citizens from self-evacuating, to include paratransit for people with disabilities?
- Do your facilities and jurisdictions have adequate transportation agreements to accommodate medical evacuations within required timelines? Do they have patient tracking mechanisms to account for separations resulting from COVID-19 operations and evacuations?

Hazardous Materials

- Have you engaged critical infrastructure and private sector partners to coordinate accessible, multilingual, and culturally appropriate messaging, either through your local emergency planning committee or directly, to confirm their hazardous materials storage facilities are secure and their response plans are updated to reflect the current COVID-19 environment?
- Are your hazardous or toxic materials plans and messaging consistent with your COVID-19 procedures and messaging? Have you reviewed your messaging for a chemical, biological, radiological, or nuclear incident?
- How are you ensuring meaningful involvement of minority communities and low-income populations in the development and implementation of policy decisions impacting the environment during response and recovery?
- Have you reached out to the [Radiological Emergency Preparedness Program](https://www.fema.gov/radiological-emergency-preparedness-program) or any hazardous and radiological materials groups to determine constraints and limitations from COVID-19 on facilities?
(<https://www.fema.gov/radiological-emergency-preparedness-program>)
- Do you have the materials and resources needed for a hazardous or toxic materials incident? Have you identified any supply chain issues with procurement?
- Have you considered how to conduct site assessments, especially in areas with hazardous or radiological material, given COVID-19 considerations (e.g., potential personnel limitations, social distancing)?

Appendix D: Recovery Considerations Checklist

The following considerations are presented here for SLTTs to utilize when modifying the recovery phase of all hazards or hurricane specific plans in the COVID-19 environment.

Leadership and Authority

- Who are the lead agencies and individuals managing and coordinating disaster recovery efforts? Is this the same agency in charge of COVID-19 response actions?
- Have Delegations of Authority and Lines of Succession been reviewed for leadership and personnel positions critical to operations?
- How will COVID-19 response actions and leadership intersect with disaster recovery actions and leadership? What is the coordination mechanism for ensuring both efforts are coordinated?
- Will the recovery unified coordination group include relevant public health and medical officials?
- Who has the authority to make formal decisions in your jurisdiction related to disaster recovery?
- Does the health department need to certify that projects or locations comply with social distancing and other public health directives before their use?
- Can your jurisdiction pass ordinances, waivers, and policies in absentia given the constraints of the COVID-19 environment (e.g., social distancing)?

Staffing

- Do you have adequate staffing plans to assure continuity in staffing the management and implementation of recovery efforts throughout a COVID-19 environment with municipal/jurisdictional personnel, concurrent with the disaster?
- How will you manage building and housing inspections and re-occupancy procedures, given the constraints and impacts of COVID-19 (e.g., social distancing)?
- Are human resource policies and processes consistent with public health recommendations and state and federal statutes? Do you need to establish new policies (e.g., sick leave, scheduling, control measures) or continue them after COVID-19?
- Do you have a prioritized order of return for personnel after COVID-19?
- Do your mutual aid partners have adequate personnel to support your efforts in addition to their COVID-19 response efforts? Do you have enough personnel to share personnel with other impacted jurisdictions?
- Have you evaluated the staffing impacts of COVID-19 and the current disaster on your mutual aid partners?
- How will you manage inspections and re-occupancy procedures given the constraints and impacts of COVID-19 (e.g., social distancing)? What agencies should be involved?

Communications and Engagement

- Have you established a process to [coordinate messaging related to COVID-19](#) disaster recovery efforts?
(<https://www.cdc.gov/healthcommunication/phcomm-get-your-community-ready.html>)
- Do you have a process to synchronize messages between SLTT entities?
- Who is responsible for releasing information to the public within the jurisdiction? Is this the same individual(s) releasing information related to COVID-19?
- Which community organizations can help amplify important recovery information, helping to ensure whole of community recovery outcomes are realized?
- How will you determine critical vs. noncritical recovery functions?
- How will social distancing impact your recovery coordination structure? How will agencies and organizations coordinate efforts? Do you have a web platform that supports virtual coordination?
- Do you have any pre-positioned contracts for disaster housing-related services? Have you confirmed that these contracts are still valid and enforceable in the COVID-19 environment?
- What health and safety protocols can impact the return to, and occupancy of, homes and buildings? Who are the relevant agencies involved in making those determinations?
- How will you engage with potential PA Applicants virtually, including establishing virtual communications and information sharing platforms for Applicant Briefings and Requests for Public Assistance?

Recovery Planning

- Can you manage recovery functions as stipulated in your recovery plan following the constraints and impacts of COVID-19 (e.g., potential reduced staffing, budgetary shortfalls)?
- Do you have current and accurate information on COVID-19 cases and infection rates by census block or other scales that are most pertinent to your community?
- What analytic capabilities do you have to assess disaster impacts, vulnerable populations (i.e. protected populations, race, color, national origin, limited English proficiency, age, disability, sex, religion, and economic status), systemic risk, and other issues necessary for timely and data informed decision support? Have you considered using the [RAPT](#) for data-driven decision support?
(<https://fema.maps.arcgis.com/apps/webappviewer/index.html?id=90c0c996a5e242a79345cdbc5f758fc6>)
- How will you maximize community input and buy-in for your recovery efforts? Can you hold effective public meetings while maintaining social distance? Do you have mechanisms to reach isolated or underserved communities?
- Do you have required software licenses to conduct large-scale public engagements remotely? What is your single meeting participant capacity? Do you have trained personnel to operate these systems?

- How will you provide individuals with access and functional needs, to include those with disabilities, with services in accordance with ADA and CDC guidance?
- How will you provide the [homeless population](#) with services in accordance with CDC guidance, while also ensuring the health and safety of emergency responders and recovery personnel?
(<https://www.cdc.gov/coronavirus/2019-ncov/community/homeless-shelters/plan-prepare-respond.html>)
- What portion of the community has received housing assistance from COVID-19-related funding? Are these populations at increased risk from housing displacement following a natural disaster?

Financial Management

- What are your jurisdiction's existing [financial management practices](#) for disaster and recovery? What adjustments, if any, are needed to comply with procurement requirements in a COVID-19 environment?
(<https://www.fema.gov/media-library-data/1586815358427-cc78a4a55abb9437c487ba72b1a57e02/COVID-19-and-Disaster-Financial-Management-Guide.pdf>)
- Do you have access to a contingency planning fund? If not, how will you access critical recovery funding?
- How can your personnel and departments access virtual training to build and sustain skills, if necessary?
- What is your process to determine eligibility for all relevant funding opportunities? What access do you have to associations that can support disaster-related projects?
- Do your jurisdiction's financial practices and procedures for non-disaster projects follow the same practices and procedures for disaster-related projects?

Appendix E: Public Messaging Guidance on Hurricanes

The following contents, which have been approved by the CDC and the National Oceanic and Atmospheric Administration (NOAA), may be utilized by SLTTs to communicate hurricane preparedness actions to individual Americans and community organizations during a pandemic. All public messaging must be accessible to individuals with disabilities and individuals with limited English proficiency. This appendix also contains messaging designed specifically for youth audiences.

Be Prepared for a Hurricane

Highlight:

Threats from hurricanes include powerful winds, heavy rainfall, storm surges, coastal and inland flooding, rip currents, tornadoes, and landslides.

Definition:

A hurricane is a storm that forms over warm ocean waters and has sustained winds of 74 mph or higher. The Atlantic and Central Pacific hurricane season runs from June 1 through November 30. The East Pacific hurricane season runs from May 15 through November 30.

Quick Facts:

- Hurricanes can happen along any U.S. coast or territory in the Atlantic and Pacific Oceans or the Gulf of Mexico.
- Hurricanes can affect areas more than 100 miles inland.
- Hurricanes are most active in September.

Protect Yourself Key Messages:

- If you are under a hurricane warning, find safe shelter right away.
- Determine your best protection for high winds and flooding, as well as infectious diseases, including COVID-19. Keep in mind that your best protection from the effects of a hurricane may differ from your best protection from disease.
- Know your evacuation zone! Due to limited space as a result of COVID-19, public evacuation shelters may not be the safest choice for you and your family.
 - Unless you live in a mandatory evacuation zone, it is recommended that you make a plan to shelter-in-place in your home, if it is safe to do so.
 - If you live in a mandatory evacuation zone, make a plan with friends or family to shelter with them where you will be safer and more comfortable.
 - Only evacuate to shelters if you are unable to shelter at home or with family or friends. Note that your regular shelter may not be open this year. Check with local authorities for the latest information about public shelters.
 - If you must evacuate to a public shelter, try to bring items that can help protect you and others in the shelter from COVID-19, such as hand sanitizer, cleaning materials, and two [cloth face coverings](#) per person. Children under 2 years old, people who have trouble

breathing, and people who cannot take the cloth face covering off without help should not wear cloth face coverings.

(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html?platform=hootsuite>)

- Pay attention to emergency information and alerts.
- Only use outdoor generators outdoor that are at least 20 feet away from your home and away from windows, doors, and vents.
- Do not walk, swim, or drive through flood waters.

How to Stay Safe When a Hurricane Threatens

Prepare Now

- Know your area's risk of hurricanes.
- Have several ways to receive warnings and alerts from the National Weather Service and your local officials. Do not rely on a single source of weather alert information. Sign up for your community's warning system. The Emergency Alert System (EAS) and NOAA Weather Radios also provide emergency alerts. Turn on [Wireless Emergency Alerts](#) (WEA) in your smartphone settings.

(<https://www.ready.gov/alerts>)

- If you are at risk for flash flooding, watch for signs such as heavy rain.
- Practice going to a safe shelter, such as a [FEMA safe room](#) or [International Code Council \(ICC\) 500 storm shelter](#). The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding. Practice going to these places while following the [latest guidelines](#) from the CDC and your state and local authorities to prevent the spread of COVID-19.

(<https://www.fema.gov/safe-rooms>)

(<https://www.fema.gov/media-library/assets/documents/110209>)

(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>)

- Based on your location and community plans, make your own plans for evacuation or sheltering-in-place. Due to limited space as a result of COVID-19, unless you live in a mandatory evacuation zone, it is recommended that you shelter-in-place in your home. If you live in a mandatory evacuation zone, talk with your friends and family to see if you can shelter with them. Only evacuate to shelters if you are unable to shelter at home or with family or friends. Be sure to review your previous evacuation plan and consider alternative options to maintain social and physical distancing to prevent the spread of COVID-19, and update your plan accordingly.
- Become familiar with your evacuation zone, the evacuation route, and the shelter locations. Note that your regular shelter may not be open this year because of COVID-19. Check with local authorities for the latest information about shelters. Only evacuate to shelters if you are unable to shelter at home or with family and friends.

- Once you have identified your safe location, gather needed supplies, including cleaning supplies, non-perishable foods, and water. If you are able to, set aside items like soap, hand sanitizer, disinfecting wipes, and general household cleaning supplies that you can use to disinfect surfaces you touch regularly. After a hurricane, you may not have access to these supplies for days or even weeks. Keep in mind each person's specific needs, including medication. Do not forget the needs of pets.
- Keep important documents in a safe place or create password-protected digital copies.
- Protect your property. Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.

Survive During

- If you live in a mandatory evacuation zone and local authorities instruct you to evacuate, do so immediately. Do not drive around barricades or through floodwater.
- If you must evacuate, if possible, bring with you items that can help protect you and others in the shelter from COVID-19, such as hand sanitizer, cleaning materials, and two [cloth face coverings](#) per person. Children under 2 years old, people who have trouble breathing, and people who cannot take the cloth face covering off without help should not wear cloth face coverings.

(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html?platform=hootsuite>)

- If sheltering during high winds, go to a FEMA safe room, ICC 500 storm shelter, or a small, interior, windowless room or hallway on the lowest floor that is not subject to flooding.
- If staying at a shelter or public facility, take steps to keep yourself and others safe from COVID-19. Wash your hands often, maintain a physical distance of at least six feet between you and people who are not part of your household, and avoid crowds and gathering in groups. When possible, wear a cloth face covering. Children under 2 years old, people who have trouble breathing, and people who cannot take the cloth face covering off without help should not wear cloth face coverings. If possible, wash your cloth face covering on a regular basis.
- If you are [sick and need medical attention](#), contact your healthcare provider for further care instructions and shelter-in-place, if possible. If you are experiencing a medical emergency, call 9-1-1 and let the operator know if you have, or think you might have, COVID-19. If possible, put on a cloth face covering before help arrives. If staying at a shelter or public facility, alert shelter staff immediately so they can call a local hospital or clinic.

(<https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>)

- If trapped in a building by flooding, go to the highest level of the building. Do not climb into a closed attic. You may become trapped by rising flood water.
- Listen for current emergency information and instructions.
- Use a generator or other gasoline-powered machinery ONLY outdoors and at least 20 feet from your home and away from windows, doors, and vents. If you are using generators near your

home, install battery-operated or battery back-up [carbon monoxide \(CO\) detectors](#) and check to be sure they are working properly.

(<https://www.cdc.gov/co/generatorsafetyfactsheet.html>)

- Do not walk, swim, or drive through flood waters. Turn Around. Do not drown. Just six inches of fast-moving water can knock you down, and one foot of moving water can sweep your vehicle away.
- Stay off bridges over fast-moving water.

Be Safe After

- Pay attention to information and special instructions from authorities.
- Be careful during clean-up. Wear protective clothing, use appropriate face coverings or masks if cleaning [mold or other debris](#), and maintain a physical distance of at least six feet while working with someone else. People with [asthma and other lung conditions and/or immune suppression](#) should not enter buildings with indoor water leaks or mold growth that can be seen or smelled, even if they do not have an allergy to mold. Children should not take part in disaster cleanup work.

(<https://www.cdc.gov/mold/cleanup-guide.html>)

(https://www.cdc.gov/disasters/clinicians_asthma.html)

- Continue taking steps to protect yourself from COVID-19 and other infectious diseases, such as washing your hands often and cleaning commonly touched surfaces.
- Do not touch electrical equipment if it is wet or if you are standing in water. If it is safe to do so, turn off electricity at the main breaker or fuse box to prevent electric shock.
- Avoid wading in flood water, which can contain dangerous debris. Underground or downed power lines can also electrically charge the water.
- Save phone calls for emergencies. Phone systems are often down or busy after a disaster. Use text messages or social media to communicate with family and friends.
- Document any property damage with photographs. Contact your insurance company for assistance.
- Be available for family, friends, and neighbors who may need someone to talk to about their feelings. Helping others cope with their anxiety and stress can make your community stronger. Many people may already feel fear and anxiety about COVID-19. The threat of a hurricane can add additional stress. Follow CDC [guidance](#) for managing stress during the COVID-19 pandemic.

(<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>)

Take an Active Role in Your Safety

Go to ready.gov and search for “hurricane.” Download the FEMA app to get more information about preparing for a hurricane and for pandemics.

Helpful Links:

- <https://www.ready.gov/hurricanes>

Videos

- [Storm Surge Public Service Announcements](https://www.youtube.com/playlist?list=PL720Kw_OoJlLoTEBMTVHJ_bDUCBYM3V4_) (FEMA) (Video)
(https://www.youtube.com/playlist?list=PL720Kw_OoJlLoTEBMTVHJ_bDUCBYM3V4_)
- [Storm Surge](https://oceanoday.noaa.gov/hurricanestormsurge/) (NOAA) (Video)
(<https://oceanoday.noaa.gov/hurricanestormsurge/>)
- [Six Things to Know Before a Disaster](https://www.fema.gov/media-library/assets/videos/159970) (FEMA) (Video)
(<https://www.fema.gov/media-library/assets/videos/159970>)
- [When the Waves Swell – Hurricane Animated](https://www.youtube.com/watch?v=STiMKEYZ3Q4) (FEMA) (Video)
(<https://www.youtube.com/watch?v=STiMKEYZ3Q4>)

Tip Sheets

- [Hurricane Information Sheet](https://www.ready.gov/sites/default/files/2020-03/hurricane_information-sheet.pdf) (PDF)
(https://www.ready.gov/sites/default/files/2020-03/hurricane_information-sheet.pdf)
- [How to Prepare for a Hurricane](https://www.ready.gov/sites/default/files/2020-03/fema_how-to-prepare-for-hurricane.pdf) (PDF)
(https://www.ready.gov/sites/default/files/2020-03/fema_how-to-prepare-for-hurricane.pdf)
- [Prepare Your Organization for a Hurricane Playbook](http://www.fema.gov/media-library/assets/documents/98410) (PDF)
(<http://www.fema.gov/media-library/assets/documents/98410>)

More Information

- [Coronavirus](https://www.coronavirus.gov/) (Federal Government Response) (Link)
(<https://www.coronavirus.gov/>)
- [Flood Map Service Center](https://msc.fema.gov/portal/search) (FEMA) (Link)
(<https://msc.fema.gov/portal/search>)
- [Floodsmart.gov](https://www.floodsmart.gov/) (FEMA) (Link)
(<https://www.floodsmart.gov/>)
- [National Flood Insurance Program](https://www.fema.gov/national-flood-insurance-program) (FEMA) (Link)
(<https://www.fema.gov/national-flood-insurance-program>)
- [National Weather Service Hurricane Safety](https://www.weather.gov/safety/hurricane) (NWS) (Link)
(<https://www.weather.gov/safety/hurricane>)
- [National Storm Surge Hazard Maps](https://www.nhc.noaa.gov/nationalsurge/) (NOAA) (Link)
(<https://www.nhc.noaa.gov/nationalsurge/>)

Information for Youth

About

Hurricanes are severe tropical storms that form in the southern Atlantic Ocean, Caribbean Sea, Gulf of Mexico, and in the eastern Pacific Ocean. They collect heat and energy through contact with warm ocean waters and then move toward land. Evaporation from the ocean water increases their power. Hurricanes rotate in a counterclockwise direction around an “eye,” which is the center of the hurricane.

Hurricanes have winds at least 74 miles per hour. When hurricanes come onto land, their heavy rain, strong winds, and large waves can damage buildings, trees, and cars. Storm surge is when rising water moves inland, or away from the coastline. It is very dangerous.

The COVID-19 pandemic will be ongoing as hurricane season and other natural disasters, such as flooding, earthquakes, and wildfires, continue to occur throughout the year. Remember to follow the latest guidelines from the CDC and your state and local authorities to protect yourself and your family from COVID-19.

Words to Know

Evacuation: Leaving an area that officials say is unsafe.

Eye: The center of the storm. Winds and rains die down, but they will start up again very quickly.

Inland: Away from the coastline.

Storm Surge: Heavy waves caused by high wind and a lot of rain.

Tropical: An area of the country that is closer to the equator.

Am I at Risk?

Hurricanes are most common from June through November. Any U.S. coast by the Atlantic or Pacific Oceans can get hit, and you can feel the effects more than 100 miles inland. People who live on the coast may experience extreme winds and flooding from rain and storm surge. People who live inland are at risk for wind, thunderstorms, and flooding.

Living through environmental disasters, like hurricanes, can be more complicated when we are also experiencing a pandemic like COVID-19. It is important to be prepared and to understand how COVID-19 might affect you and your family.

COVID-19 may affect different people in different ways. Most people who are diagnosed with COVID-19 have not been seriously sick. Those [more likely to become seriously sick](#) include adults over age 65 or those who already have other chronic conditions, like diabetes and heart disease. Based on available evidence, children do not appear to be at higher risk for COVID-19 than adults. By following the [CDC's recommendations](#) for protecting yourself from COVID-19, you can lower your chances of getting sick, both during a hurricane and in general.

(<https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html>)

(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>)

What Can I Do?

Before

- Build an emergency kit.
- Make a family communications plan. Plan how you will keep in touch with family members if you lose power or are separated.
- Help your parents bring in outdoor items like potted plants, patio furniture, decorations, and garbage cans. They can fly away in strong winds!

During

- Do not open the refrigerator or freezer. In case you lose power, you want the cold air to stay in so food will last longer!
- Stay away from windows and glass doors. They could break and hurt you.
- If you do not evacuate, stay inside a closet, hallway, or a room without windows.
- If you must evacuate, ask your parent or guardian to bring supplies that can help you protect yourself and your family from COVID-19, such as hand sanitizer, cleaning products, and two [cloth face coverings](#) for each member of the family who can wear one. Children under 2 years old, people who have trouble breathing, and people who cannot take the cloth face covering off without help should not wear cloth face coverings.
(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>)
- Avoid touching your mouth, nose, and eyes, especially with unwashed hands.
- Pay attention to your parents or safety authorities for important instructions.

After

- If you and your family must stay at a shelter or public facility, take steps to [protect yourself and others from COVID-19](#). Maintain a distance of at least six feet, or about two adult arm lengths, between you and people who are not part of your household. Do not get into crowds or groups.
(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>)
- Wear a [cloth face covering](#) while at the shelter. Do not wear a cloth face covering if you have trouble breathing or cannot take off the cloth face covering without help. Babies and kids under the age of 2 should not wear them either. If you can, wash your face cloth covering regularly.
(<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>)
- **Do not go outside without a grown-up.**
- Do not go near any wires that are loose or dangling. They could electrocute you!
- Tell your parents if the air smells weird, it could mean that there are dangerous gasses in the air.
- Text, do not talk. Unless there is a life-threatening situation, send a text so that you do not tie up phone lines needed by emergency workers. Plus, texting may work even if cell service is down.
- Know that [it is normal to feel anxious or stressed out](#). Everyone reacts differently to stressful situations. Take care of your body and talk with your parents or other trusted adults if you are feeling upset
(<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>)

Getting Sick

- Cover your coughs and sneezes! Use a tissue or cough or sneeze into your elbow. If you do use a tissue, throw it in the trash right away.

- Wash your hands with soap and water for at least 20 seconds. Sing the “Happy Birthday” song twice while you wash your hands. Make sure to wash your hands after blowing your nose, coughing or sneezing, using the bathroom, and eating or making food.
- If you cannot find soap and water to wash your hands, use hand sanitizer.
- **Stay away from people who are coughing, sneezing, or sick.**
- Remind your parents to clean surfaces that people touch frequently, like desks, doorknobs, light switches, and remote controls.
- Tell your parents if you feel sick.

Learn More

Did you know?

Hurricanes can also affect areas greater than 100 miles away from the coastline. People who live inland are also at risk for wind, thunderstorms, tornadoes, and flooding.

Helpful Links:

- [Ready.gov](https://www.ready.gov/hurricanes)
(https://www.ready.gov/hurricanes)
- [Ready Wrigley Prepares for Hurricanes](https://www.cdc.gov/cpr/readywrigley/documents/13_239066_ready_wrigley_hurricanes_508.pdf) (CDC)
(https://www.cdc.gov/cpr/readywrigley/documents/13_239066_ready_wrigley_hurricanes_508.pdf)
- [Listo Calixto se Prepara para los Huracanes](https://www.cdc.gov/cpr/readywrigley/documents/13_239066_ready_wrigley_hurricanes_spanish_508.pdf) (CDC)
(https://www.cdc.gov/cpr/readywrigley/documents/13_239066_ready_wrigley_hurricanes_spanish_508.pdf)
- [Prepare with Pedro Disaster Activity Book](https://www.ready.gov/kids/prepare-with-pedro)
(https://www.ready.gov/kids/prepare-with-pedro)
- [Talking with Children about Coronavirus Disease 2019](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/talking-with-children.html) (CDC)
(https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/talking-with-children.html)

Appendix F: Acronyms

ADA	Americans with Disabilities Act
CDC	Centers for Disease Control and Prevention
CERT	Community Emergency Response Team
CISA	Cybersecurity and Infrastructure Security Agency
CO	Carbon Monoxide
COOP	Continuity of Operations
COVID-19	Novel Coronavirus Disease 2019
DEC	Disaster Emergency Communications
DHS	Department of Homeland Security
DOL	Department of Labor
DRC	Disaster Recovery Center
DSA	Disaster Survivor Assistance
EAS	Emergency Alert System
EFFAK	Emergency Financial First Aid Kit
EHP	Environmental Planning and Historic Preservation
EMAC	Emergency Management Assistance Compact
EMPG-S	Emergency Management Performance Grant Supplemental
EMS	Emergency Medical Services
EOC	Emergency Operations Center
ESF	Emergency Support Function
FCO	Federal Coordinating Officer
FEMA	Federal Emergency Management Agency
FIOP	Federal Interagency Operational Plan
FIT	FEMA Integration Team
FY	Fiscal Year
HM	Hazard Mitigation
HMGP	Hazard Mitigation Grant Program
IA	Individual Assistance
ICC	International Code Council
ICMA	International City/County Management Association
IMAT	Incident Management Assistance Team
JFO	Joint Field Office

MCOV	Mobile Communications Office Vehicle
MRC	Medical Reserve Corps
NDRF	National Disaster Recovery Framework
NFIP	National Flood Insurance Program
NGO	Non-Governmental Organization
NIMAT	National Incident Management Assistance Team
NOAA	National Oceanic and Atmospheric Administration
NRCC	National Response Coordination Center
NRF	National Response Framework
NWS	National Weather Service
PA	Public Assistance
PDA	Preliminary Damage Assessment
POD	Point of Distribution
PPE	Personal Protective Equipment
RAPT	Resilience Analysis and Planning Tool
RRCC	Regional Response Coordination Center
RSF	Recovery Support Function
SCF	Surge Capacity Force
SDRC	State Disaster Recovery Coordinator
SLTT	State, Local, Tribal, and Territorial
TDRC	Tribal Disaster Recovery Coordinator
TSA	Transitional Sheltering Assistance
UCG	Unified Coordination Group
US&R	Urban Search and Rescue
WEA	Wireless Emergency Alert



**CITY OF NEPTUNE BEACH
CITY COUNCIL MEETING
STAFF REPORT**

AGENDA ITEM:	10C-Tyler Technologies ERP System
SUBMITTED BY:	Stefen Wynn, City Manager
DATE:	July 2, 2020
BACKGROUND:	<p>The City of Neptune Beach currently utilizes many software programs for different departments.</p> <p>Tyler Technologies, Inc. is a major public sector software company that is solely based on providing integrated software and technology services. It is an ERP (Enterprise Resource Planning) system that would include Financial Management, Personnel Management, Payroll/HR, and Utility Billing.</p> <p>The ERP system will digitize the permitting and plan review process.</p> <p>Essentially, all City Departments would be streamlined into one fully integrated system.</p>
BUDGET:	See attached quote on p. 226
RECOMMENDATION:	Purchase the Tyler Technologies ERP System
ATTACHMENT:	Tyler Technologies Information and Proposal



Enhancing Neptune Beach's comfortable, casual and laid-back atmosphere



Mike Leshner
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Mark Workman
Senior Solutions Consultant

Frank Lustan
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Dennis Mailman
Solutions Consultant

Tami Bates
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Steve Wittbrodt
VP of Sales



tyler
technologies

Empowering the People Who Serve the Public

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Navigating this document (if using as PDF and not a printed copy)

- Click on any of the headers in these Contents/Our Agenda to be take to that page.
- Click on any header on any page in this document to be brought back here.
- Clicking on any logo in this document will take you to that site’s webpage.
- Click any highlighted rectangle and enter your notes.
- When using the “utilities symbols” thermometer (explanation, p.18) click any symbol to “check” that symbol

Contents/Our Agenda

June 24–25, 2020

(Anyone who will be involved in any part of 6/24 or 6/25 please attend the 9 A.M. Introduction & Overview.)

June 24

9:00 A.M. Introduction to Tyler/Incode Solution	
What do you hold in your hands?.....	5
Who is Tyler—Background.....	6
Strength & Stability.....	7
Some Strengths Impacting Our Stability.....	8
Service & Support.....	9
Support.....	10
Tyler U.....	11
Accolades & Awards.....	12
Our Direct Impact In Florida.....	13
& Our Nation.....	14
Tyler Fun Facts.....	15
SaaS—Software as a Service.....	16
Some suggestions for using the following screenshots.....	18
9:30 Incode 10 Overview	
Dashboards.....	19
Navigation.....	20
Global Search.....	20
Reporting.....	20
Mobility.....	21
Document Management.....	21
MyCivic.....	21
10:15 Break	



10:30 Financial Management

General Ledger (1 of 2)	22
General Ledger (2 of 2)	23
Budgeting	24
Purchasing and Payables	24
Project and Grant Accounting	25
Fixed Assets	25
Inventory Control	25

NOON Lunch

1:00 P.M. Personnel Management

Employee Maintenance	26
Personnel Actions	27
Employee Self Service	28–32
Payroll	32

2:00 Break

Personnel Management (continued)

Time & Attendance	28–32
Advanced Scheduling	28–32

June 25

9:00 A.M. EAM

Asset Management	33–34
Asset Performance	33–34
Work Orders	33–34

10:20 Break

Energov

Permitting	35–36
Inspections	35–36
iG Workforce App	35–36
Business Licensing	35–36
Code Enforcement	35–36
Citizen Self Service	35–36

NOON Lunch

Utility Billing

Accounts Receivables	37
Utility Account Management	37
Service Orders (Including Mobile)	38
Cash Receipting	39
Online Payments	40
Q & A, Next Steps and Thank You!	41

What do you hold in your hands?

Before our conversation and demonstration, and if you get a chance with this short notice, would you do us a favor and simply familiarize yourself with this document?

We don't plan to spend a lot of time telling you "all about Tyler" or a ton of time introducing ourselves. You can find out all you need to know simply thumbing through this document or visiting our website, tyler.tech.com (and please note, we've pulled information from our website for this document as well (SaaS—Software as a Service, pages 16–17; EAM, pages 33–34; and EnerGov pages 35-36; these areas are can be challenging to explain and screenshots sometimes fail to do the discussion justice).

During our conversation we'd rather spend our valuable time working with you providing you the solutions you believe Neptune Beach needs.

I want to thank you for investing your incredibly valuable time with us today especially considering all that is going on around us. My goal today is not to come into your midst and "sell you some software." My goal today is to continue to find out what you need, see how those needs align with our solutions, offer suggestions and, as all our preliminary conversations suggest if Incode and Tyler seems like someone you'd like to partner with over the coming years, work together to define our next steps for beginning that partnership.

Also, I'd like to have a conversation with you. I would prefer not to sit in my home office or in your facility and go on-and-on-and-on about how wonderful Tyler and I are. I personally believe our company is unparalleled in this space and brings incredible benefits to any municipality, and I think if you ask the people who know me, they'll tell you "well, Mike is a good, decent, honest guy from Florida." But I want to attempt to have a conversation and when we get to the other side of our time together you can draw your own conclusions.



Who is Tyler—Background

Tyler Technologies Inc. is a major public sector software company based in Plano, Texas. We are the largest software company in the United States that is solely based on providing integrated software and technology services to the public sector—states, cities, counties, water districts, and school districts.

The preceding is what you'll essentially find with a google search and at Wikipedia.

We're a lot more than that. We talk about our drive to transform state, local government, courts, and utilities to create safer, smarter, and more vibrant communities.

We imagine a world where all city, county, state, and regional government services are connected within a healthy digital infrastructure. Connecting data, processes, and people makes communities safer, smarter, and more responsive to the needs of residents.

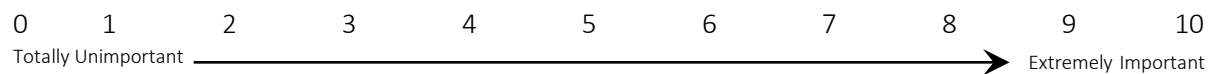
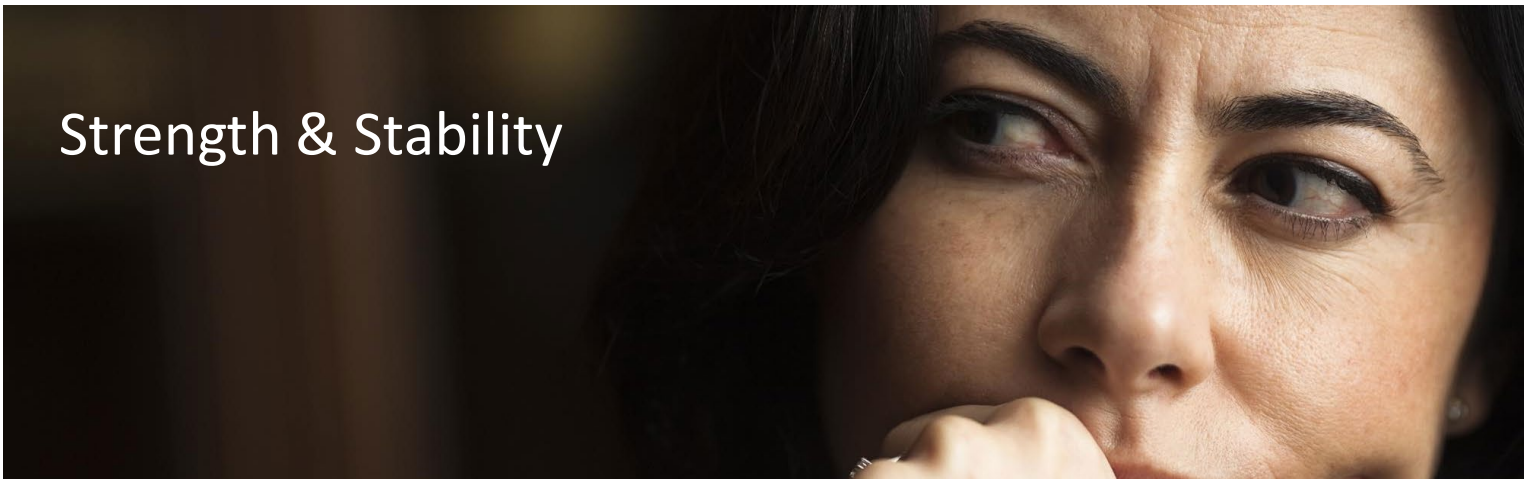
We are a publicly traded company. Part of our strength and stability comes from the fact we're not for sale, we have the resources to weather almost any storm like a pandemic, and we have a diverse leadership group who is constantly scanning the horizon to mitigate perceived challenges and real threats.

And we perform all the miraculous stuff the preceding suggests through our truly incredible people. Our people are really what Tyler is all about.

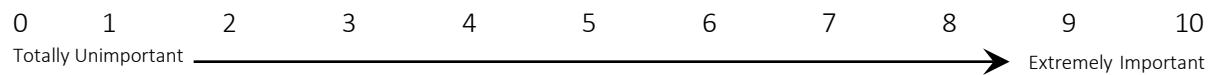


WE help
small town
U.S.A. thrive

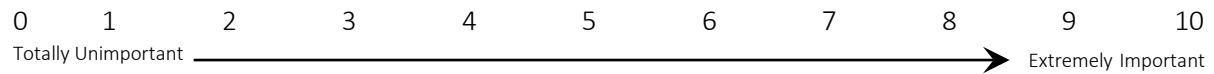
Strength & Stability



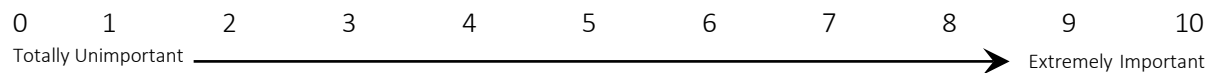
How important on the preceding “0, Totally Unimportant” to “10, Extremely Important” scale, is it that Neptune Beach never go through this bid and evaluation process for software again—EVER?



How important is it that Neptune Beach never has to worry about whether their software is up-to-date—EVER?



How important is it that as long as Neptune Beach stays with Tyler, these are the last dollars Neptune Beach will spend on ERP/utilities software licenses—EVER?



How important is it that Neptune Beach will have experts handling the majority of the heavy lifting during your implementation and you’ll not have to worry “do they know what is going on”—EVER?





Some Strengths Impacting Our Stability

- Incode was the first ERP Acquisition by Tyler in 1998
What this means is Tyler Incode, one of our flagship products, is going nowhere but into the future with you. We aren't up for sale, won't be acquired, and we have supported our legacy products for generations—Our view: there's limited reason to do anything but enhance on success.
- 21 Years of continued focus and investment
- Flagship solution for Small to Medium Cities
- “Big Tyler” along with “Family Run” Incode
We have the resources necessary to address virtually any concern and to help in almost any situation. At the same time the brother of the man who created Incode, Dusty Womble, is our President, Dane Womble. We have the resources of a good-sized company, but we have the heart of family—the mix is unstoppable.
- Total Customers served = 2,400+
Incode has over 2,400 customers of every conceivable size.
- We reinvest ~\$10M in R&D in Incode Annually
- Different approach to implementations
We call our Implementations “White Glove.” When you hear that term what do you think of? Your every need being anticipated? We'd like to suggest there is no work our customers have to do during Implementation, but that wouldn't be true as this is your site and we need you working hand-in-hand with us as business partners to ensure a smooth and successful implementation.
- In 2019 we processed bills for our customers that totaled over a billion dollars. That's not money that came to us; that's your money we processed through our software—we have the capacity to handle Neptune Beach's needs.

Service & Support



Tyler Staff Devoted to Incode

15	Administration
45	Research & Development
49	Sales & Marketing
101	Network/Hardware
125	Implementation
143	Support/Development
478	Total



Tyler Technologies has more than 5,500 employees with around 478 of those solely devoted to the Incode products and services. Employees within the Tyler family share a common enthusiasm for serving organizations, like Neptune Beach, in the public sector.

Tyler's training and support staff for Incode products and services includes experienced developers, installers, consultants, industry professionals, and certified network technicians. Their commitment to excellence, quality training, and support is second-to-none.



Support



extensive online (within software, or Support portal) self-help



email (for less critical)



live chat



live phone support



amazing online training resource 24/7/365



Tyler Community 50K users



secure remote support tool



Tyler University (Tyler U) is the answer.

With over 1,000 online professionally produced and narrated videos, available 24/7/365, Tyler U probably has the answer to virtually any question an end user may have regarding Incode Software.

Tyler U offers Neptune Beach the perfect platform for bringing a newly hired employee up to speed on your software without having to invest hours and hours and weeks and potentially months of someone else’s time as they walk a new hire through all the nuances of a software suite.

Supervisors can set up and track a new hire’s or employee’s progress through a defined curriculum. The supervisor can set this up for an individual, a group of employees with similar roles, a department, etc. (and if a supervisor needs assistance, it’s an email or phone call away and our Interactive Content team can assist if needed or desired).

Tyler U is also an exceptional tool when someone on staff has downtime and wants to touch up on their skill set or knowledge of Incode software.

And, Tyler U provides a quick reminder for those annual (end-of-year) processes that are perhaps touched only at the end of the year or the beginning of a budget cycle and so the knowledge of “how to do what and when” might need the cobwebs dusted off.

Also, Neptune Beach is welcome to take a look at Tyler U before any contract is ever signed. Please send an email to mark.brumley@tylertech.com and let Mark know you’re working with Mike Lesher and ask Mark for a temporary set of credentials and a temporary login and Mark will be happy to provide you whatever access you need to Tyler U (Amber Marsh, amber.marsh@tylertech.com, can also help with this).

Mark (or Amber) are our Tyler U experts and can assist anyone with any question they might have about this dynamic and exciting platform.

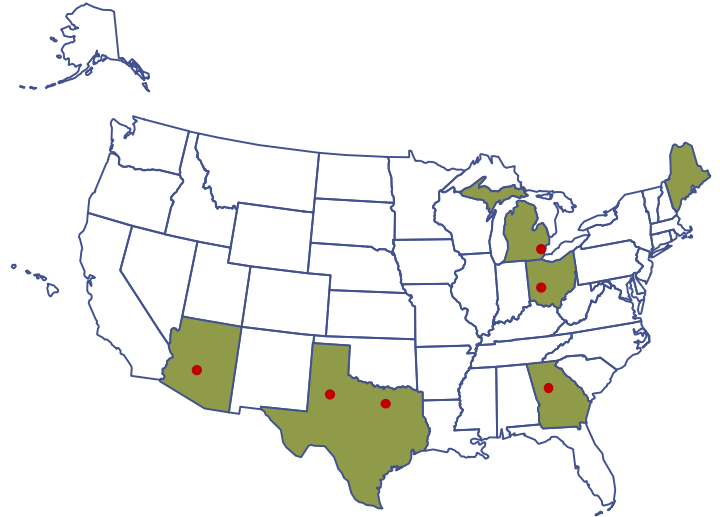


Accolades & Awards

We're most proud of the many things that separate us from others in our space. Nationally and locally we are recognized for our expertise, our exceptional software offerings and our tremendous employees.



Government Technology Magazine's "GovTech Top 100" list



Forbes'



- "America's Best Employers for Diversity" list
- "Best Employers for Women" list
- "Best Midsize Employers" list
- "Most Innovative Growth Companies" list
- "America's Best Small Companies" list



Barron's 400 Index ranking, a measure of the most promising companies in America



Dallas Business Journal list of "North Texas Fastest-Growing Public Companies"

"Best Places to Work in Maine" (10+ years)
 Dallas Morning News' "Best in DFW: Top Workplaces"

Dayton Daily News' "Top Workplaces in the Dayton Metro Area"

Lubbock Avalanche-Journal's "Best of Lubbock" list

Detroit Free Press' "Top Workplaces"

Phoenix Business Journal's "Best Places to Work"

The Atlanta Journal-Constitution's "Top Workplaces"

<https://www.tylertech.com/about-us/awards-accolades>

Our Direct Impact In Florida

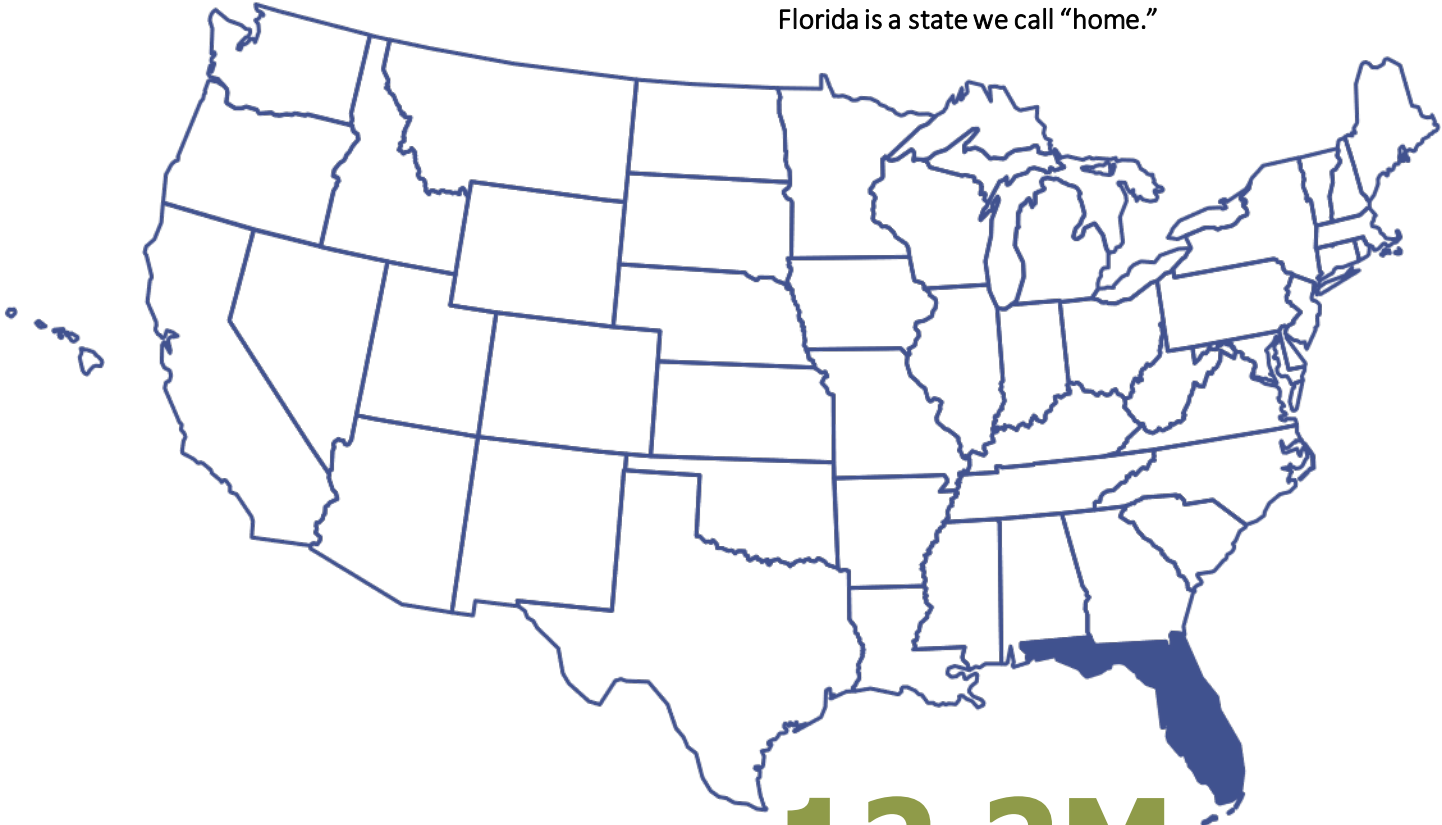


T Tyler has at least 96 employees who call Florida home.

Take their yearly compensation, add a 30% benefits factor, include office supplies and equipment and put in a factor for all the volunteering these employees perform year-in and year-out and the minimum yearly reinvestment Tyler makes into Florida is in the neighborhood of \$12,000,000—

Twelve million dollars...a year!

Florida is a state we call "home."



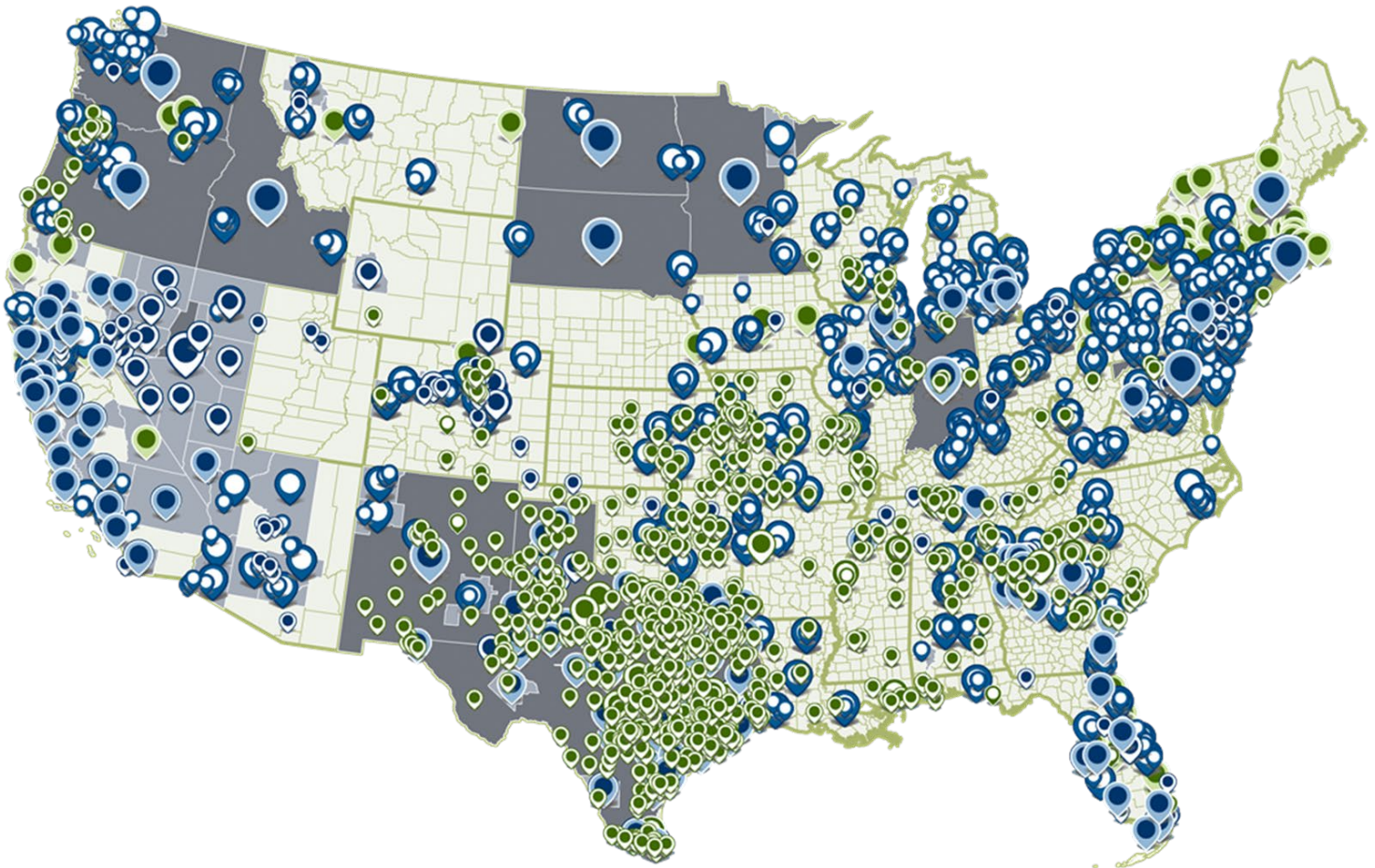
12.2M

96



& Our Nation

Outside of the impact our software has, and that is an immeasurable impact, we have over 15,000 customers nationwide. These customers enjoy the fruits of our labor and benefit from the \$82 million (\$10M for Incode alone) we reinvest back into research and development.





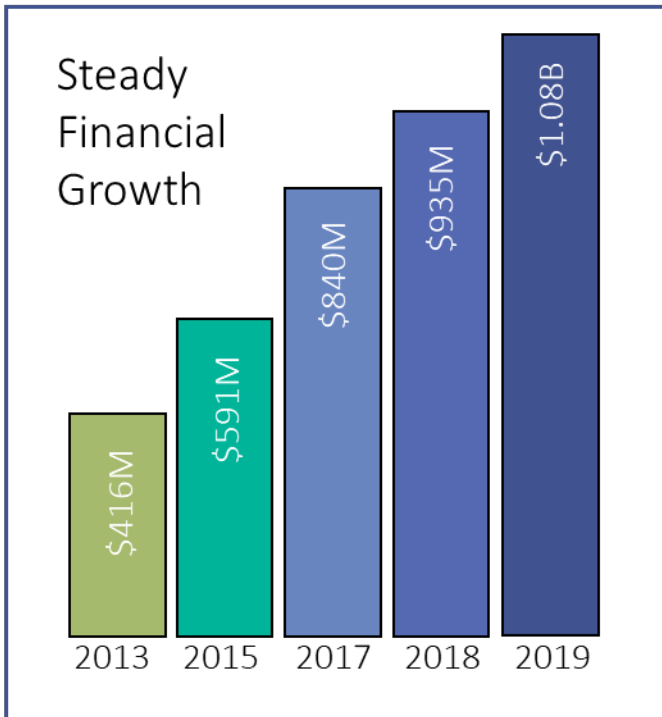
- Founded in 1966
- Serves public sector exclusively
- 98%+ customer retention rate
- 5,500+ employees
- 6,000+ customers using cloud-based solutions
- 2.5 million+ using SaaS solutions
- National award-winning company & software
- 36 offices
- Headquartered in Plano, TX
- \$12.37 billion market cap
- 26,000+ installations
- 10,000+ locations

Our sweet spot?

1,000 to 75,000 population



San Antonio, 1.5M population



Future looking



Mobile
Transparency
Citizen Engagement
& MyCivic app

SaaS—Software as a Service security

Evaluating the cloud



SaaS—Software as a Service



Cloud computing is the use of computing resources (hardware and software) that deliver a service over a network (typically the internet). Simply put, it is another choice for delivering your data and the software managing it.

Today, more than 6,000 public sector organizations use Tyler cloud-based solutions, with more than 125,000 users (approximately 2.5 million total users) relying on Tyler cloud-based systems to access the software they need to perform their jobs

Tyler hosts software applications and client data in secure data centers.

Tyler deploys, configures, maintains, and updates the software applications and related data. All you need is a browser, permissions you decide on, and a reliable internet connection to access what you need, when you need it.

Neptune Beach can move all their needs to our cloud with our software as a service solution. What does this do for you?

- Allows your employees (with permissions you establish) to work from anywhere connected to the internet and on any device
- Allows citizens access to any information you want to share, allows them to pay bills online and to conduct virtually 100% of their business online

continued on next page

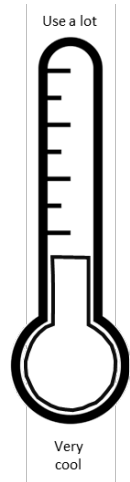
Some suggestions for using the following screenshots

As we go through this Neptune Beach conversation today, please feel free to use this document. We may not touch all the pages and screenshots, which of course, to protect our significant investment, are all protected by copyright, but feel free to use this as your guide, your notebook. The thermometer next to each screen (example to the right) can be used to indicate how valuable this screen is to you.

Today is not about Tyler, or our competitors, but, rather, about discussing your needs and offering our solutions and ensuring we have a magnificent fit.

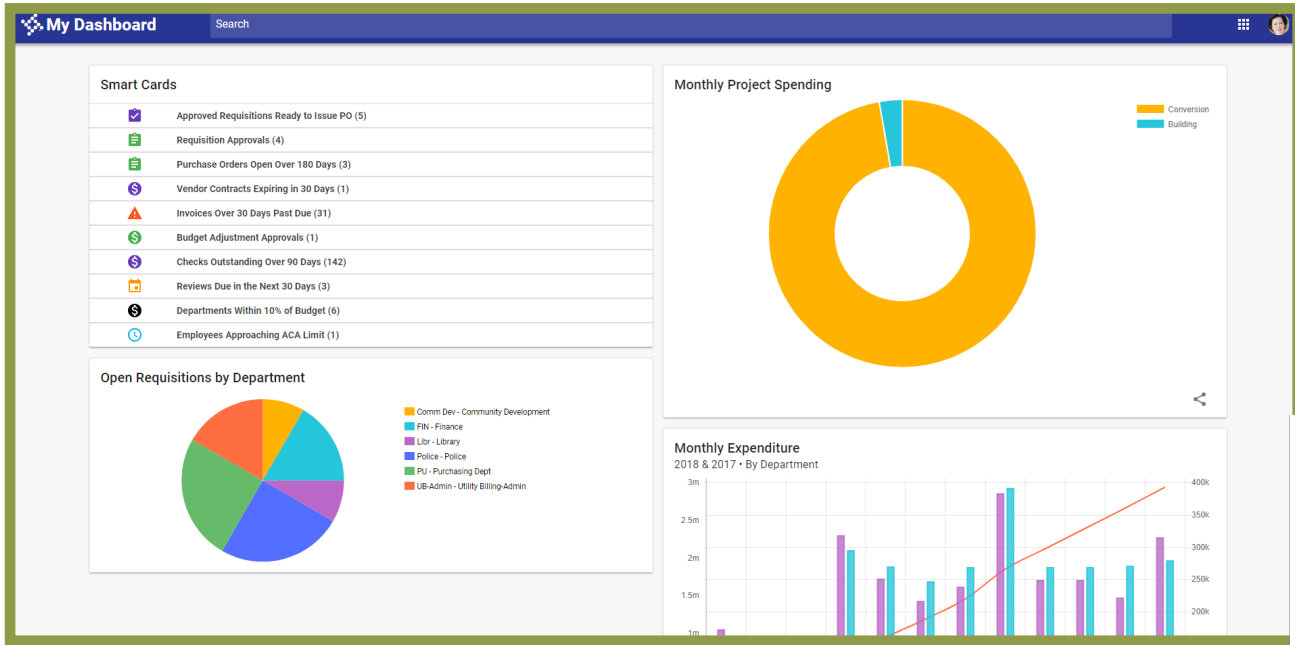
Think of the bottom of the thermometer as “nice feature, might use some;” and think of the top as “Wow, we’ll use this a lot.” Simply put a check (or if you’re using the PDF FILLABLE via your keyboard, simply click on an image) where your evaluation falls. This evaluation is unique to this document and not part of Tyler’s software.

As we go through this demonstration today, if you have suggestions for us, in terms of making our software easier to use and/or more valuable to you, we’d love a copy of those notes. Most of our feature enhancements come from our customers...Thank you for this amazing opportunity and for your active participation in our adventure today.

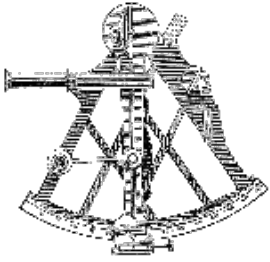



A series of horizontal dotted lines for taking notes.

Incode 10 Overview Dashboards

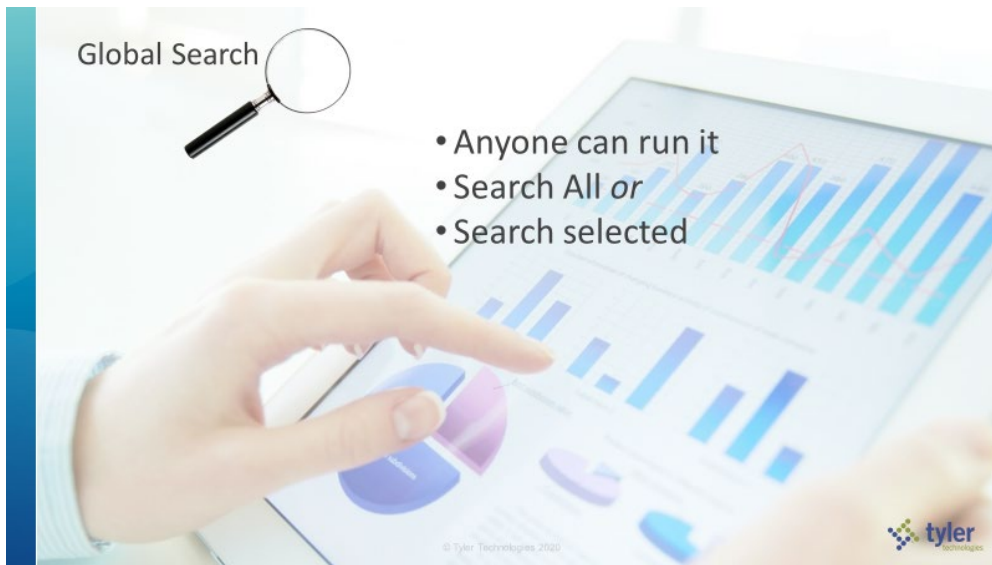


Navigation



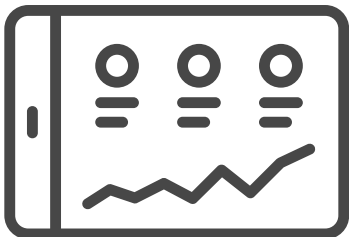
Global Search 

- Anyone can run it
- Search All *or*
- Search selected



© Tyler Technologies 2020

Reporting



Incode Mobile

24/7



Anyone

Anything

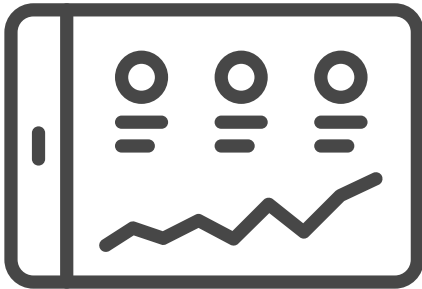
Anywhere

Anytime



© Tyler Technologies 2020

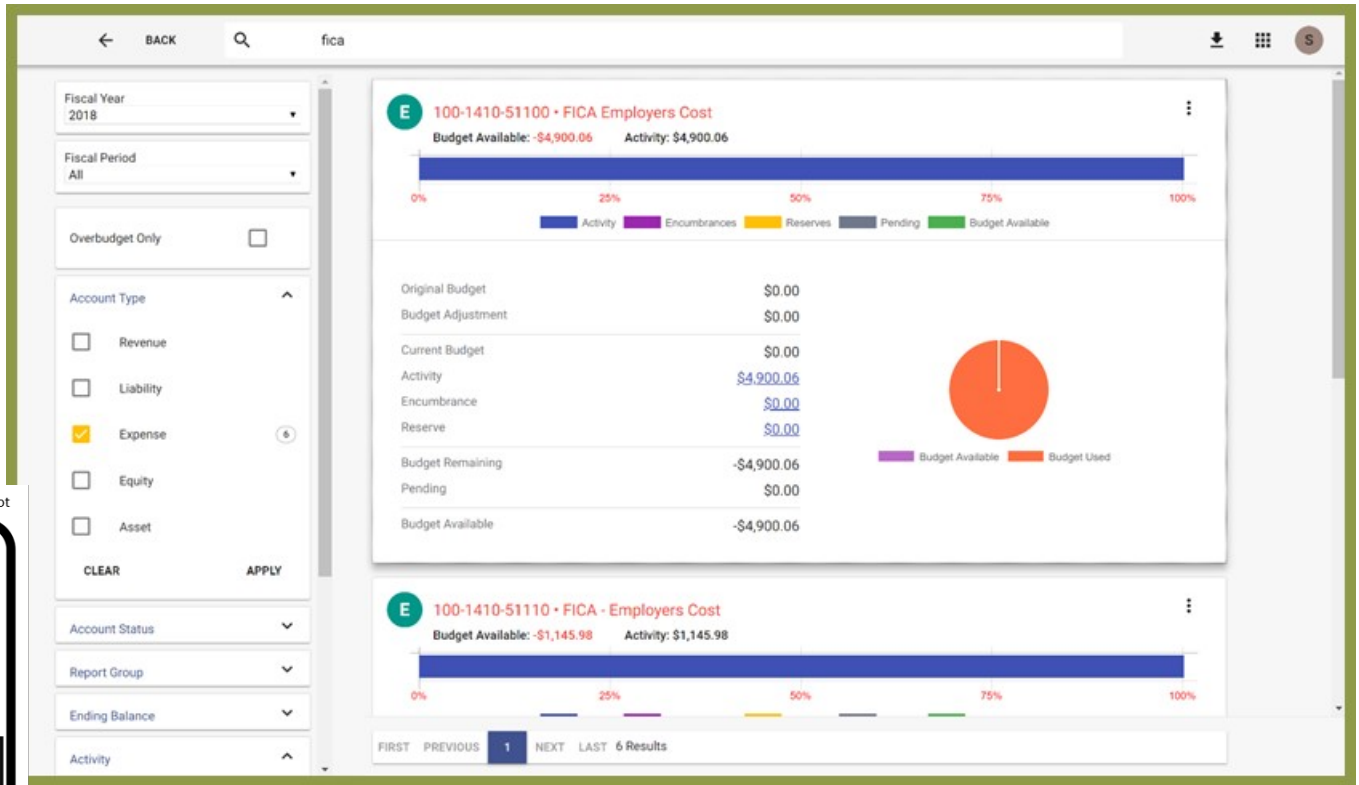
Document Management



MyCivic



Financial Management General Ledger (1 of 2)



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Budgeting

Budget Account Management Search

Budget: DEPT • Fiscal: 2018

Include Adjustments

Fund

Account Type

Expense (1304)

Revenue

CLEAR APPLY

Account Status

Account	2016 Budget	2016 Activity	2017 Budget	2017 Activity	2018 Budget
100-0000-85200 Police Equipment	\$92,000.00	\$89,596.00	\$0.00	\$44,885.75	\$51,000.00
100-0000-85500 Technical Equipment	\$39,200.00	\$37,566.50	\$0.00	\$16,579.45	\$30,000.00
100-0000-85540 Computer	\$0.00	\$65,488.96	\$66,990.00	\$27,000.51	\$42,500.00
100-0040-81050 Fire Response Equipment	\$0.00	\$23,808.87	\$44,454.97	\$40,215.10	\$44,456.00
100-0040-84130 Administration Office Supplies	\$0.00	\$3,265.00	\$0.00	\$2,825.71	\$4,000.00
100-0040-84140 Copier	\$0.00	\$3,256.00	\$0.00	\$2,000.00	\$4,000.00
100-0040-84160 Copier	\$0.00	\$3,265.00	\$0.00	\$2,000.00	\$4,000.00
100-0040-84260 Dump Truck 10 Ton	\$0.00	\$56,986.00	\$0.00	\$0.00	\$8,000.00
100-0040-84720 Copier	\$0.00	\$152.00	\$0.00	\$250.00	\$500.00
100-0040-84730	\$0.00	\$0.00	\$0.00	\$250.00	\$500.00
Total					\$40,672,757.16



Purchasing & Payables

Requisition Entry Search

Review and Submit

Vendor *
OD - Office Depot, Inc.

Vendor Business Address *
Lance Randal 5678 90th Street, Lubbock, TX 794

Requisition Number
Auto Number

Issue Date 11/07/2018

Requested By *
Sys Admin 9 / 50

Ship To *
City Hall - Finance - Finance Dept

Department *
City Attorney - City Attorney

Auto Approve On Hold

Description *
Paper 5 / 50

Detailed Description 0 / 1000

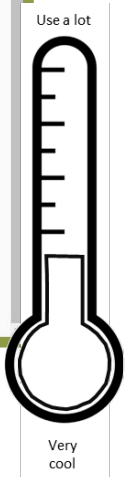
Summary

Amount	\$250.00
Shipping	\$0.00
Sales Tax	\$0.00
Total	\$250.00

Items

Units	Description	GL Account	Project Account	Amount	Sales Tax	Shipping	Total
10	Paper	100-0000-85200	None	\$250.00	\$0.00		\$250.00

CANCEL BACK SUBMIT



Project and Grant Accounting

Fixed Assets

Inventory Control



Personnel Management

Employee Maintenance

Effective Date Management

Effective Date Management
Enter Effective Date

New Effective Date	11/07/2018	▼
Effective Date to copy from	07/01/2014	▼
Calculation Method	Percentage	▼
Adjust steps by percentage	3.0000	
Adjust steps by flat amount	0.000000	
Exclude grades/steps that have an amount of 0.00	<input type="checkbox"/>	



Personnel Actions

Personnel Action Request

1 PAR Type — 2 Detail — 3 Review/Submit

Position Change - ABELLI, KATHRYN L

Current Position *	Position *
<input type="checkbox"/> Inactivate Position	Title * 0 / 50
Position End Date MM/dd/yyyy Position End Date is required.	Position Type *
	Grade
	Step
	Start Date MM/dd/yyyy Start Date is required.
Comment 0 / 100	

[CANCEL](#) [BACK](#) [CONTINUE](#)





Employee Self Service, ESS/Time & Attendance/Advanced Scheduling (page 1 of 5)

Demo 06A ESS Home My Information History Time Entries Leave Requests Welcome christ!

My Information

- Profile
- Addresses / Phones
- Contacts / Dependents
- Direct Deposits
- Benefits
- Open Enrollment
- Tax Information
- Paycheck Calculator

Profile

General Information

Name: Chris I Anthemum
Status: Active
Department: Admin - Administration
Email: Chris.Anthemum@cityoftyler.com

Personal Information

Social Security #: XXX-XX-1967
Birth Date: 04/01/1972
Ethnicity: Not Hispanic or Latino
Race: White

Employment Information

Hire Date: 03/06/2011
EEO Category: Officials and Administrators
Pay Cycle: Biweekly

Use a lot

Very cool

Demo 06A ESS Home My Information History Time Entries Leave Requests Welcome christ!

My Information

- Profile
- Addresses / Phones
- Contacts / Dependents
- Direct Deposits
- Benefits
- Open Enrollment
- Tax Information
- Paycheck Calculator

Contacts

Melissa Anthemum (Spouse)

5519 53rd Street
 Lubbock TX 79413
 U.S.A.
Home: (306) 222-3333
Mobile: (306) 777-6543
Busine...(307) 654-3210
 Emergency Contact

Add New Contact...

Dependents

Melissa Sue Anthemum (Spouse)

5519 23rd Street,
 Lubbock TX 79413
 U.S.A.
Birth Date: 01/01/1975
Home: (111) 222-3333
Business: (987) 654-3210

Susie Cute Anthemum (Child)
Birth Date: 11/23/2013

Tommy Joe Anthemum (Child)
Birth Date: 03/21/2007

Add New Dependent...

Use a lot

Very cool

ESS/Time & Attendance/Advanced Scheduling (page 2 of 5)



Demo 06A ESS Home My Information History Time Entries Leave Requests Welcome christi

Welcome to open enrollment. Please select your benefits.

Profile
Addresses / Phones
Contacts / Dependents
Direct Deposits
Benefits
Open Enrollment
Tax Information
Paycheck Calculator

Current Year Elections

Medical Insurance Cigna Silver Single \$75.00	Open Enrollment Elections STATUS: Incomplete Medical Insurance CHANGE ELECTION Cigna Silver Single \$99.00
Dental Insurance Delta Dental Single \$2.03	Dental Insurance CHANGE ELECTION Delta Dental Single \$2.39
Life Insurance Life - Coverage Single \$0.00	Life Insurance CHANGE ELECTION Life - Coverage Single \$0.00
Deferred Compensation No Selection For Current Year	Deferred Compensation CHANGE ELECTION No Election Made

Review & Submit Elections



Demo 06A ESS Home My Information History Time Entries Leave Requests Welcome christi

My Information

Profile
Addresses / Phones
Contacts / Dependents
Direct Deposits
Benefits
Open Enrollment
Tax Information
Paycheck Calculator

Contacts

Melissa Anthemum (Spouse) [edit]
 5519 53rd Street
 Lubbock TX 79413
 U.S.A.
 Home: (306) 222-3333
 Mobile: (306) 777-6543
 Busine... (307) 654-3210
 Emergency Contact

Add New Contact...

Dependents

Melissa Sue Anthemum (Spouse) [edit]
 5519 23rd Street,
 Lubbock TX 79413
 U.S.A.
 Birth Date: 01/01/1975
 Home: (111) 222-3333
 Business: (987) 654-3210

Susie Cute Anthemum (Child) [edit]
 Birth Date: 11/23/2013

Tommy Joe Anthemum (Child) [edit]
 Birth Date: 03/21/2007

Add New Dependent...



ESS/Time & Attendance/Advanced Scheduling(page 3 of 5)

Demo 06A ESS Home My Information History Time Entries Leave Requests Welcome christi

Welcome to open enrollment. Please select your benefits.

Review & Submit Elections

STATUS: Incomplete

Current Year Elections

Medical Insurance

Cigna Silver

Single

\$75.00

Dental Insurance

Delta Dental

Single

\$2.03

Life Insurance

Life - Coverage

Single

\$0.00

Deferred Compensation

No Selection For Current Year

Open Enrollment Elections

Medical Insurance

Cigna Silver

Single

\$99.00

[CHANGE ELECTION](#)

Dental Insurance

Delta Dental

Single

\$2.39

[CHANGE ELECTION](#)

Life Insurance

Life - Coverage

Single

\$0.00

[CHANGE ELECTION](#)

Deferred Compensation

No Election Made

[CHANGE ELECTION](#)



Demo 06A ESS Home My Information History Time Entries Leave Requests Welcome christi

History

Pay History

Year: 2018

Employee History Report

Payment Date	Pay Period	Type	Payment #	Gross Pay	Deductions	Taxes	Net Pay	Status	Document
12/20/2018	12/01/2018 - 12/14/2018	Regular	23155	5,290.34	636.88	1,266.46	3,387.00		

Gross Pay

Pay Code	Position	Rate Code	Description	Units	Rate	Amount	Leave Date	Leave Description
CELL PHONE	City Planner	Salary	CELL PHONE			80.00		
SALARY	City Planner	Salary	Regular Pay	80.00	4,921.88	4,921.88		
CAR ALLOW	City Planner	Salary	CAR ALLOW			276.92		
LONGEVITY	City Planner		Longevity			11.54		

Benefits

Benefit Code	Position	Rate Code	Description	Units	Rate	Amount
INS BENEFIT	City Planner	Salary	INSURANCE BENEFIT			87.88
ICMA TXBL AMT			ICMA Taxable Benefit Amount	0.00		217.58

Deductions



ESS/Time & Attendance/Advanced Scheduling(page 4 of 5)

Demo 06A ESS Home My Information **History** Time Entries Leave Requests Welcome chris!

History

- Pay History
- Leave History**
- W-2 History

Leave History

Leave Code	Description	Balance Forward	Earned	Taken	Adjustment	Unposted	Available Balance
Vacation-Reg	Vacation-Regular	46.81	161.70	216.00	40.00	0.00	32.51
Holiday-Reg	Holiday-Reg, 10 days @ 8 hrs	32.00	80.00	56.00	0.00	0.00	56.00
Comp Time	Comp Time	0.00	0.00	0.00	0.00	0.00	0.00
Sick-Reg	Sick-Regular	1,078.28	59.20	0.00	0.00	0.00	1,137.48



Demo 06A ESS Home My Information History Time Entries **Leave Requests** Welcome chris!

Leave Requests

- Leave Request Entry**
- Manage Leave Requests
- Leave Request History

Leave Request Entry

Department: Admin - Administration Employee: Anthemum, Chris I

1. Select Activity

Activity	Position	Balance Forward	Earned	Taken	Adjustments	Unposted	Available Balance
<input type="radio"/> Sick	City Planner	1078.28	59.20	0.00	0.00	0.00	1137.48
<input checked="" type="radio"/> Vacation	City Planner	46.81	161.70	216.00	40.00	0.00	32.51

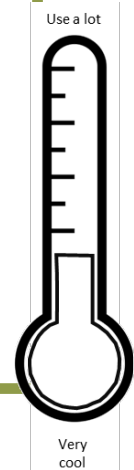
2. Select Days

December 2018							January 2019							February 2019									
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa			
						1			1	2	3	4	5							1	2		
2	3	4	5	6	7	8	6	7	8	9	10	11	12	3	4	5	6	7	8	9			
9	10	11	12	13	14	15	13	14	15	16	17	18	19	10	11	12	13	14	15	16			
16	17	18	19	20	21	22	20	21	22	23	24	25	26	17	18	19	20	21	22	23			
23	24	25	26	27	28	29	27	28	29	30	31	24	25	26	27	28							
30	31																						

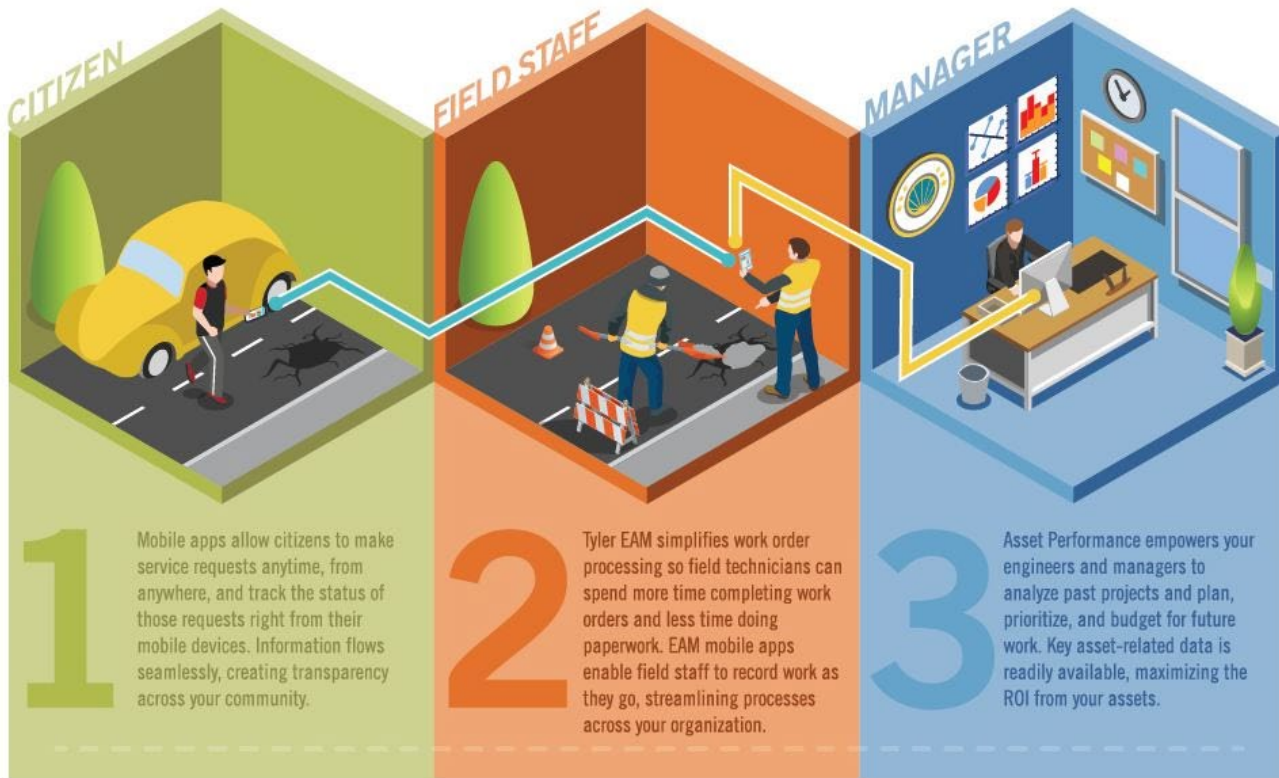
3. Enter Hours per Day

Day	Project	Hours	Description
01/09/2019	Choose...	8	

Submit



EAM



Enterprise Asset Management. Effective management minimizes the total cost of owning, operating, and servicing Neptune Beach’s assets. Infrastructure management is not limited to the asset itself, but rather the complete view of the asset and how it functions as part of the greater system. Designed for the public sector, Tyler EAM™ offers a complete view of your assets.

Tyler EAM's applications connect to financial, permitting, and client-based data throughout your organization to streamline Neptune Beach’s processes and quantify the value of your assets.

- Asset maintenance (explained in the following) is used to achieve tactical, short-term goals
- Asset performance (also explained in the following) is used to achieve strategic, long-term goals

Asset Maintenance. Track and maintain Neptune Beach’s assets effectively, increasing the reliability of physical assets, enhancing predictive maintenance, and providing configurability to address the town’s most important asset management challenges. Designed for the field and office, Asset Maintenance maximizes your field-focused workforce with online programs as well as iOS® and Android™ apps, allowing workers in the field to easily see their work and manage work orders from anywhere:

- Manage preventive maintenance to extend the life of fleets, infrastructure, facilities, and more
- Maximize Neptune Beach’s inventory efficiency with real-time insight via Tyler Hub™
- Follow up-to-date progress of work orders from creation to completion

Asset Performance. Enhance your reporting and analytics with Asset Performance. Designed to help Neptune Beach’s management plan for future expenses related to assets and make decisions on how to best use



EnerGov

From planning, permitting, and licensing to asset management and citizen requests, Tyler's industry-leading EnerGov™ platform uses GIS to automate and connect Neptune Beach's critical processes, streamline workflow, improve communication, and increase productivity from desk to field.

EnerGov is a powerful, flexible software solution for enterprise workflow and process regulation.

EnerGov is specifically designed to automate and centrally connect critical processes for Neptune Beach, including permitting, planning, regulatory management, inspections, code enforcement, and more.

Community Development

EnerGov™ Community Development software automates Neptune Beach's operations in land use planning, permitting, enforcement case management, and inspections. With our multi-dimensional permitting software, planning, review, and enforcement can now be done at the click of a mouse or touch of a screen in the field. This mobility functionality streamlines the process and benefits for Neptune Beach's stakeholders, citizens, agency, and enhances Neptune Beach's bottom line. With EnerGov you will

- Increase revenue with effective permit management
- Manage permits and plans associated with each project
- Manage plan review in a paperless environment for better productivity

Increase Revenue

EnerGov's Community Development suite is a smart investment that can minimize human error and limit Neptune Beach's liability as it relates to permitting and regulatory land use. Flexible enough to take charge of escalation procedures and required operational steps, it is also robust enough to perform accurate jurisdictional GIS and decision-making analysis across Neptune Beach.

Manage Permits

Use our Project module to track and limit the number of plans approved and/or permits issued. This module acts as an umbrella for the whole project and can push conditions onto all child plans/permits.

Manage Plans in a Paperless Environment

All types of plans can now be submitted, reviewed, and marked up electronically with our electronic plan review functionality. This plan review cycle continues until all Neptune Beach's reviewers approve the review. And the Plan Management module tracks all actionable items from hearings. The days of paper plan reviews are gone with EnerGov.

Business Management

Regulate business and professional licensing, streamline revenue collections, and enforce rental property ordinances. Help Neptune Beach grow by expediting the business license review, approval, issuance, and renewal processes. Keep Neptune Beach safe by licensing workforce professionals and improve hospitality tax collections and enforcement of rental property management ordinances. Here of a few things you can do:

- Professional licensing to keep your contractors in compliance
- Tax remittance portal for easy revenue collection
- Power to support community vitality by enforcing rental property ordinances
- Simplified business licensing for community growth

Professional Licensing

Neptune Beach needs businesses and professionals in your jurisdiction to be current in their licensing to keep the general public safe and communities growing. EnerGov™ lets your organization define the classes, content,



instructors, and dates offered for testing. It also records attendance and grades for proof of successful completion and certification, and tracks waiting periods between failed exams.

Tax Remittance Portal

If Neptune Beach collects hospitality taxes, EnerGov can help you trace all payments and process renewals. Once billing periods and revenue collection parameters have been defined, businesses can easily enter their revenue collection information, have their fees calculated, and submit their taxes in a few easy strokes. It's fast, efficient, and available 24/7 through an online portal. More acute tracking of each cycle also results in a more robust revenue stream.

Enforcement

Within Neptune Beach's economic development efforts, it's important that communities in your jurisdiction stay clean and safe. Rental units are no exception. EnerGov's Rental Property module supports the enforcement of ordinances regarding exterior maintenance such as weed control, garbage, or junk. The workflow system also accommodates one-time or recurring inspections for utility connection within rental units to keep long-term tenants in compliance. It does so through its unique capability to identify the property and its owner or manager, their registration or licensing, and site inspection cases or cycles.

Simplified Business Licensing

We simplify the process of filing for new business licenses and renewals, as well as individual licenses. You can also reconcile prior years' records when processing estimated versus actual gross receipts-based licensing fees, and we also provide online license renewal processing and payment remittance.

GIS

With Esri® GIS technology embedded into EnerGov, you get a view that allows you to visually interpret data and leads to clearer decision making. With the added ability to link and share this data, each agency can benefit from the information most pertinent to them. For example,

- Real-time data visualization and spatial analysis
- Workflow management
- Routing

Bi-directional communication from the field

Department/Agency Integration

EnerGov is designed for collaboration and communication. Through the use of its central database, it fosters teamwork within Neptune Beach, improved efficiencies, and information sharing among your internal departments, agency partners, and citizens. EnerGov breaks down data silos to improve teamwork and communication between agency departments.

Citizen Engagement

EnerGov empowers Neptune Beach to increase interaction with citizens and develop a more engaged community. Use social media to improve transparency and open lines of communication, personalize reporting using publicly available information, and leverage open data sources for tailored reporting or creating specialized apps that benefit your citizens.

Operations Improvement

EnerGov's iG Workforce apps give you the mobility you need without sacrificing efficiency, data safety, or communication between the field and home office. Data is secure no matter where you roam to take notes, inspect sites, enforce codes, or perform other daily tasks.

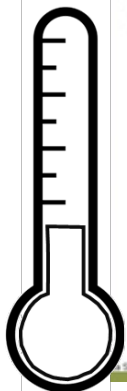
Utility Billing Account Receivables

Utility Account Maintenance

The screenshot displays the Tyler Technologies interface for a contact named JOSH HAMILTON. The interface includes a search menu on the left and a main content area with various fields for contact details. Below the contact information is a summary table of utility accounts.

Account Type	Count	Balance	Action
Total	6 of 18 Records	\$706,312.82	PAY NOW
Accounts Receivable (AR)	0 of 5 Accounts	\$0.00	
Sales Tax (ST)	5 of 9 Businesses	\$705,610.28 <small>Note: Actual balance may vary</small>	
Utilities (U)	1 of 4 Accounts	\$702.54	

Use a lot



Very cool



Service Orders (Including Mobile)

Search Service Orders

SO0000379
1521 MEACHUM WY ERIE CO
OCCUPANT CHANGE - Ope
02/09/2018 06:30 AM 1 ↑
Mobile SO* Shawn Violette*

27-0003-00
SO0000375
2074 MEADOW SWEET LN ERIE CO
RE-READ - Re-Read Customer Op
02/10/2018 06:30 AM 1 ↑
Mobile SO* Shawn Violette*

27-0004-00

Last updated: 01/04/2019 8:28:26 AM

Pending (2) Completed (3) All (5)

Accounts (347) NOTIFY ACCOUNTS

Account Number	Status	Service Address
<input checked="" type="checkbox"/> 002-100000-000	Active	224 PARK Dr Lubbock TX 79414
<input checked="" type="checkbox"/> 808-000002-000	Active	2077 ALTMAN RD LUBBOCK TX 79413
<input checked="" type="checkbox"/> 809-000003-000	Active	715 NW 7TH ST LUBBOCK TX 79416
<input type="checkbox"/> 810-000002-000	Active	224 PARK Dr LUBBOCK TX 79416
<input type="checkbox"/> 809-000001-000	Active	605 NW 7TH ST LUBBOCK TX 79416
<input type="checkbox"/> 808-000001-001	Active	2075 ALTMAN RD LUBBOCK TX 79413
<input type="checkbox"/> 025-000000-000	Active	5801 S 7TH Ct # 236 LUBBOCK TX 79414
<input type="checkbox"/> 802-000003-000	Active	308 BELL ST LUBBOCK TX 79409
<input type="checkbox"/> ABC-000040-001	Active	9004 WAGGING TAIL ST LUBBOCK TX 79416
<input type="checkbox"/> ASH-004001-000	Active	4001 WAGGING WHEEL Cr LUBBOCK TX 79416

Map Satellite

Search for Accounts Clear shape

Cash Receipting

Luverne, MN Home Utility Billing

Luverne, MN / Utility Billing / Accounts / Consumption

Consumption

DOROTHY CARSON
022-955000-03
502 W BISHOP
This account is active.

Balance: \$314.03
[Make a Payment](#)

[Account Detail](#) [Transaction History](#) [Address Info](#) [Account Info](#) **Consumption History** [Avg Monthly Payment](#)

View Consumption For: ELECTRIC

Consumption: High June 2017, Low September 2018, Average 1329.96 kWh

Show:
 Nov 2017 to Oct 2018
 Nov 2016 to Oct 2017

Monthly

Month	Nov 2017 to Oct 2018 (kWh)	Nov 2016 to Oct 2017 (kWh)
Nov	1250	1150
Dec	1700	1600
Jan	1100	1400
Feb	950	950
Mar	1000	1300
Apr	1150	1350
May	1450	1700
Jun	2050	2150
Jul	2100	1900
Aug	1900	1500
Sep	1200	1200
Oct	1200	1200

Available Accounts:
105 E BARCK
502 W BISHOP (Use a lot)
412 E CRAWFORD
308 S BLUE MOUND
615 SW PARK
110 S COTTAGE GROVE
109 E LUVERNE #211
109 E LUVERNE #217
1234 115TH ST
905 S KNISS

Online Services:
[Utility Billing Home](#)
[Manage Accounts](#)

Need Help?:
[Submit Service Request](#)
[Contact Us](#)
[555-UTI-5555](#)

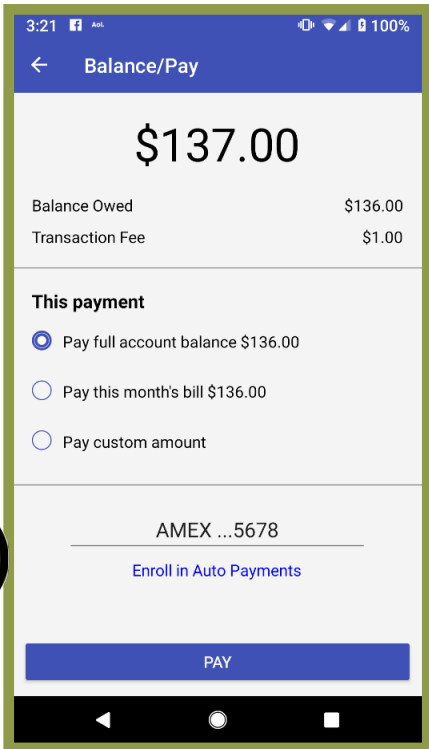
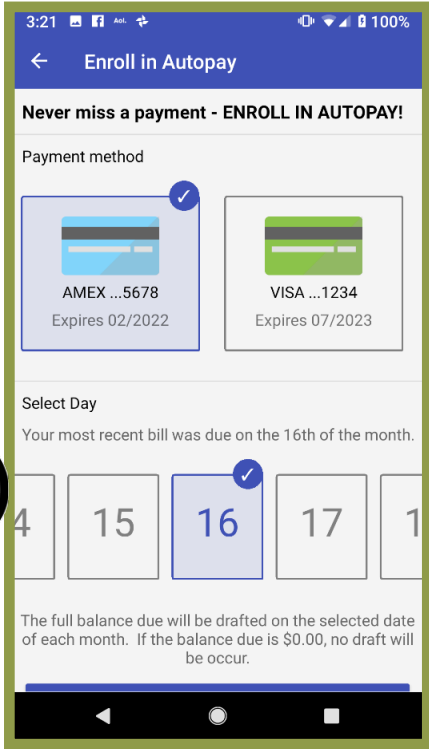
Announcement:
Office Hours are Monday through Friday from 8am to 5pm.

Manage Alerts

Very cool



Online Payments



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Summary and Q&A and Thank You!



CITY OF
Neptune Beach
FLORIDA

&



tyler
technologies

*Let's
Begin!*



Quoted By: Mike Lesher
 Quote Expiration: 12/13/2020
 Quote Name: Neptune Beach, FL Incode
 Quote Number: 2020-111601
 Quote Description: Neptune Beach, FL ERP

Sales Quotation For

Stefen Wynn
 City of Neptune Beach
 116 1st St
 Neptune Beach , FL 32266-6140
 Phone: +1 (904) 270-2400

Description	One Time Fees			# Years	Annual Fee
	Impl. Hours	Impl. Cost	Data Conversion		
Tyler Software and Related Services - SaaS					
Financial Management Suite					
Core Financials	116	\$12,180	\$2,670		\$4,692
Purchasing	20	\$2,100	\$0		\$1,404
Fixed Assets	12	\$1,260	\$0		\$491
Inventory Control	32	\$3,360	\$0		\$887
Project Accounting	12	\$1,260	\$0		\$1,054
Personnel Management Suite					
Personnel Management (Includes Position Budgeting)	100	\$10,500	\$2,670		\$3,812
Applicant Tracking Interface (AppliTrack)	4	\$420	\$0		\$323
Employee Self Service (Employee Portal)	32	\$3,360	\$0		\$0
Benefits Enrollment	12	\$1,260	\$0		\$2,303
ExecuTime					
ExecuTime Time & Attendance Mobile Access License	0	\$0	\$0		\$634
ExecuTime Advanced Scheduling Mobile	0	\$0	\$0		\$496
ExecuTime Time & Attendance - Up to 100ee	50	\$5,250	\$0		\$1,748
Advanced Scheduling - Up to 25ee	48	\$5,040	\$0		\$2,122
Customer Relationship Management Suite					
Misc. Accounts Receivable	12	\$1,260	\$0		\$887
EasyPay Online Payment Component	0	\$0	\$0		\$0
Utility CIS System	152	\$15,960	\$6,260		\$3,812
Mobile Service Orders	8	\$840	\$0		\$293
Third Party Printing Interface	4	\$420	\$0		\$1,173
Cashiering	40	\$4,200	\$0		\$1,173
Work Orders	60	\$6,300	\$0		\$1,411
EnerGov					
Community Development -Per User (5)	0	\$0	\$14,500		\$2,200

Business Management -Per User (3)	0	\$0	\$7,500	\$1,320
Citizen Self Service - Business Management	0	\$0	\$0	\$1,467
Citizen Self Service - Community Development	0	\$0	\$0	\$1,467
GIS	0	\$0	\$0	\$147
iG Workforce Apps	0	\$0	\$0	\$147
e-Reviews	0	\$0	\$0	\$2,933
Tyler EAM				
Asset Maintenance (5)	132	\$13,860	\$3,000	\$2,200
Analytics and Reporting for EAM	0	\$0	\$0	\$0
Tyler ReadyForms for EAM	0	\$0	\$0	\$0
Tyler Content Manager				
Tyler Content Manager Standard Edition (TCM SE)	32	\$3,360	\$0	\$1,597
Tyler Parks and Recreation				
Tyler Parks and Recreation	0	\$0	\$0	\$1,678
MyCivic				
MyCivic Citizen Engagement	0	\$0	\$0	\$1,454
MyCivic 311	0	\$0	\$0	\$1,454
Tyler Hosted Applications				
IVR Solution for Utility Billing	0	\$0	\$0	\$0
Utility Billing Online Component	0	\$0	\$0	\$1,152
Notifications for Utility Billing	0	\$0	\$0	\$0
Tyler U	0	\$0	\$0	\$1,764
		<i>Sub-Total:</i>	\$92,190	\$25,600
		TOTAL:	878	\$92,190
				\$25,600
				5
				\$49,695

Other Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Project Management - EnerGov	20	\$130	\$2,600	\$0
eReviews	16	\$130	\$2,080	\$0
Full Suite Implementation (Incl. CD, BM, GIS, CSS, TIM, iG)	180	\$130	\$23,400	\$0
Tyler ReadyForms for EAM - Configuration	1	\$1,500	\$1,500	\$0
New Server Installation	1	\$5,200	\$5,200	\$0
Project Management for EAM	32	\$175	\$5,600	\$0
VPN and Installation	1	\$4,000	\$4,000	\$0
Tyler Parks and Recreation Implementation	80	\$159	\$12,720	\$0
MyCivic Citizen Engagement - Implementation Fee	1	\$1,500	\$1,500	\$0
MyCivic 311 - Implementation Fee	1	\$1,500	\$1,500	\$0
Project Management	1	\$5,000	\$5,000	\$0
		TOTAL:	\$65,100	\$0

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Maintenance	Maintenance Discount	Total Maintenance
Touchscreen 10: Biometric and Mag Stripe Reader	1	\$3,010	\$0	\$3,010	\$0	\$0	\$0
Canon CR-190i II Check Scanner	1	\$3,365	\$0	\$3,365	\$0	\$0	\$0
Checkmate Jogger Single Unit	1	\$495	\$0	\$495	\$0	\$0	\$0

TOTAL: \$6,870 \$0

Summary	One Time Fees	Recurring Fees
Total Tyler SaaS	\$0	\$49,695
Total Tyler Services	\$182,890	\$0
Total Third Party Hardware, Software and Services	\$6,870	\$0
Summary Total	\$189,760	\$49,695

Detailed Breakdown of Conversions (Included in contract total)

Description	Hours	Unit Price	Programming Fee	Extended Price
Financial Management Suite				
General Ledger Master			\$1,000	\$1,000
Accounts Payable Master	4	\$105	\$1,250	\$1,670
Personnel Management Suite				
Personnel Management -Payroll Master	4	\$105	\$2,250	\$2,670
Customer Relationship Management Suite				
Utility Billing Master	12	\$105	\$5,000	\$6,260
EnerGov				
Conversion -Community Development			\$14,500	\$14,500
Conversion -Business Management			\$7,500	\$7,500
Tyler EAM				
Closed Work Order History - No Cost Data - Conversion			\$3,000	\$3,000
		<i>Less Discount:</i>		<i>\$11,000</i>
		Total:		\$25,600

Comments

- The annual maintenance period for clocks begin when the clocks are shipped. Clock prices include Tyler instruction regarding clock configuration and connection to the ExecuTime software. Client is responsible for physical clock installation and connection to applicable network.
- Travel Expenses will be billed as incurred according to Tyler's standard business travel policy.
- Core Financials includes general ledger, budget prep, bank recon, AP, Express, CellSense, a standard forms pkg, output director, positive pay, secure signatures (qty 2).
- Incode IVR Solution for Utility Billing-The payment packet is created in centralized cash collections. The IVR system gives the customer an account balance, the customer makes the payment by phone, and the account manager is updated with the payment record. NOTE: There is a \$1.25 per transaction fee associated with the IVR that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.
- General Ledger conversions include Chart of Accounts - additional fee for historical views.
- Accounts Payable conversions include Vendor Master Only - additional fee for historical views.
- Personnel Management/Payroll conversions include employee master information. This includes master record, addresses, contact and dependent information, state and federal tax setup, direct deposit information, as well as state specific retirement. Additional fee for historical views.
- Incode Utility Billing Online Component displays the current status (late, cut off etc), the action needed to avoid penalty, current balance, deposits on file (optional), last payment date, last payment amount, payment arrangements on file, last bill amount, last bill date, bill due date, contracts on file and status, transaction history (online payments). Payment packet is created to be imported to utility system. Address information includes legal description, precinct, school district, and services at address(subject to data availability). Includes consumption history by service (including graphs), request for service (optional), information change request (optional), security -SSL (secure socket layer). Note that the customer pays \$1.25 fee per transaction for payment on-line.
- Notification for Utility Billing (\$0.10 per call) includes Customer notification by phone (call late notices and general notifications). Call lists are automatically generated and the account is updated after the call. It includes a custom message for each call type and the call message can be in English or Spanish. It generates reports based on call results. Note: The Utility will be billed at the rate specified above for all the calls made. The Utility will be billed quarterly by Tyler Technologies for calls conducted.
- EasyPay Online Payment Component allows clients to setup payment forms for misc. payments with a fixed, calculated or open payment amount. The payments are sent from the website to the cash collection/Cashiering application and then posted to the GL application. NOTE: There is a \$1.25 per transaction fee associated with the EasyPay that will be paid by client unless Tyler is instructed by the client to pass along to the user at time of payment.
- e-Planning requires BlueBeam Studio Prime pricing is as follows: - Bluebeam Studio Prime Level 1 (up to 100 users), Subscription - \$2,340 - Bluebeam Studio Prime Level 2 (up to 200 users), Subscription - \$4,140 - Bluebeam Studio Prime Level 3 (up to 500 users), Subscription - \$9,540 - Bluebeam Studio Prime Level 4 (up to 1000 users), Subscription - \$17,940
- Utility CIS System includes collections, tax lien process and import, utility payment import, a standard forms pkg., output director and one Utility handheld meter-reader interface.

Comments

- Cashiering supports credit/debit cards via ETS, includes PCI Compliant, a cash collection interface, a cashiering receipt import)
- Utility Billing conversions include contacts/properties/accounts, service meter info - meter inventory, transaction/consumption/read history, metered services, non-metered service. Additional fee for historical views.



**CITY OF NEPTUNE BEACH
CITY COUNCIL MEETING
STAFF REPORT**

AGENDA ITEM:	10D- Purvis Gray Audit Contract Extension
SUBMITTED BY:	Stefen Wynn, City Manager
DATE:	July 2, 2020
BACKGROUND:	<p>Purvis Gray has been the City auditors since 2014. The initial RFP was to serve as auditors for five years. The contract was extended for two years in 2018.</p> <p>The City could extend the contract for another two years.</p>
BUDGET:	
RECOMMENDATION:	Consider extending the audit contract for two more years
ATTACHMENT:	Audit engagement letter

July 2, 2020

Mr. Stefen Wynn, MPA
Neptune Beach City Manager
116 First Street
Neptune Beach, Florida 32266

Dear Stefen:

As a follow up to our phone conversation, please find enclosed an audit engagement letter for the City of Neptune Beach (the City) 2020 and 2021 fiscal years. Purvis Gray and Company, LLP (Purvis Gray) has served as auditors of the City of Neptune Beach since we were selected pursuant to the City's Request for Proposals for Audit Services for the year ended September 30, 2014.

The initial RFP was to serve as City auditors for a term of five years, through the year ended September 30, 2018. The City opted to extend that engagement an additional two years for the September 30, 2019 and 2020 fiscal years due to retirement of the longtime Director of Finance, and a desire to maintain continuity of knowledge while a new Director of Finance was hired and became familiar with the City's accounting processes.

During the 2019 and 2020 audits, we worked with two new Directors of Finance, neither of which are currently employed with the City. To that end, if it is the City's desire to retain Purvis Gray to conduct the 2020 and 2021 audits during this transition period, we have enclosed an audit engagement letter. If it is the City's desire to proceed with a new RFP for audit services, we will certainly respond as we have enjoyed working with the City these past seven years.

If the terms of this agreement are satisfactory to the City, please have an authorized individual sign and return the enclosed audit engagement letter to us at your earliest convenience. Please let me know if you have any additional questions or concerns.

Respectfully submitted,

PURVIS, GRAY AND COMPANY, LLP



Ron Whitesides, CPA
Audit Partner

RDW/asb

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July 2, 2020

To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
116 First Street
Neptune Beach, Florida 32266

We are pleased to confirm our understanding of the services we are to provide to the City of Neptune Beach, Florida (the City) for the years ended September 30, 2020 and 2021. We will audit the financial statements of the governmental activities, the business-type activities, each major fund, and the aggregate remaining fund information, including the related notes to the financial statements, which collectively comprise the basic financial statements of the City as of and for the years ended September 30, 2020 and 2021. Accounting standards generally accepted in the United States of America provide for certain required supplementary information (RSI), such as management's discussion and analysis (MD&A), to supplement the City's basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. As part of our engagement, we will apply certain limited procedures to City's RSI in accordance with auditing standards generally accepted in the United States of America. These limited procedures will consist of inquiries of management regarding the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We will not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance. The following RSI is required by U.S. generally accepted accounting principles and will be subjected to certain limited procedures, but will not be audited:

- 1) Management's Discussion and Analysis
- 2) Major Fund Budgetary Information
- 3) Required Pension and Other Post Retirement Employment Benefits

We have also been engaged to report on supplementary information other than RSI that accompanies the City's financial statements. We will subject the following supplementary information to the auditing procedures applied in our audit of the financial statements and certain additional procedures, including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America, and we will provide an opinion on it in relation to the financial statements as a whole, in a report combined with our auditor's report on the financial statements.

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To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
Neptune Beach, Florida

-2-

July 2, 2020

- 1) Combining Non-Major Fund Financial Statements
- 2) Schedule of Expenditures of the City of Jacksonville Grant Funds
- 3) Non-Major Fund Budgetary Information

Audit Objectives

The objective of our audit is the expression of opinions as to whether your financial statements are fairly presented, in all material respects, in conformity with U.S. generally accepted accounting principles and to report on the fairness of the supplementary information referred to in the second paragraph when considered in relation to the financial statements as a whole. Our audit will be conducted in accordance with auditing standards generally accepted in the United States of America and the standards for financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States, and will include tests of the accounting records of the City and other procedures we consider necessary to enable us to express such opinions. We will issue a written report upon completion of our audit of the City's financial statements. Our report will be addressed to the City Council and Management of the City. We cannot provide assurance that unmodified opinions will be expressed. Circumstances may arise in which it is necessary for us to modify our opinions or add emphasis-of-matter or other-matter paragraphs. If our opinions are other than unmodified, we will discuss the reasons with you in advance. If, for any reason, we are unable to complete the audit or are unable to form or have not formed opinions, we may decline to express opinions or issue reports, or may withdraw from this engagement.

We will also provide a report (that does not include an opinion) on internal control related to the financial statements and compliance with the provisions of laws, regulations, contracts, and grant agreements, non-compliance with which could have a material effect on the financial statements as required by *Government Auditing Standards*. The report on internal control and on compliance and other matters will include a paragraph that states: (1) that the purpose of the report is solely to describe the scope of testing of internal control and compliance, and the results of that testing, and not to provide an opinion on the effectiveness of the entity's internal control on compliance, and (2) that the report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the entity's internal control and compliance. The paragraph will also state that the report is not suitable for any other purpose. If during our audit we become aware that the City is subject to an audit requirement that is not encompassed in the terms of this engagement, we will communicate to management and those charged with governance that an audit in accordance with U.S. generally accepted auditing standards and the standards for financial audits contained in *Government Auditing Standards* may not satisfy the relevant legal, regulatory, or contractual requirements.

Audit Procedures—General

An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements; therefore, our audit will involve judgment about the number of transactions to be examined and the areas to be tested. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements. We will plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement, whether from (1) errors, (2) fraudulent financial reporting, (3) misappropriation of assets, or (4) violations of laws or governmental regulations that are attributable to the government or to acts by management or employees acting on behalf of the government. Because the determination of abuse is subjective, *Government Auditing Standards* do not expect auditors to provide reasonable assurance of detecting abuse.

To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
Neptune Beach, Florida

-3-

July 2, 2020

Because of the inherent limitations of an audit, combined with the inherent limitations of internal control, and because we will not perform a detailed examination of all transactions, there is a risk that material misstatements may exist and not be detected by us, even though the audit is properly planned and performed in accordance with U.S. generally accepted auditing standards and *Government Auditing Standards*. In addition, an audit is not designed to detect immaterial misstatements or violations of laws or governmental regulations that do not have a direct and material effect on the financial statements. However, we will inform the appropriate level of management of any material errors, fraudulent financial reporting, or misappropriation of assets that comes to our attention. We will also inform the appropriate level of management of any violations of laws or governmental regulations that come to our attention, unless clearly inconsequential, and of any material abuse that comes to our attention. Our responsibility as auditors is limited to the period covered by our audit and does not extend to later periods for which we are not engaged as auditors.

Our procedures will include tests of documentary evidence supporting the transactions recorded in the accounts, and may include tests of the physical existence of inventories, and direct confirmation of receivables and certain other assets and liabilities by correspondence with selected individuals, funding sources, creditors, and financial institutions. We will request written representations from your attorneys as part of the engagement, and they may bill you for responding to this inquiry. At the conclusion of our audit, we will require certain written representations from you about your responsibilities for the financial statements; compliance with laws, regulations, contracts, and grant agreements; and other responsibilities required by generally accepted auditing standards.

Audit Procedures—Internal Control

Our audit will include obtaining an understanding of the government and its environment, including internal control, sufficient to assess the risks of material misstatement of the financial statements and to design the nature, timing, and extent of further audit procedures. Tests of controls may be performed to test the effectiveness of certain controls that we consider relevant to preventing and detecting errors and fraud that are material to the financial statements and to preventing and detecting misstatements resulting from illegal acts and other non-compliance matters that have a direct and material effect on the financial statements. Our tests, if performed, will be less in scope than would be necessary to render an opinion on internal control and, accordingly, no opinion will be expressed in our report on internal control issued pursuant to *Government Auditing Standards*.

An audit is not designed to provide assurance on internal control or to identify significant deficiencies or material weaknesses. Accordingly, we will express no such opinion. However, during the audit, we will communicate to management and those charged with governance internal control related matters that are required to be communicated under AICPA professional standards and *Government Auditing Standards*.

Audit Procedures—Compliance

As part of obtaining reasonable assurance about whether the financial statements are free of material misstatement, we will perform tests of the City's compliance with the provisions of applicable laws, regulations, contracts, agreements, and grants. However, the objective of our audit will not be to provide an opinion on overall compliance and we will not express such an opinion in our report on compliance issued pursuant to *Government Auditing Standards*.

To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
Neptune Beach, Florida

-4-

July 2, 2020

Other Services

We will also assist in preparing the financial statements and related notes of the City in conformity with U.S. generally accepted accounting principles based on information provided by you. We also assist the City with preparation of GASB 68 and 75 related journal entries. These non-audit services do not constitute an audit under *Government Auditing Standards* and such services will not be conducted in accordance with *Government Auditing Standards*. We will perform the services in accordance with applicable professional standards. The other services are limited to the financial statement services previously defined. We, in our sole professional judgment, reserve the right to refuse to perform any procedure or take any action that could be construed as assuming management responsibilities.

Management Responsibilities

Management is responsible for designing, implementing, establishing, and maintaining effective internal controls relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error, and for evaluating and monitoring ongoing activities to help ensure that appropriate goals and objectives are met; following laws and regulations; and ensuring that management and financial information is reliable and properly reported. Management is also responsible for implementing systems designed to achieve compliance with applicable laws, regulations, contracts, and grant agreements. You are also responsible for the selection and application of accounting principles, for the preparation and fair presentation of the financial statements and all accompanying information in conformity with U.S. generally accepted accounting principles, and for compliance with applicable laws and regulations and the provisions of contracts and grant agreements.

Management is also responsible for making all financial records and related information available to us and for the accuracy and completeness of that information. You are also responsible for providing us with: (1) access to all information of which you are aware that is relevant to the preparation and fair presentation of the financial statements, (2) additional information that we may request for the purpose of the audit, and (3) unrestricted access to persons within the government from whom we determine it necessary to obtain audit evidence.

Your responsibilities include adjusting the financial statements to correct material misstatements and for confirming to us in the written representation letter that the effects of any uncorrected misstatements aggregated by us during the current engagement and pertaining to the latest period presented are immaterial, both individually and in the aggregate, to the financial statements taken as a whole.

You are responsible for the design and implementation of programs and controls to prevent and detect fraud, and for informing us about all known or suspected fraud affecting the government involving: (1) management, (2) employees who have significant roles in internal control, and (3) others where the fraud could have a material effect on the financial statements. Your responsibilities include informing us of your knowledge of any allegations of fraud or suspected fraud affecting the government received in communications from employees, former employees, grantors, regulators, or others. In addition, you are responsible for identifying and ensuring that the government complies with applicable laws, regulations, contracts, agreements, and grants and for taking timely and appropriate steps to remedy fraud and non-compliance with provisions of laws, regulations, contracts or grant agreements, or abuse that we report.

To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
Neptune Beach, Florida

-5-

July 2, 2020

You are responsible for the preparation of the supplementary information, which we have been engaged to report on, in conformity with U.S. generally accepted accounting principles. You agree to include our report on the supplementary information in any document that contains and indicates that we have reported on the supplementary information. You also agree to include the audited financial statements with any presentation of the supplementary information that includes our report thereon. Your responsibilities include acknowledging to us in the written representation letter that: (1) you are responsible for presentation of the supplementary information in accordance with GAAP; (2) you believe the supplementary information, including its form and content, is fairly presented in accordance with GAAP; (3) the methods of measurement or presentation have not changed from those used in the prior period (or, if they have changed, the reasons for such changes); and (4) you have disclosed to us any significant assumptions or interpretations underlying the measurement or presentation of the supplementary information.

Management is responsible for establishing and maintaining a process for tracking the status of audit findings and recommendations. Management is also responsible for identifying and providing report copies of previous financial audits, attestation engagements, performance audits or other studies related to the objectives discussed in the Audit Objectives section of this letter. This responsibility includes relaying to us corrective actions taken to address significant findings and recommendations resulting from those audits, attestation engagements, performance audits, or other studies. You are also responsible for providing management's views on our current findings, conclusions, and recommendations, as well as your planned corrective actions, for the report, and for the timing and format for providing that information.

You agree to assume all management responsibilities relating to the financial statements and related notes and any other non-audit services we provide. You will be required to acknowledge in the management representation letter our assistance with preparation of the financial statements and related notes and that you have reviewed and approved the financial statements and related notes prior to their issuance and have accepted responsibility for them. Further, you agree to oversee the non-audit services by designating an individual, preferably from senior management, with suitable skill, knowledge, or experience; evaluate the adequacy and results of those services; and accept responsibility for them.

Engagement Administration, Fees, and Other

We understand that your employees will prepare all cash, accounts receivable, or other confirmations we request and will locate any documents selected by us for testing.

We will provide copies of our reports to the City Council; however, management is responsible for distribution of the reports and the financial statements. Unless restricted by law or regulation, or containing privileged and confidential information, copies of our reports are to be made available for public inspection.

To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
Neptune Beach, Florida

-6-

July 2, 2020

The audit documentation for this engagement is the property of Purvis, Gray and Company, LLP (Purvis Gray) and constitutes confidential information. However, subject to applicable laws and regulations, audit documentation and appropriate individuals will be made available upon request and in a timely manner to Florida Auditor General or its designee, a federal or state agency providing direct or indirect funding, or the U.S. Government Accountability Office for purposes of a quality review of the audit, to resolve audit findings, or to carry out oversight responsibilities. We will notify you of any such request. If requested, access to such audit documentation will be provided under the supervision of Purvis, Gray and Company, LLP personnel. Furthermore, upon request, we may provide copies of selected audit documentation to the aforementioned parties. These parties may intend, or decide, to distribute the copies or information contained therein to others, including other governmental agencies.

The audit documentation for this engagement will be retained for a minimum of five years after the report release date or for any additional period requested by a regulator. If we are aware that a federal awarding agency or auditee is contesting an audit finding, we will contact the party(ies) contesting the audit finding for guidance prior to destroying the audit documentation.

We expect to begin our 2020 audit on approximately September 2020 and to issue our reports no later than May 31, 2021. I am the engagement partner and I am responsible for supervising the engagement and signing the reports or authorizing another individual to sign them.

Our fee for these services will be at our standard hourly rates plus out-of-pocket costs (such as report reproduction, word processing, postage, travel, copies, telephone, etc.) except that we agree that our gross fee, including expenses, will not exceed \$35,000 for the September 30, 2020 audit and \$36,000 for the September 30, 2021. If a federal or state single audit is required, the fee will increase \$5,000 for each single audit required. Our standard hourly rates vary according to the degree of responsibility involved and the experience level of the personnel assigned to your audit. Our invoices for these fees will be rendered each month as work progresses and are payable on presentation. The above fee is based on anticipated cooperation from your personnel and the assumption that unexpected circumstances will not be encountered during the audit. If significant additional time is necessary, we will discuss it with you and arrive at a new fee estimate before we incur the additional costs.

We appreciate the opportunity to be of service to the City of Neptune Beach, Florida and believe this letter accurately summarizes the significant terms of our engagement. If you have any questions, please let us know. If you agree with the terms of our engagement as described in this letter, please sign the enclosed copy and return it to us.

Respectfully submitted,

PURVIS, GRAY AND COMPANY, LLP



Ronald D. Whitesides, CPA
Partner

RDW/asb

To Honorable Mayor, City Council,
and Management
City of Neptune Beach, Florida
Neptune Beach, Florida

-7-

July 2, 2020

RESPONSE

This letter correctly sets forth the understanding of the City of Neptune Beach, Florida.

Management signature: _____

Title: _____

Date: _____

Governance signature: _____

Title: _____

Date: _____



**CITY OF NEPTUNE BEACH
CITY COUNCIL MEETING
STAFF REPORT**

AGENDA ITEM:	10E-CDB Appointments
SUBMITTED BY:	Catherine Ponson, City Clerk
DATE:	July 2, 2020
BACKGROUND:	<p>There are currently vacancies on the Community Development Board.</p> <p>Eight applications have been received.</p> <p>Section 27-38 (a) states:</p> <p>(a) Appointment. The board shall have seven (7) members appointed by the mayor subject to confirmation by resolution of the city council.</p>
BUDGET:	
RECOMMENDATION:	Confirm by Resolution No. 2020-04, the Mayor's appointments to the CDB
ATTACHMENT:	