

CITY OF FAIR OAKS RANCH EMERGENCY OPERATIONS PLAN



August 2024

Promulgation Letter

A primary role of government is to provide for the safety and welfare of its citizens. The welfare and safety of residents is never more threatened than during times of disaster and other serious emergencies. A goal of emergency management is to ensure that effective multi-discipline and multi-jurisdictional mitigation, preparedness, response, and recovery plans exist so that the public welfare and safety are preserved.

The City of Fair Oaks Ranch Emergency Operations Plan (EOP) is a framework for a community-wide response for emergencies and coordinated support of certain pre-planned events. The EOP addresses the roles and responsibilities of all city departments, community agencies, government organizations, volunteers and community partners that may be involved in an emergency. This plan also identifies how regional, state, federal, and other resources may be activated to address disasters and emergencies in our community.

It is intended that this plan conform to the terms and conditions of the Bexar County Emergency Operations Plan, all Texas Laws and Regulations, the Texas Division of Emergency Management Plan, and such Federal Acts and Regulations as may be applicable.

This plan will continue to evolve, responding to lessons learned from actual disasters and emergency experiences, from ongoing planning efforts, from training and exercise activities and continuing state and federal guidance.

While no plan can completely prevent negative impacts to the City, good plans, carried out by knowledgeable and well-trained personnel, can and will minimize losses. This plan is promulgated as the City of Fair Oaks Ranch Emergency Operations Plan.

Mayor, City of Fair Oaks Ranch

City Manager

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City Code of Ordinances Directing Emergency Management

AN ORDINANCE

AN ORDINANCE OF THE CITY COUNCIL OF THE CITY OF FAIR OAKS RANCH, TEXAS, AMENDING THE CITY OF FAIR OAKS RANCH CODE OF ORDINANCES CHAPTER 1 “GENERAL PROVISIONS,” ARTICLE 1.06 “EMERGENCY MANAGEMENT,” DIVISION 2 “EMERGENCY MANAGEMENT PROGRAM;” AND PROVIDING FOR A SEVERABILITY CLAUSE AND EFFECTIVE DATE

WHEREAS, the City Council of the City of Fair Oaks Ranch finds that the identification of potential hazards and the prevention or mitigation of their effects must be an ongoing concern to protect the lives and property of the populace, and,

WHEREAS, the City of Fair Oaks Ranch (“City”) takes a proactive role in mitigating, preparing, responding, and recovering from potential natural and man-made events, and,

WHEREAS, the City recognizes the importance of a unified and consistent system to prepare for, respond to and recover from disasters and emergencies, and,

WHEREAS, this Emergency Management Ordinance sets the foundations for disaster response for the City of Fair Oaks Ranch, and,

WHEREAS, an Emergency Operations Plan (EOP) provides the framework for emergency response and emergency management during disasters.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF FAIR OAKS RANCH, TEXAS:

Section 1. Chapter 1 “General Provisions,” Article 1.06 “Emergency Management,” Division 2 “Emergency Management Program” of the City’s Code of Ordinances is hereby amended as set forth in the attached **Exhibit A**.

Section 2. That the recitals contained in the preamble hereto are hereby found to be true and such recitals are hereby made a part of this ordinance for all purposes and are adopted as a part of the judgment and findings of the Council.

Section 3. It is hereby declared to be the intention of the City Council that the phrases, clauses, sentences, paragraphs, and sections of this ordinance be severable, and, if any phrase, clause, sentence, paragraph, or section of this ordinance shall be declared invalid by judgment or decree of any court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs, or sections of this ordinance and the remainder of this ordinance shall be enforced as written.

Section 4. That it is officially found, determined, and declared that the meeting at which this ordinance is adopted was open to the public and public notice of the time, place, and subject matter of the public business to be considered at such meeting, including this ordinance, was given, all as required by Chapter 551, as amended, Texas Government Code.

- Section 5.** The provisions of this ordinance shall be cumulative of all ordinances not repealed by this ordinance and ordinances governing or regulating the same subject matter as that covered herein.
- Section 6.** If any provision of this ordinance or the application thereof to any person or circumstance shall be held to be invalid, the remainder of this ordinance and the application of such provision to other persons and circumstances shall nevertheless be valid, and the City hereby declares that this ordinance would have been enacted without such invalid provision.
- Section 7.** All ordinances, or parts thereof, which are in conflict or inconsistent with any provision of this ordinance are hereby repealed to the extent of such conflict, and the provisions of this ordinance shall be and remain controlling as to the matters ordained herein.
- Section 8.** This ordinance shall be construed and enforced in accordance with the laws of the State of Texas and the United States of America.
- Section 9.** The provisions of this ordinance shall be cumulative of all ordinances not repealed by this ordinance and ordinances governing or regulating the same subject matter as that covered herein.
- Section 10.** This ordinance shall take effect immediately from and after its second reading, passage and any publication requirements as may be required by governing law.

PASSED and APPROVED on first reading by the City Council of the City of Fair Oaks Ranch, Texas, on this 1st day of August 2024.

PASSED, APPROVED, and ADOPTED on second and final reading by the City Council of the City of Fair Oaks Ranch, Texas, on reading this 15th day of August 2024.

Gregory C. Maxton, Mayor

ATTEST:

APPROVED AS TO FORM:

Christina Picioccio, TRMC
City Secretary

Denton Navarro Rodriguez Bernal Santee & Zech
P.C., City Attorney

ARTICLE 1.06 EMERGENCY MANAGEMENT¹

Division 2. Emergency Management Program

Sec. 1.06.031 Emergency Management Organization

- (a) There exists the office of Emergency Management Director of the City, which shall be held by the Mayor in accordance with state law.
- (b) An emergency management coordinator may be appointed by and serve at the pleasure of the Director.
- (c) The Director shall be responsible for a program of comprehensive emergency management within the City and for carrying out the duties and responsibilities set forth in this division. He/she may delegate authority for execution of these duties to the coordinator, but ultimate responsibility for such execution shall remain with the Director.
- (d) The operational emergency management organization of the City shall consist of the officers and employees of the City so designated by the Director in the emergency management plan, as well as organized volunteer groups. The functions and duties of this organization shall be distributed among such officers and employees in accordance with the terms of the emergency management plan.

Sec. 1.06.032 Duties of Emergency Management Director

The duties and responsibilities of the Emergency Management Director shall include the following:

- (1) Conduct an ongoing survey of actual or potential hazards which threaten life and property within the City and an ongoing program of identifying and requiring or recommending the implementation of measures which would tend to prevent the occurrence or reduce the impact of such hazards if a disaster did occur.
- (2) Supervision of the development and approval of an emergency management plan for the City and shall recommend for adoption by the City Council all mutual aid arrangements deemed necessary for the implementation of such plan.
- (3) Authority to declare a local state of disaster. The declaration may not be continued or renewed for a period in excess of seven (7) days except by or with the consent of the City Council. Any order or proclamation declaring, continuing, or terminating a local state of disaster shall be given prompt and general publicity and shall be filed promptly with the City Secretary.
- (4) Issuance of necessary proclamations, regulations or directives which are necessary for carrying out the purposes of this division. Such proclamation, regulation, or directive shall be disseminated promptly by means calculated to bring its contents to the attention of the general public and, unless circumstances attendant on the disaster prevent or impede, promptly filed with the City Secretary.

¹State law reference(s)—Local and interjurisdictional emergency management, V.T.C.A., Government Code, ch. 418.

- (5) Direction and control of the operations of the City emergency management organization as well as the training of emergency management personnel.
- (6) Determination of all questions of authority and responsibility that may arise within the emergency management organization of the City.
- (7) Maintenance of liaison with other municipal, county, district, state, regional or federal emergency management organizations.
- (8) Marshaling of all necessary personnel, equipment or supplies from any department of the City to aid in the carrying out of the provisions of the emergency management plan.
- (9) Supervision of the drafting and execution of mutual aid agreements, in cooperation with the representatives of the state and of other local political subdivisions of the state, and the drafting and execution, if deemed desirable, of an agreement with the county in which the City is located, and with other municipalities within the county, for the countywide coordination of emergency management efforts.
- (10) Supervision of, and final authorization for, the procurement of all necessary supplies and equipment, including acceptance of private contributions which may be offered for the purpose of improving emergency management within the City.
- (11) Authorizing of agreements, after approval by the City Attorney, for use of private property for public shelter and other purposes.
- (12) Survey of the availability of existing personnel, equipment, supplies and services which could be used during a disaster, as provided for herein.
- (13) Other requirements as specified in the Texas Disaster Act of 1975 (V.T.C.A. Government Code ch. 418 (Vernon 1988)).

Sec. 1.06.033 Emergency Operations Plan

A comprehensive emergency operations plan shall be developed and maintained in a current state. The plan shall set forth the form of the organization, establish and designate divisions and functions, assign responsibilities, tasks, duties, and powers, and designate officers and employees to carry out the provisions of this division. As provided by state law, the plan shall follow the standards and criteria established by the state division of emergency management. Insofar as possible, the form of organization, titles and terminology shall conform to the recommendations of the state division of emergency management. When approved, it shall be the duty of all departments and agencies to perform the functions assigned by the plan and to maintain their portion of the plan in a current state of readiness at all times. The emergency operations plan shall be considered supplementary to this division and have the effect of law during the time of a disaster.

Sec. 1.06.034 Interjurisdictional Program

The Mayor is hereby authorized to join with the County Judge of Bexar County, Kendall County or Comal County and the Mayors of other cities in the formation of an emergency management council if deemed feasible and shall have the authority to cooperate in the preparation of a joint emergency management plan and in the appointment of a joint

emergency management coordinator, as well as all powers necessary to participate in a countywide program of emergency management insofar as said program may affect the City.

Sec. 1.06.035 Override of Existing Regulations by Emergency Regulations

At all times when the orders, rules, and regulations made and promulgated pursuant to this division shall be in effect, they shall supersede and override all existing ordinances, orders, rules, and regulations insofar as the latter may be inconsistent therewith.

Sec. 1.06.036 Liability

This division is an exercise by the City of its governmental functions for the protection of the public peace, health, and safety, and neither the City, the agents and representatives of the City, nor any individual, receiver, firm, partnership, corporation, association, or trustee, nor any of the agents thereof, in good faith carrying out, complying with or attempting to comply with any order, rule, or regulation promulgated pursuant to the provisions of this division shall be liable for any damage sustained to persons as the result of said activity. Any person owning or controlling real estate or other premises who voluntarily and without compensation grants to the City a license or privilege or otherwise permits the City to inspect, designate and use the whole or any part or parts of such real estate or premises for the purpose of sheltering persons during an actual, impending or practice enemy attack or natural or man-made disaster shall, together with his successors in interest, if any, not be civilly liable for the death of, or injury to, any person on or about such real estate or premises under such license, privilege or other permission or for loss of, or damage to, the property of such person.

Sec. 1.06.037 Commitment of Funds

No person shall have the right to expend any public funds of the City in carrying out any emergency management activity authorized by this division without prior approval by the City Council, nor shall any person have any right to bind the City by contract, agreement or otherwise without prior and specific approval of the City Council unless during a declared disaster. During a declared disaster, the Mayor may expend and/or commit public funds of the City when deemed prudent and necessary for the protection of health, life, or property.

Sec. 1.06.038 Offenses; Penalties

- (a) It shall be unlawful for any person willfully to obstruct, hinder, or delay any member of the emergency management organization in the enforcement of any rule or regulation issued pursuant to this division, or to do any act forbidden by any rule or regulation issued pursuant to the authority contained in this division.
- (b) It shall likewise be unlawful for any person to wear, carry or display any emblem, insignia or other means of identification as a member of the emergency management organization of the City, unless authority to do so has been granted to such person by the proper officials.
- (c) Any unauthorized person who shall operate a siren or other device so as to simulate a warning signal, or the termination of a warning, shall be deemed guilty of a violation of this division and shall be subject to the penalties imposed by this division.

(d) Convictions for violations of the provisions of this division shall be punishable by fine not less than twenty-five dollars (\$25.00) nor to exceed two thousand dollars (\$2,000.00). Each day the violation continues to occur shall be considered a separate offense.

Sec. 1.06.039 Limitations

This division shall not be construed so as to conflict with any state or federal statute or with any military or naval order, rule, or regulation.

Resolution Adopting Emergency Operations Plan

A RESOLUTION

AN RESOLUTION OF THE CITY COUNCIL OF THE CITY OF FAIR OAKS RANCH, TEXAS, ADOPTING AND IMPLEMENTING THE CITY OF FAIR OAKS RANCH EMERGENCY OPERATION PLAN.

WHEREAS, the City of Fair Oaks Ranch (“City”) takes a proactive role in mitigating, preparing, responding, and recovering from potential natural and man-made events, and,

WHEREAS, the City recognizes the importance of a unified and consistent system to prepare for, respond to and recover from disasters and emergencies, and,

WHEREAS, an Emergency Operations Plan (EOP) provides the framework for emergency response and emergency management during disasters, and,

WHEREAS, the Emergency Operations Plan (EOP) delegates overall responsibility for plan development, maintenance, training, and exercise to the City of Fair Oaks Ranch staff, emergency personnel, and its emergency management partners,

WHEREAS, the City of Fair Oaks Ranch finds it in the best interest of the citizens to adopt and begin implementation of the City of Fair Oaks Ranch Emergency Management Plan.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF FAIR OAKS RANCH, TEXAS:

- Section 1.** The City of Fair Oaks Ranch Emergency Operations Plan is hereby adopted for immediate implementation as set forth in the attached **Exhibit A**.
- Section 2.** That the recitals contained in the preamble hereto are hereby found to be true and such recitals are hereby made a part of this ordinance for all purposes and are adopted as a part of the judgment and findings of the Council.
- Section 3.** It is hereby declared to be the intention of the City Council that the phrases, clauses, sentences, paragraphs, and sections of this ordinance be severable, and, if any phrase, clause, sentence, paragraph, or section of this ordinance shall be declared invalid by judgment or decree of any court of competent jurisdiction, such invalidity shall not affect any of the remaining phrases, clauses, sentences, paragraphs, or sections of this ordinance and the remainder of this ordinance shall be enforced as written.
- Section 4.** That it is officially found, determined, and declared that the meeting at which this ordinance is adopted was open to the public and public notice of the time, place, and subject matter of the public business to be considered at such meeting, including this ordinance, was given, all as required by Chapter 551, as amended, Texas Government Code.

Section 5. The provisions of this ordinance shall be cumulative of all ordinances not repealed by this ordinance and ordinances governing or regulating the same subject matter as that covered herein.

Section 6. If any provision of this ordinance or the application thereof to any person or circumstance shall be held to be invalid, the remainder of this ordinance and the application of such provision to other persons and circumstances shall nevertheless be valid, and the City hereby declares that this ordinance would have been enacted without such invalid provision.

Section 7. All ordinances, or parts thereof, which are in conflict or inconsistent with any provision of this ordinance are hereby repealed to the extent of such conflict, and the provisions of this ordinance shall be and remain controlling as to the matters ordained herein.

This ordinance shall be construed and enforced in accordance with the laws of the State of Texas and the United States of America.

Section 9. The provisions of this ordinance shall be cumulative of all ordinances not repealed by this ordinance and ordinances governing or regulating the same subject matter as that covered herein.

Section 10. This ordinance shall take effect immediately from and after its second reading, passage and any publication requirements as may be required by governing law.

PASSED, APPROVED, and ADOPTED by the City Council of the City of Fair Oaks Ranch, Texas, on this 15th day of August 2024.

Gregory C. Maxton, Mayor

ATTEST:

APPROVED AS TO FORM:

Christina Picioccio, TRMC
City Secretary

Denton Navarro Rodriguez Bernal Santee & Zech
P.C., City Attorney

EXHIBIT A

The City of Fair Oaks Ranch Emergency Operations Plan, dated August 2024.



Purpose

The purpose of the City of Fair Oaks Ranch Emergency Operations Plan (EOP) is to establish the overall framework for integration and coordination of emergency management and activities in order to facilitate coordinated response to any emergency or event in the Community requiring a local response or multi-agency response or support.

In responding to an emergency condition, the purpose is to prevent or reduce the impact of the situation on the residents of Fair Oaks Ranch. This includes minimizing injury or loss of life, minimizing property damage, minimizing environmental and economic impacts, providing timely and accurate information to residents, meeting the immediate essential needs of residents, and restoring essential utilities and functions.

There are two key points in responding to an emergency condition. First is communications. This includes communications with our City Staff, City Council, our residents and our partners that will assist in the response. Second is to respond immediately. From the slightest potential of an emergency condition to the no-notice actual occurrence of an emergency, we need to respond instantly when identified. The response levels will be different, but a response must be put in motion as quickly as possible.

This EOP identifies local agencies and partner organizations that provide command and coordination capabilities for an emergency or event and describes how command and response components are organized and managed. The plan provides guidance to all departments on the City Staff and details general roles and responsibilities of local departments and partnering stakeholders before, during, and following an emergency or event. It also provides for the systematic integration of additional emergency resources but does not replace other federal, state or national emergency operations plans or procedures. It identifies lines of authority and organizational relationships for the management of emergency response actions, describes how people and property are protected in an emergency or disaster, and identifies legal authority.

Further, the purpose of this plan is to prescribe those initial activities to be taken by the City Officials to protect the lives and property of all the citizens of Fair Oaks Ranch in the event of a natural or human-caused emergency or disaster, and to satisfy the requirement that the City of Fair Oaks Ranch has an effective and operational emergency management plan.

The EOP is intended to accomplish the following goals:

- Assign responsibilities to agencies, organizations and individuals for carrying out specific actions during an emergency or event.
- Detail the methods and procedures to be used by designated personnel to assess emergencies and take appropriate actions to save lives and reduce injuries, prevent or minimize damage to public and private property, and protect the environment.
- Provide a process by which emergency response personnel and local government staff can efficiently and effectively prevent, mitigate, prepare for, respond to, and recover from emergencies and disasters.
- Identify lines of authority and coordination for the management of an emergency or event.



EMERGENCY PLANNING GUIDELINES

Elected leaders and City Staff are responsible for ensuring that necessary and appropriate actions are taken to protect people and property from any threat or hazard. Residents and citizens also have a critical role and shared responsibility to take appropriate actions to protect themselves, their families, organizations, and properties. Planning that includes an integrated capabilities-based, whole community approach builds a more resilient community.

This EOP is a major component of the City's comprehensive emergency management program, which addresses most hazards, emergency phases, anticipated impacts, all people, and all stakeholders.

1. Hazards: The EOP is meant to address hazards that may require disaster response in the City of Fair Oaks Ranch. This approach allows the City to address the specific considerations of unique hazards, while strengthening the functions common to most disasters.

2. Phases: The City's comprehensive emergency management program is organized to address the phases of emergency management.

- **Prevention:** those capabilities necessary to avoid, prevent, or stop a threat or act
- **Protection:** those capabilities necessary to secure the City against acts or natural disasters
- **Mitigation:** those capabilities necessary to reduce loss of life or property damage
- **Response:** those capabilities necessary to save lives, protect property and the environment, while meeting basic human needs during and following an emergency event
- **Recovery:** those capabilities necessary to assist communities in restoring conditions back to the same level prior to the emergency event

3. Impacts: The concepts identified in this plan are meant to be used to address the types of disaster impacts, regardless of their cause, severity, or complexity – no matter how unprecedented or extraordinary. While the plan focuses primarily on disasters, it addresses and distinguishes between the following types of incidents when appropriate.

- Emergencies are routine events which make up most incidents and are handled by responsible jurisdictions or agencies through other established authorities and plans.
- Disasters are non-routine events which exceed the capability of local jurisdictions or agencies (or exhaust their resources) requiring county-wide coordination and/or assistance from the county, state, or federal governments.
- Catastrophes are extremely rare events where most, if not all, of the following conditions exist:
 - Most or all of the surrounding counties and cities are destroyed or heavily impacted
 - Local and County government is unable to perform its usual services
 - Help from nearby jurisdictions is limited or cannot be provided
 - Most or all the daily community functions are interrupted



4. Stakeholders: Effective emergency management requires trust and close working relationships among all levels of government, non-governmental organizations, the private sector, and the public. To this end, the plan and the planning process utilized to develop and maintain it are designed to facilitate communication, build consensus, advocate a team atmosphere, encourage trust, and create and sustain broad and sincere relationships among individuals and organizations. Developing and integrating this team approach is the foundation of an effective disaster response.

5. People: A key element of effective emergency planning is to consider the whole community, including individuals and population segments that may be impacted by a disaster. This planning encompasses as many audiences as practically possible and can include those groups defined as “functional needs” populations. These groups include populations whose needs are not fully addressed by traditional service providers or who feel they cannot comfortably or safely access and use the standard resources offered in disaster preparedness, response, and recovery. Functional needs populations may include:

- People with age vulnerabilities (under 5 or over 65)
- People with disabilities – physical, mental, cognitive, or sensory
- People with limited language proficiency
- Culturally/geographically isolated populations
- Economically disadvantaged populations



CONSEQUENCES OF EMERGENCY SITUATIONS

Dealing with disaster consequences is an important part of the plan in the response and recovery phases. The following is a list of the primary consequences anticipated in any disaster. Specific hazards may present unique issues that require more tailored response and recovery efforts. This list provides a guide for consequence consideration during the preparation and response to emergency situations that could impact the City of Fair Oaks Ranch.

- 1. Displaced People:** Disaster situations can often produce large numbers of displaced people who need a wide range of services (i.e., housing, food, clothing, financial assistance, child and special needs care, information, employment assistance, medical assistance, etc.) during both response and recovery.
- 2. Injured/Ill People:** Rapid incidents, such as a tornado, generally do not allow people time to escape the event. The result can be a wide range of injuries or illnesses requiring significant coordination of fire, police, Hazardous Materials (Hazmat), EMS, medical and public health and environmental agencies.
- 3. Fatalities:** The deaths of citizens and responders are the greatest tragedy associated with disaster situations. The county medical examiner has statutory authority for determining the cause of death. Several agencies may assist with the collection, storage, and final disposition of the dead. In the event of criminal or terrorist incidents, investigation and evidence preservation must also be considerations. The effective management of any fatalities is essential to the emotional and mental needs of the families, the community well-being, prosecution and the prevention of potential public health and environmental crises.
- 4. Damaged or Destroyed Property:** Among the most common results of all disaster situations is damaged and destroyed property. Property damage and destruction may be limited by pre- or post-disaster mitigation. Responsibilities for damaged property vary based on ownership (public property versus private property). The rapid assessment of property to determine the loss of critical infrastructure (public and private), homes, business, cultural, historic, and natural sites is critical to the disaster declaration process and the prioritization of recovery efforts. Debris management is a major component of this consequence of a disaster.
- 5. Loss of Emergency/Essential Services:** Loss of services is closely linked to the disaster situation's impact on critical infrastructure, business and government. The preservation and continuity of government, fire, police, EMS, water and wastewater services, emergency management, and public health and environmental services are immediate priorities.
- 6. Loss of Critical Infrastructure:** The preservation and restoration of power, communications, transportation, and other critical infrastructure are essential to sustained response and recovery operations. The restoration of services requires close coordination of the public and private sectors.
- 7. Economic Damage:** The loss of resident's crops, property and critical infrastructure can produce both immediate and long-term economic damage to our community. This impact must be accurately assessed and integrated into recovery planning and activities.



8. Financial Impact/Unplanned Expenses: Response, mitigation and recovery from disasters can produce significant expenses that are not part of routine budget planning. Addressing these expenses is often a shared responsibility if the event qualifies as a legally declared emergency/disaster at the local, state, and federal levels. Eligibility for mitigation project funds is also contingent on maintaining a current Hazard Mitigation Plan. It is essential to have procedures and authorities in place that enable essential spending authority and effective documentation and accounting of these expenses.

9. Environmental Damage: Disaster situations can damage the environment both directly and indirectly. Fires, floods, storms, and technical/industrial disasters can impact broad geographic areas in a variety of ways. They may also have secondary impacts, such as causing the release of sewage, hazardous materials, or other cascading events that can pollute the air, surface and subsurface water, watersheds, the land, or kill/injure our plant and wildlife resources. Assessing this damage and implementing strategies for mitigation and recovery requires broad coordination of the private sector and all levels of government.

10. Psychological Damage: Disasters produce a wide range of immediate and long-term mental traumas for both the general public and our response community. This impact must be recognized and addressed from the onset of a disaster and often continued through an extended recovery period.

11. Companion Animal Issues: The collection, rescue, transportation, housing, care, feeding, tracking and potential disposal of companion animals are often significant elements of disaster response. Effectively addressing these issues can be essential to ensuring the physical and mental well-being of their owners. This is a broadly shared responsibility.

12. Livestock and Wildlife Issue: Disaster situations can produce large numbers of endangered, injured and dead animals. Failure to protect these resources can have significant impacts on the environment, public health and the economy. This is a broadly shared responsibility.

13. Debris: Large amounts of debris on public and private property is a common consequence of some emergency situations. Debris may be organic or inorganic, often hampers response and recovery operations, and possesses significant public health and safety concerns. Debris management and removal requires an effective combined effort of the public and private sectors, as well as the public and private property owners.

14. Litigation: Disasters raise issues related to liability, responsibility, accountability, negligence and criminal culpability. These can lead to a wide range of legal proceedings involving both the public and private sector.

15. Loss of Confidence in Public and Private Institutions: Failure to effectively prepare for, mitigate, respond to, or recover from a disaster situation event can result in a loss of confidence in public and private institutions. This complex consequence is best addressed through effective preparedness and public engagement/education prior to disaster events. The scale of these consequences may vary significantly depending on the nature of the disaster. Therefore, a flexible but coherent structure of clear actions and relationships is required.



PHASES OF EMERGENCY MANAGEMENT

Emergency management actions should begin during periods of stability to accomplish the levels of preparation (including training) and planning. Emergency management actions do not necessarily occur in sequential order; many may be undertaken concurrently in response to single or multiple threats or incidents. Potential emergency management actions are aligned with the four functions (mitigation, preparedness, response and recovery).

1. Mitigation Activities

Mitigation is those activities, which reduce or eliminate long-term risk to people, property, environment and the economy from natural and technological hazards.

2. Preparedness Activities

Preparedness activities serve to develop the response capabilities that may be needed if an disaster does occur. The challenge is ensuring that the City is prepared and capable of responding to any of the possibilities while at the same time being aware of what else might happen that might be separate from or related to the incident. The City must simultaneously prepare for outcomes based on risk analysis, while at the same time conducting daily business of governance and operations. Planning and training are among the activities conducted in preparation of such events. Other examples include the development of warning and communication systems and mutual-aid agreements, as well as conducting exercises. Exercises are conducted to identify deficiencies in plans and determine appropriate corrective action recommendations.

3. Response Activities

Response is the process of providing coordinated emergency services during a disaster. Once an incident occurs, the priorities shift from preparedness and mitigation to immediate and short-term response activities that will preserve life, property, the environment and the social, economic and political structure of the City. These activities help reduce casualties and damage while also speed recovery.

4. Recovery Activities

Recovery is both a short-term and long-term process. Short-term operations seek to restore vital and essential services to the community and provide for the individual needs of the public. Long-term recovery, on the other hand, focuses on restoring the community as a whole to a normal or near-normal state. The recovery period is a perfect opportunity to institute mitigation measures in an attempt to alleviate the effects of disasters that may occur in the future.



CONCEPT OF EMERGENCY OPERATIONS

1. General

Consequences of disasters can include but are not limited to: mass casualties; disaster victims/responders psychological trauma, disruption of power, fuel, communications, water and other vital services; damage and destruction of homes, facilities, vehicles and other property; damage to infrastructure; contamination of people, food, water, property or the environment; looting and other disruption of law and order; disruption of government functions and economic and financial disruption.

City of Fair Oaks Ranch resources will respond first to the emergency situation and can quickly exhaust their resources, making outside assistance necessary. Although such outside assistance is provided, local elected officials still retain control over the response. Outside assistance, whether from the county, state, federal government or private sector, is delivered to support the local effort.

2. Definition of an emergency condition.

Emergency Condition: an incident or condition with a significant potential and probability of causing loss of life and/or property damage which requires coordination between multiple departments and entities to mitigate such loss.

An emergency condition can be categorized as potential, imminent or actual.

Potential situations are when credible conditions exist for an emergency condition to occur, but it is unknown if the impact will affect our residents and their property.

Imminent situations are when we know ahead of time that an emergency condition will occur.

Actual situations are when we have experienced an emergency condition and there is an impact to our residents.

It is possible that an emergency situation could start as a potential, become imminent and actually happen. The challenge is to identify the emergency situation as soon as possible in order to be better prepared for the impact. In some cases, there will be no notice. This is the least desirable position to be in since we will be responding without any preparations.

It is also possible to have a potential or imminent situation that does not develop into an actual emergency. It is better to have prepared for a situation and it not happen, than to wait to see if it will develop and not be prepared for the impact.



3. Potential emergency conditions.

	Likelihood of Occurrence	Estimated Impact on Public Health & Safety	Estimated Impact on Property
Hazard Type	Unlikely, Occasional, Likely or Highly Likely	Limited, Moderate, Major	Limited, Moderate, Major
Drought / Extreme Heat	Highly Likely	Moderate	Limited
Winter Storm / Extreme Cold	Likely	Major	Major
Severe Hailstorms	Occasional	Moderate	Major
Tornado/High Wind Event	Occasional	Major	Major
Flash Flooding	Likely	Limited	Moderate
Fire or Wildfire	Occasional	Major	Major
Water Shortage or Water Loss	Likely	Major	Limited
Power Outage	Likely	Major	Moderate
Active Shooter	Unlikely	Major	Limited
Bomb Threat	Unlikely	Moderate	Moderate
Civil Disturbance	Unlikely	Limited	Limited
Cyber Attack	Likely	Major	Limited
Pandemic	Occasional	Major	Limited
Fire at City Offices	Occasional	Major	Moderate
Road Closure	Likely	Moderate	Limited
HAZMAT Release	Unlikely	Major	Limited

4. Determination of an Emergency Situation

In identifying an emergency situation, the vital piece is to recognize the conditions as soon as possible and to communicate this information to the City leadership as quickly as possible.

Anyone can and should identify the conditions that may lead to or have created an emergency situation. Information could be reported from a resident, City employee or have even come from an agency outside of our City operations. Once the information is realized by a City employee, it is essential that this be reported immediately to the City Manager.

Between the Mayor and the City Manager, a decision will be made of the Readiness Level and Emergency Operation Center (EOC) level of activation needed based on the conditions of the emergency situation.

Identifying and determining an emergency situation is different than an declaring a local state of disaster. An emergency situation could develop into a condition where a local state of disaster is needed.

A local state of disaster can be made when a disaster has occurred or is imminent. This activates applicable provisions of local or interjurisdictional emergency management plans and authorizes the



furnishing of aid and assistance under the declaration. The Mayor is authorized to declare a local state of disaster, but must be approved by City Council within seven days to continue.

5. Readiness Levels

Level 4 (Normal Conditions): Emergency incidents occur, and local officials are notified. One or more departments or agencies respond to handle the incident; an incident command post may be established. Limited assistance may be requested from other jurisdictions pursuant to established inter-local agreements.

Level 3 (Increased Readiness): Increased Readiness refers to a situation that presents a greater potential threat than “Level 4”, but poses no immediate threat to life and/or property.

Level 2 (High Readiness): High Readiness refers to a situation with a significant potential and probability of causing loss of life and/or property. This condition will normally require some degree of warning to the public. Actions could be triggered by severe weather warning information issued by the National Weather Service.

Level 1 (Maximum Readiness): Maximum Readiness refers to situations that hazardous conditions are imminent. This condition denotes a greater sense of danger and urgency than associated with a “Level 2” event. Actions could also be generated by severe weather warning information issued by the National Weather Service combined with factors making the event more imminent.

6. EOC Activation Levels

EOC Activation Levels:

- Level 4: Normal Operations
- Level 3: Tracking and Preparations
- Level 2: Partial Activation
- Level 1: Full Activation



EOC OPERATIONS

An Emergency Operations Center (EOC) should be organized to best facilitate effective communications and operations for our City. The City of Fair Oaks Ranch's EOC is organized in a functional model to ensure the ability to acquire, analyze, and act on information, and coordinate resources to support emergency response operations effectively and efficiently in a timely manner.

During emergencies, each department in the City of Fair Oaks Ranch performs its specialized tasks according to their department's Standard Operating Procedures (SOPs). During disaster situations, however, there is an increased need for coordination of all activities relevant to the emergency response as they relate to the event as a whole.

The EOC structure allows the utilization of the Incident Command System (ICS) or command structure concept during activation. An effective span of control is maintained by consolidating all the departments with emergency responsibilities into an internal management structure.

The level of EOC Activation is determined by the needed requirements for tracking of a potential emergency situation to the requirements needed to respond to a significant emergency condition.

One of the keys to the successful operation of an EOC is information flow. It is essential to have procedures and responsibilities established to receive reports into the EOC and ensure that this information is constantly used to develop an accurate situational update. During emergency conditions, the environment and consequences will constantly be changing. For decision making and updates to the IAP, the EOC must be fully aware of what is going on across the City. At a minimum of once a day, the IAP will be updated to meet the changing requirements, coordinating efforts to meet the highest priority concerns. From the updates to the IAP, a report will be generated to inform all concerned with the emergency procedures. A report with all the detailed information will be distributed to the City leadership, to include those not directly involved, to ensure everyone is kept informed and prepared for a response if needed. Additionally, it will be vital to identify what information is releasable to the public and provide a means to distribute routine updates to the residents.

At the conclusion of an EOC activation at levels 3 to 1, an after-action review (AAR) is required. The purpose of the AAR is to document the actions from the actual event to be better prepared for future events. The AAR should focus on what was expected to happen, what happened, what went well and why, and what can be improved upon and how. A report from the AAR will be generated and shared with all involved. Additionally, once completed, this EOP should be updated to reflect the lessons learned.

The below paragraphs provide a standard for operations, with the personnel and equipment needed for each level of EOC operations. These standards are provided as a guide for consideration in the initial standup or transition from one EOC level to the next. During initial standup or continued operations of the EOC, flexibility must be considered to adjust to the requirements needed for the emergency situation.



1. Level 4: Normal Operations

Under Level 4, the City Staff operates under standard day-to-day procedures. Emergency actions are routinely handled within the department's capabilities. All reporting is directed through department heads, with critical information reported to the City Manager. Consideration should be given to notification of Council Members and Residents, based on the impact of the situation.

2. Level 3: Tracking and Preparations

Level 3 EOC activation will occur when a situation develops that possibly could have a significant impact on the residents of our City. The purpose of this level of EOC activation is to track the conditions to determine if the situation diminishes or develops to a point that we believe will impact our City. It is possible that after activating the EOC to this level the conditions change and there is no impact on the City of Fair Oaks Ranch.

Level 3 is typically a monitoring and assessment phase where a specific threat, unusual event, or situation, is actively monitored by the EOC. A Level 3 activation is an internal process and involves little, if any, inter-agency direction or coordination.

A Level 3 EOC activation should provide the ability to monitor and respond to the emergency situation that does not require a Level 2 EOC activation, as determined by the City Manager.

The threat, unusual event, or situation simply warrants observation, verification of appropriate action, and follow-up by staff. Events or incidents that occur during Level 3 activation can generally be resolved in a brief period of time by using a very small number of resources.

Level 3 activation does not require significant alterations of day-to-day operations or management structure.

Upon notification of the existence of a threat, unusual event, or situation, the Duty Officer evaluates the situation, and, if conditions warrant, notifies the City Manager. Appropriate City departments are alerted, advised of the situation, and instructed to take appropriate preparatory actions as part of their everyday responsibilities.

At the conclusion of the event, the Duty Officer verifies completion of the actions taken and documents the incident.

At times, it is appropriate to hold briefings or staff meetings to prepare for the response to the situation, but no Incident Action Plan (IAP) is developed and distributed. Other City Staff directors may become involved but the Duty Officer will remain the primary point of contact.

a. Location:

EOC Level 3 will be managed at the location of the on-duty Police Sergeant, Police Building

b. Personnel



On-duty Police Sergeant will serve as the primary point of contact
Department heads are briefed on the situation
City Staff representative may be on immediate recall or on site as needed or directed for the emergency situation

c. Equipment

No specific EOC equipment needed

d. Communications

Primary means of communication will be by cell phone
Microsoft Teams will be used as the primary means of departmental reporting

e. Reporting Requirements

On-duty Police Sergeant will report immediately any significant changes in the tracked situation or provide routine updates to the City Manager at a minimum of every 4 hours.

City Manager will update City Council every 12 hours with a routine update (8:00 am and 8:00 pm)

City Manager will notify City Council immediately of any significant changes in the emergency condition

f. Notifications of Activation, Significant Changes or Routine Updates

City Council
EOC Bexar, Kendall and Comal Counties
Dispatch
ESD
Acadian Ambulance Service
Residents (depending on emergency condition)

3. Level 2: Partial Activation

Level 2 EOC activation will occur when a situation develops or is initially recognized where an emergency condition exist or is projected to occur within the City. The key to this level of EOC activation is that we believe the conditions created by the emergency situation can be mitigated with the assets available to the City. The purpose of this level of EOC activation is to track the conditions, begin preparations for emergency response, notify residents of the situation and actions being taken, coordination of City assets to mitigate the emergency conditions or damage, respond to the needs of the community and recovery. This will be the priority for City Staff but possible to continue with other needs of the City as determined by the City Manager.

Level 2 partial activation is typically limited to City Staff departments needed to address the expected or actual emergency condition response. Staff agencies with a role in the incident will be required to report to the EOC. All other City Staff departments have been alerted of the event and are on standby, ready for recall.



The purpose of Level 2 activation is to initiate preparations due to a significant threat of a disaster or to coordinate response due to the occurrence of a minor disaster. During Level 2 activation, the EOC will be operational 24 hours a day but may have reduced manning during night hours of operation.

During Level 2 activation, the EOC disseminates information, and begins to coordinate preparation or response actions with City departments tasked in the emergency response.

The incident command system, command structure in the EOC, is implemented.

The EOC Command Staff develops and implements an Incident Action Plan (IAP). The IAP is the work plan for everyone, including the Mayor, City Manager and City Staff. The EOC personnel are briefed on the IAP and pertinent items are posted on the EOC status boards.

a. Location: Police Training Room

Messiah Lutheran Church will serve as the alternate location
Fire Station will serve as the second alternate location

b. Personnel (Incident Command Structure Established with controlled access to EOC): The City Manager will adjust manning requirements dependent of the emergency situation.

Mayor (or Representative)
City Manager (or Representative)
Police Command Staff Representative
Public Works Representative
Communications Representative
Finance Director
IT Representative
ESD/Fire Department (Safety Officer)
Logistics / Purchasing Representative
Administrative Assistant

c. Equipment (setup in Police Training Room)

Tables / Chairs
Phones
Cell Phone Chargers
Handheld Radios (additional available through TDEM or Bexar County)
Map of City (Hard Copy and Digital Copy)
EOC Access Control Cards for identified EOC personnel
Computers (Wi-Fi or LAN Connection): EOC personnel will bring their office computer

d. Communications:

Cell Phone
EOC Telephone Line with dedicated EOC Telephone Number
Public Non-Emergency Request / Reporting Telephone Line, for forwarding of calls to City Hall, gets the information into the EOC
Handheld Radios (Contingency Operations Channel)



Microsoft Teams will be used as the primary means of departmental reporting while cellular and Wi-Fi communications are available
Administrative Assistant will use Microsoft Teams as a log of telephone calls and actions in the EOC

e. Reporting Requirements: (Incident Action Plan (IAP) is required)

EOC Situational Update, coordination meeting, related to the IAP will be conducted every 12 hours
City Manager will update City Council every 6 hours with a routine update
City Manager will notify City Council immediately of any significant changes in the emergency condition

f. Notifications of Activation or Significant Changes

City Council
Activation or deactivation of EOC (immediately)
Significant changes in the tracked situation (immediately)
Routine updates every 12 hours (8:00 am and 8:00 pm)
EOC Bexar, Kendall and Comal Counties
Texas Division of Emergency Management (TDEM)
Dispatch
ESD
Acadian Ambulance Service (may request a dedicated unit)
Residents (depending on emergency condition)

4. Level 1: Full Activation

Level 1 EOC activation is when a significant emergency condition exists that will require all City Staff support and most likely assistance from outside of City resources to respond to the situation or damage. The purpose of this level of EOC activation is to respond to the needs of the community, prevent further damage to property or injury to residents. This will be the priority for City Staff operations.

In a full-scale activation, the EOC is activated on a 24-hour schedule due to an imminent threat or occurrence of a disaster. All City Staff Directorates are activated and required to report to the EOC.

An Incident Action Plan is developed and will establish the operational objectives and priorities of the incident.

At this level response, relief, and recovery operations are expected to last for an extended period of time.

Additional support or back-up staff, including representatives from the Texas Division of Emergency Management (TDEM) and/or the Federal Emergency Management Agency (FEMA), are notified and available to assist should the response escalate and exceed local capability.

a. Location: Police Training Room

Messiah Lutheran Church will serve as the alternate location



Fire Station will serve as the second alternate location

b. Personnel (Incident Command Structure Established with controlled access to EOC): The City Manager will adjust manning requirements dependent of the emergency situation.

- Mayor (or Representative)
- City Manager (or Representative)
- Police Command Staff Representative
- Local Health Authority
- Public Works Representative
- Communications Representative
- Finance Director
- IT Representative
- ESD/Fire Department (Safety Officer)
- Logistics / Purchasing Representative
- Administrative Assistant

c. Equipment (setup in Police Training Room)

- Tables / Chairs
- Phones
- Cell Phone Chargers
- Handheld Radios (additional available through TDEM or Bexar County)
- Map of City (Hard Copy and Digital Copy)
- EOC Access Control Cards for identified EOC personnel
- Computers (Wi-Fi or LAN Connection): EOC personnel will bring their office computer

d. Communications:

- Cell Phone
- EOC Telephone Line with dedicated EOC Telephone Number
- Public Non-Emergency Request / Reporting Telephone Line, for forwarding of calls to the EOC
- Handheld Radios (Contingency Operations Channel)
- Microsoft Teams will be used as the primary means of departmental reporting while cellular and Wi-Fi communications are available
- Administrative Assistant will use Microsoft Teams as a log of telephone calls and actions in the EOC

e. Reporting Requirements: (Incident Action Plan (IAP) is required)

- EOC Situational Update, coordination meeting, related to the IAP will be conducted every 12 hours
- City Manager will update City Council every 6 hours with a routine update
- City Manager will notify City Council immediately of any significant changes in the emergency condition

f. Notifications of Activation or Significant Changes

- City Council
 - Activation or deactivation of EOC
 - Significant changes in the tracked situation (immediately)



Emergency Operations Plan

Routine updates every 12 hours (8:00 am and 8:00 pm)
EOC Bexar, Kendall and Comal Counties
Texas Division of Emergency Management (TDEM)
Dispatch
ESD
Acadian Ambulance Service (may request a dedicated unit)
Residents (depending on emergency condition)



EMERGENCY CONDITION CHECKLIST

The following pages detail the possible actions to be taken on initial identification of each emergency situation that could impact the City of Fair Oaks Ranch. The action plans will be used as a guide to develop the corresponding Incident Action Plan.

The initial key to any response to an emergency situation is to identify the conditions as early as possible, notify the City Manager of the situation and begin actions immediately to mitigate and prepare for the impact or quickly begin responding to the damages sustained.

The actions listed for each of the possible emergencies are intended to serve as the initial considerations for developing an action plan to respond to an emergency situation. These preprepared guidelines cannot anticipate all the needed actions to prepare for or respond to an emergency situation. Additionally, by adhering to only the actions of a prepared plan, the preparations and response could be limited and not have the intended impact due to not considering the current situation as a whole.

The preparatory and response actions provided for each emergency situation have been well thought out and do provide the best possible initial responses and then considerations for development of a detailed and specific Incident Action Plan for the current situation.

The following is the list of potential disaster situations that could impact the City of Fair Oaks Ranch. Each situation has an initial response and consideration plan.

- Drought or Extreme Heat
- Winter Storm or Extreme Cold
- Sever Hailstorms
- Tornado/High Wind Event
- Flash Flooding
- Fire or Wildfire
- Water Shortage or Water Loss
- Power Outage
- Active Shooter
- Bomb Threat
- Civil Disturbance
- Cyber Attack
- Pandemic
- Fire at City Offices
- Road Closure
- Hazmat Release
- Large Gathering or Events



Drought / Extreme Heat

1. General Condition: Drought is a period of abnormally dry and/or unusually hot weather that is sufficiently prolonged to cause a serious hydraulic imbalance. Droughts normally develop and end slowly with impacts potentially lasting several years afterwards. Areas that have experienced a drought are also at an increased risk of flash flooding because the dry ground cannot effectively absorb rainwater. Droughts have caused cascading effects on the water sector that may include, but are not limited to:

- Heat conditions indicating excessive heat warnings (National Weather Service)
- ERCOT condition level of 3
- Loss of water supply
- Increased demand from customers
- Deterioration of water quality
- Increases in treatment and pumping related cost
- Limited options for accessing other water sources
- Potential power interruptions
- Loss of fire suppression capabilities
- Wildfire Risk

2. Possible Consequences to Consider

Primary:

- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Livestock and Wildlife Issues

Secondary:

- Injured or Ill People
- Fatalities
- Damaged or Destroyed Property
- Economic Damage
- Financial Impact or Unplanned Expenses
- Environmental Damage
- Loss of Confidence in Public and Private Institutions

3. Areas to Consider in Preparation

- Communicate to residents extreme heat and fire precaution preparation methods
- Fill backup generators and identify a refill contract
- Identify individuals with medical needs (Yellow Dot, Fair Oaks Police listing, Community Medic)
- Communicate to residents to identify those who have medical conditions
- Actively monitor local drought conditions
- Monitor well levels and Canyon Lake water level, establish triggers or threshold values
- Impact on private wells



- Identify priority water customers (health conditions)
- Identify an emergency drinking water supply
- Identify water distribution sites
- Identify locations to establish cooling sites (church, school, etc)
- Start stocking up drinking water (bottles)
- Preparation for mandatory conservation measures
- Review Utility Emergency Response Plan and possible impact on water and wastewater infrastructure and identify needed preparations (electrical panels, generators, switches)
- Coordinate with high water users (FORCC), discuss possible conservation methods and implement strict compliance methods
- Communicate severity to residents
- Preparations for power loss
- Coordination on emergency services

4. Areas to Consider in Response

- Monitor wildfire conditions
- Check on individuals with medical needs
- Stand up cooling sites
- Communicate with Public Health Officials (TDEM)
- Evaluate overall water usage, identify areas for reduction
- Request for assistance, alternate water sources
- Mandatory water conservation methods
- Monitor water quality
- Monitor utility capabilities routinely

5. Groups to Consider for Communication / Coordination

- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD)
- Texas Division of Emergency Management
- Local Health Authority: Dr. Woo
- Pedernales Electric Cooperative (PEC)
- CPS Energy (City Public Service)
- Lower Colorado River Authority (LCRA)
- Cow Creek Groundwater Conservation District
- Trinity Glen Rose Groundwater Conservation District
- Guadalupe-Blanco River Authority (GBRA)
- School Districts (Boerne and Comal)
- FORHA and Community Partners
- Country Club
- South Texas Regional Advising Council (STRAC)



Winter Storm / Extreme Cold

1. General Condition: Cold weather brings with it the potential for freezing temperatures, heavy snowfall and ice incidents that can have multiple impacts on a community. Impacts to drinking water and wastewater utilities may include, but are not limited to:

- Excessive cold conditions, sustained below freezing temperatures
- Warnings from the National Weather Service
- ERCOT warnings on grid impact
- Pipe breaks throughout the distribution system, due to freeze/thaw cycles
- Ice and snow covered roads
- Loss of power and communication lines
- Limited access to facilities due to icy roads or debris such as downed tree limbs
- Reduced work force due to unsafe travel conditions throughout the service area
- Potential surface water supply challenges

2. Possible Consequences to Consider

Primary:

- Displace Personnel
- Injured or Ill People
- Damaged or Destroyed Property
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Livestock and Wildlife Issues
- Debris

Secondary:

- Fatalities
- Economic Damage
- Financial Impact or Unplanned Expenses
- Environmental Damage
- Psychological Damage
- Loss of Confidence in Public and Private Institutions
- Companion Animal Issues

3. Areas to Consider in Preparation

- Communicate to residents extreme cold conditions and fire precaution preparation methods
- Fill backup generators and identify a refill contract
- Identify individuals with medical needs (Yellow Dot, Fair Oaks Police listing, Community Medic)
- Communicate to residents to identify those who have medical conditions
- Actively monitor weather conditions
- Actively monitor water use with strict compliance



- Review Utility ERP and possible impacts on water and wastewater infrastructure
- Review possible impacts on roads and bridges
- Identify source for emergency drinking water and distribution sites in City
- Locations for warming centers
- Loss of power
- Communicate preparations to residents (prevent pipe breaks, loss of power and water)
- Identify residents with medical needs
- Test back-up generators and fill fuel tanks
- Contact fuel vendors for possible refill
- Coordination of emergency services

4. Areas to Consider in Response

- Stand up warming centers
- Stand up water distribution sites
- Continual damage assessments of critical utility infrastructure
- Back-up systems are working properly

5. Groups to Consider for Communication / Coordination

- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD)
- Texas Division of Emergency Management
- Pedernales Electric Cooperative (PEC)
- CPS Energy (City Public Service)
- Lower Colorado River Authority (LCRA)
- Cow Creek Groundwater Conservation District
- Trinity Glen Rose Groundwater Conservation District
- Guadalupe-Blanco River Authority (GBRA)
- School Districts (Boerne and Comal)
- FORHA and Community Partners
- Country Club
- South Texas Regional Advising Council (STRAC)



Severe Hailstorms

1. General Condition: Like most natural weather events, hailstorms can occur virtually anywhere and anytime. Meteorologists can often predict when a hailstorm is possible, but there's no way to prevent them. Thunderstorm clouds must be present and have high moisture content with a majority of the cloud layer being at or below freezing. Understanding the risks associated with hailstorms can help protect staff, residents, and property. The biggest concern with a hailstorm is protecting property from damage.

2. Possible Consequences to Consider

Primary:

- Damaged or Destroyed Property
- Injured or Ill People
- Fatalities
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure

Secondary:

- Loss of Critical Infrastructure
- Financial Impact or Unplanned Expenses
- Environmental Damage
- Livestock and Wildlife Issues
- Debris

3. Areas to Consider in Preparation

- Actively monitor weather conditions
 - Message to residents that conditions are favorable and to take actions to protect personal property
- Notify residents of possible large hail (1" diameter)
 - Highest priority on pets and livestock
- Protection of vehicles (City and Resident Owned)
- Protection of City Buildings and Infrastructure

4. Areas to Consider in Response

- Possible Injuries
- Downed Powerlines
- Assessment of Damage to City Buildings and Infrastructure
- Assessment of Damage Throughout City
- Assessment of Damage to Water and Wastewater facilities
- Assessment of Damage to Emergency Vehicles/Equipment
- Individuals or groups coming into the City to take advantage of residents or steal property



5. Groups to Consider for Communication / Coordination

Bexar / Kendall / Comal County Emergency Operations Center
Emergency Services District (ESD) and Acadian Ambulance Service
Texas Division of Emergency Management
Pedernales Electric Cooperative (PEC)
CPS Energy (City Public Service)
Lower Colorado River Authority (LCRA)
School Districts (Boerne and Comal)
FORHA and Community Partners
South Texas Regional Advising Council (STRAC)



Tornado/High Wind Event

1. **General Condition:** Tornadoes can occur in any location with little to no notice. Tornadoes can have wind gusts from 65 to over 200 miles per hour (mph) and are often accompanied by floods, high straight-line winds up to 140 mph, hail and lightning.

2. **Possible Consequences to Consider**

Primary:

- Displace Personnel
- Injured or Ill People
- Fatalities
- Damaged or Destroyed Property
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Companion Animal Issues
- Livestock and Wildlife Issues
- Debris
- Loss of Confidence in Public and Private Institutions

Secondary:

- Economic Damage
- Financial Impact or Unplanned Expenses
- Environmental Damage
- Psychological Damage

3. **Areas to Consider in Preparation**

- Immediate notification methods when a tornado is spotted in area (Example: Tornado Siren)
- Notification of individuals at high gathering areas (Parks or Country Club)
- Identify buildings in City rated for storm shelters
- Actively monitor weather conditions (Notify Residents of Tornado Watches and Warnings)
- Backup plan for loss of water and wastewater services
- Identify source for emergency drinking water and distribution sites in City
- Identify potential sites for displace residents (Emergency shelters: churches or schools)
- Test back-up generators and fill fuel tanks
- Contact fuel vendors for possible refill
- Identify individuals with medical needs (Yellow Dot, Fair Oaks Police listing, Community Medic)
- Loss of power
- Coordination of emergency services

4. **Areas to Consider in Response**

- Immediate emergency medical response (triage)
- Assess damage area



5. Groups to Consider for Communication / Coordination

Bexar / Kendall / Comal County Emergency Operations Center
Emergency Services District (ESD) and Acadian Ambulance Service
Local Health Authority: Dr. Woo
Texas Division of Emergency Management
Pedernales Electric Cooperative (PEC)
CPS Energy (City Public Service)
Lower Colorado River Authority (LCRA)
Cow Creek Groundwater Conservation District
Trinity Glen Rose Groundwater Conservation District
Guadalupe-Blanco River Authority (GBRA)
School Districts (Boerne and Comal)
FORHA and Community Partners
Country Club
South Texas Regional Advising Council (STRAC)
Local Churches and Organizations
Red Cross
Local Nonprofits (Hill Country Family Services or Hill Country Daily Bread)



Flash Flooding

1. General Condition: Floods can be devastating and cause those affected to experience significant property damage. We have seen flooding in certain areas of the City to enter the homes of residents. Floods and flash floods are among the most common types of natural disasters, so advance preparation is a priority. For the City of Fair Oaks Ranch, once the low water crossing at Battle Intense is closed, this signifies we are moving into an emergency monitoring situation.

Rainfall Event Data Estimates (inches)									
Duration	50% AEP	20% AEP	10% AEP	4% AEP	2% AEP	1% AEP	.5% AEP	.2% AEP	.1% AEP
	2-Year	5-Year	10-Year	25-Year	50-Year	100 Year	200-Year	500-Year	1000-Year
30-min	1.72	2.14	2.5	3.01	3.4	3.81	4.28	4.95	5.5
60-min	2.29	2.88	3.38	4.09	4.65	5.25	5.94	6.98	7.84
2-hour	2.87	3.72	4.49	5.63	6.58	7.64	8.84	10.6	12.1
3-hour	3.23	4.26	5.23	6.71	7.98	9.42	11	13.4	15.4
6-hour	3.87	5.22	6.55	8.59	10.4	12.5	14.8	18.2	21.1
12-hour	4.56	6.24	7.88	10.4	12.6	15.2	18.2	22.8	26.7
24-hour	5.3	7.33	9.3	12.3	15	18	21.7	27.2	32
2-day	6.09	8.5	10.9	14.5	17.7	21.3	25.4	31.5	36.6
3-day	6.61	9.23	11.8	15.7	19.3	23.2	27.6	33.8	38.9
4-day	7.01	9.73	12.4	16.6	20.3	24.5	29	35.3	40.4

(AEP) Annual Exceedance Probability

(Chart is intended only to give an approximate level of rain level storm)

2. Possible Consequences to Consider

Primary:

- Injured or Ill People (includes rescue operations)
- Displace Personnel
- Damaged or Destroyed Property
- Environmental Damage
- Debris

Secondary:

- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Financial Impact or Unplanned Expenses
- Companion Animal Issues
- Livestock and Wildlife Issues

3. Areas to Consider in Preparation

- Flood Mapping
- Notification to Residents of Potential Flooding Conditions
- Preparation for Road Closures



- Identify Historical "At Risk" Areas/Properties for Flooding
- Coordination with LSFD and EMS on Potential for Closed Roads
- Preparation of City Facilities for staging of personnel (Emergency Shelters)
- Impact on Wastewater Facility
- Potential for Power Loss

4. Areas to Consider in Response

- Monitor Low Water Crossings and Closed Roads
- Monitor area rainfall and run-off expectations
- Clean out debris that collects at bridges and low water crossings, blocks water flow
- Notification to Residents of Closed Roads
- Wastewater Facility Exceeds Capacity
- Loss of Electricity, Backup Power to City Facilities
- Isolated Individuals or Houses
- Damaged Roads
- Hazardous Material Leakage

5. Groups to Consider for Communication / Coordination

- National Weather Service
- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD) and Acadian
- Texas Division of Emergency Management
- Pedernales Electric Cooperative (PEC)
- CPS Energy (City Public Service)
- Lower Colorado River Authority (LCRA)
- School Districts (Boerne and Comal)
- FORHA and Community Partners
- South Texas Regional Advising Council (STRAC)



Fire or Wildfire

1. General Condition: A wildfire is any instance of uncontrolled burning. A fire may be started due to several circumstances but becomes a wildfire when efforts to extinguish the fire are beyond the capabilities available and the fire continues to spread rapidly. The conditions for a fire to become uncontrollable are found during times of drought or when vegetation is dry and there are significant winds.

2. Possible Consequences to Consider

Primary:

- Displace Personnel
- Injured or Ill People
- Damaged or Destroyed Property
- Environmental Damage
- Companion Animal Issues
- Livestock and Wildlife Issues

Secondary:

- Fatalities
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Financial Impact or Unplanned Expenses

3. Areas to Consider in Preparation

- Large scale staging and housing of emergency personnel
- Identify fires outside the city limits
- Track weather conditions and impact on fires outside the city limits
- Contact with property owners or responding agencies to fire for information
- Notify residents of uncontrolled fires outside the city limits and, if any, impact on the City

4. Areas to Consider in Response

- If uncontrolled fire is moving in the direction of City, track progress
- Notification of individuals at large gathering areas (Parks or Country Club)
- Locations and process for filling water buckets with aircraft
- Continue to routinely inform residents on status of fire
- Identify areas that would be initially impacted
- Determine if evacuation is needed, emergency notifications
- Evacuation Shelters
- May require the transport of livestock
- Limit water use by residents when needed for fire protection
- City infrastructure or utilities in projected path of fire
- Impact on electrical services
- Impact on communications



5. Groups to Consider for Communication / Coordination

Bexar / Kendall / Comal County Emergency Operations Center
Emergency Services District (ESD) and Acadian Ambulance Service
Joint Base San Antonio (JBSA)
Texas Department of Public Safety (DPS)
Texas Division of Emergency Management
Pedernales Electric Cooperative (PEC)
CPS Energy (City Public Service)
Lower Colorado River Authority (LCRA)
Cow Creek Groundwater Conservation District
Trinity Glen Rose Groundwater Conservation District
Guadalupe-Blanco River Authority (GBRA)
School Districts (Boerne and Comal)
FORHA and Community Partners
Country Club
South Texas Regional Advising Council (STRAC)
Local Churches / Organizations



Significant Drought with Water Shortage or Water Loss

1. General Condition: A drought is a period of abnormally dry and/or unusually hot weather that is sufficiently prolonged to cause a serious hydraulic imbalance and shortage of available water. Droughts normally develop and end slowly with impacts potentially lasting several years afterwards. Droughts may cause cascading effects on the water sector that may include, but are not limited to:

- Loss of supply (both surface water and groundwater wells)
- Increased demand from customers
- Deterioration of water quality and difficulties complying with drinking water regulations
- Increases in treatment and pumping-related costs
- Limited options for accessing other local water sources due to increased regional demand
- Decreased capacity in alternative and supplementary sources due to high demand for emergency water
- Potential power interruptions due to high energy demand
- Loss of fire suppression capabilities

2. Possible Consequences to Consider

Primary:

Loss of Emergency or Essential Services
Loss of Critical Infrastructure
Companion Animal Issues
Livestock and Wildlife Issues

Secondary:

Environmental Damage
Psychological Damage
Loss of Confidence in Public and Private Institutions

3. Areas to Consider in Preparation

Acquiring portable water storage for dispensing to residents
Local Health Authority: Dr. Woo
Communication with residents on conservation and criticality
Maintain additional fuel resources on City Campus
Actively monitor City well levels and water level at Canyon Lake
Notify residents when City wells at a significant low level
Track dry wells in areas north of City
Potential water sources for residents on wells
Capabilities for fire fighting
Review possible impacts on utilities
Develop extreme conservation methods (beyond drought contingency plan)



4. Areas to Consider in Response

- Communicate to residents regarding where to obtain water
- Establishing a water pickup area for residents in need of water
- Communication with Bexar County EOC and Emergency Services District
- Emergency personnel begin routine checks on critical residents
- Pump in additional water from outside
- Significant limitations on water use by residents
- Location for storage of potable water
- Emergency acquisition of potable water for dispensing to residents

5. Groups to Consider for Communication / Coordination

- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD) and Acadian Ambulance Service
- Texas Division of Emergency Management
- Pedernales Electric Cooperative (PEC)
- CPS Energy (City Public Service)
- Lower Colorado River Authority (LCRA)
- Cow Creek Groundwater Conservation District
- Trinity Glen Rose Groundwater Conservation District
- Guadalupe-Blanco River Authority (GBRA)
- School Districts (Boerne and Comal)
- FORHA and Community Partners
- Country Club
- South Texas Regional Advising Council (STRAC)



Power Outage

1. General Condition: Loss of power across a wide portion of the City for an extended period can cause numerous issues to emergency and essential services provided by the City. With extended loss of power, several critical services such as water and wastewater can be affected if power is not restored. Additionally, extended loss of power can cause emergency services to be inundated with assistance calls causing an increased response time and limiting resources.

Power outages occur several times throughout the year and normally only portions of the City are affected. Power outages can be anticipated during significant weather events, but usually the power outage occurs with no notice. Once a power outage is identified, contact should be made immediately with the respective electric company to determine the estimated time until restored. With the estimated length of time power will not be available, combined with other environmental factors, a determination can be made on the emergency response needed.

2. Possible Consequences to Consider

Primary:

- Injured or Ill People
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Loss of Confidence in Public and Private Institutions

Secondary:

- Economic Damage
- Companion Animal Issues

3. Areas to Consider in Preparation

- Fire Department Medical Watchlist (Community Health Paramedic)
- Police Department Medical Watchlist
- Routine testing of back-up generators and back-up systems for essential services
- Maintain additional fuel resources on City Campus (diesel, gas, propane)

4. Areas to Consider in Response

- Contact electrical service provider for information on power loss, maintain contact
- Notify residents of electrical service provider initial information and updates
- Ensure additional generators are available if needed
- Location and notification of any downed power lines
- Emergency personnel begin routine checks on critical residents

5. Groups to Consider for Communication / Coordination

- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD) and Acadian Ambulance Service



Emergency Operations Plan

Texas Division of Emergency Management
Pedernales Electric Cooperative (PEC)
CPS Energy (City Public Service)
San Antonio Water System (SAWS)
Guadalupe-Blanco River Authority (GBRA)
Lower Colorado River Authority (LCRA)
School Districts (Boerne and Comal)
FORHA and Community Partners
Country Club
South Texas Regional Advising Council (STRAC)
Local Churches/Organizations
Local businesses that can assist with generators/pumps etc.



Active Shooter / Barricaded Subject

1. General Condition: Ensure an effective and coordinated response to a threatened or actual terrorist or active shooter incident. A terrorist/active shooter threat or incident may occur at any time of day with little or no warning, may involve single or multiple geographic areas, and may result in mass casualties.

An active shooter emergency should be planned as a “no-notice” event. Immediate response to the situation, coordination of assets from outside the City and communications will be the primary focuses.

2. Possible Consequences to Consider

Primary:

- Injured or Ill People
- Fatalities
- Loss of Confidence in Public and Private Institutions

Secondary:

- Psychological trauma
- Disruption of the community’s social infrastructure

3. Areas to Consider in Preparation

It is possible to minimize terrorist/active shooter success by promoting public awareness and preparedness, training key personnel, and taking necessary actions to safeguard the community

4. Areas to Consider in Response

Fire Department member in EOC

BISD member in EOC, especially if school related. Remember to actively communicate situation to parents

Response will utilize all City department response protocols and the ICS. This may include establishing a unified command among law enforcement, fire, EMS, county, state, and federal response agencies.

Additional law enforcement resources will be needed to mitigate the threat, maintain public order, secure the crime scene, conduct investigations, and secure critical operations. Reduce immediate threats to life, public health and safety, public and private property, and the environment

Provide necessary mass care, shelter, and medical services to City residents and other members of the general public

Safeguard the health and safety of first responders



Restore the operations of facilities, whether public or privately owned, that are essential to health, safety, and welfare of the community, including critical City facilities, utilities, and transportation infrastructure

Assess damage to infrastructure, public facilities, and the built environment

Expedite the restoration of services, the economy, and the community at large; and begin the process of recovery

Keep the community informed

5. Groups to Consider for Communication / Coordination

Bexar / Kendall / Comal County Emergency Operations Center
Emergency Services District (ESD) and Acadian Ambulance Service
Texas Division of Emergency Management
School Districts (Boerne and Comal)
FORHA and Community Partners
Country Club
South Texas Regional Advising Council (STRAC)
Local Churches/Organizations



Bomb Threat

1. General Condition: General threat to critical infrastructure and facilities that could impact services to residents.
2. Possible Consequences to Consider
 - Primary:
 - Displace Personnel
 - Injured or Ill People
 - Fatalities
 - Damaged or Destroyed Property
 - Loss of Emergency or Essential Services
 - Loss of Critical Infrastructure
 - Environmental Damage
 - Secondary:
 - Psychological Damage
 - Companion Animal Issues
 - Livestock and Wildlife Issues
3. Areas to Consider in Preparation
 - Training
 - Bomb Threat Checklist posted near city telephones
 - Evacuation Routes updated
4. Areas to Consider in Response
 - Coordination with local, State, and Federal partners
 - Communication with residents
 - Establishing temporary housing for displaced residents
 - Communications with schools, churches and country club
5. Groups to Consider for Communication / Coordination
 - FBI/Homeland Security
 - San Antonio Bomb Disposal (SAPD)
 - San Antonio Explosive Ordnance Disposal (EOD)
 - Joint Base San Antonio Explosive Ordnance Disposal (EOD)
 - Local Fire/EMS partners
 - Local law enforcement agencies.
 - Bexar / Kendall / Comal County Emergency Operations Center
 - School Districts (Boerne and Comal)
 - FORHA and Community Partners
 - Country Club



South Texas Regional Advising Council (STRAC)
Local Churches/Organizations



Civil Disturbance

1. General Condition: Civil disturbance means acts of violence and disorder prejudicial to the public law and order. It includes acts such as riots, acts of violence, insurrections, unlawful obstructions or assemblages, or other disorders prejudicial to public law and order. Fair Oaks Ranch Police Department is charged with protecting the life, safety, and health of the community and will seek to quell any such disturbances that threaten our community.

2. Possible Consequences to Consider

Primary:

- Injured or Ill People
- Fatalities
- Damaged or Destroyed Property

Secondary:

- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Economic Damage
- Environmental Damage
- Psychological Damage
- Debris

3. Areas to Consider in Preparation

- Proper training of personnel (all departments)
- Coordination with partner agencies

4. Areas to Consider in Response

- Operate at EOC level 3, to monitor situation
- Upgrade EOC level when additional assets are needed beyond monitoring
- Establish and enforce a perimeter around the affected area to confine the disturbance.
- Perform crowd and traffic control. Divert traffic away from affected areas.
- Establish and manage evacuation routes for uninvolved civilians.
- Provide security at various locations throughout the community to prevent intruders and looting. Perform special tactical operations, including search & rescue, as needed.
- Provide police protection for Fire/EMS units.
- Conduct reconnaissance activities and report results to the EOC
- Work closely with other Law Enforcement officials to resolve the incident

5. Groups to Consider for Communication / Coordination

- FBI/Homeland Security
- San Antonio Bomb Disposal (SAPD)
- Local Fire/EMS partners



Emergency Operations Plan

Local law enforcement agencies.
Bexar / Kendall / Comal County Emergency Operations Center
School Districts (Boerne and Comal)
FORHA and Community Partners
Country Club
South Texas Regional Advising Council (STRAC)
Local Churches/Organizations



Cyber Attack

1. General Condition: Cyber-terrorism is the use of computer network tools to shut down critical infrastructures such as energy, transportation, and government operations, or to coerce or intimidate a government or civilian population. As nations and critical infrastructure become more dependent on computer networks for their operation, new vulnerabilities are created. These vulnerabilities can be exploited to penetrate a computer networks and disrupt or even shut down critical public or business operations. Rapid threat identification, information exchange, investigation, and coordinated response and remediation are critical in cyber consequence management.

2. Possible Consequences to Consider

Primary:

- Damaged or Destroyed Property
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Economic Damage

Secondary:

- Psychological Damage
- Loss of confidence in Public Institutions

3. Areas to Consider in Preparation

- Training of personnel in recognition of risks
- Training of personnel for response to attack
- Multifactor Authentication
- Identify your critical assets (customer data, financial data, operational data, IT systems)
- Assess your risks
- Identify immediate response requirements to contain or limit damage
- Updates to software and operating systems
- Use encrypted (secure) internet communications
- Create backup files
- Use strong passwords
- CISA vulnerability scans

4. Areas to Consider in Response

- Identify the source of the breach
- Contain or limit the damage
- Assess the scope of the damage
- Determine impact to City essential services
- Immediately change passwords for online accounts
- Disconnect network connections for impacted devices
- Reporting and communicating the incident within 48 hours of discovery (SB-271) to DIR



Contact those that are impacted
Issue a public statement of the breach and impact
Legal considerations

5. Groups to Consider for Communication / Coordination

Texas Department of Information Resources (DIR) Incident Reporting Hotline
US Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA)
FBI Internet Crime Complaint Center (IC3)
Texas Division of Emergency Management (TDEM)
Texas DPS and Criminal Justice Information System (CJIS)
Internet Service Provider(s) (ISP)
Social Security Administration, if social security numbers were compromised
City of Boerne
Texas Municipal League (TML) for Insurance



Pandemic

1. General Condition: A large scale pandemic, such as COVID, can cause interruptions to basic city services and emergency services. Pandemics that are uncontrolled, unknown, or have no effective and dispersed treatment can affect personnel and residents causing delayed emergency responses due to overwhelming need.

2. Possible Consequences to Consider

Primary:

- Injured or Ill People
- Fatalities
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Economic Damage
- Psychological Damage
- Loss of Confidence in Public and Private Institutions

Secondary:

- Companion Animal Issues
- Livestock and Wildlife Issues

3. Areas to Consider in Preparation

- Wash hand routinely and thoroughly

4. Areas to Consider in Response

- Alternate work sites
- EOC level 3 to monitor, prepare for transition
- Ensure PPE is available to all essential personnel
- Gather intelligence and disperse accurate and timely information to residents
- Maintain communication with local health experts and organizations

5. Groups to Consider for Communication / Coordination

- Local Health Authority: Dr. Woo
- National Institute for Health
- Center for Disease Control
- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD) and Acadian Ambulance Service
- Texas Division of Emergency Management
- Local health Organizations
- Local Hospitals



Fire at City Offices

1. General Condition: All City services and employees are officed at the City campus. A fire at the City Campus can cause severe and extended interruption in essential and non-essential services provided to the residents. Large scale damage to city facilities can cause immediate need in establishing a central point for staff and residents to continue day to day operations.

2. Possible Consequences to Consider

Primary:

- Displace Personnel
- Injured or Ill People
- Fatalities
- Damaged or Destroyed Property
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure
- Economic Damage
- Financial Impact or Unplanned Expenses

Secondary:

- Loss of Confidence in Public and Private Institutions

3. Areas to Consider in Preparation

- Temporary location for City Services
- Communications and Internet Services
- Routine check of fire extinguishers
- Implementation of Alarm and notification system

4. Areas to Consider in Response

- Diversion of City staff to safe location
- Ensuring head count for all personnel
- Notification to Residents
- Establishing central point of communication for residents

5. Groups to Consider for Communication / Coordination

- Bexar / Kendall / Comal County Emergency Operations Center
- Emergency Services District (ESD) and Acadian Ambulance Service
- Texas Division of Emergency Management
- CPS Energy (City Public Service)
- Lower Colorado River Authority (LCRA)
- School Districts (Boerne and Comal)
- FORHA and Community Partners
- Local Churches/Organizations



Road Closure

1. General Condition: The safety and reliability of our roadway system is of primary importance during emergencies/ Safe transportation options make evacuation, search and rescue, emergency medical care, and other critical responses possible.

2. Possible Consequences to Consider

Primary:

- Injured or Ill People
- Fatalities
- Loss of Emergency or Essential Services
- Loss of Critical Infrastructure

Secondary:

3. Areas to Consider in Preparation

- Increase participation in ReGroup
- Additional avenues of communication to residents

4. Areas to Consider in Response

5. Groups to Consider for Communication / Coordination

- Bexar, Comal, and Kendall County Road and Bridge
- TxDot
- Boerne PD Communications
- Kendall County SO Communications
- BISD



HAZMAT Release

1. General Condition: A condition in which a hazardous material has been leaked and possess an imminent risk to life, property, and critical infrastructure.
2. Possible Consequences to Consider
 - Primary:
 - Displace Personnel
 - Injured or Ill People
 - Fatalities
 - Livestock and Wildlife Issues
 - Secondary:
 - Loss of Emergency or Essential Services
 - Loss of Critical Infrastructure
 - Loss of Confidence in Public and Private Institutions
3. Areas to Consider in Preparation
 - Training of personnel
 - Training of essential EOC personnel in response (tabletop exercise)
4. Areas to Consider in Response
 - Secure area, keep people away for contamination
 - Weather impact
 - OSHA Federal response requirements
 - Evacuation requirements
 - Temporary shelter
 - Communication to residents
 - Coordination with local Fire and HAZMAT Crews
5. Groups to Consider for Communication / Coordination
 - Bexar / Kendall / Comal County Emergency Operations Center
 - Emergency Services District (ESD) and Acadian Ambulance Service
 - Texas Division of Emergency Management
 - CPS Energy (City Public Service)
 - Lower Colorado River Authority (LCRA)
 - School Districts (Boerne and Comal)
 - FORHA and Community Partners
 - Local Churches/Organizations
 - Texas Commission on Environmental Quality (TCEQ)
 - Bexar County HAZMAT Team
 - Occupational and Safety Health Organization (OSHA)
 - Local Health Authority: Dr. Woo



COMMUNICATIONS

Communications conducted quickly and effectively are essential in a disaster response. The two areas of communication focus are to inform residents and coordinate emergency response.

Communications with residents is needed to keep them informed on the current situation and to provide direction. In any emergency situation, residents will want to know what is happening. Providing routine updates will help reduce the number of calls to the EOC while providing some level of confidence that the City is resolving the emergency condition. Additionally, while providing updates, the City can provide instructions to residents on future steps that they need to take.

Communications platforms that the City has available to provide messaging to residents are:

Regroup: primary service for communicating during an emergency

NotifyMe: routine non-emergency communications platform

Facebook

NextDoor

LinkedIn

Twitter

YouTube: good for providing video messaging

City Website

Reverse 911: emergency police notification system used through Dispatch, similar to Regroup

Since Regroup is the primary messaging service during an emergency, the City should conduct routine campaigns to get residents to sign up for the service. Along with encouraging all residents to sign up, a routine program of testing the Regroup system with residents, as directed by the City Manager, should be implemented.

While keeping residents informed on a situation, the City will also be concentrating on coordinating efforts to address the emergency condition. Annex-A (located on pages 63-64) is a list of contact numbers for those individuals that may be needed to assist in meeting the demands during a disaster response. Annex-A is a quick reference list that should provide the needed contacts for all the emergency conditions considered in this Emergency Operations Plan. During the AAR process following a disaster condition, this list should be updated while also adding new contacts identified during the response.

Annex-A should be reviewed every 6-months to update the Points of Contact and their contact information or updated as changes occur in staffing. Changes, updates, or amendments to Annex-A do not require submission and approval of the governing body. The Emergency Management Coordinator or their designee(s) will be responsible for reviewing and updating Annex-A as directed or needed.



TRAINING AND EXERCISES

As an Emergency Operations Center, our competencies must be rehearsed through training, practice, exercises, honest evaluation, and leadership. Individual and Department responsibilities must be developed and trained. Roles and responsibilities must be known and practiced prior to an event.

FEMA Training. FEMA offers free on-line training courses tailored towards emergency response and recovery personnel, including the National Incident Management System (NIMS) and Incident Command Systems (ICS).

National Incident Management System (NIMS). NIMS guides all levels of government, nongovernmental organizations and the private sector to work together to prevent, protect against, mitigate, respond to and recover from incidents. NIMS provides stakeholders across the whole community with the shared vocabulary, systems and processes to successfully deliver the capabilities described in the [National Preparedness System](#). NIMS defines operational systems that guide how personnel work together during incidents.

Incident Command Systems (ICS). ICS is a standardized approach to the command, control, and coordination of emergency response providing a common hierarchy within which responders from multiple agencies can be effective. ICS consists of a standard management hierarchy and procedures for managing temporary incident(s) of any size. ICS procedures should be pre-established and sanctioned by participating authorities, and personnel should be well-trained prior to an incident. ICS includes procedures to select and form temporary management hierarchies to control funds, personnel, facilities, equipment, and communications. Personnel are assigned according to established standards and procedures previously sanctioned by participating authorities. ICS is a system designed to be used or applied from the time an incident occurs until the requirement for emergency management and operations no longer exist.

1. Individual Training Requirements. The following FEMA courses have been identified for individual training requirements for those City personnel who will support EOC operations or provide support to emergency conditions.

<u>IS-100:</u>	Introduction to the Incident Command System
<u>IS-200:</u>	Basic Incident Command System for Initial Response
<u>IS-300:</u>	Intermediate ICS for Expanding Incidents
<u>IS-400:</u>	Advanced ICS
<u>IS-700:</u>	Overview of the National Incident Management System (NIMS)
<u>IS-701:</u>	Multi-Agency Coordination Systems
<u>IS-702:</u>	Public Information Systems
<u>IS-703:</u>	NIMS Resource Management
<u>IS-706:</u>	NIMS Intrastate Mutual Aid – An Introduction
<u>IS-775:</u>	EOC Management and Operations
<u>IS-800:</u>	National Response Framework
<u>IS-801:</u>	Emergency Support Function #1 (Transportation)
<u>IS-802:</u>	Emergency Support Function #2 (Communications)
<u>IS-803:</u>	Emergency Support Function #3 (Public Works and Engineering)



IS-804:	Emergency Support Function #4 (Firefighting)
IS-806:	Emergency Support Function #6 (Mass Care, Emergency Assistance, Housing)
IS-807:	Emergency Support Function #7 (Logistics Management and Resource Support)
IS-809:	Emergency Support Function #9 (Search and Rescue)
IS-810:	Emergency Support Function #10 (Oil and Hazardous Materials Response)
IS-811:	Emergency Support Function #11 (Agriculture and Natural Resources)
IS-813:	Emergency Support Function #13 (Public Safety and Security)
IS-2200:	Basic Emergency Center Operations
G-402:	ICS Overview for Executives and Senior Officials
E/L/G2300:	Intermediate Emergency Operations Center Functions

Note: This is not a complete list of the classes available. City employees are encouraged to review the complete list of classes and complete those that are specific to their job responsibilities during an emergency situation.

Annex-B (located on pages 65-66) is the training matrix establishing both mandatory, highly recommended, and recommended courses for the various response positions within the City of Fair Oaks Ranch. The matrix attached in Annex-B should be reviewed every 6-months to update any changes in staffing or positions and course curriculums or outlines determined by FEMA, NIMS/ICS training cadre, or any other identified or new training provider.

Changes, updates, or amendments to Annex-B do not require submission and approval of the governing body. The Emergency Management Coordinator or their designee(s) will be responsible for reviewing and updating Annex-B as directed or needed.

2. Emergency Operations Center Training Requirements

a. Leader Rehearsal. Key leader rehearsals generally require fewer resources and manpower than a full-scale exercise. Key leaders are identified based on the situation or the desired area of emergency response where training is needed. This type of training allows leaders to interact with one another during the scenario to further develop response guidelines. The goal of this type of training is to work through a scenario, step-by-step, in a classroom environment to identify the required actions of an emergency response.

b. Tabletop Exercises. One of the best exercises is a tabletop exercise. It requires less time and overall resources to execute. A terrain model or map should be used as a method to conduct the exercise on. By using a model or map, the response times for execution along with the coordination of multiple ongoing actions can be exercised. A facilitator is recommended, a problem is presented, and the participants walk through the process and identify potential areas for improvement. The exercise should always include a way for recommended improvements to be made to the current plan.

c. Departmental Rehearsal. Individual Departments within the City Staff should rehearse their responses to emergency actions. The purpose of this type of training is to improve on the coordination and actions within their specific area. In many cases, this type of training can be incorporated into day-to-day operations.



d. EOC Rehearsal. An EOC rehearsal will involve the complete stand up of the EOC without the use of response teams outside of the EOC. The purpose of this training is to improve the command and control within the EOC. This type of training will require some detailed planning to prepare a situation, provide injects for the EOC to respond to and will need outside players for the EOC to communicate with in coordinating their actions.

e. Full-Scale Emergency Exercise. A full-scale emergency exercise is the most time consuming and resource intensive type of emergency response training. This type of exercise also is the most effective technique for ensuring all involved in the emergency response understand their parts. A full-scale exercise can be used to train the overall response to an emergency or limited to training on specific key points. The preparation and planning for this type of exercise is essential to the success of the training and normally requires as much effort as going through the exercise itself.

3. List of Additional Resources:

- FEMA training is available at: <https://training.fema.gov/is/>
- National Response Framework: <https://www.fema.gov/medialibrary/assets/documents/117791>
- FEMA Tabletop Exercise: <http://www.fema.gov/emergencyplanning-exercises>
- Guide to a Successful Table Top Exercise: <http://www.preparis.com/blog/guideto-successful-tabletop-exercises/>
- Training available through the Emergency Management Assistance Compact (EMAC): <http://www.emacweb.org/index.php/trainingeducation>



ANNEX A: EMERGENCY CONTACT INFORMATION

Contacts for Emergency Conditions		
Position	Name	Phone Number
City Manager		
Assistant City Manager		
Assistant City Manager		
Mayor		
Mayor Pro Tem		
Police Chief		
Fire Chief		
ESD Emergency Ops Planner		
Community Medic/Acadian Rep		
Bexar County EOC Rep		
JBSA Rep in Bexar EOC		
Kendall County EOC Rep		
Comal County EOC Rep		
Director of Public Works		
Water Supervisor		
Maintenance Supervisor		
Communications Representative		
Communications Specialist		
IT Representative		
Finance Representative		
TDEM		
PEC Liaison		
SAWS Liaison		
CPS Liaison		
GBRA Representative		
BISD, Chief Safety and Security		
Fair Oaks Ranch Elementary		
Van Raub Elementary		
San Antonio Fusion Cell		
DPS Kendall County		
FBI		
Red Cross		
AACOG		
LCRA		
State Dir of Info & Resources		
Texas Municipal League		
Local Health Authority		



Emergency Operations Plan

Media Contacts		
Position	Name	Phone Number
Boerne Star	[REDACTED]	[REDACTED]
SA Express News/KSAT 12	[REDACTED]	Richard.delgado@express-news.net
San Antonio Report	[REDACTED]	[REDACTED]
News Fox 4 San Antonio	[REDACTED]	[REDACTED]

Community Partner Contacts		
Position	Name	Phone Number
FORHA	[REDACTED]	[REDACTED]
Rotary Club of Fair Oaks Ranch	[REDACTED]	[REDACTED]
Fair Oaks Ranch Country Club	[REDACTED]	[REDACTED]
Hill Country Family Services	[REDACTED]	[REDACTED]
Spring Creek United Methodist	[REDACTED]	[REDACTED]
Cibolo Creek Community Church	[REDACTED]	[REDACTED]



ANNEX B: INDIVIDUAL TRAINING REQUIRED BY POSITION

POSITION/TITLE	GROUP ASSIGNMENT
City Manager	EOC Command
Assistant City Manager	EOC Command
Mayor	EOC Command
Mayor Pro-Tem	EOC Command
Council Members	Elected/Appointed Officials
Community Partners / Volunteers	Elected/Appointed Officials
Police Chief	EOC Command
Police Lieutenant	EOC Command
Police Sergeant	Senior Officials
Police Corporal	Supervisors/Managers
Police Officer	Response/Support
School Resource Officer	Supervisor/Manager
Communications Director	EOC Command
Communications Staff	Senior Officials
Human Resource Director	Senior Officials
Human Resource Staff	Senior Officials
Finance Director	Senior Officials
Finance Staff	Response/Support
IT Manager and Staff	Senior Officials
Public Works Director and Asst.	Senior Officials
Water Supervisor	Supervisors/Managers
Wastewater Supervisor	Supervisors/Managers
Utility Staff	Response/Support
Maintenance Supervisor	Supervisors/Managers
Maintenance Staff	Response/Support
Environmental Manager	Supervisor/Manager
Building Codes Dir and Staff	Supervisor/Manager
Code Compliance	Supervisor/Manager
City Secretary's Office	Supervisor/Manager
Admin Staff/Clerks & Other Staff	Response Support

EOC Command Group		
Mandatory	Highly Recommended	Recommended
IS-100	IS-775	
IS-700	IS-701	
IS-200	IS-703	
IS-800	IS-706	
IS-300	IS-702	
IS-400	IS-250 ESF-15	



Senior Officials Group		
Mandatory	Highly Recommended	Recommended
IS-100	IS-400	IS-701
IS-700	IS-703	IS-250 ESF-15
IS-200	IS-702	IS-775
IS-800		
IS-300		

Supervisors/Managers Group		
Mandatory	Highly Recommended	Recommended
IS-100	IS-800	"Topics Specific to Area of Responsibilities"
IS-700	IS-300	
IS-200	IS-400	
	"Topics Specific to Area of Responsibilities"	

Response/Support Group		
Mandatory	Highly Recommended	Recommended
IS-100	IS-200	"Topics Specific to Area of Responsibilities"
IS-700	IS-800	

Elected/Appointed Officials Group		
Mandatory	Highly Recommended	Recommended
IS-100	IS-800	"Topics Specific to Area of Responsibilities"
IS-700		
G-402		
IS-801 to IS-814		

For those individuals required (mandatory) to take IS-100 and IS-700, these courses will be completed within 90 days of assuming position.

For those individuals required (mandatory) to take IS-200 and IS-800, these courses will be completed within 180 days of assuming position.

