

Emergency Operations Plan (EOP)

City of Tontitown, Arkansas

I. Introduction

This Emergency Operations Plan (EOP) provides a framework for coordinated response efforts in the event of a disaster or emergency within the City of Tontitown, Arkansas. The plan is designed to ensure the safety, well-being, and recovery of all residents, businesses, and critical infrastructure. As well as providing a coordinated approach to managing emergency resources, services, and communication.

II. Purpose

The purpose of this plan is to:

- Establish clear roles and responsibilities for the emergency response.
- Organize response efforts to mitigate, respond to, and recover from disasters.
- Ensure the safety and welfare of the public during an emergency.
- Facilitate communication and coordination between city agencies, first responders, state and federal agencies, and the community.

III. Scope

This plan applies to all types of emergencies, including but not limited to:

- Natural disasters (e.g., tornadoes, floods, severe weather, wildfires)
- Hazardous Material Incidents (e.g., hazardous materials spills)
- Terrorism and civil unrest
- Public health emergencies (e.g., pandemics, disease outbreaks)
- Civil disturbances or mass casualty events

IV. Assumptions

- Tontitown may be impacted by both localized and regional emergencies.
- Local first responders, public safety officials, and government agencies will initially lead the response.
- State and federal resources may be requested if the emergency overwhelms local capabilities.
- Emergency response will be coordinated through the Tontitown Fire Station 1 emergency operation center (EOC) or the Washington County Department of Emergency Management (WCDEM) emergency operations center (EOC).
- Communications will be maintained with the public through various channels, including social media, radio, and community outreach.

V. Organizational Structure

The Emergency Operations Plan is based on the Incident Command System (ICS), which allows for flexible and scalable management of emergency operations.

A. Incident Command

- **Mayor of Tontitown** – Overall decision-maker and primary authority.
- **Emergency Manager** – Leads coordination of all aspects of the emergency response.
- **Incident Commander (IC)** – A designated senior official who takes charge of the on-the-ground response during a disaster.
- **Public Information Officer (PIO)** – Responsible for communication with the public, media, and stakeholders.
- **Operations Section Chief** – Manages tactical operations, including first responders, firefighting, rescue, and medical services.
- **Planning Section Chief** – Responsible for collecting data, analyzing the situation, and developing operational plans.
- **Logistics Section Chief** – Manages resources, supplies, and personnel.
- **Finance Section Chief** – Oversees financial matters, including budgeting, procurement, and cost tracking during the emergency.

B. Emergency Support Functions (ESFs)

- **ESF #1: Transportation** – Ensures that transportation networks (roads, highways, airports, etc.) remain functional and safe.
 - **ESF #2: Communications** – Maintains communication systems, including emergency alerts and public communication.
 - **ESF #3: Public Works and Engineering** – Coordinates infrastructure repairs, debris removal, and utilities restoration.
 - **ESF #4: Firefighting** – Leads fire suppression and prevention efforts.
 - **ESF #5: Emergency Management** – Coordinates response and recovery efforts at the local level.
 - **ESF #6: Mass Care, Housing, and Human Services** – Provides shelters, food, and essential services for displaced individuals.
 - **ESF #7: Logistics Support** – Coordinates the procurement, distribution, and management of supplies and equipment.
 - **ESF #8: Public Health and Medical Services** – Manages healthcare services, medical treatment, and public health safety.
 - **ESF #9: Search and Rescue** – Coordinates search and rescue operations for victims.
 - **ESF #10: Hazardous Materials** – Responds to hazardous materials incidents, including containment, removal, and decontamination.
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VI. Emergency Operations Center (EOC)

The EOC is the central command post for coordinating all emergency response activities in Tontitown. It is located at Tontitown Fire Department Station 1 or other designated facility. The EOC will be activated when an emergency exceeds local response capabilities.

Key Functions of the EOC:

- Coordination of resources, personnel, and support.
- Facilitation of information flow between local, state, and federal agencies.
- Tracking incident status and resource needs.
- Public information dissemination.

EOC Staff:

- EOC Manager
 - Operations Chief
 - Logistics Chief
 - Planning Chief
 - Communications Officer
 - Documentation Staff
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VII. Communication Plan

Effective communication is vital during any emergency. The City of Tontitown will use multiple platforms to share information with the public, including:

- **Social media:** Official City of Tontitown Facebook, Twitter, and Instagram accounts.
 - **Emergency Alert System (EAS):** Automated messages sent through local TV and radio stations.
 - **Text Alerts:** Residents will have the option to sign up for emergency text alerts.
 - **Local News Media:** Coordination with local radio, TV stations, and newspapers to ensure accurate and timely dissemination of information.
 - **City Website:** Regular updates posted on the official city website (www.tontitown.gov).
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VIII. Resources and Mutual Aid

The City of Tontitown will establish mutual aid agreements with neighboring cities, counties, and the state of Arkansas for resource-sharing, including personnel, equipment, and materials during large-scale emergencies. Additionally, Tontitown will maintain an inventory of essential emergency supplies and equipment, including:

- Medical supplies
 - Food and water
 - Shelter materials
 - Emergency vehicles (ambulances, fire trucks)
 - Communications equipment (radios, satellite phones)
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IX. Evacuation Plan

Evacuations may be required in situations such as severe weather, flooding, or hazardous materials incidents. The evacuation plan outlines procedures for safe evacuation, including:

1. **Evacuation Routes:** Pre-identified and mapped evacuation routes will be shared with the public.
 2. **Shelters:** Locations of emergency shelters will be provided, and transportation options for evacuees will be arranged.
 3. **Special Needs:** Provisions will be made for residents with disabilities, medical needs, and other vulnerable populations.
 4. **Transportation Assistance:** The city will coordinate with local transit agencies to provide transportation for evacuees who need it.
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X. Training and Exercises

To ensure that all personnel are well-prepared, the city will conduct regular training and exercises, including:

- **Tabletop Exercises:** Scenario-based discussions to practice decision-making.
 - **Full-Scale Drills:** Realistic emergency simulations to test operational readiness.
 - **Community Awareness Programs:** Workshops and outreach initiatives to educate the public on emergency preparedness.
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XI. Recovery and Continuity of Operations

Once the emergency is under control, the focus will shift to recovery. This includes:

- **Damage Assessment:** Conducting assessments of damaged infrastructure and properties.
- **Restoration of Services:** Working to restore critical services such as water, electricity, and medical care.
- **Financial Assistance:** Coordinating disaster relief funds and resources from state and federal sources.

- **Post-incident Analysis:** Conducting a debrief to assess the response, identify gaps, and improve plans.

Police Department Roles and Responsibilities

Police Chief-

- The police chief will report directly to the Incident Commander if the incident is determined to be under Fire Command
- The police chief will remain in the command post until released by the Incident Commander.
- The police chief is responsible for the action and direction of assisting police agencies, The Tontitown Police department, Federal police agencies, and the Washington County Sheriff.

Tontitown Police Department is responsible for:

- Reporting to the Tontitown Police Chief
- Immediate public alert via alert sirens, Cable and Internet, and Reserve 911
- Air space
- Evacuation
- Perimeter control

Assisting police agencies are responsible for:

- Reporting to the Tontitown Police Chief
- Perimeter Control
- Scene access

Washington County Sheriff Deputies are responsible for:

- Reporting to the Tontitown Police Chief
- Washington County Emergency
- Squad command post

Federal police agencies and state agencies are responsible for:

- Reporting to the Tontitown police chief

Fire Department Roles and responsibilities

Fire Chief-

- The Fire Chief will report directly to the Incident Commander if the incident is determined to be under Police Command.
- The Fire Chief will remain in the command post until released by the Incident Commander
- The Fire Chief is responsible for the actions and directions of the operations division, EMS, volunteer fire departments and utility companies

Operation Division responsibilities:

- Fire Chief
- Suppression
- Rescue
- On site medical
- Manpower
- Small equipment
- Generators
- Hazardous materials operations

EMS responsibilities:

- Reporting to the Assistant Fire Chief
- Central EMS
- Air Evac
- Local Hospitals

Volunteer Fire Department responsibilities:

- Reporting to the Assistant Fire Chief
- Manpower

Utility Companies

- Ozark Electric Emergency Number: 800-521-6322
- Carroll Electric Emergency Number: 800-432-9720
- Black Hills Energy Emergency Number: 888-890-5554

Street Department Water Department Roles and Responsibilities

The Community Development Manager responsibilities:

- The Community Development Manager will report directly to the Incident Commander.
- The Community Development Manager will remain in the command post until released by the Incident Commander.
- The Community Development Manager is responsible for the actions and direction of the water department and the street department.

Water Department responsibilities:

- Gas and Diesel
- Trash Receptacles
- Manpower

Street Department responsibilities:

- Mechanics
- Heavy equipment
- Small tools
- Manpower

Street Department Coordinator responsibilities:

- The Street Department Coordinator will report directly to the Community Development Manager.
- The Street Department Coordinator shall appoint a mechanics manager who will be responsible for all city mechanics to meet the demands of vehicles in need of repair during emergency operations.
- The Street Department Coordinator shall designate a repair “garage” where mechanics will report, and repairs will be conducted.
- Mechanics and heavy equipment will be available from the water department and street department.
- The Street Department Coordinator shall appoint a Mechanics Manager, a Heavy Equipment Manager, and a Small Equipment Manager.

Mechanics Manager responsibilities:

- The Mechanics Manager will report directly to the Street Department Coordinator.
- The Mechanics Manager will direct and oversee mechanical operations.

Heavy Equipment Manager responsibilities:

- The Heavy Equipment Manager will report directly to the Street Department Coordinator.
- The Heavy Equipment Manager is responsible for overseeing the direction of all heavy equipment which may be used during an emergency operation.

Small Equipment Manager responsibilities:

- The Small Equipment Manager will report directly to the Street Department Coordinator.
- The Small Equipment Manager is responsible for the collection and distribution of small equipment needed during an emergency operation, i.e. hand tools, saws, jacks, drills, Etc.

Mayor's Office
Roles and Responsibilities

Mayor

- The mayor shall report to the Incident Commander.
- The mayor shall be stationed at the command post.
- The mayor is responsible for the public information liaison, the department scribes, and the personal scribe.
- The mayor is responsible for releasing public information via any media deemed necessary.
- The mayor should coordinate between all department heads and validate all information before press release.
- The mayor can appoint someone else to release information.

Public Information liaison responsibilities:

- The Public Information liaison will report directly to the mayor.
- You are responsible for accurate and up to date information to City Hall. This information will be distributed to the public and industry by City Hall.
- You are responsible for the coordination between the media and the mayor.
- You are not to release any information that has not been approved by the mayor. You will schedule press release times for the mayor.
- You shall become the contact person with any media agency for the city.
- You shall coordinate with the Police Department for media access and staging of the media.

Department scribe responsibilities:

- There will be two department scribes. One assigned to the Police Chief and one to the Fire Chief. If the incident commander is not one of the two listed a third will be needed for the incident commander.
- Reporting information to the mayor.
- Keep department heads informed and on time.

Personal Scribe to the Mayor responsibilities:

- The personal scribe to the mayor will report directly to the mayor.
- You will remain with the mayor until you are released.
- You are responsible for reporting and recording information for the mayor.
- You are to keep the mayor on task and on time.
- You shall coordinate with the Public Information Liaison to press release times.
- You will coordinate between other scribes to gather information for the mayor.
- You shall prepare press release statements for the mayor.

Administrative Assistant to the Mayor responsibilities:

- The administrative assistant will report directly to the Incident Commander
- You will remain in the command post until released by the incident commander.
- You are responsible for the Salvation Army, Red Cross, and Alderman.

Salvation Army and Red Cross Responsibilities:

- Report directly to the administrative assistant
- Supply food and drinks to workers and displaced citizens.
- Supply shelter for displaced citizens.

Alderman

- Alderman are responsible for financing during an emergency.
- Alderman will gather in a place that is easily assessable to the Mayor and the Administrative Assistant.
- Alderman will be available for assignment, if needed, to represent the City of Tontitown during an emergency.

Washington County Department of Emergency Management

Roles and Responsibilities

WCDEM

- The county director will report directly to the Incident Commander.
- In the event the incident overwhelms Tontitown City resources Incident Command will be turned over the WCDEM.
- You are responsible for the actions and direction of all state and federal agencies.
- Shall appoint someone as State Agency Coordinator.
- Shall appoint someone as a Federal Agency Coordinator.
- Should have knowledge of state and federal agencies and what assistance is available.

State Agency Coordinator

- The state agency coordinator will report directly to the OES County Director.
- You are responsible for contacting the state agencies that may be requested.
- You are responsible for the initial direction of the state agencies
- State agencies should report to you upon arrival for direction.
- You should maintain a contact name and number with each agency resented.
- State agencies include but are not limited to:
 - ADEM
 - ADEQ
 - OSHA
 - Game and Fish
 - Forestry
 - Health Department

- National Guard
- 61st Civil Support Team
- State Haz-Mat Teams

Federal Agency Coordinator

- The Federal Agency Coordinator will report directly to the OES County Director.
- You are responsible for contacting the federal agencies that may be requested.
- You are responsible for the initial direction of the federal agencies.
- Federal agencies should report to you upon arrival for direction.
- You should maintain a contact name and number with each agency represented.
- Federal agencies include but are not limited to:
 - EPA
 - OSHA
 - FEMA
 - Federal Haz-Mat teams.