

# City of Eustis

## Emergency Management & Hurricane Plan 2025

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The contents herein are intended to be used as a guideline in the event of a natural or man-made disaster. Depending on the threat and situation, deviation from these guidelines is encouraged to best ensure the safety and protection of lives and property of the Citizens of Eustis. The primary threat to the City of Eustis is that of severe weather such as hurricanes, tornadoes, and/or flooding. This manual was prepared to guide City Employees during these primary threats. However, a disaster event could possibly include other scenarios such as hazardous material incidents, large fires, and acts of terrorism.

## **TABLE OF CONTENTS**

<b>Purpose / Scope</b>	<b>I</b>
<b>Synopsis of City of Eustis</b>	<b>II</b>
<b>Definitions</b>	<b>III</b>
<b>Florida Statutes</b>	<b>IV</b>
<b>Emergency Operations Manual Approval (<b>Resolution 25-38</b>)</b>	<b>V</b>
<b>Eustis State of Emergency Declaration (<b>Resolution 25-38</b>)</b>	<b>VI</b>
<b>Disaster Preparedness</b>	<b>VII</b>
<b>Personnel Reporting Supply Checklist</b>	<b>VIII</b>
<b>Family Preparedness Guide</b>	<b>IX</b>

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Chapter 1 – Command Team	1 - 1
Chapter 2 – Police Department	2 - 1
Chapter 3 – Fire Department	3 - 1
Chapter 4 – Public Works Department	4 - 1
Chapter 5 – Water Department Department	5 - 1
Chapter 6 – Wastewater Department	6 - 1
Chapter 7 – Development, Building & Economic, Events Departments	7 - 1
Chapter 8 – Left Blank Intentionally	8 - 1
Chapter 9 – Finance Department	9 - 1
Chapter 10 – Parks & Recreation Department	10 - 1
Chapter 11 – Eustis Memorial Library	11 – 1
Chapter 12 – Human Resources Department	12 – 1

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Annex (not for public release)

Phone List (Mutual Aid / Utilities / Municipalities / County)	A-1
Key Facilities (names / locations / account numbers)	A-2
Staff Recall Rosters	A-3
Management Roster	A-4
Department / Division Equipment Lists	A-5

## **PURPOSE**

The purpose of the City's Emergency Management Plan is to ensure that in the event of a hurricane, severe weather, or other emergency, all situations before, during and after the event are mitigated in a quick and orderly fashion, using the City's available resources and manpower.

The City of Eustis must be prepared to act in a timely manner, as it must not only consider the welfare of the citizens of Eustis, but also the welfare of several thousand civilians who may evacuate from the coast.

## **SCOPE**

Due to the City's limited manpower and resources, it must anticipate that in the event of a hurricane, certain situations are imminent. Tasks must be handled by each department and certain tasks must be handled by a combination of two or more departments.

Therefore, this plan is being established to ensure that the City is prepared to meet the demands placed on it, not only for hurricanes, but for tornadoes, severe weather, hazardous material incidents, large fires, and acts of terrorism.



## SYNOPSIS OF THE CITY OF EUSTIS PEACE TIME EMERGENCY PLAN

1. The City Manager, as the Chief Executive Officer, has the overall responsibility for disaster control, direction, and coordination.
2. The City Manager will designate an Emergency Management Director from the City Staff to plan and coordinate all disaster control activities. That person is the Fire Chief for the City of Eustis.
3. Upon the Governor of the State of Florida declaring an emergency in the State and/or upon the County of Lake declaring an emergency in Lake County, the Eustis Mayor shall declare a State of Emergency in the City of Eustis. This declaration will authorize the City Manager and the Emergency Management Director to assume command and control of all City Government functions and to perform duties to best protect the lives and property of the Citizens of Eustis. The City Manager and Emergency Management Director will frequently communicate with the Eustis City Commission to provide status reports.
4. The City Manager and Emergency Management Director will exercise command and control as authorized by resolution for not more than seven (7) days following the declaration of the State of Emergency by the Eustis City Commission or when disaster control is no longer required as per FL Statute, Chapter 252. Their primary duties during that time will be to the Command Team in coordination with the City, County, State, Federal and private agencies.
5. Should the County Emergency Management Director activate the Lake County Emergency Operations Center, the Emergency Management Director shall assign a staff member to report to the Lake County Emergency Operations Center and act as a Liaison for the Command Team of the City of Eustis.
6. An Emergency Operations Center will be established by the City Emergency Management Director, and all members of the Command Team will report to that location upon activation by the City Manager. The primary site for the Command Team will be at the Eustis Memorial Library, or the secondary site will be the Eustis Police Department (provided the locations are safe and habitable). Members should bring necessary personal medications, clothing, and other necessities for an extended stay at this location.
7. The Command Team is the overall operational control element for the City. The Command Group will consist of the City Manager, Emergency Management Director, Director of Parks and Rec, Eustis Police Chief, Public Works Director, Water Department Director, Wastewater Department Director, Finance Director, Building Department Director, and any personnel as assigned by the above.
8. The Task Force Teams and designated personnel and equipment from the Police Department, Fire Department, Public Works Department, Water Department, and Wastewater Departments are strategically placed in various safe locations in the City of Eustis to maintain immediate access to City Facilities and to provide an immediate response to protect the lives and property of Eustis Residents. Task Force personnel report directly to the Command Team and may be directed to report to either Fire or the Police.
9. Other City Departments and designated staff personnel will support the Command Group and shall have assigned responsibilities under department guidelines.
10. Should a disaster occur that would overtax the financial well-being or the physical capabilities of the City (excluding all mutual aid agreements), the City Emergency Management Director shall notify the County Emergency Management Director of the situation and request a disaster designation.

Commented [SM1]: Resolution 19-82

## **DEFINITIONS**

CM	City Manager
Command Team	<p>Personnel assigned to the Eustis Emergency Operations Center who will direct the activities of the Strike Teams or Task Forces. Members of this team will consist of:</p> <ul style="list-style-type: none"><li>• City Manager</li><li>• Emergency Management Director (Fire Chief)</li><li>• Eustis Police Chief</li><li>• Eustis Fire Deputy Chief</li><li>• Public Works Director</li><li>• Parks and Recreation Director</li><li>• Finance Director</li><li>• Development Services Director</li><li>• Any personnel as assigned by the above</li></ul>
EEOC	Eustis Emergency Operations Center - a safe and habitable location designated by the City Manager and the Emergency Management Director that will be the command/control/communications center of the City of Eustis during declared emergencies.
EMD	Emergency Management Director – a City Staff Member, designated by the City Manager to use all resources available to protect the lives and property of Eustis residents.
FDEM	Florida Division of Emergency Management – a full-time division that reports directly to the Office of the Florida Governor and is charged with maintaining a comprehensive statewide program of emergency management. The division is responsible for coordinating with efforts of the Federal Government with other departments and agencies of state government, with county and municipal governments and school boards, and with private agencies that have a role in emergency management.
FEMA	Federal Emergency Management Agency.
LCEOC	Lake County Emergency Operations Center – a safe and habitable location designated by Lake County Officials that will be the command/control / communications center of Lake County during declared emergencies.
Level I EOC Activation Status	Full Activation – Operating under standby procedures, preparing for conditions of probable danger. EOC is fully operational. Public informed. All agencies should coordinate with the EOC as required.

Level II EOC Activation Status	Danger probable – Partial Activation, operating under standby conditions. Key EOC personnel were notified to report. EOC activated. Public informed. County notified. Ensure personnel has been briefed and family responsibilities have been addressed. Municipality/County coordination established.
Level III EOC Activation Status	The danger is possible – Monitoring Phase. Operating under normal conditions, however, monitoring the situation. EOC Section Chiefs and emergency response agencies were notified. Emergency procedures reviewed. Organizational plans reviewed and updated.
PAO	Public Affairs Officer – that person designated by the City Manager and Emergency Management Director to ensure that all levels of communications are maintained during emergency conditions and to ensure the public are advised of all conditions
Staging Area	A safe and habitable location where City employees not assigned specific duties at another location will be housed while awaiting further instruction. This area also serves as the central point for food preparation and distribution. The primary Staging Area is the Eustis Community Center, and the alternate Staging Area will be the Eustis Memorial Library.
Task Force Groups	Designated personnel and equipment from the Police Department, Fire Department, Public Works Department, Water Department, and Wastewater Departments who are assigned to a specific task, with common communications and a leader.
Strike Teams	Designated personnel and equipment of the same kind and type of resources, with common communications and a leader.

## **DISASTER PREPAREDNESS**

It is important that prior to any anticipated or unforeseen disaster event and prior to the State and/or County's Declaration of a State of Emergency, the City be completely prepared for said event.

### **City Manager's Responsibilities:**

1. Ensure adequate training is conducted between the departments on tasks that may be required during a disaster event. This will ensure continuity in the event of an accident, injury, or loss of life.
2. Ensure that items contained in the "Annex Folder" are current and available to the Command Team upon activation of the EEOC. These items include, but are not limited to, Staff Recall Rosters, Equipment Lists, Key Facilities listings, Shelter Locations, etc.
3. Ensure that Emergency Management or related training conducted by Lake County or other agencies is provided to all staff personnel.

### **Division Head / Department Directors Responsibilities:**

1. It shall be the responsibility of each Division Head/Department Director (Emergency Service Function) to ensure that personnel involved in a declared emergency maintain accurate records regarding the use of equipment and manpower and all purchases made in support of a declared emergency and that this information is provided to the Finance Director in a timely manner to facilitate the City applying for either State and/or Federal Funds.
2. Ensure adequate cross-training is conducted between personnel assigned to them. This will ensure continuity in the event of an accident, injury, or loss of life.
3. Ensure that items contained in Appendix A, under their cognizance, are maintained and current.
4. Ensure that frequent contact is made with local fuel, food, and equipment supply distribution agencies in the Eustis area to guarantee immediate response and distribution prior to, during, and following a disaster event.
5. Ensure that all equipment in their custody is maintained and in working order. Any non-functioning equipment that may be used during a disaster event shall be repaired as soon as possible.
6. Ensure all employees under their supervision are fully aware of their responsibilities in the case of a disaster event. Further, it is important that those employees have plans in place for their families that can be implemented on short notice.

### **Individual Department / Division Responsibilities:**

1. Human Resources Director: Brief all newly hired / re-hired personnel of their responsibilities to the City if their particular services are required prior to, during, and following a disaster event. Personnel receiving this brief will sign a statement of understanding acknowledging receipt. The Human Resources Director shall also maintain a current personnel recall roster for use by the EEOC.



2. Fire Chief: Ensure that a facility is available to act as the EEOC and that Command Team personnel have the means to live comfortably during extended periods of stay. Items required include but are not limited to bathroom/shower facilities, cots, communications gear, etc. Set up and direct or attend all Command and Operational meetings.
3. Police Chief: Ensure that a facility is available to act as the EEOC and that Command Team personnel have the means to live comfortably during extended periods of stay. Assure the security and safety of the facility. Verify and inspect the fallback location for the EEOC. Set up and direct or attend all Command and Operational meetings.
4. Public Works Director: Ensure that all maps of the City of Eustis and the Key Facilities listing be kept current via the Engineering Department. Upon the request of the City Manager, the Public Works Director will provide all maps required to assist the Command Team in the performance of their duties.
5. Finance Director: Will ensure that contingency funds are available in the event they are required for use prior to, during, and following a disaster event. The Finance Director will also ensure all Departments (Emergency Service Functions) are provided with the appropriate training and forms necessary to document the use of equipment and manpower; all purchases made in support of a declared emergency, and to facilitate the City applying for either State and/or Federal Funds
6. Deputy Fire Chief: Maintain a current listing of facilities and their locations, which may house residents with special needs. Maintain contact with local agencies whose facilities may be required to act as staging areas, on short notice, during a disaster event.
7. Parks and Recreation Department Director: Ensure City Facilities designated to house City employees during a declared disaster event are sufficiently manned and stocked with necessary food items and supplies and support ongoing operations during said declared emergency.



## **PERSONNEL REPORTING CHECKLIST**

Updated May 2025

It is important that prior to any anticipated or unforeseen disaster event, and prior to the State and/or County's Declaration of a State of Emergency, individual City Staff members be ready to report for duty. The following is a checklist of supplies that employees should bring with them when reporting to the EEOC or assigned staging areas. Employees should be ready to report for duty at the announcement of Level III Mobilization. Personnel not immediately required to report for duty should maintain these items in the event they may be called upon to assist in storm/disaster event operations.

- ☐ 3 sets of clothes/work uniform / tee shirts
- ☐ 1 jacket
- ☐ 5 each of undershirts, underwear, pairs of socks
- ☐ 1 extra pair of shoes
- ☐ 3 bath towels
- ☐ Sleeping bag/bedding
- ☐ Personal flashlight and batteries
- ☐ Personal hygiene items for 3 days
  - ☐ Prescription medication
  - ☐ Toothbrush and toothpaste
  - ☐ Deodorant
  - ☐ Soap
  - ☐ Shampoo
  - ☐ Shaving supplies
  - ☐ Mosquito repellent
  - ☐ 3 days' supply of food that does not require refrigeration or cooking
  - ☐ 3 gallons of water
  - ☐ Other personal hygiene articles

## **FAMILY PREPAREDNESS GUIDE**

It is important that prior to any anticipated or unforeseen disaster event and prior to the State and/or County's Declaration of a State of Emergency, each employee's family is ready. In an emergency event situation, there may not be much time for families to prepare, and it could take hours to days to get help after such an event. The following is a minimum set of guidelines to help employee's families prepare for an emergency event:

### **Disaster Supply Kit**

- One gallon of water per person for five days and enough non-perishable food for the household for at least five days
- A non-electric can opener; cooking tools and fuel;
- paper plates & towels; and plastic utensils & cups
- Toiletries and personal hygiene supplies such as toothpaste and brush; deodorant; soap; shampoo; and shaving equipment
- wash cloth and towel; and toilet paper
- Garbage bags, resealable plastic bags, and tarps
- Supplies for infants, including diapers and formula
- Supplies for senior citizens, including special dietary
- considerations and incontinence pads
- At least a two-week supply of prescribed family medicines, as well as a typical first-aid kit with bandages, antibiotic cream, headache medicine, and antacids
- Blankets, pillows, extra clothing
- Battery-powered NOAA weather radio, HDTV and flashlight with extra batteries
- A waterproof container with extra cash and important documents, such as insurance, bank account, and Social Security cards
- A list of important phone numbers, including the family's local pharmacy, doctors, and designated contacts the family can call in case of an emergency
- Camera to record damage to property
- Rain gear and hard sole shoes
- Cleaning supplies and equipment
- Pet supplies, including food, water and medicines

### **Communication Plan**

In case family members are separated from one another during a disaster (a real possibility during the day when adults are at work and children at school), develop a plan for reuniting after the disaster.

Ask an out-of-state relative or friend to serve as the "family contact." After a disaster, it is often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.

### **Preserve Documents**

Make a complete inventory of your home, garage, and surrounding property. The inventory can be either written or videotaped. Include information such as serial numbers, makes and model numbers, physical descriptions, and price of purchases (receipts, if possible).

Vital documents such as birth and marriage certificates, tax records, credit card numbers, financial records, and wills and trusts can be lost during a disaster. Make two photocopies of these documents and keep the originals in a safe deposit box, keep one copy in a safe place in the house, and give the second copy to an out-of-state friend or relative.

## CHAPTER 1 – Command Team

1. **Level III Mobilization:** The Command Team will be mobilized to Level III under the authorization of the City Manager or his designee in the event that a possibility of danger to life / property of the City of Eustis residents exist. This level will reflect that of Lake County's mobilization level. The Command Team or a partial team can also be mobilized as soon as severe weather has been forecast or immediately after severe weather has occurred within the city under the authorization of the Police Department, Fire Department, or the Public Works Department. The EOC may or may not be manned at this time depending upon the urgency and threat conditions.

Command Team personnel are those City employees assigned to the Emergency Operations Center who will direct the activities of the city resources and Task Force Groups as needed. When directed by the City Manager, the Fire Chief shall fill the role of Emergency Management Director. The rest of the members of Command Team should consist of:

- City Manager/Assistant City Manager
- Emergency Management Director
- Eustis Police Chief
- Eustis Fire Deputy Chief
- Finance Director
- Public Works Director
- Human Resources Director
- Development Services Director
- Parks and Recreation Director
- Any Personnel as assigned

Duties of the Command Team include but are not limited to:

- a. Setup and lead a command staff meeting to discuss develop and update objectives.
  - i. This meeting should identify the current level of mobilization and predicted intensity of the storm.
  - ii. The meeting should conclude with a discussion, which addresses the next Command and General Staff Meeting.
  - iii. The Command Team Check List should be utilized to identify and track the progress of the plan.
    1. The Check List is "Attachment 1A – Command Team Checklist" located within the Hurricane Plan folder.
- b. Advise the City Commission of Level III Mobilization and maintain constant communication to provide status of the city.
- c. Contact Lake County Emergency Management (or the LCEOC if manned) to establish an open line of communication and to notify them of the Eustis Emergency Operations Center location, phone numbers (land line / cell phone / radio frequencies) and status of city facilities.

- d. Record all actions taken by the Command Team until the threat of danger has passed, or until further directed by the City Manager or his designee.
- e. Advise all Division Directors / Department Heads to provide a complete listing of available employees. Division Directors shall supply the following information:
  - i. Employee name, location, and assignment
  - ii. Contact information
  - iii. Note: no individual is to be assigned to an isolated geographical location by themselves. All personnel shall be paired up for safety.
- f. Advise the Human Resources Department to provide an updated listing of city employees' addresses and phone numbers for recall purposes to the EEOC (or the Public Relations Officer if the EEOC is not manned).
- g. Advise Human Resources Department of all overtime needs and have Human Resources call in personnel for assignments outside normal operations.
  - i. Departments do not need to go through Human Resources for the filling of regular overtime duties.
    - 1. An example would be public works bring in equipment operators for equipment they normally operate.
- h. Advise all Division Directors / Department Heads to prepare assignments for staffing in the event the Command Team revises the city's activation status to Level II or Level I.
- i. Advise the Parks & Recreation to prepare the primary Staging Area (Eustis Community Center) and the alternate Staging Area (Eustis Memorial Library) for food preparation and distribution. Ensure facilities are adequately prepared to hold a large amount of city personnel.
- j. Advise all Division Directors / Department Heads to fuel all city vehicles and equipment to maximum capacity and to procure enough fuel, food, and supplies to last the duration and following a disaster event. Record expenditures for all procured items.
- k. Advise all Division Directors / Department Heads to obtain camera equipment and to ensure sufficient memory (or film) is available to provide photo documentation of damage following a storm / disaster event.
- l. Advise all Division Directors / Department Heads to review their equipment status and to provide a list of equipment available and their location to the EEOC (or the Public Relations Officer if the EEOC is not manned).
- m. Direct the Public Works Department to position generator units at the EEOC and the Finance Annex. Ensure generator units at the primary and alternate Staging Areas are fueled to maximum capacity and tested. Fuel and test all temporary and installed generators at all other city facilities.

- n. Provide to local utility companies a complete listing of Eustis key facilities to ensure quick location and identification during a disaster event.
  - o. Advise all Division Directors / Department Heads to secure loose equipment under their authority. Ensure the Senior Director of Development Services and the Building Department advises all contractors working on development within the city to secure all loose equipment at their work sites.
  - p. Establish a storm tracking map and post various city reference maps at the EEOC (or the Public Relations Officer if the EEOC is not manned). The Drafting Department will be responsible for this action.
  - q. Recommend to Lake County Emergency Management (or LCEOC if manned) a primary and alternate building facility (public or private) to serve as a food and supply distribution point for the Red Cross in the event of a storm / disaster event. These facilities must be inspected for safety and structural integrity.
  - r. Contact local utility companies, which provide service in and around the Eustis areas and maintain an open line of communication. Provide all local utility companies the listing of key facilities as found in Annex A.
  - s. Contact all local businesses in and around the Eustis area who may be able to provide contractual assistance (electrical, pump and motor repair, heavy equipment contractors, or rentals) and maintain an open line of communication.
  - t. Ensure coordination of the Public Works Department and the Fire Department in making sandbags available to city facilities, special needs facilities, and Eustis residents (in that order) if supplies permit.
  - u. Notify Eustis residents of the city's status via the city website, news releases, social networking websites, and / or by any means reasonably available.
  - v. Have "Point of Distribution" (POD) areas prepared and identified.
2. **Level II Mobilization:** The Command Team will be mobilized to Level II under the authorization of the City Manager or his designee in the event that a danger to life / property of the City of Eustis residents is **probable**. This level will reflect that of Lake County's mobilization level. The EEOC will be partially manned at this time by personnel assigned by the City Manager or his designee. Duties of the Command Team include but are not limited to:
- a. Facilitate general staff meetings as needed.
  - b. Continue to track progress via the "Command Team Checklist"
  - c. Advise the City Commission of Level II Mobilization and maintain constant communication to provide status of the city.
  - d. Maintain contact with Lake County Emergency Management (or the LCEOC if manned) and notify them of any changes to locations, phone numbers or any

other pertinent information that is required in the case of a disaster event. This information includes resident special needs locations, equipment status, and fuel status.

- e. Obtain from Lake County Emergency Management (or the LCEOC if manned) the locations, phone numbers, and status of designated shelters.
  - f. Advise all Division Directors / Department Heads to direct city employees to secure their computer workstations and equipment by disconnecting the power supply, moving them away from windows, and covering them tightly with weatherproof material. In addition, the IT Department will ensure immediate “back-up” of all electronic media, both locally, and remote, to ensure minimal loss of data.
  - g. Police and Fire Departments should coordinate and determine the potential to deploy two Task Force response teams to address incidents of significance within the City of Eustis after the storm has passed.
  - h. Commander is to ensure all special needs location in the city are inspected and visited by Fire Inspectors to verify their preparation and readiness.
  - i. Inspect all city facilities and development worksites to verify loose equipment has been properly secured.
  - j. Notify Eustis residents of the city’s status via the city website, news releases, social networking websites, and / or by any means reasonably available. Provide a listing of shelters and emergency numbers as soon as they are available.
3. **Level I Mobilization:** The Command Team will be mobilized to Level I under the authorization of the City Manager or his designee in the event that a danger to life / property of the City of Eustis residents is **inevitable**. This level will reflect that of Lake County’s mobilization level and **will follow the City of Eustis’ declaration of a state of emergency**. The EEOC will be fully manned at this time by the Command Team and other city employees as assigned.

Duties of the Command Team include but are not limited to:

- a. Facilitate general staff meetings as needed.
- b. Continue to track progress via the “Command Team Checklist”
- c. Advise the City Commission of Level I Mobilization and maintain constant communication to provide status of the city.
- d. Maintain contact with the LCEOC and notify them of any changes to locations, phone numbers or any other pertinent information that is required in the case of a disaster event. This information includes resident special needs locations, equipment status, and fuel status.

- e. Be prepared to form Strike Teams/Task Force Groups for response to incidents within the city or to support a request outside city limits.
  - f. Distribute supplies to the EEOC, Fire Department, Public Works, Police Department and any other location where personnel and assets may be kept. These supplies may, but are not limited to include fuel, food, foul weather gear, etc.
  - g. Direct personnel to frequently check their communications gear and equipment to ensure readiness. Command may perform radio checks and informational broadcasts at set times.
  - h. Notify Eustis residents of the city's status via the city website, news releases, social networking websites and / or by any means reasonably available. Maintain and post an accurate listing of shelters and their capacity status.
4. **Storm / Disaster Event Operations:** In the event a severe storm / disaster event is in the Lake County / Eustis area, it is the responsibility of the Command Team to monitor all situations and direct personnel to respond to emergency situations

Duties of the Command Team include but are not limited to:

- a. Directing resources to respond to emergency scenes, thus freeing 911 dispatchers for dispatching.
- b. Continually monitor storm conditions and notify personnel of potentially dangerous approaching weather conditions.
- c. Dispatch response groups to assist each other during emergency operations as weather permits.
- d. Record accurate damage list as they are reported.
- e. Continue frequent communication and provide status reports to the LCEOC and the Eustis City Commission.
- f. **The following emergency procedure will be followed once sustained winds have reached 50 mph.** (Exception to procedure are actions requiring lifesaving operations)
  - 1) All personnel will leave vehicles and report to their assigned shelters, or other secure pre-identified shelter (whichever is closer).
  - 2) No emergency responses will be made by any city employees.
  - 3) 911 dispatchers will report this to all emergency responses received by them. They will notify callers to take appropriate action.
  - 4) All emergency calls will be documented and action taken upon sustained winds subsiding as the emergency requires.



- 5) LCEOC will be notified that operations have ceased.
  - g. Once the storm winds have subsided to operating conditions, LCEOC will be notified and Strike Team operations will resume.
  - h. Additional survey and assessment teams will be assigned to survey all areas of the city and record damaged areas for search and rescue, damage, and clean-up.
  - i. Notify Eustis residents of the city's status via the city website, news releases, social networking websites, and / or by any means reasonably available. Maintain and post an accurate listing of shelters and their capacity status. Direct Eustis residents to the nearest shelter if required.
5. **Post-Storm / Disaster Event Operations:** Many variables will determine the actions of the Command Team following the storm / disaster event. If heavy damage has occurred to buildings in the city, the State of Emergency may be extended by the Commission and the EEOC may be manned for an indefinite amount of time. Regardless, within 48 hours following the storm / disaster event, the Command Team will meet to critique the storm and also provide information as requested to the LCEOC, FEMA, or any other government agency requiring it.
- a. Complete report of damage to buildings and / or equipment with replacement cost estimate.
  - b. Under the direction of the City Manager, the Emergency Management Director will instruct Police Department personnel to commandeer local food and distribution facilities if required. This action would only be taken under extreme circumstances in the event of catastrophic damage to the city.
  - c. Provide the Eustis City Commission a tour of damaged areas.
  - d. Advise all Divisions / Departments to take photographs of damage and to provide photos to the EEOC and the Finance Department so that proper documentation can be provided to FEMA if required.
  - e. Notify Eustis residents of the city's status via the city website, news releases, social networking websites, and / or by any means reasonably available. Maintain and post an accurate listing of shelters and their capacity status. Direct Eustis residents to the food and water distribution points if activated.
  - f. Assist the Red Cross in distribution of food and water.
  - g. Assist Eustis residents with clean-up operations.
  - h. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.

- i. Complete report of overtime and expenditures.
  - j. Determine any further action by the Command Team and Task Force Groups if required.
  - k. Provide recommendations for change to Emergency Management procedures.
6. **Completion of State of Emergency / Deactivation of EEOC:** The City Manager or his designee will notify the Eustis City Commission, in writing, his intention to stand down from the declared State of Emergency and EEOC deactivation. All authority to govern will be returned to the Commission upon the date / time of this letter.

**Chapter 1 Attachment Index:**

- A. Command Staff Checklist
- B. Eustis Fire Department Critical Infrastructure Occupancy Record (To be updated annually)
- C. Points of Distribution (POD) locations (North and South Locations)

## **CHAPTER 2 – Police Department**

When activated, the Eustis Memorial Library or the Eustis Police Department will be utilized as the Eustis Emergency Operations Center (EEOC) for disasters in the City of Eustis as assigned by the City Manager and the Emergency Management Director.

1. **Level III Mobilization:** Duties of the Police Department include but are not limited to:
  - Prepare and provide a complete listing of Police Department personnel assigned to a Task Force (contact information) and their potential assigned location. The number of personnel assigned will correlate to the severity of the storm/disaster event. Ensure that personnel are notified of their assigned duties and the schedule.
  - Provide a complete listing of Police Department employee addresses and phone numbers for recall purposes to the EEOC if manned.
  - Advise all off-duty personnel to secure their residences, provide for their families, and prepare for duty if required.
  - The complete schedule for personnel during a storm/disaster event.
  - “Top up” all Police Department vehicles and equipment, and procure enough fuel, food, and supplies to last the duration following a disaster event. Coordinate with the Purchasing Department and the Facilities and Recreation Department on these procurements. Record expenditures for all procured items.
  - Test all Police Department equipment, including vehicles, radios, and any other equipment that may be required in the event of a storm/disaster event.
  - Review equipment status and provide a list of equipment available and their location to the EEOC (or the Emergency Management Director if the EEOC is not manned).
  - Coordinate with the Lake County Sheriff’s Office and the Police Departments of other Lake County municipalities to ensure mutual cooperation and understanding of assigned duties.
  - Review the contents of the Emergency Management Plan and ensure all Police Department personnel fully understand their duties during a storm/disaster event.
  - Coordinate with other City Divisions / Departments and provide assistance if required.
  - Identify if Lake County Emergency Operations plans on opening a shelter within city limits.

2. **Level II Mobilization:** Duties of the Police Department include but are not limited to:

- Place all Police Department personnel in a “no-leave” status.
- Monitor evacuation routes and shelters if open and assign personnel if necessary. Provide information to the EEOC.
- As the EEOC may be activated at this level, provide assistance to EEOC personnel as may be required. Ensure supplies are provided to EEOC personnel.
- Secure any non-essential computer equipment by disconnecting the power supply, moving them away from windows, and covering them tightly with waterproof material.
- Frequently check communications gear and equipment to ensure readiness.
- Inspect all City facilities and development worksites to verify loose equipment has been properly secured.
- Assign Code Enforcement to Fire Department for reporting and tracking. They will work with Fire Prevention and report to Fire Department. (Deputy Fire Chief is in charge; Fire Chief is the Emergency Manager)
- Identify if Lake County Emergency Operations plans on opening a shelter within city limits.
  - If Lake County EOC is opening a shelter in city limits, clarify the need to staff the shelter with police officers.

3. **Level I Mobilization:** Duties of the Police Department include but are not limited to:

- Direct Eustis Police Department personnel assigned to a Task Force to proceed to their assigned locations
- Distribute supplies to the Task Force personnel. These supplies include fuel, food, foul weather gear, and any equipment required in the performance of their duties.
- Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
- Frequently check communications gear and equipment to ensure readiness.
- Direct traffic on Evacuation Routes (if applicable).
  - Heavy rain may flood the downtown area of Eustis, and all traffic from the west and north should be directed around the bypass.
  - Heavy rain may also flood the northbound lane on Highway 441 at the SR 19 North exit and will cause possible traffic problems.

- Any disaster affecting downtown Eustis will send traffic around on the bypass.
  - Exceptions would be medical emergencies going to Advent Health Waterman or its personnel.
- Provide security to evacuated areas (if applicable).
  - Identifying and controlling persons entering lawfully.
  - Keeping out those persons when entry may be life-threatening (i.e., damaged buildings, residences, mobile home parks, and areas that may not have been checked for live downed power lines).
- Provide security assistance for designated shelters (if applicable).
- 4. **Storm / Disaster Event Operations:** Duties of the Police Department include but are not limited to:
  - Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - Respond to emergency calls and those that require the protection of life/property as weather permits.
  - **The following emergency procedures will be followed once sustained winds have reached 50 mph.** (Exception to procedures are actions requiring lifesaving operations)
    - Each Task Force member will leave vehicles and report to their assigned shelters, or a shelter assigned to another Task Force (whatever is closer)
    - No emergency responses will be made.
    - 911 dispatchers will report this to all emergency responses received by them. They will notify callers to take appropriate action.
    - All emergency calls will be documented, and action will be taken upon sustained winds subsiding as the emergency requires.
    - EEOC will be notified that operations have ceased.

Once the storm winds have subsided to operating conditions, EEOC will be notified, and Task Force operations will resume.

5. **Post-Storm / Disaster Event Operations:** Serious medical emergencies will be the first priority after the storm/disaster event. Officers will ensure immediate assistance to those persons. The Administrative Officer on duty in the EEOC will make those calls. The second priority will be violent in-progress calls. Finally, calls that need police service will be handled on a case-by-case basis.

Duties of the Police Department include but are not limited to:

- Those duties listed in 3.e.-g. above (if applicable).
- Assess disaster needs and determine whether search and rescue assistance is required. Notify the EEOC of this requirement.
- If directed by the Emergency Management Director, Police Department personnel will commandeer local food and distribution facilities. This action would only be taken under extreme circumstances in the event of catastrophic damage to the City.
- Provide security to damaged/evacuated areas to prevent looting and injury.
- A Task Force will assist the Public Works Department with the necessary clearing of main roadways. All other personnel will respond to calls to handle emergencies and report damage to the EEOC.
- Upon the direction of the EEOC, provide patrol units to provide the Eustis City Commissioners a tour of damaged areas.
- Assist authorized organizations in the distribution of food and water.
- Assist building personnel in reporting damage to buildings and / or equipment.
- Assist Eustis residents with clean-up operations.
- A complete report of overtime and expenditures.
- Report problems or concerns that occurred prior to, during, or after the storm/disaster event.

### **Chapter 2 Attachment Index:**

- A. Police Command Staff Checklist
- Department Staffing Availability Form
  - ICS-214 Unit Log





## **CHAPTER 3 – Fire Department**

The Eustis Fire Department will be designated as the alternate EEOC in the event the primary EEOC becomes uninhabitable or the facilities no longer function to properly serve EEOC personnel.

1. **Level III Mobilization:** Duties of the Fire Department include but are not limited to:
  - a. Identify and secure locations at strategic locations around the City where Firefighting Strike Teams (either solely or shared with the Strike Teams of other Divisions/Departments) can be placed. Report secured locations to the EEOC (or the City Manager if the EEOC is not manned).
  - b. Prepare and provide a complete listing of Fire Department personnel assigned to Strike Teams (w/contact information) and their potential assigned location. The number of personnel assigned will correlate to the severity of the storm / disaster event. Ensure those personnel are notified of their assigned duties and the schedule.
  - c. Provide a complete listing of Fire Department employee addresses and phone numbers for recall purposes to the EEOC (or the City Manager if the EEOC is not manned).
  - d. Advise all off-duty personnel to secure their residences, provide for their families, and prepare for duty if required.
  - e. Complete schedule for personnel during a storm / disaster event.
  - f. “Top up” all Fire Department vehicles and equipment and to procure enough fuel, food, and supplies to last the duration and following a disaster event. Coordinate with the Purchasing Department and the Facilities and Recreation Department on these procurements. Record expenditures for all procured items.
  - g. Test all firefighting equipment to include vehicles, radios, and any other equipment that may be required in the event of a storm / disaster event.
  - h. Review equipment status and provide a list of equipment available and their location to the EEOC (or the City Manager if the EEOC is not manned).
  - i. Coordinate with the Lake County Fire Department and the Fire Departments of other Lake County municipalities to ensure mutual cooperation and understanding of assigned duties.
  - j. Provide a complete list of special needs locations and status to the EEOC. Visit each special needs location and ensure sustainability in the event of a storm / disaster event. Provide guidance in obtaining supplies such as oxygen, food,

water, medicine if required. Test generators at each location and notify the EEOC of each location's status.

- k. Review the contents of the Emergency Management Plan and ensure all Fire Department personnel fully understand their duties during a storm / disaster event.
  - l. Coordinate with the Public Works Department in making sandbags available to City Facilities, Special Needs Facilities, and Eustis residents (in that order) if supplies permit. Sandbag distribution will be from the Eustis Fire Department.
  - m. Coordinate with other City Divisions / Departments and provide assistance if required.
2. **Level II Mobilization:** Duties of the Fire Department include but are not limited to:
- a. Place all Eustis Fire Department personnel in a "no-leave" status.
  - b. Monitor special needs locations and assist in readiness procedures if necessary.
  - c. As the EEOC may be activated at this level, ensure the Fire Department building is prepared to act as the alternate EEOC.
  - d. Coordinate with the Public Works Department to fill to maximum capacity all City vehicles designated to hold fresh water (i.e., tankers, water buffalos, water bladders). Assist in the delivery of said vehicles and equipment to strategic locations as assigned by the EEOC.
  - e. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.
  - f. Frequently check communications gear and equipment to ensure readiness.
  - g. Inspect building under the cognizance of the Fire Department for loose equipment. Secure equipment as necessary.
3. **Level I Mobilization:** Duties of the Fire Department include but are not limited to:
- a. Direct Eustis Fire Department personnel assigned to Strike Teams to proceed to their assigned locations
  - b. Distribute supplies to Strike Team personnel. These supplies include fuel, food, foul weather gear, and any equipment required in the performance of their duties.
  - c. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.

- d. Frequently check communications gear and equipment to ensure readiness.
  - e. Assist the Public Works Department and Eustis Police Department in keeping the evacuation routes clear (if applicable).
4. **Storm / Disaster Event Operations:** Duties of the Fire Department include but are not limited to:
- a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Respond to emergency calls and those that require the protection of life / property as weather permits.
  - c. **The following emergency procedures will be followed once sustained winds have reached 50 mph.** (Exception to procedures are actions requiring lifesaving operations)
    - 1) All Strike Teams will leave vehicles and report to their assigned shelters, or a shelter assigned to another Strike Team (whatever is closer)
    - 2) No emergency responses will be made.
    - 3) 911 dispatchers will report this to all emergency responses received by them. Callers will be notified to take appropriate action.
    - 4) All emergency calls will be documented and action taken upon sustained winds subsiding as the emergency requires.
    - 5) The EEOC will be notified that operations have ceased.
  - d. Once the storm winds have subsided to operating conditions, the EEOC will be notified and Strike Team operations will resume.
5. **Post-Storm / Disaster Event Operations:** Serious medical emergencies and fire response calls will be first priority after storm / disaster event. Firefighting personnel will ensure immediate assistance to those persons. The Administrative Officer on duty in the EEOC will make those calls.

Duties of the Fire Department include but are not limited to:

- a. Perform area recon and record and document damage.
  - i. See Attachment 3B: Structural Damage Guidelines
  - ii. Record Information on Form 3C: Structural Damage Report Form

- b. Assess disaster needs and determine if search and rescue assistance is required. Notify the EEOC of this requirement.
- c. Task Force Groups will respond to emergency response calls in order of severity as deemed by LEMS Dispatch.
- d. Personally visit each special needs location and assess status. Provide assistance if required.
- e. Assist authorized organizations in distribution of food and water.
- f. Assist Eustis residents with clean-up operations.
- g. Complete report of overtime and expenditures.
- h. Inventory all firefighting equipment.
- i. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.

**Chapter 3 Attachments Index:**

- A. Fire Department Checklist
- B. Structural Damage Guidelines
- C. Structural Damage Report Form
- Department Staffing Availability Form
- ICS-214 Unit Log

## CHAPTER 4 – Public Works Department

1. **Level III Mobilization:** Duties of the Eustis Public Works Department include but are not limited to:
  - a. Identify and secure locations at strategic locations around the city where Public Works personnel will be assigned (either solely or shared with the Strike Teams of other Divisions/Departments). Report secured locations to the EEOC (or the City Manager if the EEOC is not manned).
  - b. Prepare and provide a complete listing of Public Works personnel assigned to Strike Teams (w/contact information) and their potential assigned location. The number of personnel assigned will correlate to the severity of the storm / disaster event. Ensure those personnel are notified of their assigned duties and the schedule.
  - c. Provide an updated listing of Public Works personnel addresses and phone numbers for recall purposes to the Human Resources Department.
  - d. Advise all off-duty personnel to secure their residences, provide for their families, and prepare for duty if required.
  - e. Complete schedule for personnel during a storm / disaster event.
  - f. “Top up” all Public Works vehicles and equipment and to procure enough fuel, food, and supplies to last the duration and following a disaster event. Coordinate with the Purchasing Department and the Facilities and Recreation Department on these procurements. Record expenditures for all procured items.
  - g. Test all equipment to include vehicles, radios, and any other equipment that may be required in the event of a storm / disaster event.
  - h. Review equipment status and provide a list of equipment available and their location to the EEOC (or the City Manager if the EEOC is not manned).
  - i. As heavy rainfall may precede a storm event, monitor all detention/retention ponds in the city and begin lowering levels of said ponds through the use of pumps. Report pond levels to the EEOC if the threat of overflow is possible.
  - j. Inspect all trees in the City rights-of-way and remove any limbs identified as being a danger to life / property.
  - k. Identify and secure a safe location to be designated as the “burn” area for storm debris. Coordinate with the Public Works Director in the notification of said area to the Florida Department of Environmental Protection. Verify permit has been obtain for possible activation of the “burn” area.
  - l. Review the contents of the Emergency Management Plan and ensure all Public Works personnel fully understand their duties during a storm / disaster event.

- m. Coordinate with the Fire Department in making sandbags available to City Facilities, Special Needs Facilities, and Eustis residents (in that order) if supplies permit. Sandbag distribution will be from the Eustis Fire Department.
  - n. Obtain and prepare building materials necessary to board windows and doors at City Hall, Public Works facilities, and any City building under the cognizance of the Public Works Department.
  - o. Coordinate with other City Divisions / Departments and provide assistance if required.
  - p. Place all Public Works Department personnel in a “no-leave” status.
2. **Level II Mobilization:** Duties of the Public Works Department include but are not limited to:
- a. Continue to monitor the water levels in all City detention / retention ponds. Begin or continue required action to lower the levels of said ponds if necessary.
  - b. Board windows and doors at City Hall, Finance Annex, Library and Community Center. Supply boarding materials for Fire Stations 22 & 23.
  - d. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.
  - e. Frequently check communications gear and equipment to ensure readiness.
  - f. Inspect buildings under the cognizance of the Public Works Department for loose non-essential equipment. Secure equipment as necessary.
3. **Level I Mobilization:** Duties of the Public Works Department include but are not limited to:
- a. Direct Public Works personnel assigned to Strike Teams to proceed to their assigned locations
  - b. Distribute supplies to Strike Team personnel. These supplies include fuel, food, foul weather gear, and any equipment required in the performance of their duties.
  - c. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
  - d. Frequently check communications gear and equipment to ensure readiness.
  - e. Assist the Eustis Fire Department and Eustis Police Department in keeping the evacuation routes clear (if applicable).

4. **Storm / Disaster Event Operations:** Duties of the Public Works Department include but are not limited to:
  - a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Respond to emergency calls and those that require the protection of life / property as weather permits. Assist the Eustis Police Department and the Eustis Fire Department in ensuring road access for emergency vehicles is provided.
  - c. **The following emergency procedures will be followed once sustained winds have reached 50 mph.** (Exception to procedures are actions requiring lifesaving operations)
    - 1) All Strike Teams will leave vehicles and report to their assigned shelters, or a shelter assigned to another Strike Team (whatever is closer)
    - 2) EEOC will be notified that operations have ceased.
  - d. Once the storm winds have subsided to operating conditions, EEOC will be notified and Strike Team operations will resume.
5. **Post-Storm / Disaster Event Operations:** The clearing of evacuation routes and major arterial roads in and through the City will be first priority after a storm / disaster event. The second priority is the clearing of residential streets. The exception to these priorities is the clearing of any road or street that is a direct route for emergency vehicles in response to an emergency call.

Duties of the Public Works Department include but are not limited to:

- a. Assess disaster needs and determine if search and rescue assistance is required. Notify the EEOC of this requirement.
- b. Strike teams will assist the Eustis Police Department and Eustis Fire Department if search and rescue operations are in effect. All other personnel will respond to calls to handle emergencies and report damage to the EEOC.
- c. Personally visit each detention / retention pond to review status of the water levels in said ponds. Take action as necessary to prevent overflow and flooding of residential areas.
- d. Assist authorized organizations in distribution of food and water.
- e. Assist building personnel in reporting damage to buildings and / or equipment.
- f. Assist Eustis Residents with clean-up operations.
- g. Complete report of overtime and expenditures.
- h. Inventory of all Public Works equipment.



- i. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.

**Chapter 4 Attachment Index:**

- A. PW Checklist
- B. PW Equipment List
- Department Staffing Availability Form
- ICS-214 Unit Log

## **CHAPTER 5 – Water Department**

The following information is a basic outline of the duties and responsibilities of Water Department personnel. Technical guidance providing more detail should be followed using the Eustis Water System Response Plan (PPM Project no. 205901-VA) dated September 2004 (revised 4/19/2007).

1. **Level III Mobilization:** At least 96 hours prior to the storm's probability to arrive in the Central Florida area the Eustis Water Department duties will include but are not limited to:
  - a. Place all Water Department personnel in a "no-leave" status.
  - b. Identify and secure locations where Water Department personnel will be assigned (either solely or shared with the Strike Teams of other Divisions/Departments). Report secured locations to the Eustis Emergency Operations Center (EEOC) or the City Manager if the EEOC is not manned.
  - c. Prepare and provide a complete listing of Water Department personnel who will be on duty (w/contact information) and their potential assigned location. The number of personnel assigned will correlate to the severity of the storm / disaster event. Ensure those personnel are notified of their assigned duties and the schedule.
  - d. Provide an updated listing of Water Department employee addresses and phone numbers for recall purposes to the EEOC (or the City Manager if the EEOC is not manned).
  - e. Advise all Water Department personnel to secure their residences, provide for their families, and prepare for duty if required.
  - f. "Top off" all Water Department vehicles, equipment, gas cans, and generators. Procure enough fuel, food, and supplies to last the duration and following a disaster event. Coordinate with the Purchasing Department and the Facilities and Recreation Department on these procurements. Record expenditures for all procured items.
  - g. Test all auxiliary power supply units to ensure good working order and filled to maximum capacity. This shall include all portable generators, auxiliary power units at the water treatment plants
  - h. Ensure adequate chemical inventory. The delivery of chemicals may take two or three days after the order is placed, so chemicals should be ordered prior to the Level III notification. Sodium Hypochlorite tanks should be filled to a minimum one-half the tank capacity.
  - i. Ensure a minimum of 2.5 gallons supply of granular chlorine (HTH) is available.

- j. In coordination with the Purchasing Department, ensure that contractual assistance (electrical, pump and motor repair, heavy equipment contractors or rentals) are on a stand-by basis.
  - k. Review equipment status and provide a list of equipment available and their location, including secondary placement, to the EEOC (or the City Manager if the EEOC is not manned).
  - l. Review the contents of the Emergency Management Plan and the Eustis Water System Response Plan and ensure all Water Department personnel fully understand their duties during a storm / disaster event.
  - m. Ensure that all facility dumpsters have been emptied.
  - n. Inspect buildings under the cognizance of the Water Department for loose equipment. Secure chemical drums and barrels. Move all loose equipment and inventory within buildings where possible.
  - o. Ensure that camera equipment with sufficient memory (or film) is available to provide photo documentation of damage following a storm/disaster event.
  - p. Advise all contractors working on projects to secure all loose equipment at work sites.
2. **Level II Mobilization:** At least 72 hours prior to the storm's probability to arrive in the Central Florida area the Eustis Water Department duties will include but are not limited to:
- a. Review the checklist of items in the emergency locker located in the north storage area of the main building. Replace any missing or inoperable items on the list.
  - b. Obtain and prepare building materials necessary to board windows and doors at Water Department facilities, and any City building under the cognizance of the Water Department.
  - c. Coordinate with other City Divisions/Departments and provide assistance if required.
  - d. Inspect and clean roof drains of all Water Department facilities.
  - e. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.

**Level II Mobilization:** At least 48 hours prior to the storm's probability to arrive in the Central Florida area the Eustis Water Department duties will include but are not limited to:

- a. Make a decision about when to send personnel assigned to work the storm home.
- b. Update the 12 hour personnel on-site list and send it to the EEOC.
- c. Board windows and doors at Water Department facilities and any City Building under the cognizance of the Water Department.
- d. Frequently check communications gear and equipment to ensure readiness.
- e. Inspect job sites for loose material and safety issues. Protect the job site from washout.
- f. All heavy equipment shall be serviced.
- g. All small equipment (chain saws, mud pumps, packers, etc.) shall be serviced.

**Level II Mobilization:** At least 24 hours prior to the storm's probability to arrive in the Central Florida area the Eustis Water Department duties will include but are not limited to:

- a. Water Department personnel should be on stand-by. Note: Depending on the severity of the storm / disaster event, personnel may be assigned to one or more of the water treatment plants to monitor its operation. At least four Water Department personnel will be assigned to be on duty during the storm.
- b. Distribute supplies to the on duty Water Department personnel. These supplies include fuel, food, foul weather gear, and any equipment required in the performance of their duties.
- c. Ensure Chlorine feed levels are increased to 2.0 PPM at each water plant.
- d. Ensure all fluoride systems are shut down at the water plants.
- e. Ensure all elevated storage tanks are kept filled to maximum capacity.
- f. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
- g. Assist the Eustis Fire Department and Eustis Police Department in keeping the evacuation routes clear (if applicable).

- 3. **Level I Mobilization:** At least 8 hours prior to the storm's probability to arrive in the Central Florida area the Eustis Water Department duties will include but are not limited to:

- a. No less than 8 hours before the storm all supplies shall be assigned to personnel and staging locations.
  - b. Equipment should be at its assigned location at this point.
  - c. The Hwy. 44 water plant and the Ardice water plant are available for use by the fire, police, public works and water department staff for safe shelter and staging of equipment by other departments.
  - d. All man hours, equipment hours, expenditures, and actions of readiness and cleanup operation shall be logged.
4. **Storm / Disaster Event Operations:** Duties of the Water Department include but are not limited to:
- a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Respond to emergency calls (water, sewer, storm, etc.) and those that require the protection of life/property as weather permits.
  - c. Record accurate damage lists as they are reported.
  - d. **Based on the direction of the EEOC (or the City Manager if the EEOC is not manned): Personnel should report to their assigned location.**
    - i. All personnel will leave vehicles and report to their assigned shelters. Personnel will not leave their assigned shelters.
    - ii. No emergency responses will be made by any city employees.
    - iii. All emergency calls will be documented and action taken upon sustained winds subsiding as the emergency requires.
    - iv. EEOC will be notified that operations have ceased.
5. **Post-Storm / Disaster Event Operations:** Duties of the Water Department include but are not limited to:
- a. Based on the direction of the EEOC (or the City Manager if the EEOC is not manned): Personnel may begin movement from assigned location.
  - b. Report system status to FDEP (Florida Department of Environmental Protection).
  - c. Assess all damage to city water utilities as soon as possible. Perform on-site inspections and repairs to water plant facilities to ensure that the threat of contamination could not occur, check vents, hatches, screens, etc. Complete report of damage to buildings and/or equipment.

- d. If the water pressure in the distribution system drops below 20 psi, loss of chlorine residuals in the distribution system or any other threat of contamination in any part of the system, notify the EEOC so that proper notification can be made to the LCEOC, the news media, and posted on the website.
  - i. In the event that the City's water distribution system can no longer deliver water to its customers due to broken water mains, service line, or loss of water pressure in the system, drinking water distribution locations will be at the City's Water Treatment plants, located at the following locations:
    - 1. 400 Ardice Avenue (Ardice Water Plant)
    - 2. 700 Haselton Street (Haselton Water Plant)
    - 3. 3351 Hwy 44 (bypass) (Hwy 44 Water Plant)
    - 4. 3501 Grand Island Shore Road (Grand Island Water Plant)
    - 5. Any other location as designated by the EEOC

It is unlikely that all pumping facilities would be out of service at the same time, due to the stand-by pumping capabilities of all the water plants. In the event that all pumping capabilities are lost, water would be supplied by tanker truck for drinking water via the City's water buffalos or, worst case scenario, the Florida National Guard.

- ii. Restoration of water and sewer service.
  - iii. Immediately collect bacteriological samples at valid sampling sites (per sampling plan).
- e. Perform temporary repairs to damaged Water Department equipment and property.
- f. Assist the Public Works Department and / or Eustis residents with clean-up operations as directed by the EEOC. Join with public works to make a clean-up crew while leaving a crew in water, wastewater & public works for normal assignments.
- g. Complete report of overtime and expenditures.
- h. Inventory of all Water Department equipment.
- i. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.
- j. Monitor employees' physical and mental state.

#### **Chapter 5 Attachment Index:**

- A. Water Department Checklist
- B. Water Department Key Facilities

- Department Staffing Availability Form
- ICS-214 Unit Log



## CHAPTER 6 – Wastewater Department

The following information is a basic outline of the duties and responsibilities of Wastewater Department personnel. Technical guidance providing more detail should be followed using the Department Emergency Action Plan. Due to the specific nature of wastewater, it is paramount that the appropriate level of attention be provided to spills, overflows, sewage backups and process controls in order to protect the general health and welfare of the citizens of Eustis.

1. **Level III Mobilization:** Duties of the Wastewater Department include but are not limited to:
  - a. Identify and secure locations where Department personnel will be assigned (either solely or shared with the Strike Teams of other Divisions/Departments). Report secured locations to the EEOC (or the City Manager if the EEOC is not manned).
  - b. Prepare and provide a complete listing of Department personnel who will be on duty (w/contact information) and their potential assigned location. The number of personnel assigned will correlate to the severity of the storm event or disaster. Ensure those personnel are notified of their assigned duties and the schedule.
  - c. Provide an updated listing of Wastewater Department personnel addresses and phone numbers for recall purposes to the Human Resources Department.
  - d. Advise all Wastewater Department personnel to secure their residences, provide for their families, and prepare for duty if required.
  - e. Complete schedule for personnel during a storm / disaster event.
  - f. “Top off” all Wastewater Department vehicles and equipment as per the updated departmental “Vehicle and Mobile Equipment List”.
  - g. Procure enough fuel, food, and supplies to last the duration and following a disaster event. Coordinate with the Purchasing Department and the Facilities and Recreation Department on these procurements. Record expenditures of all procured items.
  - h. Test all auxiliary power supply units to ensure they are in good working order and filled to maximum capacity. This shall include:
    - (1) all portable generators
    - (2) auxiliary power units at Lift Stations, and
    - (3) main generators at both the Wastewater Treatment Plants
  - i. Ensure adequate chemical inventory. The delivery of chemicals may take two or three days after the order is placed, so chemicals should be ordered prior to the Level III notification. Sodium Hypochlorate tanks shall be filled to maximum tank capacity.

- j. Ensure a maximum supply of liquid or granular chlorine (HTH), sodium peroxide and belt press polymer is available for decontamination and belt press operations.
  - k. In coordination with the Purchasing Department, ensure that contractual assistance (electrical, pump and motor repair, heavy equipment contractors or rentals) are on a stand-by basis.
  - l. Review equipment status, segregate like emergency equipments to appropriate staging areas 1) Main WWTP, 2) Eastern WWTP. Provide a list of equipment available and their location to the EEOC (or the City Manager if the EEOC is not manned).
  - m. Review the contents of the Emergency Management Plan and the Wastewater Emergency Action Plan, and ensure all Wastewater Department personnel fully understand their duties during a storm / disaster event.
  - n. Obtain or ensure building materials necessary to board windows, doors and protect vital equipments are on-hand at Wastewater Department facilities, structures and buildings.
  - o. Coordinate with other City Divisions / Departments and provide assistance if required.
  - p. Commence lowering reclaimed water holding pond levels by extended irrigation at Sprayfield. Promote reclaimed water irrigation use at golf courses, ball fields, parks and cemetery.
2. **Level II Mobilization:** Duties of the Wastewater Department include but are not limited to:
- a. Place all Wastewater Department personnel in a “no-leave” status.
  - b. Initiate all hands briefing and training updates: to include at a minimum: 1) purchasing authority & receipt clarity 2) Safety procedures 3) Personal Protective Equipment (PPE) and 4) Event monitoring and recording.
  - c. Commence recording in Special Events Log: record personnel activities, equipment usage and any notable occurrence or events such as Lift Station loss of power, periodic status of down systems and vehicle use and millage.
  - d. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.
  - e. Frequently check communications gear and equipment to ensure readiness.

- f. Inspect buildings and structures at both Wastewater Treatment Plants (WWTP) sites for loose equipment. Secure equipment such as chemical drums, barrels and hoses. Move all loose equipment and inventory within buildings where possible.
  - g. Barricade with sand bags as necessary to protect chemical feed lines & plumbing to associated chemical storage tanks (Sodium Hypochlorite, Hydrogen Peroxide and Nitrozone/Bioxide).
  - h. At the Main WWTP, surround Sodium Hypochlorite storage tanks with 55-gallon drums of water to protect tank bases from flying debris. Isolate tank feed lines from each other by use of tank shut off valve. Only one of three tanks should be online. Note: If tanks are equalized, a single hole in any tank will cause all tanks to drain.
3. **Level I Mobilization:** Duties of the Wastewater Department include but are not limited to:
- a. Direct Wastewater Department personnel to proceed to their assigned locations. Note: depending on the severity of the storm / disaster event, personnel may be assigned to jobs outside their area of expertise or work area. Including assignments with other division/departments such as Public Works Department or Public Safety Division.
  - b. Ensure the Departmental Command Center located at the Main WWTP office is continuously manned before, during and after the storm event or disaster.
  - c. Distribute supplies to the on duty Wastewater Department personnel. These supplies include fuel, food, foul weather gear, and any equipment required in the performance of their duties.
  - d. Ensure Chlorine feed levels are closely monitored to ensure automatic controls are functioning properly.
  - e. Shut down all residential reclaim irrigation water equipments.
  - f. Ensure all elevated storage tanks are kept filled to maximum capacity.
  - g. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
  - h. Frequently check communications gear and equipment to ensure readiness.
4. **Storm / Disaster Event Operations:** Duties of the Wastewater Department include but are not limited to:

- a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Respond to emergency calls and those that require the protection of life / property as weather permits.
  - c. Ensure power is maintained at all department facilities and lift stations. In the event of power loss, use backup generators.
  - d. **The following emergency procedures will be followed once sustained winds have reached 50 mph.** (Exception to procedures are actions requiring lifesaving operations)
    - 1) Report to assigned shelters, or a shelter assigned to another Strike Team (whatever is closer)
    - 2) Notify the EEOC that operations have ceased.
  - e. Once the storm winds have subsided to operating conditions, notify the EEOC and resume operations.
5. **Post-Storm / Disaster Event Operations:** Duties of the Wastewater Department include but are not limited to:
- a. Report system status to FDEP (Florida Department of Environmental Protection).
  - b. Restoration of lost services at lift stations; repair equipment and maintain electrical power.
  - c. Initiate process changes at both Wastewater Treatment Facilities, necessary to maintain or restore quality effluent.
  - d. Increase collection of bacteriological samples, as necessary, to ensure process quality.
  - e. Cease rejecting excess flows upon confirmation of effluent quality and holding pond availability.
  - f. Assist building personnel in reporting damage to buildings and / or equipment.
  - g. Perform temporary repairs to damaged departmental equipment and property.
  - h. Assist the Public Works Department and / or Eustis residents with clean-up operations as directed by the EEOC.
  - i. Complete report of overtime and expenditures.
  - j. Inventory of all department equipment.

- k. Report problems or concerns that occurred prior to, during, or after the storm / disaster event to EEOC and the FDEP as needed.

**Chapter 6 Attachment Index:**

- A. Wastewater Checklist
- B. Wastewater Key Facilities
  - Department Staffing Availability Form
  - ICS-214 Unit Log

## CHAPTER 7

### Development Services-Economic Development-Events

This chapter addresses responsibilities of the Development Services Department (Building and Planning Divisions) the Economic Development Department, and Events. Staff positions include the following:

Development Services	Economic Development	Events
<i>Development Services Director</i> <i>Deputy Development Services Director</i> <i>Senior Planner</i> <i>Permit Clerk (X 2)</i> <i>Senior Staff Assistant</i>	<i>Economic Development Director</i> <i>Public Relations Coordinator</i>	<i>Events Director</i> <i>Events Coordinator</i> <i>Events Assistant</i>

1. **Level III Mobilization:** Duties of DS, ED, and Events include but are not limited to:
  - a. Begin documenting event on DS/ED/Events Staff Checklist (Attachment 7A)
  - b. Prepare and provide a complete listing of Development Services, Economic Development and Events personnel who will be on duty (w/contact information) and their potential assigned location. The positions listed below as essential personnel will be a minimum. Other positions may be deemed essential; the number of personnel assigned will correlate (1) the status of positions (filled or vacant) and (2) to the severity of the storm / disaster event. Personnel shall be notified of their assigned duties and the schedule at this level.

#### **Essential Personnel**

Development Services Director

Deputy Development Services Director

Senior Planner

Public Relations Coordinator (Assigned to Command Team. See Chapter 1)

Economic Development Director

- c. Provide an updated listing of Development Services, Economic Development, and Events personnel addresses and phone numbers for recall purposes to the Human Resources Department and the Emergency Manager.
- d. Conduct initial meeting with staff. Advise all personnel to secure their residences, provide for their families, and prepare for duty if required. Preparation for duty includes packing food, water, medication and clothing needed for a minimum time-period of 72-hours. (See Personnel Reporting Checklist). Non-essential personnel should also prepare supplies in the event they may be called upon to assist.
- e. Review the contents of the Emergency Management Plan and ensure all personnel fully understand their duties during a storm / disaster event.

- f. Work with Public Relations Coordinator to prepare a press release for community outreach regarding hurricane preparation, including direction to remove or secure loose items outside to reduce windblown debris, notification of any DS associated meeting cancelations and permit/inspection requirements for reconnection of electricity.
  - g. Fuel department vehicles to maximum capacity and equip with flashlights and batteries, rain gear, and City maps.
  - h. Request City zone maps (six zone) from the Engineering Department. Number will be determined by severity of event. One map for the staging area and one map for each post-storm damage assessment team.
  - i. Provide equipment list to Command.
2. **Level II Mobilization:** Duties of DS, ED, and Events include but are not limited to:
- a. Place DS, ED and Events personnel in a “no-leave” status.
  - b. DS - Assign damage assessment teams of two persons (driver/scribe) and zones for post-storm windshield survey.
  - c. DS - To the best of the Department’s ability, visit active construction sites and notify owners/contractors to secure loose construction equipment and materials.
  - d. Fuel department vehicles to maximum capacity.
  - e. Ensure radios, cameras and other battery-operated equipment are fully charged and operational.
  - f. DS - Prepare temporary permits for members assigned to duty following a storm / disaster event. This is discretionary based on the severity of the storm / disaster event.
  - g. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.
3. **Level I Mobilization:** Duties of DS, ED, and Events include but are not limited to:
- a. Direct Department personnel to proceed to their assigned location (City Hall in department offices, unless otherwise directed by Emergency Manager); or home if deemed non-essential.
  - b. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
4. **Storm / Disaster Event Operations:** Duties of DS, ED, and Events include but are not limited to:

- a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Remain at their assigned locations until notified by the EEOC.
  - c. In the event of power loss, relocate to City Manager's Office, Commission Chambers and/or first floor north side of building.
5. **Post-Storm / Disaster Event Operations:** DS are responsible for providing habitability assessments for damaged residences, providing structural damage assessment, and assisting assist in the collection and recording of damage assessment information. Duties of DS, ED, and Events include but are not limited to:

Note: DS performs these duties as needed. ED and Events may assist with maintaining two people together for safety.

- a. Immediately communicate with the EEOC and await further direction (i.e. expiration of curfew).
- b. Receive preliminary damage assessment report (prepared by first responders) from the Emergency Management Director; ensure the report flags those structures that need to be evaluated immediately for habitability so DS personnel can conduct walk through damage assessment and post structures unsafe if warranted.
- c. Inspect suspected unsafe structures first.
- d. Perform windshield survey damage assessment with photo documentation and quick dollar estimate. Record damage to buildings, outbuildings, signs, fences, etc. (See attachment 7B). Make special note of damage to/destruction of non-conforming structures including fences, offsite signs, sheds, etc.
- e. Assess extent of damage and confer with City Manager regarding possible permit fee waivers.
- f. Complete report of overtime and expenditures.
- g. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.

**Chapter 7 Attachment Index:**

- A. DS/ED/Events Staff Checklist
  - B. Initial Damage Assessment
- 
- o Department Staffing Availability Form
  - o ICS-214 Unit Log



## CHAPTER 8: Left Blank Intentionally

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**NOTE:**

This chapter was originally “Economic Development”. During the 2018 revision of the plan it was determined that Development Services/Building Department and Economic Development could be merged and addressed within Chapter 7.

At the time of revision, this chapter was left blank.

Chief Swanson

May 21, 2018

April 5, 2021

April 28, 2022

April 4, 2023

April 30, 2024

May, 2025

CHAPTER 9: FINANCE DEPARTMENT

Purpose

In the event of the issuance of a Declaration of Disaster, all expenditures associated with emergency response and recovery operations may be reimbursable. In order for the City to receive the proper reimbursement, it is important that accurate records be kept of all expenditures incurred on an ongoing basis. These include not only purchases of supplies and equipment, but also payroll and expenditures associated with the operation of City vehicles and equipment. Records must be complete and accurate, and must be submitted in a timely fashion. Copies of the appropriate forms are included in the **FORMS** section of this document. They should be copied and used to maintain pertinent records throughout the duration of the emergency.

I. PURCHASES

The City of Eustis Purchasing Policy will be adhered to by all employees and department heads during activation of the Emergency Plan. Only purchases directly related to the emergency operations should be made during this time. Should purchases exceeding the established limits authorized to department heads be required, consult with the Purchasing Director to determine the appropriate manner to proceed.

II. PAYROLL EXPENDITURES

In addition to normal reporting procedures for payroll, the **Force Account Labor Summary Record** shall be maintained, recording the regular and overtime hours worked by each employee during the activation of the plan. In maintaining this form, only the following entries should be completed:

Name/ Position:	Assign one line for each employee
Location of Work:	This is the physical location and address where the work is taking place. This must be specific with the address being utilized for each activity. When a site is changed a new address must be entered. Additionally, pictures before and after need to be taken of the site on the phone.
Description of Work:	Describe the nature of the work taking place during the emergency, even if this is the normal work assigned to the employee(s). Each site must have the description of the work performed even if it is the same as the previous site.
Date/Hours Worked Each Day	Record the regular and overtime hours worked for each employee for each day, beginning with the day the plan was first activated, and continuing until deactivation.

Hourly rate	Provide both regular and overtime
Benefit Cost	Leave blank as Finance will complete the calculation.

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**EMERGENCY OPERATIONS  
REPORTING AND RECORD KEEPING**

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**III. EQUIPMENT OPERATION EXPENDITURES**

Equipment operation expenditures will be recorded on the **Force Account Equipment Summary Record**. A separate form shall be maintained by each department operating qualified equipment. This would include all City vehicles and heavy equipment. In maintaining this form, only the following entries should be completed:

Location of Work:	This is the physical location and address where the work is taking place. This must be specific with the address being utilized for each activity. When a site is changed a new address must be entered. Additionally, pictures before and after must be taken of the site on your phone.
Description of Work:	Describe the nature of the work taking place during the emergency, even if this is the normal work assigned to the employee(s).. Each site must have the description of the work performed even if it is the same as the previous site.
Type of Equipment:	Indicate the type of vehicle, size, capacity, horsepower, make, and model as appropriate.
Equip. No. Ref.:	City vehicle number assigned to this vehicle. Record the Date/Hours Used total hours this vehicle was used by this employee for each Each Day: day, beginning with the day the Emergency Plan was activated and ending on the day it was deactivated and the vehicle or equipment was returned to normal work. Continue to record hours that this vehicle or equipment is used for recovery related activities.

**IV. MATERIALS AND SUPPLIES USED**

In-stock materials and supplies used will be recorded on the **Materials Summary Record** form. This form should be used only for materials and supplies which are in stock prior to activation of the plan. In maintaining this form, only the following entries should be completed:

Location of Work:	As noted above
Description of Work:	As noted above

Description: Describe the materials or supplies used. This should include size, type of material, model number, brand name, and any other information to help identify the item.

Quantity: Number of each item used in response to the emergency.

## **DEFINITIONS / TERMS / POLICIES ENACTED WITH EOC ACTIVATION**

### **PERSONNEL POLICY DURING TIME OF EMERGENCIES:**

Employees who are considered non-essential, who are released from duty as a result of an emergency, will be paid their regular salary.

Employees required to remain on-duty during an emergency will be compensated as follows:

- During normal working hours, those employees on duty will be paid regular salary, plus will receive compensatory time (time for time) for the same hours worked during the regular work day.
- For hours worked past the regular work day, employees will receive, as they normally would, either compensatory time at time and a half, or overtime at time and a half, whichever is appropriate as determined by management. During a declared emergency, the city may elect to **pay overtime to salaried personnel in lieu of compensatory time.**

### **EMERGENCY SUPPLIES (Fuel, food, ice, cots, blankets, etc.)**

Upon activation of the Emergency Mobilization Plan (EMP), all emergency supplies will be secured by City Manager, the Emergency Manager, or an Emergency Manager Representative. Upon activation of the EMP, these items will not be available for general employee use. Ice machines are to be secured and plugged into emergency power if available to allow a sufficient supply of ice for the EOC. All other emergency supplies are to be secured at location(s) as directed by EOC for use by critical city personnel.

When deemed necessary and appropriate to emergency operations, emergency food supplies will be secured at the EOC, and meals will be provided to on-duty personnel in order to allow them to focus their efforts on emergency response and recovery operations.

### **EMERGENCY MANAGER: FIRE CHIEF**

Responsible for coordination and relay of all critical information between the County EOC & City Manager, attends all meetings, maintains year-round communication with EOC, and coordinates activities.

### **CITY LIAISON OFFICER: POLICE CHIEF**

Responsible for being present & representing the City at the County EOC, authorized to make decisions and speak on behalf of the City.

### **PUBLIC INFORMATION OFFICER: PUBLIC RELATIONS COORDINATOR**

Responsible for maintaining communication with media and supplying periodic updates to the local

media. The City appointed scrivener documenting communication, status updates, and progress during critical periods. The City Manager, will be responsible for proofing, and distributing all public information regarding status of city and operations to the media for public notification.

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## **DEFINITIONS / TERMS / POLICIES ENACTED WITH EOC ACTIVATION**

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### **CRITICAL\ESSENTIAL PERSONNEL**

At the time of EOC activation, the Emergency Manager will determine if any or all employees listed as “critical/essential” will need to remain on-duty or be designated as “essential personnel.”

### **ESSENTIAL\CRITICAL PERSONNEL**

At the time of EOC activation the Department Director/Supervisor with approval by the Emergency Manager, will determine if any or all of the personnel in this category will need to remain on-duty as “critical personnel.” Unless otherwise notified, Essential/Critical Personnel will observe the procedure for Essential Personnel (below).

### **ESSENTIAL PERSONNEL**

Personnel not critical to the maintenance of emergency operations during the actual onset of an emergency, but who will be essential to the recovery and restoration of essential services. Employees deemed as essential to the recovery operations will not usually be required to remain on-duty during the emergency, but must be prepared to return to work immediately following the emergency to assist in the recovery effort. **Essential personnel will be expected to return to duty immediately after the danger of the emergency has passed and SHOULD NOT wait to be called in.** Essential personnel unable to report to work are expected to contact their supervisor. If after repeated tries and contact cannot be made with the supervisor, the employee should call Human Resources at **(352) 483-5472** to report circumstances.

### **FAILURE TO REPORT TO WORK POLICY**

Employees designated as essential who are required to return to work following the emergency are expected to return to work as soon as possible. The following criteria should be used as a guideline:

- If the emergency is over prior to 2:00 p.m., employees should return to work as soon as possible.
- If the emergency is over after 2:00 p.m., in the evening, or after the normal work day, employees should report for duty the following morning at the regular report to work time, unless otherwise advised.

Employees who are considered essential, and who are unable to report to work as noted above, are expected to contact their supervisor. If after repeated tries contact cannot be made with the supervisor, the employee should call **Human Resources (352) 483-5472** to report circumstances.

If an employee does not report for duty as required and does not make contact with the city, disciplinary action will be pursued.

### **STANDBY PERSONNEL**

Personnel not critical to the maintenance of emergency operation during the actual onset of an

emergency, nor essential to the recovery and restoration of essential services. Standby employees will not be required to return to work until essential services have been restored and the city resumes normal operations. In some instances, Standby personnel may be called in to assist in recovery. Standby personnel will be required to call their supervisor immediately after the emergency has passed to report in. **Employees are responsible to obtain this information, and should not wait to be called.**

**FINANCE DEPARTMENT  
CITY OF EUSTIS EMERGENCY MANAGEMENT PLAN**

1. I. **Level III Mobilization:** Duties of the Finance Department include but are not limited to:
  - a. Provide a complete listing of Finance Department personnel to the EEOC (or the Emergency Manager if the EEOC is not manned) who will be on duty (w/contact information) and their potential assigned location. The number of personnel assigned will correlate to the severity of the storm / disaster event. Ensure those personnel are notified of their assigned duties and the schedule.
  - b. Advise all Finance Department personnel to secure their residences, provide for their families, and prepare for duty if required.
  - c. Review the contents of the Emergency Management Plan and ensure all Finance Department personnel fully understand their duties during a storm / disaster event.
  - d. Prepare assignment locations and schedule for all other Finance Department personnel. Specifically:
    - 1) The Director of IT or his designee will be assigned to the Finance Annex and will monitor the switchboard and City Servers. The Director of IT will also be on call to remote locations to ensure that all lines of communication are kept open in the event of a storm / disaster event. The Director of IT or his designee may be reassigned to the EEOC if required.
    - 2) The Payroll Manager will be assigned to City Hall. In the case of power failure, the contingency plan will be assignment to the Finance Annex.
    - 3) Meter Reader personnel and their equipment will be reassigned to the Water Department with possible further reassignment to the Public Works Department.
    - 4) If required, members of the Finance Department will be assigned to various duties that may be required by the EEOC.
  - e. Ensure current FEMA Forms are printed and distributed to the EEOC and Directors.
  - f. Coordinate with other City Divisions / Departments and provide assistance, if required. Close out and balance all cash registers.
2. **Level II Mobilization:** Duties of the Finance Department include but are not limited to:
  - a. Place Finance Department essential personnel on a “no-leave” status.
  - b. Instruct the Director of IT to conduct a back-up of City servers. Further, instruct Finance Department personnel to secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.



- c. Instruct the Customer Service Manager to prepare all cash receipts for deposit and make deposit to banks prior to emergency closings.
- d. Evaluate the need for additional change in case of operations resuming under generator power.
- e. If within five days of payroll or accounts payable check runs, process early.
- f. Store files in a secure area away from possible wind and water damage.
- g. Clear all desks of paperwork and any personal items that the owner would not want misplaced in case of EOC activation.
- h. Activate message on phone to be used for employees to report contact number and status after emergency has passed.
- i. Coordinate with other City Divisions / Departments and provide assistance if required.

3. **Level I Mobilization:** Duties of the Finance Department include but are not limited to:

- a. Direct Finance Department personnel to proceed to their assigned locations.
- b. Ensure that upon the closing of City Hall, voicemail is established informing callers of xx
- c. Maintain frequent contact with the EEOC. Record reports of damage and notify the EEOC.
- d. Coordinate response efforts with all departments.
- e. Assist other Divisions / Departments in their preparations, as may be required.

4. **Storm / Disaster Event Operations:** Duties of the Finance Department include but are not limited to:

- a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
- b. Ensure that Finance Department personnel remain at their assigned locations, until further directed by the EEOC.

5. **Post-Storm / Disaster Event Operations:** Duties of the Finance Department include but are not limited to:

- a. Immediately communicate with the EEOC and receive further assignments as may be required.

- b. Provide forms to and assist Divisions / Departments in the completion of all FEMA required paperwork. This includes but is not limited to: accumulation of payroll data, equipment schedules, materiel purchases, etc.
- c. Collect photos and document damaged City facilities. (Damage to property insured through PRM will be accounted for separate from FEMA cost. The City's primary insurance will cover the property damage. Therefore, appropriate insurance forms will be distributed to the various departments, if required.)
- d. Assist Building Department personnel in reporting damage to buildings and / or equipment.
- e. Complete report of overtime and expenditures.
- f. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.
- g.

**DEPARTMENTAL EMERGENCY OPERATION PLAN**  
**DEPARTMENT: FINANCE / IT**

**IV. Phase III Operations**

**A. Objectives**

Once the immediate threat has passed, and the Emergency Manager has determined it is safe to be outside, the following will be done, in the order listed:

1. Evaluate the condition of computer equipment and records.
2. Reconnect computer equipment and restore files/records to place as much as possible.
3. Contact persons for repair of computer, reloading of software or other repairs as necessary.
4. Assist other departments as needed in restoring order.
5. Support emergency operations.

**B. Personnel Available**

Name	Position	Phone	Employee Designation
Mike Sheppard	Finance Director	352-408-4692	Essential
Greg Barron	IT Manager	352-617-1443	Essential
Nelly Harnisch	Deputy Fin. Director	904-207-4342	Essential*
Tracy Jeanes	Purchasing Director	352-787-3518	Standby
Nicole Jenkins	Customer Service Manager.	239-822-2855	Essential*
Carolyn Stormont	Payroll Manager	352-235-5540	Essential*
Jeanne Owen	Purchasing Buyer	352-630-2538	Standby
Joy McKenzie	Staff Accountant	407-962-7423	Standby
Kathy Wood	Staff Accountant	352-617-4254	Standby
Janice Jones	Senior Staff Assistant	352-978-6315	Standby
Ashely Bunnell	Acct. Spec III	352-434-9660	Standby

\* Essential after storm for recovery and restoration of essential services.

**V. IT - Contact List**

Software - Edmunds 1-888-336-6999  
 Verteks 1-352-401-0909

Name	Position	Phone	Employee Designation
Greg Barron	IT Manager	352-617-1443	Essential
Billy Pinder	IT Support Specialist	352-418-7953	Essential

**Equipment Available:**

1 Verizon Radio – Radio #77

**Department Generator Needs:**

Location / Use	Address	Size	Fuel Required Type/gallons	Have / Need
Department has no current need for generator other than those already supporting City Hall				
Finance Annex requires a generator for IT support services and communication				

**DEPARTMENTAL EMERGENCY OPERATION PLAN****DEPARTMENT: WATER CUSTOMER SERVICE****I. Hazard Assessment**

The potential for damage in the Water Customer Service Department is from flood or wind damage to records and computer equipment. Loss of financial records and/or computer equipment and files could result in delayed resumption of operations for the cashier office and other finance areas.

**II. Phase III Operation**

Tasks to be performed after a "Phase I Notice" has been issued are:

- A. Close out and balance all cash registers.
- B. Prepare all cash receipts for deposit and make deposit to banks prior to emergency closings.
- C. Evaluate the need for additional change in case of operations resuming under generator power.
- D. Secure all cash (change only) in vault.
- G. Disconnect computer equipment and store in vault or other protected area.
- H. Store all critical records in vault.
- I. Move all files and records to vault or other area protected from flooding and wind damage.
- J. Provide contact numbers to employees and, if possible, obtain contact numbers for those employees evacuating.

\*Maintain Internet/Email and Network server in case of EOC activation to enable contact with County EOC

**III. Phase II Operations**

There are no employees within the Water Customer Service department that are classified as "critical".

All Department employees listed as "essential personnel" will be at home, or at a location of their choice in the immediate area, and must be prepared to return to work immediately following the emergency to assist in the recovery effort.

All Department employees listed as **"standby"** will call **(850) 983-5427** after the emergency has passed to report in. The employee should leave name, valid contact number and availability status.

## DEPARTMENTAL EMERGENCY OPERATION PLAN

### DEPARTMENT: METER DEPARTMENT

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#### 1. HAZARD ASSESSMENT

- A. Since the Meter Department works with the Water Department, the primary function would be to assist the Water department in restoring services as soon as possible.
- B. Impacts to service would be delayed route readings, which in turn would delay the Billing department.
- C. Facilities to secure: Four (4) equipped meter trucks, office at the City parking lot and Finance Annex.

#### II. PHASE III OPERATIONS

Tasks to be performed after a "Hurricane Warning" has been issued are:

- 1. Meter trucks stocked with extra pipe and fitting for gas and water services
- 2. Perform radio check and fully charge portable radio batteries
- 3. Stock extra batteries for flashlights and leak detector
- 4. Secure office
- 5. Fuel vehicles and secure at the office.
- 6. Assign Damage Assessment Teams and designate assessment grids
- 7. Make sure adequate FEMA Damage Assessment Survey forms are available to all teams

#### III. PHASE II OPERATIONS

All Meter department personnel are listed as "essential" and will be at home, or at a location of their choice in the immediate area, and must be prepared to return to work immediately following the emergency to assist in the recovery effort.

#### IV. POST STORM Objectives

- 1. Customer Service Manager will report to the Public Works Supervisor (Jobey) for any

- 
2. immediate concerns/problems that need to be handled. Meter department personnel will coordinate with the Public Works Supervisor and the Planning & Development Department personnel to form Damage Assessment Teams to survey the city.
3. Meter readers will do “drive through” damage assessment surveys of assigned areas, paying special attention to hazardous situations and damage to city facilities.
4. Once damage assessment is completed, assistance will be given to the Public Works departments as needed.

**DEPARTMENTAL EMERGENCY OPERATION PLAN****DEPARTMENT: METER DEPARTMENT****Personnel Available**

<b>Name</b>	<b>Position</b>	<b>Phone</b>	<b>Employee Designation</b>
Nicole Jenkins	Supervisor	239-822-2855	Essential
Thomas Buchanan	Field Tech	352-267-7960	Essential
Jay Donaldson	Field Tech	352-874-0265	Essential
Nick Rawls	Field Tech	352-449-9791	Essential

**1. Vehicles/Heavy Equipment Available**

2015 Nissan Frontier (210285)  
 2015 Nissan Frontier (222183)  
 2015 Nissan Frontier (XD4035)  
 2015 Nissan Frontier (XD4036)

**2. Equipment Available**

Each meter truck is equipped with the following:

Two 14" pipe wrenches	One crescent wrench
One flash light	One shovel
One binocular	One pair slip joint pliers
One hacksaw	

Trucks are stocked with various water fittings from ¾" to 1".

Specialized equipment: one Leakaton leak detector used to detect gas leaks on lines and appliances, portable cutting torch. No heavy equipment available

**Department Generator Needs:**

<b>Location / Use</b>	<b>Address</b>	<b>Size</b>	<b>Fuel Required Type/gallons</b>	<b>Have / Need</b>
The Finance Annex requires a generator for IT support services and back up for payroll.				

**Chapter 9 Attachment Index:**

- A. 9A Department Staffing Availability
- B. 9B Eustis Response Claim Form
- Department Staffing Availability Form
- ICS-214 Unit Log

## **CHAPTER 10 – Parks and Recreation Department**

The Parks and Recreation Department is primarily responsible for providing sustenance, sustenance distribution, and logistical support to City employees and for ensuring all facilities under their cognizance are secured for a storm / disaster event. The Director of Parks and Recreation will be in charge of the Primary Staging Area and all City employees assigned to that location. During Emergency Management events, the Library Director will report directly to the Director of Parks and Recreation and will follow the procedures listed in this chapter. In this chapter, the Parks and Recreation Department includes the Library Department personnel

### **1. Level III Mobilization:**

- a. Staffing list to be confirmed and updated once department heads are notified of a possible storm event.
- b. Duties of the Parks and Recreation Department are listed on Attachment 10B.
- c. Prepare the Eustis Community Center to serve as the Primary Staging Area for food preparation, supply distribution, etc.
- d. Procure enough food and cooking gear to provide meals to City employees to last the duration and following a disaster event. Quantity of food items to be purchased is calculated at: 100 people per meal x 3 meals per day x 3 days. Coordinate with the Purchasing Department and the Finance Department on these procurements. Record expenditures for all procured items.
- e. Maintain communication with local food vendors to ensure a continuous availability of food supplies during extended operations.
- f. Determine the approximate number of City personnel assigned to work during the storm and prepare meal schedules accordingly. Notify EEOC of schedule.
- g. Provide an updated listing of Parks and Recreation Department personnel addresses and phone numbers for recall purposes to the Human Resources Department.
- h. Advise all Parks and Recreation Department personnel to secure their residences, provide for their families, and prepare for duty, if required.
- i. Complete schedule for personnel during a storm / disaster event.
- j. Review the contents of the Emergency Management Plan and ensure all Parks and Recreation Department personnel fully understand their duties during a storm / disaster event.
- k. Test and fuel all equipment to include vehicles, radios, and any other equipment that may be required in the event of a storm / disaster event.

- l. Review equipment status and provide a list of equipment available and their location to the EEOC (or the City Manager if the EEOC is not manned).
  - m. Coordinate with other City Divisions / Departments and provide assistance if required.
  - n. Contact Command and identify if there is going to be a Lake County shelter opening within the city limits.
2. **Level II Mobilization:** Duties of the Parks and Recreation Department include but are not limited to:
- a. Place all Parks and Recreation Department personnel in a “no-leave” status.
  - b. Close all park facilities and cease recreation activities, including the Aquatic Center and the Lakewalk.
  - c. Coordinate with the Public Works Department the boarding of windows and doors to any facility under the cognizance of the Parks and Recreation Department. In addition, perform the following procedures:
    - 1) Remove light globes at the Bandshell, Lakewalk, and Aquatic Center.
    - 2) Remove lower lights at the Bandshell, Aquatic Center, and Ferran Park Playground.
    - 3) Cover electrical sockets at all park facilities with plastic bags.  
(Highlighted items to be completed by Public Works)
    - 4) Secure all loose items at the Aquatic Center that could become a flying debris hazard during heavy winds. Place chairs in pool, remove lane lines, reduce water level, and turn off electricity and heaters.
  - d. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.
  - e. Frequently check communications gear and equipment to ensure readiness.
  - f. Begin stockpiling ice at the Primary Staging Area.
  - g. Inspect buildings under the cognizance of the Parks and Recreation Department for loose non-essential equipment. Secure equipment as necessary. The Parks and Recreation Department, in coordination with the Public Works Department, is responsible for the securing and safety of the following buildings:
    - 1) Facilities & Recreation Office
    - 2) American Legion Building
    - 3) Aquatic Center
    - 4) Bandshell
    - 5) Cardinal Office & Warehouse



- 6) Clifford Taylor House
  - 7) Eustis Community Center
  - 8) Lakewalk / Seawall
  - 9) Senior Service Center
  - 10) Eustis Memorial Library
3. **Level I Mobilization:** Duties of the Parks and Recreation Department include but are not limited to:
- a. Direct Parks and Recreation Department personnel to proceed to their assigned locations.
  - b. The Director of Parks and Recreation will assume command and control of the Primary Staging Area. Following a roll call, the Director will report status of personnel and equipment to the the EEOC.
  - c. Begin meal preparation and distribution if required.
  - d. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
  - e. Frequently check communications gear and equipment to ensure readiness.
4. **Storm / Disaster Event Operations:** Duties of the Parks and Recreation Department include but are not limited to:
- a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Continue providing meals to City employees as weather permits.
5. **Post-Storm / Disaster Event Operations:** Duties of the Parks and Recreation Department include but are not limited to:
- a. Continue meal preparation and distribution to City employees during clean-up operations until secured by the EEOC.
  - b. Assume command and control authority over any locally assigned distribution point as designated by the EEOC.
  - c. Assist authorized organizations in distribution of food and water
  - d. Assist building personnel in reporting damage to buildings and / or equipment
  - e. Assist Eustis residents with clean-up operations.
  - f. Complete report of overtime and expenditures.
  - g. Report problems or concerns that occurred prior to, during, or after the storm / disaster event.

**Chapter 10 Attachment Index:**

- 10A. Parks and Recreation Checklist
- 10B. Parks and Rec Emergency Phone List.
- 10C. Hurricane Food – Purchase List
- 10D. Hurricane meal menu
- 10E. Hurricane Emergency Action Plan (EAP ) Publix Letter (2018)
  - Department Staffing Availability Form
  - ICS-214 Unit Log

**CHAPTER 11 – Library Department**

Eustis Memorial Library personnel are assigned to the Library Department.

1. **Level III Mobilization:** Duties of the Library Department include but are not limited to:
  - a. Prepare and provide a complete listing of Library personnel who may be assigned work during a storm / disaster event (w/contact information). These personnel will be assigned to the Primary Staging Area at the Eustis Community Center. The number of personnel assigned will correlate to the severity of the storm / disaster event. Ensure those personnel are notified of their assigned duties and the schedule.
  - b. Prepare the Eustis Library for closing and EOC needs.
  - c. Determine the approximate number of City personnel assigned to work during the storm. Notify EEOC of schedule.
  - d. Provide a complete listing of Library Department employee addresses and phone numbers for recall purposes to the EEOC (or the City Manager if the EEOC is not manned).
  - e. Advise all Library Department personnel to secure their residences, provide for their families, and prepare for duty, if required.
  - f. Complete schedule for personnel during a storm / disaster event.
  - g. Review the contents of the Emergency Management Plan and ensure all Library Department personnel fully understand their duties during a storm / disaster event.
  - h. Test and fuel all equipment to include vehicles, radios, and any other equipment that may be required in the event of a storm / disaster event.
  - i. Review equipment status and provide a list of equipment available and their location to the EEOC (or the City Manager if the EEOC is not manned).
  - j. Coordinate with other City Divisions / Departments and provide assistance if required.
2. **Level II Mobilization:** Duties of the Library Department include but are not limited to:
  - a. Place all Library personnel in a “no-leave” status.
  - b. Have windows and doors boarded at the Eustis Memorial Library and perform the following procedures:
  - c. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material.
  - d. Frequently check communications gear and equipment to ensure readiness.

**Eustis Memorial Library personnel list attached**

3. **Level I Mobilization:** Duties of the Library Department include but are not limited to:
  - a. Direct Library personnel to proceed to their assigned locations.
  - b. Following a roll call, the Director will report status of personnel and equipment to the EEOC.
  - c. Maintain frequent contact with the EEOC and notify them of any situation that may require the action of EEOC personnel.
  - d. Frequently check communications gear and equipment to ensure readiness.
4. **Storm/Disaster Event Operations:** Duties of the Library Department include but are not limited to:
  - a. Maintain continuous communication with the EEOC to obtain weather conditions and receive orders.
  - b. Continue providing meals to City employees as weather permits.
5. **Post-Storm / Disaster Event Operations:** Duties of the Library Department include but are not limited to:
  - a. Assume command and control authority over any locally assigned distribution point as designated by the EEOC.
  - b. Assist authorized organizations in distribution of food and water.
  - c. Assist building personnel in reporting damage to buildings and / or equipment.
  - d. Assist Eustis residents with clean-up operations.
  - e. Complete report of overtime and expenditures.
  - f. Report problems or concerns that occurred prior to, during, or after the storm/disaster event.

## **CHAPTER 12 – Human Resources**

**1. Level III Mobilization:** Duties of Human Resources include but are not limited to:

- a. Provide a current listing of City personnel (w/contact information) to the EEOC (or the City Manager if the EEOC is not manned).
- b. Advise all Human Resource personnel to secure their residences, provide for their families, and prepare for duty if required.
- c. Complete schedule for personnel during a storm / disaster event.
- d. Review the contents of the Emergency Management Plan and ensure all Human Resources personnel fully understand their duties during a storm / disaster event.
- e. Coordinate with other City Divisions / Departments and provide assistance if required.

**2. Level II Mobilization:** Duties of Human Resources include but are not limited to:

- a. Place all Human Resources personnel in a “no-leave” status.
- b. Secure any non-essential computer equipment by disconnecting power supply, moving them away from windows, and covering them tightly with waterproof material. Move any other equipment, including books and audio/visual items away from the windows.

**3. Level I Mobilization:** Duties of Human Resources include but are not limited to:

- a. Direct Human Resource personnel assigned to work during the storm/disaster event to proceed to their assigned locations. All others not assigned will proceed home and await further orders.

**4. Storm / Disaster Event Operations:** Duties of Human Resources include but are not limited to:

- a. Human Resource personnel shall remain at their assigned locations until further notice from the EEOC.

**5. Post-Storm / Disaster Event Operations:** Duties of Human Resources include but are not limited to:

- a. Upon direction of the City Manager or his designee, Human Resources will prepare emergency temporary hiring of personnel who may be required to assist in clean-up efforts.
- b. Assist Eustis residents with clean-up operations.
- c. Complete report of overtime and expenditures.

**Chapter 12 Attachment Index:**

- A. Attachment 12A Human Resources Staff Checklist
- B. Attachment 12B Emergency Compensation Policy
  - Department Staffing Availability Form
  - ICS-214 Unit Log