

Scope of Work Review by Community Group

Franklin County Emergency Management

Franklin County Emergency Management has attached the Concept of Operations of the CEMP. The page numbers on the excerpt of the CEMP coincides with the original document of the CEMP.

1. Review and Analyze the Franklin County Emergency Operation's EOC activities (as lead for Franklin County) in helping residents and visitors prepare for, respond and recover from Hurricane Michael. Start date at Activation.

a. Determine whether the EOC used the CEMP to guide activities pre, during and post event.

Franklin County Emergency Management (FCEM) followed the CEMP guide during the activities of Hurricane Michael. FCEM contacted the Chairman of the Board of County Commissioners and informed him on the impending Hurricane to impact Franklin County. All activities of the EOC personnel and Staff is in the After-Action Report for Hurricane Michael. The event timeline describes all activities of personnel pre, during and post event.

b. Evaluate the extent in which the EOC followed the CEMP protocols and applied CEMP procedures

The EOC staff followed the evacuation protocols described in the CEMP. All residents were notified of the Mandatory Evacuation, via the notification list which includes several radio stations, newspapers, and televisions stations. FCEM also utilized the website and social media. Evacuations were conducted as a described in section F Protective Actions of the CE.MP page 65. All EOC staff worked 24 hours beginning on October 8, 2018.

c. Identify EOC actions, whether in implementing established CEMP protocols and procedures or an improvised protocols, procedures and actions that were particularly effective and should be replicated.

The After-Action Report and Improvement Plan for Hurricane Michael evaluates all strengths and areas for improvement during event.

d. Assess the extent to which an Incident Command Structure was effectively utilized to implement the CEMP or other emergency plans and make specific recommendations for its use, with a focus on the roles and responsibilities of the Incident Commander and Public Information Officer and propose modification based on industry best practices.

Countywide incidents will be coordinated and directed by the Emergency Management Division from the Franklin County EOC. If several incidents have occurred, each will have its own Incident or Unified Commander. An Area Command may be formed to manage multiple Incident Command structures in the field.

e. Identify existing partnerships and County(s) mutual aid agreements and the extent to which those agreements.

Franklin County Emergency Management activated the EOC and utilized Mutual Aid Agreements during Hurricane Michael. Mutual Aid agreements include State of Florida, Franklin County School Board, Franklin Transportation . Including the Mutual Aid Agreements Franklin County ESFs consists of all areas of the community. All Mutual Aid agreements that Franklin County Emergency Management utilize are approved by the Franklin County Board of County Commissions.

- f. Provide guidance on the typical/appropriate/ roles of the City and County government officials, including the County Sheriff during EOG activation; and effective communication strategies between City and County officials.**

Roles during an activation are explained in the CEMP. During a county incident the Emergency Management Director is the Incident Commander. Attached is the ICS command structure for the County and the EOG operations. County and City government officials contributed to all briefings during Hurricane Michael. The County Sheriff's role is Communications ESF 2, which refers to radio communications. All government officials were encouraged to attend the daily state briefings at the EOG. City Officials participated in all situational briefings. FCEM was in contact with City Officials throughout the event.

- g. The County EOG building is inadequate in both size and durability during a storm event. Recommend best location within the County to relocate in order to ensure continuation of operations .**

There are plans to build a new EOG. The EM staff operated out of the EOG through out the storm.

- h. Recommend pertinent training and education for EOG staff and City and County Leadership and Elected Officials.**

Franklin County Emergency Management participated in all pertinent training. All EM Staff have completed the Advanced Professional Series for Emergency Management and attended the Emergency Management Academy. Franklin County Emergency Management attends training several times a year to ensure that all personnel are knowledgeable in coordinating an event. In addition to attending training, FCEM participates yearly in the State of Florida's hurricane exercise. All this preparation and training is to better assist all Franklin County residents in being prepared when disasters impact our area. FCEM is currently updating the NIMS compliancy of the County. All agencies are required to complete ICS training.

2. Review, analyze and evaluate EOC's public communications activities pre, during and post event:

- a. Review and evaluate pre-storm, EOG communication activities relative to broadly educating the public on public safety, including evacuation, transportation, sheltering and sheltering in place and prioritize recommendations for improvement.**

Franklin County Emergency Management mission is life safety, public outreach is a vital component in life safety. Emergency Management has ensured that the citizens Franklin County are storm ready by stressing the importance of being prepared. Examples of readiness public information outreach include but are not limited to GET A PLAN FRANKLIN. Disaster supply kit list, and Pet Plans. EOC communicated with the public pre-storm by utilizing the mass communication system Alert Franklin, Website, the Newspaper, TV/Radio Stations and Social Media.

Franklin County does not have a shelter for a Tropical Storm event because Franklin County is a coastal county, evacuation routes can be compromised, structures can be severely damaged and life safety would be a concern.

During the storm EOC Staff sent out approximately 200 notifications throughout the county Alert System. However, cell towers and land line communications failed. Notifications were

being sent out to the public repeatedly to all areas of the community even though messages were not being received. Franklin County EOC has redundancy in all forms of

communication however when the county is in a blackout the public was not receiving the messages being sent.

Post Storm communication was sent out via Alert Franklin, Website, and Social Media. Public information was constantly streaming from the EOC. Several Franklin County citizens have brought attention to the EOC *staff* they did not receive any type of notification after Hurricane Michael. Alert Franklin has over 6,000 people signed up for alerts. This can occur one of three ways.

1. **White- yellow Page landline numbers**
2. **Web Registration- Citizens registers themselves**
3. **Manual Registration -EOC registers citizen via their request**

If the citizen has not registered for alerts or does not have a landline alerts can not send it to the citizen. However, EOC send notifications to the radio stations, newspaper and uses social media to disperse information to the public about pre-storm preparations, evacuations, and when it safe for the public to return to the impacted area.

Sheltering in place is not recommended with a Category 4 hurricane impacting the area. Franklin County is a Category 2 mandatory evacuation county, which means in a Category 2 Hurricane all residents are ordered to evacuate the area. EOC *staff* cannot make a citizen evacuate but they are informed if they refuse to evacuate, relief supplies may take several days to reach the impacted area. Hurricane Michael was no exception it took several days to completely clear roads north of Franklin County for resources to assist all residents.

Communications are addressed in the Hurricane Michael After Action Report/ Improvement Plan.

b. Identify and evaluate EOC planning and actions to inter-departmental communication and prioritize recommendations for improvement

FCEM personnel was in constant contact with Franklin County's BOCC Chairman, Franklin County Coordinator, City of Apalachicola City Administrator, Carrabelle Mayor, Carrabelle City Coordinator, Franklin County Sheriff's Office, Franklin County Property Appraisers Office, Franklin County Health Department, Franklin County Road Department and Franklin County's Park and Recreation Department. Interdepartmental communication was completed in person, email and phones calls on a minimum daily basis.

EOC is activated and was under 24-hour operation at the beginning of Hurricane Michael. EOC personnel welcomes all volunteers to assist and answer phones during an event.

c. Review and analyze EOC's use of all social media forums to communicate effectively to the public, including EOC's use of all other available technologies to educate and prepare the public.

EOC social media forums Facebook, Twitter, and Website. There are several points of contacts for the EOC. All EOC staff has their cell phone number posted publicly for any member of the public to reach any and all staff members at any time. The EOC

had CERT volunteers answering the hotline pre, during and post landfall.

In conclusion, Franklin County Emergency Management has an open-door policy. If any citizen would like to assist or volunteer FCEM during a disaster or event, they are welcome and always appreciated . Franklin County EM offers Community Emergency Response Team Training throughout the year. The next training will be February 17, 2019.

