

CITY OF MIAMI SPRINGS

Emergency Management Plan and Procedures

FY2023-2024



Section 1: City of Miami Springs Emergency Operations Plan by Departments

Section 2: City of Miami Springs Key Organizations Contact Guide

Section 3: Miami- Dade County Comprehensive Emergency Management Plan (EEOC)



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Section 1

CITY OF MIAMI SPRINGS, FLORIDA

Emergency Operations Plan by Departments

Basic Plan

FY 2023-2024



Overview

Purpose

The purpose of the plan is to guide municipal emergency response and immediate recovery operations. Any incident occurring in the City of Miami Springs which results in a threat to the safety of the public requires a coordinated response by all City of Miami Springs departments. The Organizational Chart will be used as the guideline for decision making and coordination efforts.

In accordance with the nationwide strategy of the Incident Command System/Unified Command (ICS/UC), this plan is concerned with all types of the emergency situation that may develop. It also accounts for activities before, during, and after emergency operations. The first-arriving unit at an emergency scene will assume command and advise other response units of the situation and safe arrival routes. Command will be transferred as more qualified responders arrive on the scene.

Since the Miami Springs Police Department is already operating on a 24 hour per day, seven days a week schedule, it will serve as the “Emergency Operations Center” (EOC) for all emergencies. The assigned staff will be decided by the chief of police or his designee and determined based on the type of disaster. The emergency operating plan for the city shall be reviewed annually. It will be the responsibility of each department head to review their department standards and operating procedures after each incident and make the necessary policy amendments. The city manager or his designee will ensure that this plan updates all applicable phone numbers, contact persons, and websites annually.

Comprehensive: The Emergency Operations Plan (EOP) describes the policies, strategies, operational goals, and objectives through which the City will mobilize resources and conduct response and recovery activities after a large-scale disaster.

Disaster Phases: This plan details an all-hazards emergency management framework, which embodies all aspects of prevention, mitigation, preparedness, response, and recovery. The plan establishes municipal policies and protocols to manage emergency operations.

Hazards: This plan is designed to address all hazards. Policies, operational procedures, and responsibilities may be altered to meet any critical incident conditions.

Compliant: This plan is written in compliance with the Florida Comprehensive Emergency Management Plan, the Miami-Dade County Comprehensive Emergency Management Plan, and the National Response Framework.



Action Goals

- The goal of this plan is to outline the primary organizational structure, responsibilities of all partner agencies and organizations before, during, and after a disaster.
- Reduce the loss of life and property of residents and visitors due to natural, technological, or manmade disasters.
- Coordinate emergency operations through the use of locally available resources, private industry, civic and volunteer organizations, county, state and federal agencies.
- Recover from emergencies by providing for the rapid and orderly start of restoration and rehabilitation of persons and property affected by emergencies.

Assumptions

- Disasters may occur with little or no warning, and may escalate rapidly
- Disaster impacts may extend beyond the region with widespread casualties, property, loss, disruption of normal life support systems, and loss of regional, economic, physical, and social infrastructures.
- City personnel may become casualties and experience damage to their homes and personal property.
- All departments will continue to respond, by utilizing standard operating guidelines until deterioration occurs of effective inter- and intra-organizational communications, involvement of multiple response agencies, and/or internal resources are exhausted.
- Disaster relief from agencies outside the county may take 72 hours or more to arrive.
- The City and its residents should maintain sufficient resources to remain self-sufficient for this timeframe.

Emergency Response Organization



The City of Miami Springs City Council is comprised of one Mayor, one Vice Mayor, and three Councilmembers who are elected by the registered voters of the City for a period of two years. The City of Miami Springs government is comprised of nine departments. Departments are managed and staffed by municipal employees, contract employees, and Miami Dade County (fire rescue).

Major Event Organization

Unified Command (major and catastrophic level event): Once the incident includes multiple agencies and disciplines, a Unified Command will be activated to ensure all agencies with jurisdictional authority or functional responsibility for any or all aspects of an incident and those able to provide specific resource support, contribute to and participate in the overall incident strategies, objectives, tactical activities and operations, and approval, commitment, and use of assigned resources.

During major and catastrophic level incidents, a State of Emergency will be declared and the EOP activated. Upon full activation of the EOC, an EOC Unified Command will be established by the Police Chief and City Manager based upon the direct functional responsibility for the incident. A Unified Command will provide operational control of response and recovery operations. The EOC Unified Command will implement the policy directives of the City Council through direct coordination with the Section Chiefs. EOC Unified Command is responsible for:

- Overall management of all incident activities, incident objectives as detailed in the Incident Action Plan
- Development and implementation of response and recovery strategy
- Approving the ordering and release of resources
- Resource allocation
- Coordination with the City Council on policy direction when decisions extend beyond routine decision-making authority and internal resource capabilities,
- Coordination with stakeholders

The Unified Command will consist of the following members:

- City Manager
- Mayor and City Council
- Assistant City Manager
- Police Chief
- Public Works Director
- Public Information Officer
- City Attorney

City of Miami Springs Organization Chart for a Major Disaster Event





Emergency Communication System – Alert Florida



The City is participating in the Alert Florida program (through the Florida Division of Emergency Management), which establishes a system of emergency communications with the residents and businesses. This program is fully funded by the Florida Division of Emergency Management through 'Everbridge', a private company.



This is an implementation of an alert system (similar to an amber alert) for pre, during, and post emergencies. This system is geo-targeted and will target all “registered white pages” individuals within any areas (all of Miami Springs and/or specific areas within Miami Springs).

This is a FREE alert system that delivers voice activated messages (robot or human) at any time the city deems necessary to transmit the calls (reserved for vital information during emergencies)

We will also have a linked portal embedded in our website so that anyone can register their cell phone number and/or other additional forms of communication they want in addition to their landlines.

City Manager,



Assistant City Manager & Mayor and City Council

Administrative Order

Emergency Personnel Mobilization

Tammy Romero, Interim City Manager

Maria Puente Mitchell, Mayor

Councilmembers: Jorge Santin, Jacky Bravo, Walter Fajet, and Victor Vazquez

City Manager:

- Administrates Mayoral emergency proclamations.
- Keeps the public informed during emergency situations (with the assistance of the Public Information Officer).
- Makes emergency policy decisions and issues executive orders related to an
- in-progress emergency operation.



- When necessitated by localized disaster, authorizes the evacuation of sections of the city to protect the lives of citizens.
- Enter into agreements with the county, state, and federal disaster relief agencies, as required.
- Provides overall direction and control for the continuance of effective and orderly governmental control required for emergency operations.
- In coordination and cooperation with Miami-Dade County or the State of Florida Emergency Management Agency, supports the timely evacuation of citizens from any stricken or threatened area within the city, for the preservation of life or other disaster mitigation, response or recovery.
- Orders the activation of the City EOC and emergency plans.
- EOC: The City Manager, oversees the incident, and is responsible for making decisions necessary to meet the emergency/disaster impacts to include management of incident activities, development and implementation of strategic decisions, and approving the ordering and releasing of resources.
- Ensures participation of all necessary City departments; Assigns emergency management program tasks to departments and agencies.
- Responsible to the Mayor and City Council for the coordination and operation of all services of all municipal department and agencies.
- Approves public information bulletins and broadcasts released from within City government.
- Administers and coordinates all disaster preparations and activities within the city.
- Ensures that the city continues to function administratively.
- Directs City agencies in recovery operations.
- Executes agreements with Federal and State Disaster Relief Agencies.
- Authorizes return of population to evacuated zones.

Assistant City Manager:

- Monitor the contractors - Debris removal and Monitoring contractor
- Coordinate with FEMA representative
- Upload Project worksheets in Florida PA and/or Grant portal

Mayor:

- Proclaims a State of Emergency when necessary.
- When necessitated by localized disaster, authorizes the evacuation of sections of the City to protect the lives of citizens.
- Declares the City a disaster area and requests state and federal assistance.
- Enters into agreements with the county, state and federal disaster relief agencies, as required.



- Makes emergency policy decisions relative to in-progress emergency operations.
- Authorizes the City Manager to ensure appropriate orders.
- Authorizes the City Manager to execute agreements with federal and state relief agencies.

City Council:

- Responsible for the safety and protection of the people and property located within the City per City Code and Florida Statutes, Chapter 252.
- Monitors situations and developments that would alter the normal functions of City government.



Police Department

Administrative Order

Emergency Personnel Mobilization

Armando Guzman, Police Chief



PURPOSE:

This administrative order is established and provides guidelines and responsibilities for proper utilization and administration of the Mobilization and Emergency Operations Plan.



SCOPE:

Any incident occurring in the City of Miami Springs which results in a threat to the safety of the public requires response by the Miami Springs Police Department (MSPD). Departmental resources will be committed to reducing the danger to life or property. To accomplish this mission, federal laws, state laws, county, and municipal ordinances will be applied. Cross reference: Florida Statutes, Chapters 23, Florida Mutual Aid Act; 870 Affrays, Riots, Routs, Unlawful Assemblies; and FSS Sections 252.40, Mutual Aid Arrangements; 252.41, Emergency Management Support Forces; Dade County Emergency Operations Plan; and Miami-Dade Police Departmental Manual, SOP 4-11.

I. GENERAL

A. Provisions

1. This plan provides for:
 - a. Protection and evacuation of citizens
 - b. Management or control of masses of people
 - c. Protection of property from damage and destruction

B. Implementation

1. Implementation of any portion of this plan will depend on the seriousness of a situation.

C. Impending Emergency Incident

1. At some point prior to any possible emergency condition, departmental personnel must be informed and kept aware of the developing situation.
 - a. All departmental employees must be prepared and ready to report for duty whenever a condition develops that threatens the safety of the public and may require police action to restore law and order.
 - b. Should circumstances warrant, and prior to actual manpower mobilization, departmental personnel may be notified of a potential or developing emergency condition and placed on emergency alert or standby
 - (1) Emergency Alert – Example: (Hurricane Watch) Off-duty employees are notified that a potential emergency condition exists or is developing that may require reporting for duty, subject to later notification. Off duty employees are not restricted to their residences, but will remain available for contacting via telephone. Previously approved vacation or leave will not be affected.



(2) Emergency Standby – Example: (Hurricane Warning) Off-duty employees are notified that a potential emergency condition exists or is developing and that a requirement to report for duty is imminent, subject to later notification. Off-duty employees will be available at their residences, or be physically available by telephone or at an alternate phone number. Previously approved vacation or sick leave will not be affected. All other leave is cancelled.

- c. Employees, who are notified and have been placed on emergency alert or standby, will maintain a state of readiness including home and duty preparations appropriate for the nature of the emergency.
- d. Employees called to report for duty will do so per the instructions given upon receipt of the call or as expeditiously as possible, but no later than two hours after personal notification.

2. Mutual Aid Agreement

- a. MSPD's plan for requesting or providing aid to other jurisdictions in unusual or emergency situations is contained in mutual aid agreements between MSPD and other participating agencies. The Chief of Police or his designee may enact a request for mutual aid.

II. MOBILIZATION

- A. A command post (CP) may be established in the event of a departmental mobilization by the on-duty supervisor. (See Command Post, section VI)
- B. The below outlined Alpha/Bravo Shifts may be amended to accommodate operational needs at the time of department mobilization.

1. Duty Shift:

- a. Duty shift(s) may consist of calling in additional manpower to supplement on duty personnel or going to shifts of twelve hours duration effecting specified personnel at the Chief of Police's or his designee's discretion.
- b. Alpha Shift – typically (0700-1900 hours) designates personnel from Uniform Day Shift, Community Policing Office, Afternoon motors, and Investigation Division personnel. All employees on this shift will be Strike Force Alpha.
- c. Bravo Shift – typically (1900-0700 hours) designates personnel from Uniform Afternoon, Midnight and Relief Shift personnel. All employees on this shift will be Strike Force Bravo.



III. RADIOLOGICAL INCIDENTS:

A. Turkey Point Nuclear Power Plant – Background

1. The plant is operated by FPL and houses twin 728-megawatt electric nuclear power plants utilizing Westinghouse pressurized water reactors. The site is located on the south side of Biscayne Bay and is approximately 26 miles south of the City of Miami Springs, 10 miles east-southeast of Homestead, and 7 miles north of the Monroe/Miami-Dade County Line.
 - a. The greatest hazard from an accidental release or spill of radioactive materials will probably be contained within a 5-mile radius of the power plant.
 - b. A plume exposure pathway is an area which may be affected by an airborne radioactive release outward from the plant to a radius of 10 miles
 - c. It is believed that radioactive exposure to the City of Miami Springs would be minimal if any at all because of the geographical distance from the site. Wind speed and direction will determine exposure severity to our city.

B. Emergency Assessment

1. During a General Emergency where actual or imminent reactor core structural failure occurs with the possibility of a radiation release (worst case scenario), the Emergency Operations Center (EOC), 9300 NW 41 St. 305-468-5400, will become fully operational. The EOC will coordinate with other county, state and municipal agencies for the purposes of implementing mutual aid agreements if necessary.
2. The Department of Health and Rehabilitative Services (HRS), Office of Radiological Control will dispatch the Miami Emergency Radiological Field Team who will assess conditions of the incident and provide advice to the OEM team at the EOC regarding possible protective response actions which may be required to reduce exposure to ionizing radiation.

C. Procedures:

1. During a Turkey Point Power Plant site alert or site emergency, the on-duty Miami Springs Police Supervisor will immediately notify the Uniform Division Commander and proceed to gather pertinent information from the Miami-Dade County Police, Fire Departments, and the EOC.
2. The Uniform Division Commander will immediately notify the Chief of Police and coordinate with above-mentioned agencies to initiate recommended protective actions for the safety of police personnel and the general public.



3. Mobilization of additional manpower may be necessary to accomplish needs as the situation dictates.

D. Other Radiological Incident Emergency Procedures

1. General:

- a. Radioactive materials: Accidents may occur in connection with the transportation or use of radioactive materials.
- b. Nuclear Weapons: The Nuclear Regulatory Commission cited the following:
 1. The possibility of accidental detonation of a nuclear weapon or device is negligible; however, most nuclear weapons contain conventional high explosives, such as TNT, which constitute the major hazard in accidents.
 2. The high explosives in a nuclear device may ignite, burn, and in many cases, detonate on the event of an accident involving fire or severe impact; detonation may range from one or more small explosions to one of considerable force; the explosive substance may melt at comparatively low temperatures, flow out of the weapon in which enclosed, and solidify; in such a state, the explosive is extremely sensitive to shock.

2. Emergency Operations:

- a. MSPD personnel may incur duties in connection with crashes involving radioactive material through:
 - (1) Normal Crash Investigation: The presence of radioactive materials may be discovered during a routine investigation of a crash.
 - (2) Specific Assignments: Personnel may be specifically assigned to assist in the handling of a railroad, aircraft, motor vehicle, or industrial crashes involving radioactive materials.
- b. Radioactive Material Marking: In the investigation of any crash suspected of involving radioactive materials, officers shall observe the insignia and markings of the vehicle involved and investigate for the presence of radioactive materials in the crash.
- c. Immediate Notification Procedure: IF the presence of radioactive materials is detected or suspected, the officer shall immediately notify



his/her supervisor, giving as much detail as possible regarding the nature and extent of the crash, the nature and type (if known) of radioactive materials present, and the identification of the particular vehicle suspected of containing radioactive materials. The on-duty shift supervisor will notify the OEM and request assistance.

- d. Evacuating and Sealing Off Area – Exclusion Distances: Crashes involving radioactive materials present hazards that may range from slight to extremely dangerous. Three classes are defined:
 - (1) Class I: Moderately dangerous, nonmilitary. If the shipping container weighs less than 1,000 pounds, an exclusion distance of 50 feet should be established. Most shipments of radioactive materials are in this class.
 - (2) Class II: Very dangerous, nonmilitary. Shipments of radioactive materials ordinarily would not involve the danger of detonation of high explosives. If the shipping container used for the radioactive material weighs more than 1,000 pounds, an exclusion distance of 500 feet should be established until it is positively determined by the radiological team that the container is intact.
 - (3) Class III: Very dangerous, military (nuclear weapons), and spent fuel from any nuclear reactor. High explosives may be suspect in any nuclear weapon. To guard against possible blast effect, an exclusion distance of 2,000 feet shall be established. Cover should be taken even at a distance of 2,000 feet for protection from secondary explosion scattered by detonation. Spent (used) fuel from nuclear reactors requires the same exclusion distances.
- d. The on-scene officer shall give assistance to injured persons whenever necessary and shall:
 - (1) Remove injured persons from the crash area with as little physical contact as possible.
 - (2) Hold the injured at a transfer point, but carry out necessary first aid until help or direction is received from the Radiological Emergency Response Team or from a local physician.
 - (3) If the victim must be taken to a hospital, notify the hospital in advance that the victim may have possible radioactive contamination.
- e. Personal Precautions: All personnel shall observe the following precautions insofar as practical:



- (1) Remain upwind from the scene of the crash.
 - (2) Except for necessary rescue, keep away from the scene of the crash and stay away from escaping liquids.
 - (3) Stay out of smoke resulting from the crash.
 - (4) When necessary to attempt rescue where a smoke pattern is involved, use any method that will prevent smoke from reaching your eyes and throat; depart contaminated area as quickly as possible.
 - (5) Do not attempt to fight a fire if it is believed that ammunition may be present.
 - (6) Do not touch anything unnecessarily and do not retain any object found in the crash area; dust should be brushed or washed off immediately.
 - (7) Follow the specific advice of the Radiological Emergency Response Team.
 - (8) Do not eat, drink, or smoke in the area; do not use food or drinking water that may have been contaminated by material involved in the crash.
 - (9) Attempt to segregate and detain those persons who have had possible contact with radioactive material until they can be examined by the Radiological Emergency Response Team.
 - (10) If possible, traffic shall be stopped at the extreme margin of the exclusion area.
- f. In the investigation of a crash involving radioactive materials and until the arrival of the Florida Radiological Emergency Response Team, an officer should maintain radio contact with the communications dispatcher for the purpose of furnishing pertinent information to the Radiological Emergency Response Team and receiving instructions.
 - g. Do not attempt to clean up the area of a crash involving radioactive material.
 - h. Individuals who are exposed or suspected of being exposed to radioactive material will be advised to obtain instructions from the Radiological Emergency Response Team.



- i. News releases will be made by the senior member of the Radiological Emergency Response Team due to the extremely technical nature of radiation.
- j. Uniform patrol personnel shall supervise the movement of pedestrian and vehicular traffic unless the incident occurs on a military installation.

IV. IMPENDING OR ACTUAL ENEMY ATTACK

A. Supervisor Responsibility:

- 1. Upon receipt of warning of an impending enemy attack via the National Warning System or in the event of an attack without warning, supervisors will immediately alert respective personnel and superiors

B. Individual Responsibility:

- 1. When alerted, or in the event of an attack without warning, employees will, after taking necessary precautions to provide protection against the effects of thermal radiation and blast, contact or report to MSPD.

V. PROTECTION OF DEPARTMENTAL PERSONNEL FROM DISASTER OR ATTACK

A. Purpose:

- 1. To establish emergency procedures for the protection of MSPD on-duty employees, to include designation of shelter areas, evacuation procedures, and duty assignments in the event of impending or actual nuclear attack or other major disaster. The objective is to provide maximum protection for personnel which will permit the most effective performance consistent with the situation.

B. Warning and Alert Procedures:

- 2. Warning System: Communications personnel are responsible for the receipt and prompt dissemination of attack or disaster warnings. Warning will be received and disseminated by radio, telephone, siren, and messenger, or a combination of these means as appropriate or available.



3. Types of Alerts: The type of alert, time received, and warning time available are unpredictable. The following alert conditions that indicate actions to be taken are established.
 - a. Condition 1, Attack Without Warning: Used for a nuclear attack or explosions without warning. Take cover in the immediate vicinity away from doors and windows; get on the floor against an interior wall or under a desk or table and remain there until heat and blast effects have passed.
 - b. Condition 2, Attack Imminent (Disaster): Used when a warning of at least ten minutes is available or anticipated. Seek the best available emergency shelter area as instructed.
 - c. Condition 3, Fallout: Used in case of radioactive fallout danger resulting from nuclear explosions to include those on other than local target areas. Seek a safe fallout area as instructed.

C. Personal Assignments:

Normal staff assignments will remain in effect during emergencies. Individual emergency mobilization assignments will be made by the Police Department Administration.

D. Individual Responsibilities:

1. Available for duty: As a condition of employment, personnel are required to effectively discharge emergency mobilization assignments. Employees are responsible for providing training and protection for dependents at home to eliminate the need to leave duty stations.
2. Reporting for duty: In an alert or actual attack, personnel on duty will remain at their duty station utilizing all possible cover. Those off duty or temporarily absent at the time of the alert or attack will report for duty as follows:
 - a. When sufficient warning time is available, report in accordance with instructions for Alpha/Bravo schedule.
 - b. In the event of a nuclear attack without warning, or when there is insufficient travel time between location and duty station, seek best available shelter against initial heat and blast effects; then, report as promptly as possible to assigned duty station.

E. Shelter Areas:



1. All personnel throughout the building will take best available cover in the immediate vicinity.
2. Following the all-clear announcement, employees will proceed to shelter areas as instructed.
 - a. City Hall
 - b. Home
 - c. See Annex A – Emergency Shelter Areas

VI. INCIDENT COMMAND POSTS

A. An incident command post (ICP) is a temporary location in the field established for an incident which requires more than routine supervision to control and to coordinate operations.

1. Incident Command Post Supervisor (ICPS):
 - a. Shall maintain overall command and control of the operation
 - b. Whenever the on-duty supervisor has reason to establish an ICP, he/she shall contact the Uniform Division Commander and brief them on particulars of the situation. The on-duty supervisor will act as (ICPS) until further advised by superiors. The severity of the situation will determine the operational needs of the ICP and whether or not additional manpower is required.
 - c. The ICPS should select a site that has adequate space for secure assembly of resources, vehicles, and extra equipment.
 - d. The ICPS should determine if the situation would necessitate the assistance of other police agencies and communicate this to his/her superiors.
 - e. The severity of the situation may dictate requesting the aid of the Miami-Dade County Police (MDPD). If this request is initiated, MDPD reserves the right to take over command of the emergency situation and handle the situation per their policies/procedures. In this situation, MSPD will assist MDPD.

B. Radio Procedure:

1. Upon implementation of an ICP, the ICPS may assign an officer to act as emergency dispatch operations which will emanate from the CP using the call letters CP. If necessary, a permanent dispatcher may be called in to man CP communications.



2. If necessary, the ICPS may request a separate tactical channel from the MDPD Communications Bureau to facilitate the ICP operation.
3. All transmissions to units assigned to the emergency will emanate only from the CP for relay to the appropriate units.
4. Regular police service calls connected with the emergency will be dispatched by MSPD communications.
5. In the event that regular radio communication is disrupted for any reason, the Police Department will issue secondary emergency back-up radios. The will be issued to Police Department personnel and City Department Heads at the discretion of the Chief of Police or his designee on an as-needed basis.

C. Liaison with Outside Agencies

1. It is the responsibility of the CPS to establish and maintain liaison with federal, state, local law enforcement, and social service agencies that service adjoining areas and/or have concurrent jurisdiction with MSPD.

VII. CIVIL DISORDER

A. Role in Civil Disorders:

1. During civil disorder, the departmental mission is the protection of life and property and restoration of law and order. Police must establish control of the situation by reacting quickly and committing sufficient resources. This may be accomplished by dispersing unauthorized assemblages and by increased patrolling within the disturbance area. To prevent the commission of lawless acts, the Department may present a show of force, establish road or area blockades, disperse the crowd, employ chemical agents, initiate such action necessary to apprehend and contain snipers, and perform other required operations. Law violators must be arrested and their prosecution sought. Adequate personnel and equipment must remain for a sufficient period of time after the order is restored to ensure that additional outbreaks will not occur.
 - a. The size and severity of a civil disorder may necessitate requesting aid from Miami-Dade Police Department (MDPD). MDPD reserves the right



to take command of the civil disorder and handle the situation per their policies/procedures. Once MDPD takes command, MSPD will assist.

B. Impartiality in Civil Disorders:

1. Care must be exercised to refrain from taking or giving an appearance of taking sides in any civil disturbance.

C. Enforcement of Laws at Civil Disorders:

1. Officers are required to arrest violators and to impose restrictions which are mandated by statute or ordinance.

D. Deployment at Civil Disorders:

1. The best course of action determined appropriate to restore law and order will be pursued within departmental guidelines. Personnel will be briefed as to the existing situation, mission, course of action, and control measures to be employed prior to the commitment.

E. Liaison with Dissident Groups and Civic Organizations:

1. The Department maintains liaison with dissident group members, neighborhood and civic organizations, and minority group leaders to obtain information and to explain the Department's policies and procedures in relation to civil disorder. By soliciting the cooperation of these individuals and groups, tensions are reduced which facilitates restoration of peace and order.

VIII. HURRICANE OPERATIONS PLAN

A. Purpose:

1. To establish procedures in the event that a hurricane is approaching or hurricane conditions are considered imminent.
 - a. Advisory: Weather advisory messages are issued by the national Hurricane Center concerning tropical storms and hurricanes. An advisory state details relative to the location, intensity, direction of travel, and speed of a tropical storm or hurricane.
 - b. Bulletin: A weather bulletin is a public release from the National Hurricane Center during periods between advisories, announcing the latest details on the tropical storm or hurricane.



- c. Gale warning: A warning of winds within the range of 39-54 mph (34-47 knots). Gale warnings may precede or accompany a hurricane watch.
- d. Hurricane Watch: Advance statement issued by the National Hurricane Center. The Hurricane Watch is not a warning, but does indicate a hurricane is near and that attention should be given to subsequent advisories. It implies the possibility of dangerous conditions within 24 to 48 hours. Precautionary action should be taken in case hurricane warnings are forthcoming.
- e. Hurricane Warning: A warning which indicates that hurricane winds of 74 mph (64 knots) and higher or a combination of dangerously high water and rough seas are expected in a specified coastal area. When a hurricane warning is announced, hurricane conditions are considered imminent and may begin immediately or at least within the next 12 to 24 hours. When a warning is announced, it is of utmost importance that all precautionary measures and actions be instituted for the protection of life and property.
- f. Hurricane: A Violent storm originating over tropical waters, with winds near its center reaching 74 mph and higher. In size, the storm may range from 50 to 1,000 miles in diameter.

(1) Hurricane Classifications:

	Wind Velocity	Storm Surge
Class 1	74-95 mph	4-5 feet
Class 2	96-110 mph	6-8 feet
Class 3	111-130 mph	9-12 feet
Class 4	131-155 mph	13-18 feet
Class 5	Over 155 mph	Over 18 feet

- g. Storm Surge: The increase in water level due to the action of the wind on the ocean surface and the low barometric pressure of the storm system.
- h. Vertical Relocation (Evacuation): The concept of sheltering persons threatened by inundation from hurricane storms in substantially constructed high-rise buildings when the movement to designated Red Cross Shelters is not possible due to storm conditions.
- i. American Red Cross Disaster Shelters: Provide temporary protection from the elements and contain limited food and health services.

2. Emergency Operations Center (EOC)



- a. The Miami-Dade County Office of Emergency Management, in an effort to maintain a manageable span of control, has established the county EOC, located at 9300 NW 41 St. Miami, FL, to coordinate emergency operations between Divisional EOC's, Satellite EOC's (see below), state, and federal agencies.
- b. One officer each from six Divisional EOC's (Coral Gables, Hialeah, Homestead, Miami, Miami Beach, North Miami Beach) will be sent to the county EOC to facilitate communications to other municipalities (Satellite EOC's), of Miami-Dade County.
- c. In the event that the county EOC announces a level III activation (storm warning), Miami Springs Police Department (Satellite EOC) will send one officer to Doral's Divisional EOC to facilitate communications during the recovery phase. This officer will be relieved when the Alpha/Bravo shift change occurs. This rotation will continue throughout the recovery phase of the disaster.

3. Hurricane Watch

- a. Upon the first official public announcement by the National Hurricane center of a Hurricane Watch affecting the Miami-Dade County area, all departmental employees should begin home and duty preparations immediately if they have not already done so. Employees are individually responsible for keeping themselves and their families in a state of readiness.
- b. The on-duty patrol supervisor shall:
- c. Insure that all emergency vehicle fuel tanks are topped off.
- d. Insure that special situation supplies (disposable blankets, flares, traffic cones, flashlight, window punch etc.) are maintained in all vehicles.
- e. Check with Communications Supervisor reference having a supply of cash available.
- f. Check with Public Works to ensure all generators for Miami Springs are "topped off." Request assistance in making storm preparations for buildings or other equipment.

4. Hurricane Warning

- a. Upon the first official public announcement by the National Hurricane Center of a Hurricane Warning affecting the Miami-Dade County area, all sworn and non-sworn personnel are placed on emergency stand-by and should be immediately available to report for duty at a moment's notice.



- (1) The Uniform Division Commander will initiate an Alpha/Bravo schedule and the Communication Division will contact employees with respective assignments.
- (2) Personnel should respond with all pertinent gear, clothing, food/water supplies, bedding and other mandated or optional items, and be prepared for a duty period of up to 24 hours.
- (3) All compensatory time and Floating Holiday leave are cancelled.
- (4) Previously approved administrative leave and leave for training is cancelled unless otherwise directed by the Chief of Police or his designee.
- (5) Previously approved vacation leave will not be cancelled. However, officers on this type of leave are requested to voluntarily have themselves available for duty if in town.
- (6) Any employee unable to respond for any reason is to contact a Departmental Supervisor of the rank of Sergeant or above and explain their predicament. (Said employee should exhaust all means of communication in their effort to make contact.) If the on-duty supervisor is unable to handle the situation at his/her level, then the information will be forwarded via the chain of command to the Chief of Police for approval or non-approval.

5. Deployment of Manpower

- a. The patrol officer is the eyes of the Emergency Operations Center (EOC) and must keep the EOC abreast of changing street conditions. The MSPD Communications Division will keep a street map log of reported streets blocked by flooding, debris, etc.
- b. The Shift Commander will deploy sufficient units to carry out patrol activity consistent with this plan. One-man units will be utilized unless otherwise directed.
- c. Shelter security may be necessary if the Miami Springs Senior High School is utilized as an Evacuation Center.
 - (1) One officer will be deployed to maintain order and enforce shelter rules. This officer will contact the Department on an hourly basis and provide a general condition report of the shelter.



- (2) One officer is deployed to the Doral Satellite EOC, see above, Section VIII. Hurricane Operation Plan B. 2.

4. Evacuation

- a. When the County Manager determines that evacuation is required, designated areas to be evacuated are announced via the news media. Evacuation is voluntary and cannot be lawfully enforced, except when a disaster emergency is declared by the Governor. (F.S. 252.36, Emergency Management Powers of the Governor Annex A.5) Note:

The City of Miami Springs generally does not fall into a hurricane evacuation zone. However, the Office of Emergency Management Emergency Operations Center (OEMEEOC) has requested that the Miami Springs Police Department help with traffic flow at the following intersections when the evacuation of affected zones is deemed necessary: LeJeune Road intersecting with NW 36 St., and NW South River Drive intersecting with NW 36 St.

b. Special Needs Citizens

Disabled residents who are homebound and needing transportation assistance are directed each year to the County Registry located at the OEMEOC 305-513-7700 or <http://www.miamidade.gov/fire/eeap.asp>. Residents who have pre-registered will have priority over those who have not registered for the program. OEMEOC personnel will arrange for bed-ridden citizens and those people confined to wheelchairs to be transported to special needs evacuation centers. (A list of evacuation center locations and special needs evacuation centers are printed and disclosed to the public each year during the hurricane season.)

5. Rescue Operations

- a. Patrol vehicles will remain on patrol to assist in rescue and evacuation until conditions present an obvious danger to the officers. Officers are advised to weigh the danger and possibility of success prior to placing themselves in jeopardy in a rescue attempt.
- b. Support for any emergency operation can come from contacting the EOC (Doral Satellite), Fire Rescue, or Miami Springs Public Services Department.

6. Suspension of Patrol and Rescue

- a. The Department will monitor the hurricane severity via the National Weather Service and any other means available. Upon determination that patrol and



rescue efforts present a clear danger to personnel, such efforts may be suspended. Officers on patrol will report to City Hall or to a shelter as directed.

7. Post-Hurricane Recovery

a. Communications Infrastructure:

- (1) Investigate and repair equipment in order to restore reliable communications, both radio and telephone.
- (2) In the event that regular radio communication is lost, refer to Section VI, Command Posts; B-4 Radio Procedure.

b. Patrol Operations shall resume as soon as winds have subsided to an acceptable level. Response will be directed to:

- (1) Investigate emergency calls held due to high wind hazard.
- (2) Rescue injured victims and those exposed to the elements.
- (3) Report hazards such as downed power lines to the proper authorities.
- (4) Survey primary and secondary roads for obstructions, flooding or cave-ins, and report to proper authorities.
- (5) Survey business and industrial areas for damage and the potential for looting.

IX. AIRCRAFT DISASTER PROCEDURES

A. Purpose:

1. To establish procedures to be utilized during an aircraft disaster that occurs outside an airport perimeter. Upon notification, the resources considered necessary to cope with the situation, together with support from mutual aid agencies, will be deployed immediately to render assistance.

B. Command Organization:



1. When a disaster involves more than one agency or is a mutual aid operation involving municipalities, the commander of combined operations may be named by the mutual agreement of the police agencies involved.

C. Field Command Procedures:

1. First MSPD Officer on the Scene: The officer will report the type of aircraft, nature and extent of damages, estimated number of injured and dead, and exact location of the aircraft. He will request additional units and other appropriate services and advise the best route into the disaster area.
2. Command Post: The on-duty shift commander will establish a CP, if needed, notify his/her superiors, assume the role of Command Post Supervisor (CPS), and constantly evaluate the situation.

D. Responsibilities:

1. The on-duty uniform patrol shift under the direction of a shift commander will:
 - a. Perform applicable rescue operations until arrival of fire department units.
 - b. Assist in rescue operations when requested by the fire department supervisor.
 - c. Establish road blocks and permit passage of authorized persons only.
 - d. Maintain access routes into disaster area for emergency equipment.
 - e. Establish crowd control lines.
 - f. Reroute traffic.
 - g. Protect scene from looters and hold scene intact for investigation teams.
 - h. Request necessary support units from the Department or mutual aid agencies.
 - i. Assist the medical examiner in identification and tagging of the deceased.
 - j. Ensure that non-uniformed personnel are identified by badge or identification card affixed to shirt or coat front.



E. Forms, Records, and Reports:

1. Elements involved will prepare reports as required by departmental policy.

X. FIRE ALARM PROCEDURES

A. Purpose

1. To establish fire alarm operations procedures for Miami Springs City Hall and the Miami Springs Police Department.

B. Fire Alarm Responsibilities

1. Individual

- a. If smoke is observed, ascertain if a fire actually exists and if containment by personnel immediately present is possible. If containment is not possible, advise all personnel on the affected floor to exit the building immediately and proceed to a safe outside assembly area.

- b. Notify the Miami-Dade Fire Department and advise them of the building fire.

(1) Contact the on-duty Shift Commander immediately.

(2) The on-duty Shift Commander will position police personnel to establish a safe perimeter and to keep unauthorized personnel out of the affected area.

(3) Contact the unaffected floor personnel and advise them to exit the building immediately and proceed to a safe outside assembly area.

(4) If not already done, assign an appropriate patrol officer to prepare an Offense Incident (OI) Report.

2. Fire Fighting and Rescue Operations

- a. The Miami-Dade Fire Department is in command of firefighting, rescuing the injured and building searches.

XI. BOMB THREAT PROCEDURES AND BOMB EMERGENCY PLAN

A. Purpose



1. To establish policies and procedures for responding to and investigating bomb threats and bomb emergencies.

B. Bomb Threats:

1. A bomb threat, or a report of a bomb threat, may be received by any departmental employee. All bomb threats will be considered valid until proven false. The recipient of a bomb threat will attempt to keep the caller on the phone and immediately notify the Uniform Division Shift Commander and provide as much of the following information as possible.
 - a. Bomb location
 - b. Time of detonation
 - c. Type of device, including a physical description
 - d. Sex, age, and attitude of caller
 - e. Peculiarities of speech, accent, or other characteristics
 - f. Distinguishing sounds or background noises emanating from the caller's location.
 - g. Offender's reasons
 - h. The telephone number, including extension, called
2. A uniformed officer will respond to bomb threats, coordinate necessary evacuations, and complete the OIR.
3. Follow-up investigations: MSPD will act as a liaison with any agency aiding in all bomb related incidents.
 - a. Bomb threats not involving an explosive device will be assigned to the MSPD Investigations Division.
 - b. Bomb incidents in which actual or suspected unexploded devices are located will be referred to MDPD's Bomb Squad.
 - c. Bomb incidents involving explosions in which there are no deaths will be referred to MDPD's Bomb Squad and their Economic Crimes Bureau, and Arson Unit. These incidents will ultimately be referred to the U.S. Treasury, Bureau of Alcohol, Tobacco and Firearms (ATF), and the Department of Justice, Federal Bureau of Investigation (FBI).



- d. Bomb incidents resulting in death will be assigned to MDPD's Homicide Bureau.
 - e. All terrorist-related bomb incidents, such as threats to bomb Turkey Point Nuclear Power Plant, will be referred to the FBI.
4. Response Procedures:
- a. Officers shall establish a security perimeter of at least a 300-foot radius around suspected explosive devices in locations other than vehicles.
 - b. Radio transmitters, including base stations, portable radios, and cellular telephones, within 300 feet of the affected site, will be turned off until authority to transmit has been granted. No radio or telephonic communications will be attempted within the 300 feet perimeter unless authorized by the lead MDPD Bomb Disposal Unit on the scene. If possible, an officer outside the 300 feet perimeter will maintain contact with the Communications Division.
 - c. Bomb Disposal Unit: The Bomb Disposal Unit will not respond to bomb threat situations where no suspected or actual explosive device has been discovered, except when the bomb threat involves a motor vehicle. In the event a bomb threat involves a motor vehicle, the on-duty on-call MDPD Bomb Disposal Unit officer will be requested to respond.
 - d. The primary officer shall arrange a contact location, outside the perimeter, with the person(s) responsible for the bomb threat site. If available, the person who received the threat should also be present to verify the information.
 - e. Upon contacting the person responsible for the site, the officer shall obtain, and provide, all specific details concerning the threat.
 - f. Car/Truck bombs: No attempt shall be made to search a vehicle which contains or is suspected of containing explosives by anyone except Bomb Disposal Unit personnel. The presence of a car/truck bomb may be suspected following a bomb threat which identifies a vehicle and any of the following situations occurs:
 - (1) A bomb dog reacts to the odor of explosives
 - (2) Unusual odors or smoke emanating from the vehicle
 - (3) Liquids leaking from the trunk or cargo area
 - (4) Powdered material, crystals, or pellets around door sills or tailgates



- (5) Any vehicle from which the driver exits and enters another vehicle which hastily leaves the vicinity
- e. Officers encountering suspected car/truck bombs shall establish a perimeter of at least 750 feet in all directions from the vehicle: e.g., two or three streets or avenues in each direction from the suspect vehicle. Adjacent buildings, vehicles, and civilians within the perimeter shall be completely evacuated. Command posts, if established, must be situated outside the safe distance perimeter. Adjustments to the size of the perimeter shall be made only after consulting with the MDPD's Bomb Disposal Unit.
- g. In the absence of a suspected or actual explosive device, the decision to search and/or evacuate any bomb threat scene is the responsibility of the owner or person responsible for the facility.
 - (1) The decision as to the scope and extent of the search will be made with the cooperation of the facility's responsible party.
 - (2) If the owner or person responsible elects not to evacuate, the officer shall advise that person, in the presence of witnesses, that the full responsibility for any injuries or deaths resulting from a subsequent explosion rests with the owner or responsible person. This will be documented in the OIR.
 - (3) Searches may be conducted by designated facility personnel after evacuation.
- h. If the owner, or person responsible for the facility, elects to evacuate, officers will render necessary assistance and request additional resources needed to affect an orderly and safe evacuation. The officer will contact MDPD's Communications Bureau Shift Commander to obtain appropriate assistance; e.g., Canine Unit, Fire and Public Works Departments.
- i. If during the search of a facility, an actual or suspected explosive device is located, the facility will be evacuated without delay. Upon locating a possible explosive device, a bomb threat is to be considered a bomb emergency and handled as indicated below.

C. Bomb Emergencies:



1. A bomb emergency exists when a suspected or actual explosive device is discovered. (See Annex B)
 2. Notification: The on-duty shift commander will notify:
 - a. MDPD's on-duty Communications Shift Commander and request assistance from the Bomb Disposal Unit
 - b. The first level of the Miami Springs Police Department's Administrative Notification
 3. Evacuation:
 - a. Evacuation will not be directed through the area where a suspected explosive device is located.
 - b. Non-involved officers and all non-police personnel will remain outside the security perimeter.
 - c. Fire and rescue equipment and personnel will be requested to respond to a safe location to be ready to provide fire control and emergency medical treatment. Fire Department personnel may be requested to assist with the evacuation.
 4. Suspected or Actual Explosive Devices:
 - a. Removal of possible devices and processing of the crime scene are the responsibility of the Bomb Disposal Unit. Suspected or actual explosive devices will not be handled by any person other than Bomb Disposal Unit personnel. Non-Bomb Disposal Unit officers will not touch, move, or otherwise disturb any suspected device.
 - b. If already open, doors and windows to any room containing a possible explosive device will be left open.
- D. Departmental Facilities Procedures:
1. In addition to the foregoing, the following procedures apply specifically to bomb threats and bomb emergencies involving the Police Department or City owned facilities.
 2. Notification Procedures: Upon receipt of a bomb threat or in the event of a bomb emergency, the On-duty Shift Commander or his designee shall notify command personnel as follows:
 - a. Director or Senior Ranking Officer of the Facility



- b. Chief of Police
 - c. City Manager
- 3. Evacuation:
 - a. The succession of command for a decision to evacuate the Police Department or other City owned building is as follows:
 - (1) Director or Senior Ranking Officer of the Facility
 - (2) Chief of Police
 - (3) City Manager
- 4. Fire or Explosion: In the event of fire or explosion, the senior on-scene Fire Department officer is in command of firefighting and rescue of the injured.
- 5. Traffic Control Points: The designated On-Duty Police Shift Commander will establish roadblocks or checkpoints to keep unauthorized personnel out of the affected area and to minimize danger from an explosion.
- 6. In the event City Hall or the Police Department is the object of the threat, the decision to use communication equipment at the facility or to relocate to a remote location is the responsibility of the On-duty Shift Commander.
- 7. Search Elements:
 - a. The designated Shift Commander may select employees to assist in the search for a suspected explosive device.
 - b. Searches shall be made of public access areas; e.g. hallways, administrative areas, stairwells, visitor areas, custodial closets, and rest rooms.

E. Explosions and Bombings

- 1. In the event of a detonation, explosion, and/or fire, occurring at the scene of a bomb threat or bomb emergency, the senior fire department officer is in command of the fire fighting and rescue of the injured. Police personnel will remain outside the scene unless an emergency exists requiring immediate police response. Once the senior fire department officer deems the area safe for further investigation, MDPD's Bomb Disposal Unit assumes operational control of the scene.



2. Due to the potential for secondary explosions and the possibility of additional, undiscovered explosive devices, the 300-foot security perimeter will be maintained until advised otherwise by MDPD's Bomb Disposal Unit.
3. In the event of fire or explosion resulting in death, MDPD's Homicide Bureau investigator, with the assistance of the Medical Examiner's Office, is in command of the removal of the deceased.

XII. HOSTAGE SITUATIONS AND BARRICADED SUBJECTS

A. Purpose

1. To establish procedures applicable to situations involving hostages being held by armed subjects or barricaded subjects threatening harm to themselves or others. These procedures are intended to provide guidelines by which such situations may be brought to the desired conclusion without inquires and with a minimum of confusion and disruption of normal operations.

B. Policy

1. The ultimate desired conclusion in a hostage or barricaded subject situation is the safe release of the innocent and the arrest of the subject without death or injury to anyone. It is the Department's policy to use constructive negotiations in conjunction with tactical advantage to successfully terminate the situation.

C. General

1. In hostage or barricaded subject situations, appropriate response is required to contain the situation and to establish communication with the subject. Control of responding officers must be established to facilitate deployment and to avoid confusion which could result in reckless action by the subject.
2. Criminals who use hostages to affect their escape are desperate individuals who, if allowed to escape, will pose a continuing threat to the hostage and to the public at large. Assurance that a hostage will be released unharmed is a meaningless promise. The Department does not have the ability to protect a hostage who is removed from the presence of officers. Although protection of innocent persons is of great importance, officers shall not act as substitutes for a hostage. The safety of hostages can be best assured by keeping them in the presence of officers and by preventing their removal. However, officers should realize that exceptional situations could arise where considered judgment might dictate otherwise.



3. Individual initiative must not be stifled to the point that appropriate reaction would not be forthcoming in the event of an overt action by the subject. In a hostage recovery situation, good judgment dictates that a tactical plan be developed to ensure successful termination to apprehend the subject. The passage of time should benefit the Department's objective as its entire resource can be utilized toward developing a tactical plan.

D. Tactical Ploy:

1. A barricaded person poses a danger to officers who seek to arrest him, as well as others present. Good judgment dictates that a tactical plan be developed rather than arbitrarily rushing the subject.
2. Officers should seal avenues of escape and call for assistance. Once the subject is isolated, time is to the benefit of the officers. To minimize the possibility of injury to officers and others, appropriate special equipment and personnel should be requested as needed. An effort should be made to contact the subject to persuade him to surrender.

E. Supervision at Scene of Barricaded Suspect:

1. When a suspect is located as the result of a follow-up investigation, the senior investigative officer at the scene is in command. In situations which develop from radio calls or spontaneous activities, the senior uniformed officer present is in command.

F. Guidelines for Utilization of Miami-Dade Special Response Team or City of Miami Police SWAT Team:

1. Supervisors must be aware of the magnitude of an incident for which the SRT/SWAT is utilized. As a consequence of a request for SRT/SWAT, numerous personnel are contacted to respond and are thus unavailable for other functions.
2. Due to the number of personnel and associated resources involved, these guidelines will be compiled by supervisors requesting assistance from SRT/SWAT.
 - a. Barricaded subjects: Not all subjects who refuse to surrender should be considered barricaded. A barricaded subject is defined within the following limited criteria:

- (1) The subject is probably armed; and



- (2) The subject is believed to have been involved in a specified criminal act or is a significant specified threat to the lives of citizens and/or police; and
 - (3) The subject is in a position of advantage affording cover and concealment or is contained in an open area and the presence or approach of police officers could precipitate an adverse reaction by the subject; and
 - (4) The subject refuses to surrender.
- b. Hostage Situations: The same criterion for barricaded subjects applies with the addition of a person(s) being held by the subject against his/her will.
 - c. Suicide Situations: Instances where suicidal/mentally deranged subjects are armed and have specified intent to harm themselves.
 - d. Sniper Situations: Situations where it is determined that a sniper subject is isolated and not mobile.

G. Action

- 1. When a hostage or barricaded subject situation exists, the first officer on the scene will:
 - a. Request that his/her immediate supervisor respond to the scene.
 - b. Request assistance of the type and numbers he believes to be immediately necessary and, if appropriate, a safe route for responding units and deployment points should be given.
 - c. Identify and preserve evidence and the crime scene when practicable.
 - d. Establish a CP if needed.
- 2. The supervisor will initiate appropriate action to confirm that a hostage is being held or that a subject is barricaded and determine the nature and seriousness of the offense being committed. Based upon information provided, a decision will be made if SRT/SWAT is required. Request a Division Commander respond to the scene.
- 3. The supervisor-in-charge will assure:
 - a. Deployment of units so as to contain the situation most effectively.
 - b. Evacuation of civilian personnel from the immediate area.



- c. Seeking of available means to communicate with the subject and, if possible, establish contact to determine the reason for this action.
- d. Request SRT/SWAT and negotiator personnel through the MDPD Communications Bureau/City of Miami Police Communications. Attempts to identify persons familiar with the subject and information concerning the building or structure.
 - (1) Persons familiar with the subject should not be allowed to communicate with the subject without approval of a supervisor from SRT/SWAT.
- e. Designated response area for backup units, fire equipment, ambulance, and news media.

XIII. CORRECTIONAL INSTITUTION DISORDER PLAN

A. Purpose

- 1. To establish procedures and areas of responsibility in the event of a disorder at Turner Guilford Knight Correctional Institution (TGK) located at 7000 NW 41 St. Miami, FL.

B. General

- 1. If rioting, fighting, or general disorder occurs at the TGK Correctional Institution, MDPD may request assistance from MSPD if the situation escalates to a Level II or III.
 - a. Level I: Rioting, fighting, or general disorder which can be quelled by internal force of the affected institution.
 - b. Level II: Rioting, fighting, or general disorder which can be quelled by internal forces of the institution, but requires supplementary assistance from MDPD.
 - c. Level III: Rioting, fighting, or general disorder with escape possibilities that are beyond the control of institution personnel which culminates in a request for MDPD to restore order at the incident site.

C. Emergency Procedure

- 1. If needed the MDPD Communications Bureau Shift Commander will notify the Miami Springs Police Department and request assistance to help quell the disturbance.



2. The MSPD on duty Shift Commander will immediately notify the Uniform Division Commander who will apprise the Chief of Police of the situation.
 - a. Miami Springs Officers may assist in perimeter security around the Correctional Institution.
 - b. Any request for further assistance inside the correctional facility requires authorization from the Chief of Police.

XIV. TOXIC MATERIAL SPILLAGE

A. Purpose

1. To establish procedures applicable to toxic material spillage. Primary considerations are the protection of life and containment of the spillage.

B. Procedures

1. First Arriving Officer:
 - a. Identifies that a spillage of an unknown chemical has occurred.
 - b. Request fire units are dispatched.
 - c. Request back-up units to establish a perimeter to prevent pedestrians and vehicular traffic from entering the area.
 - d. Attempts will be made to identify an individual on the scene who has knowledge of the type, quantity, and effects of the toxic material. The dispatcher will be notified as soon as the above information is ascertained.
 - e. Request immediate supervisor to respond.
2. First Arriving Supervisor:
 - a. Establish a CP to coordinate resources.
 - b. Maintain a perimeter for total exclusion of pedestrian and vehicular traffic.
 - c. Establish liaison with the fire department and specialized agencies. The highest ranking on-scene fire department official is considered to be the Incident Commander.

3. Safety:



- a. Assume the cargo is hazardous.
- b. Stay upwind, keep out of low areas where gases could concentrate.
- c. Do not wade through, walk into, or touch any spilled material.
- d. Avoid the use of flares.
- e. Avoid inhalation of all gases, fumes, and smoke.
- f. Keep exposure to hazardous materials to a minimum.
- g. When exposed to hazardous material:
 - (1) Remove and isolate all contaminated clothing and shoes.
 - (2) Bathe thoroughly with running water for at least 15 minutes.

C. Identification Placards

Diamond-shaped placards are required by federal and state statutes when toxic materials are transported. Placards are color coded for easy identification.

1. Red: Flammables and combustible materials, whether liquid, solid, or gaseous; e.g. gasoline, gasohol, kerosene, or diesel fuel.
2. White: Substance is a severe health hazard; e.g. poison, poison gas, chlorine or corrosive materials.
3. Green: Substance is highly pressurized and could explode in the heat of a fire.
4. Orange: Explosives or blasting agents; e.g. gunpowder or dynamite.
5. Yellow: Substance that may react violently with other chemicals, producing toxic or flammable gases.
6. Blue: Substance that reacts violently with water.
7. Multiple Colors: Multiple hazards exist.

ANNEX A

If you are directed to emergency reception centers

Emergency reception centers have been developed to register evacuees and direct them to emergency shelters. They will also act as family reunification areas.

Miami-Dade County

an effective protective measure. If conditions warrant, the health department will make potassium iodide tablets available at the reception centers.



For more information about potassium iodide, contact your county health department.
Miami-Dade: (305) 324-2413
Monroe: (305) 853-3240

If you have special





ANNEX B

 Department of the Treasury
Bureau of Alcohol, Tobacco & Firearms
BOMB THREAT CHECKLIST 

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is address?
9. What is your name?

EXACT WORDING OF BOMB THREAT:

Sex of caller: Race:
Age: Length of call:
Telephone number at which call is received:
Time call received:
Date call received:

CALLER'S VOICE

- | | |
|-----------------------------------|-----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Nasal |
| <input type="checkbox"/> Soft | <input type="checkbox"/> Angry |
| <input type="checkbox"/> Stutter | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Excited | <input type="checkbox"/> Lisp |
| <input type="checkbox"/> Laughter | <input type="checkbox"/> Slow |
| <input type="checkbox"/> Rasp | <input type="checkbox"/> Crying |
| <input type="checkbox"/> Rapid | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Normal | <input type="checkbox"/> Distinct |

- | | |
|--|--|
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Whispered |
| <input type="checkbox"/> Ragged | <input type="checkbox"/> Clearing Throat |
| <input type="checkbox"/> Deep Breathing | <input type="checkbox"/> Cracking Voice |
| <input type="checkbox"/> Disguised | <input type="checkbox"/> Accent |
| <input type="checkbox"/> Familiar (If voice is familiar, who did it sound like?) _____ | |

BACKGROUND SOUNDS:

- | | |
|--|---|
| <input type="checkbox"/> Street noises | <input type="checkbox"/> Factory machinery |
| <input type="checkbox"/> Voices | <input type="checkbox"/> Crockery |
| <input type="checkbox"/> Animal noises | <input type="checkbox"/> Clear |
| <input type="checkbox"/> PA System | <input type="checkbox"/> Static |
| <input type="checkbox"/> Music | <input type="checkbox"/> House noises |
| <input type="checkbox"/> Long distance | <input type="checkbox"/> Local |
| <input type="checkbox"/> Motor | <input type="checkbox"/> Office machinery |
| <input type="checkbox"/> Booth | <input type="checkbox"/> Other (Please specify) _____ |

BOMB THREAT LANGUAGE:

- | | |
|--|---|
| <input type="checkbox"/> Well spoken (education) | <input type="checkbox"/> Incoherent |
| <input type="checkbox"/> Foul | <input type="checkbox"/> Message read by threat maker |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Irrational |

REMARKS:

Your name: _____

Your position: _____

Your telephone number: _____

Date checklist completed: _____



Public Works Department

Administrative Order

Emergency Personnel Mobilization

Lazaro Garaboa, Public Works Director



MISSION STATEMENT



The purpose of this manual is to outline procedures for the City of Miami Springs Public Works Department in case of a severe weather emergency. The Public Works Department's mission will consist of two phases:

Preparation for the Emergency - Reaction to the Emergency

The first phase is preparatory and includes a time schedule and steps to follow that will give the Department a reasonable state of readiness in the case of a severe weather emergency.

The second phase is reactive and consists of coordinating with the Police and Parks & Recreation, through consent from the City Manager's Office, a series of tasks that will lead to the expeditious return of normal infrastructural operations within the City. These include draining flooded areas, removing fallen trees from public facilities, and opening roads.

SUPPLIES AND PREPARATION

The Public Works Department will have on hand the following items from June to November each year:

Supplies

1. An adequate supply of plywood or storm shutters to secure all public facilities. The plywood will be pre-fitted for each facility and stored on site.
2. A supply of food and bottled water sufficient to keep staff operational a minimum of three days after a major storm event.
3. Fuel tank levels will be kept at a safe minimum level and topped off bi-weekly.
4. A supply of flashlights and batteries, latex gloves, first aid supplies, vehicle fire extinguishers, and yellow caution tape.

Preparation

1. Establishment of a hurricane preparation team whose six members have committed to doing last minute preparations and addressing minor issues up to 12 hours before landfall of a major storm.
2. Emergency generators and emergency pumping equipment will be exercised and fluid levels checked weekly.
3. A supply of chain saws and related supplies will be on hand for post-storm road clearing.
4. Storm drains will be checked and cleaned more frequently in the City's low-lying areas.



5. Two-way radios will be kept in good working order. Spare radios and batteries will be on hand.
6. All municipal building roof drains and gutters will be cleared of debris and leaves.

STORM PREPARATION SCHEDULE OF ACTIVITIES

96 HOURS PRIOR TO LANDFALL

Public Works crews will be mobilized as follows:

1. All vehicles will be topped off by their operators and kept in the highest state of preparedness.
2. All generators will be fueled and exercised daily.
3. All municipal building roofs, drains and gutters will be cleared of debris and leaves
4. Activities will be coordinated with the Police and Parks and Recreation Departments.

72 HOURS PRIOR TO LANDFALL

Public Works employees will be mobilized as follows:

1. All employees will go on official notice and be instructed to secure their homes; make plans for their families and have all items their families would need in the post storm environment. At this time, employees will also be advised that after a storm event, their hours and the time away from their families may be extended beyond the normal work day. Employees are to report after the storm with all pertinent gear, such as rain gear and water proof boots.
2. Begin installation of storm shutters.

48 HOURS PRIOR TO LANDFALL

Hurricane Watch



The Public Works radio frequency will be monitored by the Director of the Department. The City Manager will keep the Mayor and Council apprised.

Other preparations are as follows:

1. Complete the installation of all storm shutters and boarding up windows, clearing of trash and garbage, and securing loose items, etc.
2. All street debris, garbage, and fallen trees will be picked up and taken to the dump. Secure or remove public properties garbage receptacles.

24 HOURS PRIOR TO LANDFALL

Hurricane Warning

The City Manager or Acting City Manager may allow non-essential personnel to leave the work site. Also:

1. With available personnel, do all final checks on preparations.
2. Coordinate with Police and Parks and Recreation Departments for final preparations.
3. Large vehicles will now be parked in front of open bays at the Public Works yard to shield equipment from wind damage.
4. Turn off all main power disconnects to municipal buildings.
5. Turn off main gas valves.
6. Cover all computer equipment with plastic.
7. Secure Public Works tow-way radio antenna.

RECOVERY AFTER STORM

Immediately after winds have subsided and an 'all clear' has been issued, at the direction of the City Manager, Police, Public Works, Parks and Recreation personnel will



begin a damage assessment. All personnel will report to the Public Works yard immediately upon receiving notice that the EOC has cancelled the Hurricane Warning and issued an "All Clear." It is the responsibility of each employee to remain informed as to when to report back to work.

As part of a coordinated plan that includes all City departments, the Police Department would report to Public Works the locations of road obstructions, downed power lines, areas of severe flooding and any other type of storm damage such as roof cave ins to public facilities, etc. Roadways in a post storm environment will be cleared in order of importance: primary roads, secondary roads and so forth, until reaching the residential roadways. Areas prone to flooding can be found in Section VIII, Maps, for a quick reference.

Summary of post hurricane activities are as follows:

1. The City Manager will declare a state of emergency and all employees may be required to work overtime.
2. Priority will be given to water and sanitary sewer service restoration, flood relief, traffic obstructions, and the restoration of all other Public Works Services.
3. Emergency solid waste collection will be returned to normal operation as conditions permit.
4. All emergency operations will continue until complete clean-up and pump-down services have been completed, as determined by the City Manager.

Public Works personnel will perform and document damage assessment, paying attention to the following:

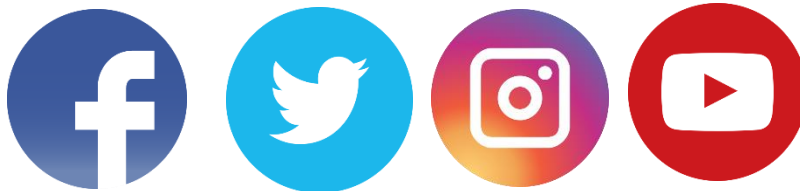
- Availability of water, electricity, and gas
- Functioning of sanitation systems
- Functioning of air conditioning systems
- Roof damage
- Fallen trees
- Fallen electrical wires
- Damaged windows and doors
- Damaged water lines and plumbing fixtures
- Flooding in buildings or in a general area



Public Information Specialist

Administrative Order Emergency Personnel Mobilization

Shannen Jaser, Professional Services Specialist (City Communications)





When an emergency occurs, the need to communicate is immediate. If business operations are disrupted, the community will want to know how they will be impacted. Regulators may need to be notified and local government officials will want to know what is going on in their community. Employees and their families will be concerned and want information. Neighbors living near the facility may need information—especially if they are threatened by the incident. All of these “audiences” will want information before the City has a chance to begin communicating.

An important component of the preparedness program is the crisis communications plan. The City must be able to respond promptly, accurately, and confidently during an emergency in the hours and days that follow. Many different audiences must be reached with information specific to their interests and needs. The image of the business can be positively or negatively impacted by public perceptions of the handling of the incident.

The following is a list of potential audiences.

- Community
- Survivors impacted by the incident and their families
- Employees and their families
- News media
- Company management and directors
- Government elected officials, regulators, and other authorities
- Suppliers

<https://www.ready.gov/business/implementation/crisis>

Public Information Specialist:

- Establishes and maintains a public information center within the Emergency Operations Center
- Coordinates activities with Miami-Dade County PIO.
- Interfaces with media; arranges for media briefings.
- Disseminates accurate and timely emergency information and instructions to the general public.
- Coordinates activities with City Manager.
- Disseminates public policy statements to the media and through departmental public information officers as approved by the City Manager or Emergency Manager.
- Coordinates rumor control activities with Emergency Management/EOC.
- Compiles and maintains print documentation of event from all media sources.
- Coordinates on-going hazard awareness and public education programs.



City Attorney

Administrative Order

Emergency Personnel Mobilization

Haydee Sera, City Attorney

City Attorney:



- Advises the Mayor, City Council, City Manager, Fire Chief, and Police Chief on legal options for emergency operations, options for emergency operations, emergency powers of City government and procedures for invoking those measures.
- Prepares Emergency Proclamations for the Mayor.
- Prepares emergency ordinances, resolutions and executive orders.
- Reviews emergency proclamations, agreements, contracts, and disaster related documents.
- Advises Emergency Management and EOC Management during EOC operations.
- Provides legal advice, assistance as required to City Departments.
- Reviews and advises City officials on possible legal issues arising from disaster operations.
- Advises City officials and department heads on record-keeping requirements and other documentation necessary for the exercising of emergency powers.
- Reviews recovery contracts.



City Clerk

Administrative Order

Emergency Personnel Mobilization

Erika Gonzalez-Santamaria, City Clerk



OFFICE OF THE CITY CLERK



Phase 1: (48 hours or more before)

- Recharge cellular phones and computer battery.
- Safeguard all permanent records of the City.
- Reach out to Storage Facility to confirm the safety of our documents in storage.
- Confirm that backups to Laserfiche server is complete.
- Update City Department website as needed with current storm information.
- Assist all other departments as directed by the EOC Commander or his designee.

Phase 2: (24-36 hours before)

- Assist all other departments as directed by the EOC Commander or his designee.

Phase 3 & 4: (Landfall and Post-Hurricane)

- Begin coordination of recovery efforts. Assist all other departments as directed by the EOC Commander or his designee.



Parks & Recreation Department

Administrative Order

Emergency Personnel Mobilization

Omar Luna, Parks & Recreation Department Director



HURRICANE PREPAREDNESS PLAN AND PROCEDURE



PURPOSE:

This plan is intended to be a ready reference guide for the Parks and Recreation Department staff and others who are responsible for dealing with such disasters in our community. Coordinated planning with the other various departments of the City and other governmental agencies and volunteer groups will assist in providing safe and effective pre and post hurricane services to the community.

THESE PROCEDURES SHOULD REMAIN IN THE POSSESSION OF ALL ADMINISTRATIVE REPRESENTATIVES OF THE DEPARTMENT AT ALL TIMES DURING THE HURRICANE SEASON.

HURRICANE PERSONNEL POLICY:

It is expected that ALL Parks and Recreation Department personnel will report to work before and after the storm, as assigned by the Director. All Leaves of Absence will be canceled during this time.

PREPARATION:

- 1) Review the policy and procedures of the Hurricane Plan. Update the plan annually as needed prior to May 1. Conduct staff meetings to provide specific information, responsibilities and procedures.
- 2) Update employee emergency contact list (retaining a copy of the Human Resources Department's Emergency Contact list.)
- 3) Coordinate with the Public Services Department those sites which will be used for debris storage, staging areas for work crews, etc.

Hurricane Alert (72 Hours Prior to Landfall):

To permit effective decision-making, it is imperative that the responsible management staff be provided with a constant flow of current and factual information concerning the emergency or disaster operations. The Parks and Recreation Department will respond to the Hurricane Plan as follows:

HURRICANE WATCH (48 Hours Prior to Landfall):

The administration will stay advised to advisories issued by the Emergency Operations Center. All staff will be advised of the potential for landfall and will be placed on stand-by status. Hurricane procedures will be reviewed at this time to ensure a smooth operation in the event a Hurricane Warning is issued. All vacations schedule for the following two weeks will be reviewed by the Director and cancelled if needed. All vehicles will be fully fueled prior to the end of each workday when under a Hurricane



Watch. A staff briefing will be conducted at the end of each workday to provide the latest information to staff concerning the storm, reporting procedures, duties, etc.

HURRICANE WARNING (Process Starts 72 Hours Prior to Landfall):

Administration:

1. Stay advised of official advisories from EOC.
2. Fuel all assigned vehicles and keep them at least half full at all times.
3. Back up all computers, cover and unplug.
4. Remove any items on the floor that may be damaged by water and store properly.
5. Coordinate with other City Departments in preparations, aid where possible.
6. Coordinate with Miami-Dade County in reference to the Community Center as Shelter, etc.
7. Notify all programs and service providers to cancel activities until further notice.
8. Contact staff to report to office to assist as needed.
9. Ask Youth Groups to safeguard respective equipment, etc.

Parks Maintenance:

A. Community Center:

1. Bring any items that outside that can fly away inside (Garbage Cans, etc.)
2. Park City vehicles away from the trees.
3. Fuel all City vehicles.
4. Sand Bags on all exterior doors that both up-stairs and down stairs.
5. Store ice in over flow coolers for emergency purposes.
6. Test the generator 72 hours prior to storm.
7. Turn off irrigation system.
8. Remove Flags

B. Prince Field:

1. Empty out all trash cans and store inside the dug-outs or Community Center.
2. Turn over picnic tables and chain them to the fence.
3. Secure all bleaches if needed.
4. Remove playground shade structure.
5. Remove the back-stop screens on the baseball fields.
6. Remove football field-goal posts if needed.
7. Remove any banners and other loose items.
8. Remove bases.
9. Secure children's playground apparatus as necessary.



C. Peavy Dove/Dog Park:

1. Empty out all trash cans and store inside the dug-outs or Park Restroom.
2. Turn over picnic tables and chain them to the fence.
3. Secure all bleaches if needed.
4. Remove playground shade structure.
5. Remove the dug-out screens on the baseball fields.
6. Remove the back-stop screens on the baseball fields.
7. Remove bases.
8. Remove any loose items at the Dog Park (Chairs, Doggy Tunnels, etc.)
9. Secure Dog Park with chain and lock.
10. Shutters on Concession Stand/Restrooms.
11. Secure any other loose items.
12. Secure children's playground apparatus as necessary.

D. Stafford Park:

1. Empty out all trash cans and store inside the dug-outs or Park Restroom.
2. Turn over picnic tables and chain them to the fence.
3. Secure all bleaches if needed.
4. Remove playground shade structures.
5. Rap all the swings at the playground over the top pole and secure.
6. Chain the Soccer Goals to the fence or the Light poles.
7. Remove the back-stop screens on the baseball fields.
8. Remove bases.
9. Shutters on Concession Stand/Restrooms.
10. Secure children's playground apparatus as necessary.

E. Pool:

1. Lower swimming pool water level.
2. Remove all shade structures and Cabanas if needed.
3. Remove all wind screen.
4. Empty out any trash cans and store them inside the Restrooms.
5. Remove lane lines and flags.
6. Lock and Secure Facility
7. Secure all loose items (tables, chairs, etc.)
8. Chairs and loose items need to be stored.
9. Life guard chairs need to be stored.
10. Turn off pumps.

All staff may be re-assigned to other areas and will remain on site until released by the Parks and Recreation Director as advised by the EOC.



THE STORM EVENT:

Staff may be required to be on site at the EOC in order to respond to emergency situations immediately following the event.

AFTER THE STORM EVENT:

ALL staff will report to the Recreation Center immediately upon receiving notice that the EOC has cancelled the Hurricane Warning and issued an "All Clear". It is the responsibility of each employee to remain informed as to when to report back to work. Depending on the severity of the storm, Parks and Recreation Department employees may be assigned to assist the Public Services Department in the clean-up of City streets. If not assigned to assist the Public Services Department, staff will be directed to restore the City's parks to pre-Hurricane condition in the following order:

1. Recreation Center
2. Prince Field
3. Swimming Pool
4. Tennis Center
5. Stafford Park
6. Dove Avenue Park

Debris removal will remain the top priority throughout the recovery efforts with secondary consideration given to restoring parks and programs.

The coordination of large volunteer agencies, i.e. American Red Cross, United Way, etc. will be the responsibility of the Emergency Operations Center. All volunteers wishing to assist in the clean-up efforts of the Parks and Recreation Department will be assigned to specific work crews supervised by experienced team leaders. As a safety precaution, no machinery will be assigned to volunteers; their main duties will consist of handwork involving debris removal, raking, shoveling, etc.

PARKS AND RECREATION DEPARTMENT

City of Miami Springs

Parks and Recreation Department

Staff Roster



Omar Luna, Director:	H: 305-733-4319	M: 786-402-9041
Patti Bradley, Program Supervisor:	H: 305-710-0214	
Caitlin Smith, Events Supervisor:	H: 305-905-3385	
Danny Valdes, Athletic Supervisor:	H: 786-218-4005	
Denise Bedenbaugh, Events Coordinator:	H: 305-401-5709	
James Dean, Aquatic Supervisor:	H: 305-903-9831	



Elderly Services Department

Administrative Order

Emergency Personnel Mobilization

101 APACHE STREET, MIAMI SPRINGS, FL 33166

CONTINUITY OF OPERATIONS PLAN (COOP)

FY 2023-24

Tammy Key, Elderly Services Manager



PURPOSE

Emergencies are unplanned events that can cause significant injury, or even death, to employees, customers, or the public, disrupt or close down operations, cause physical or environmental damage, or harm the organization's public image. Human services agencies in PSA 11 have a special responsibility to



prepare and serve the community to the best of their ability, after disaster or emergency. Part of that responsibility is to develop a continuity of operations (COOP) plan that will allow the agency to prepare and resume service after a natural disaster or emergency.

A COOP plan addresses emergencies from an all hazards approach. The COOP plan is designed to establish policy and guidance to ensure the execution of mission essential functions. The plan specifies procedures for alerting, notifying, activating and deploying employees; identify mission essential functions; establish an alternate facility; and roster personnel with authority and knowledge of functions.

In the event a situation results in a cessation of services by a Subcontractor, the Contractor (Agency) shall retain responsibility for performance under their contract and must follow procedures to ensure continuity of operations without interruption.

COOP UPDATES

Name(s), Position(s), and contact number(s) of staff responsible for developing, coordinating, & updating COOP plan:

Name	Position	Office number	Cell number
Tammy Key	Elderly Services Manager	305.805.5160	305-790-3488
Omar Luna	Recreation Director	305.805.5075	786-733-4319

1. MISSION ESSENTIAL FUNCTIONS

Identify and describe those programs or services affected by this plan. Specify which of your activities will continue in the event of a natural disaster, and which will not. Describe your priorities for serving clients during recovery (e.g., facilities, staff, and supplies).

This COOP plan is based on the City's essential functions. It serves as an operational guide to facilitate the relocation of City staff to an Emergency Response Site (ERS) and the backup of critical systems and vital records so that essential functions may continue. The level and manner of support needed to continue essential functions is dependent on the nature of an event. This plan describes the processes and procedures needed to support continuation of essential functions identified in the following table.

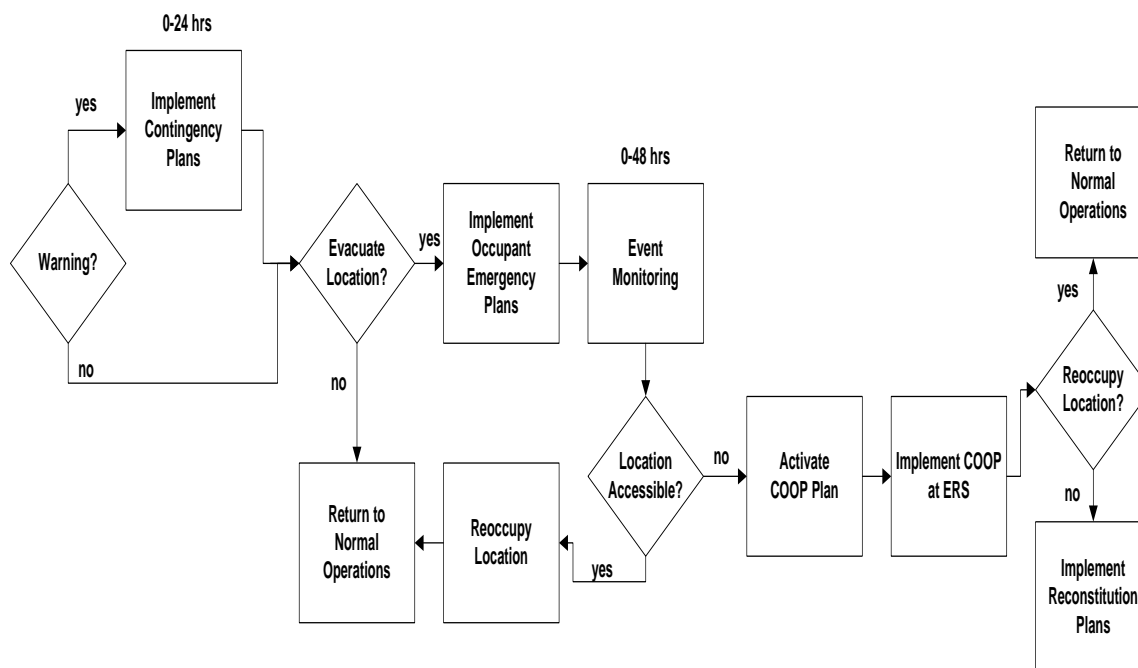


Priority	Department	Essential Functions
1 Coordination	Administration	Alert, notify, implement, protect, provide, assess, stabilize
2 Safety	Police Department	Alert, defend, protect, respond, stabilize, mobilize
3 Vital Records	IT Department	Copy, secure, maintain, protect documents & records
4 Infrastructure	Public Services Dept.	Assess, secure & restore facilities, utilities, property & streets throughout City
5 Health/Wellness	Elderly Services Dept. Community Police Office Parks & Recreation Dept.	Assess needs, provide intervention, assistance, services, supplies & support to citizenry and other departments
6 Recovery	Administration	Assess, prioritize, plan, restore

Specific City departments oversee each essential function listed above, which, in turn, is supported by specific critical systems and/or vital records. Therefore, to maintain an operational status, the City must support the required department (staff), critical systems, and vital records at the ERS.

Programs and services affected by this plan include services provided at the congregate meal site that include lunches (M-F), Health Support Classes, Recreation, Nutrition Education, Nutrition Counseling and Screening and Assessment. Additional services affected by this plan include: Home delivered meal services (breakfast and lunches, Monday-Sundays), Nutrition Education, Nutrition Counseling and Screening and Assessment. Activities that will continue in the case of natural disaster will include the distribution of Emergency shelf stable meals to congregate and homebound clients as well as the distribution of ice and referral to other City Departments (ex. Public Works, Police Department) to assist clients with pressing issues (ex. Trees on structures, safety issues) Our priority is the health and wellness of our clients. Food, water and ice are our primary goals. In order to accomplish these goals, we will rely on staff (Senior Center and Public Works) supplies (shelf Stable meals, donated ice and water) and our facility if it is not compromised as a distribution point. The new Senior Center Facility is equipped with a back-up generator to allow us to sustain essential services. If our Senior Center is comprised/damaged by the storm, our alternative distribution point will be in the same vicinity at our recreation center, located at 1401 Westward Drive.

Decision Process -- Execution of the Elderly Services Department's COOP focuses on continuing the essential functions of the department but is dependent on the City's relocation of select personnel, ERS operations, and critical systems recovery, if it becomes necessary. Depicted below is the City Administration's decision process:



Any disaster, whether natural, manmade, or technological, that adversely affects the City's ability to perform essential functions, requires activation of this plan.

2. ORDERS OF SUCCESSION & DELEGATION OF AUTHORITY

Name of individual(s)/position(s) & Contact Numbers in order of succession. Please include:

1a. Executive Officer: The person with the highest level of responsibility for your agency/organization and executive decision-making. This person would be authorized to close the agency, redirect resources, and reassign staff. This is usually the Executive Director, Administrator, President, or CEO.

2a. Client Care: The person responsible for ensuring quality of care for clients before, during, and after an emergency. This is usually a Program Director or Manager, or the lead Case Manager with management/supervisory authority over staff that provide direct care or assistance to clients.

1b. and 2b. are Alternate Contacts, in case one or both of these persons is unavailable.

Name	Position	Office number	Cell Number
1a. Tammy Romero	Interim City Manager	305/805-5011	786/229-9758
2a. Tammy Key	Elderly Services Manager	305/805-5160	305/790-3488
1b. Chris Chiocca	Finance Director	305/805-5017	786/441-7162
2b. Omar Luna	Recreation Director	305/805-5075	786/733-4319



b. Delegations of Authority

The City Manager, Police Chief and individual Department Heads are charged with maintaining a comprehensive City-wide program of: reviewing COOP plan for accuracy; incorporating lessons learned and changes in policy and philosophy; update orders of succession; manage distribution of plan update; ensure alternate facility/location availability; cycle supplies and equipment as needed; and check all systems with key staff.

Delegations of authority from the position of City Manager are established to ensure the ability of City staff members to perform essential functions while remaining a viable part of the organization. Persons in the following positions, listed in order of precedence, are assigned continuity of operations responsibilities:

- City Manager/Finance Director
- Police Chief
- Police Captain
- Department Heads*

(*NOTE: The Elderly Services Manager is responsible for ensuring quality of care for clients before, during, and after an emergency with the support of the Recreation Director. Other City departments may be called upon to assist with staffing to help meet the needs as determined by the Elderly Services Director.)

c. Emergency Response Group

Personnel with select knowledge, skills, and abilities are required to perform the tasks associated with the City's essential functions. The following personnel are identified as critical members of the ERG:

Emergency Personnel			
Office/Division	Position	Duties	Number
Administrative Office	<i>City Manager</i>	<i>Direction and Control</i>	<i>1</i>
Administrative Office	<i>Assistant City Manager</i>	<i>Coordinating</i>	<i>2</i>
	<i>Police Chief</i>	<i>Safety and Protection</i>	<i>3</i>
	<i>Police Captain</i>	<i>Mobilization</i>	<i>4</i>
	<i>Department Heads</i>	<i>Assessment and Service Provision</i>	<i>5</i>

d. Execution

Departure of ERG Advance Team:

The City Manager, or other person with delegated authority, directs the Police Chief to begin the movement of the ERG.

- The City Manager notifies the Relocation Site Support Official that the ERG has departed.
- ERG members depart with their emergency operations kits.



- The City Manager notifies other City departments outside the affected area and clients, as appropriate, that the activation of the COOP Plan is in progress.

Departure of Non-ERG Agency Personnel:

At the time of an emergency notification, and in the absence of guidance to the contrary, non-ERG personnel present at each affected City location are directed to go home to await further instructions.

Transition of Responsibilities to the Deployed ERG:

- Following arrival at the ERS, the City Manager, or designee, orders the cessation of operations at the affected City location(s).
- The City Manager notifies other offices outside the affected area that City operations have shifted to the ERS.
- The City Manager notifies City residents that operations have shifted to the ERS.
- As appropriate, the City Manager, or designated representative, notifies vendors and other service providers that City operations have been relocated temporarily and provides direction to either continue or temporarily suspend provision of service.

Alert, Notification, and Implementation Process

City staff will be contacted with alert and notification information by the following individuals:

	DESIGNATED EMERGENCY DISASTER COORDINATOR FOR CITY OF MIAMI SPRINGS	ALTERNATE EMERGENCY DISASTER COORDINATOR FOR CITY OF MIAMI SPRINGS
NAMES	Tammy Romero, Interim City Manager	Armando Guzman, Police Chief
OFFICE ADDRESS AND PHONE NUMBERS	City of Miami Springs City Hall 201 Westward Drive Miami Springs, FL 33166 305/805-5011 (City Hall) 786/299-9758 (Cellular) 305/888-9711 (Police Dept.) 305/805-5048 (Fax)	City of Miami Springs City Hall 201 Westward Drive Miami Springs, FL 33166 305/888-9711 (Police Dept.) 305/842-8168 (Cellular)

**PRIMARY ADDRESS AND TELEPHONE NUMBERS OF DESIGNATED EMERGENCY
COORDINATOR for ELDERLY SERVICES' DEPARTMENT:**

NAME	Tammy Key, Elderly Service Manager
OFFICE ADDRESS AND PHONE #s	Miami Springs Senior Center 101 Apache Street Miami Springs, FL 33166 305/805-5160 (Sr. Center) (Cellular) 305-790-3488



3. Interoperable Communications

Describe how you will communicate with staff in the event of a disaster; include alternate forms of communication available (e.g., cell phones, texting, email). Describe how you collect and update contact information on staff, and how you activate a “call down” list or telephone tree during emergencies.

The success of City operations at the Emergency Relocation Site (ERS) depends upon the availability and redundancy of significant communication systems to support connectivity to internal departments, other agencies, critical customers, and the citizenry. Interoperable communication should provide a capability to correspond with the City’s essential functions, to communicate with other Federal agencies, State agencies, and local emergency support personnel, and to access other data and systems necessary to conduct all activities. In addition to land-line phones, cellular phones, texting, computers, email, and internet communication capabilities, the City maintains a sufficient number of portable 800 MHz radios.

The City Clerk’s Office maintains an emergency contact list of personal contact numbers for all elected officials and administrative staff (to include key Police Department officers, Department Heads and Assistants) and updates this list twice a year or when there has been a change in staff. Each department maintains a current contact list of departmental employees. The Elderly Services Department/ Senior Center’s staff will be contacted by the Elderly Services Director or Site Manager by telephone, if telephones are operational.

Situational information may also be broadcast via announcements released to and made by local radio and TV stations. Staff has been notified in advance that they are to report to work when notified by City Manager. Additionally, administration has contracted with specific vendors that are on stand-by to assist with the delivery of water, ice, generators, pumps, etc. and the removal of fallen trees and debris.

4. Vital Records and Databases

CYBER SECURITY

To protect our computer hardware, we will:

Protect computer hardware from natural disasters (Hurricanes, Tornados, Floods, etc..) by disconnecting all electronic equipment from the power outlets and covering them with plastic bags or tarps to prevent water from reaching critical components in computers, monitors, copiers, printers, scanners, etc.

To protect our computer software, we will:

Recover, reinstall or restore all software. All computer software used at the Senior Center can be recovered, re-installed, or restored if the hardware is damaged to the point where the storage device (hard drive) does not function normally. All software is backed up on the City's servers at City Hall as well as archived onto our cloud storage system. All cloud storage files are also encrypted for added protection.



Data

All data, including Vital records kept and used by the Senior Center, is protected by requiring encrypted, unique login ID's and passwords by users authorized to use the data. Critical data is encrypted while stored on computer hard drives. Encrypted data can only be accessed by the authorized user ID that owns the data. If the authorized user ID cannot be accessed at any time, all data encrypted by that ID will not be accessible by any other login ID.

RECORDS BACK-UP

Identify what you will do to backup and protect essential data and documents (insurance policies, banking statements) from your payroll and accounting systems and describe how you will provide for the continuity of your financial functions (e.g., paying bills, providing services, paying employees) if your usual way of doing business is disrupted by an emergency. Describe how you will secure client records and maintain privacy during a disruption.

Backups

All data (essential, critical, or otherwise) used by all departments within the miamisprings-fl.gov network is backed up every night. The backup time depends on which server the data is stored on. The server used to store the data depends on the type of data being stored. All server backups begin between 6pm and midnight each night. All backups are encrypted during the backup process as well as while stored on the backup media.

The City's IT Department has backed up and secured all City records on a separate drive that is stored on a designated server and warehoused by a private vendor. All essential documents (to include insurance policies, contracts, banking information) have been scanned and stored electronically. All financial functions involving accounts payable, accounts receivable, payroll and procurement are conducted electronically and stored in HTE, a program provided through Naviline, a contracted vendor located in central Florida.

System Name	Current Location	Other Locations
HTE/Naviline		Lake Mary, FL
Back-up Server	City Hall / the "cloud"	

Continuity

If our normal business flow is disrupted by an emergency we will be able to continue doing business without interruption. The vast majority of our data is stored and processed by Central Square, our data center-based application service providers. Data not processed by our ASP is also made available using our offsite cloud storage solution where we archive all non-central square data each week.



Vital File, Record, or Database	Form of Record (e.g., hardcopy, electronic)	Pre-positioned at Alternate Facility	Hand Carried to Alternate Facility	Backed up at Third Location
Administrative, Police and Financial Records	hardcopy/electronic		X	X
Senior Center records	hardcopy/electronic		X	X
Emergency Plans/Maps	hardcopy/electronic		X	X
Employee Contact Lists	hardcopy/electronic		X	X
Computer hardware		X		

Mission Critical Systems: In general, the telecommunication and information system support provided at City locations is available independently at the ERS. It is imperative that the City Manager ensures that unique or critical information system requirements are considered in planning and, if appropriate, identified as capabilities to be provided by support organizations at the ERS. City offices shall maintain all necessary and up-to-date files, computer software, and databases required to carry out essential functions.

The City's Elderly Services Department/ Senior Center will remove all office computer equipment, seal in plastic bags, and store off the floor and in interior rooms. Additionally, staff will cover client file cabinets with tarps. The new Senior Center building has hurricane impact windows.

PERSONNEL ISSUES AND COORDINATION

Describe the management and staff responsible in case of a natural disaster:

5a. Name(s)/position(s) of staff responsible for maintaining communications plan:

5b. Name(s)/position(s)/Agency responsible for employee preparedness training:

5c. Staffing necessary for post-disaster response

5a. On behalf of the Elderly Services Department, Tammy Key, Manager, Angie Aguila, Assistant Manager and Betty Bray, CIRT Specialist are responsible for maintaining communications via telephone, home visitations, etc.



5b. Bill Collins, Human Resource Director, will conduct employee preparedness training regarding the City's COOP for all employees. Tammy Key, Elderly Services Manager, will provide department specific training to senior center staff and will solicit information and a presentation on Emergency Preparedness from the American Red Cross, or other knowledgeable organization, for the benefit of clients.

5C. All City Departments will be called upon for post-disaster response. The Public Works staff will assist in clearing streets, dangerous debris, picking up garbage and assisting with special needs of the citizens. The MSPD Community Policing Officers will conduct "health and wellness checks on elderly residents, as requested. Elderly Services staff will follow-up with homebound and frail seniors who chose not to evacuate or who are known to be alone and more vulnerable.

City Manager

- Provides overall policy direction, guidance, and objectives for COOP planning.
- Provides policy direction, guidance, and objectives during an incident for the implementation of the COOP Plan.
- Consults with and advises appropriate officials during implementation of the COOP Plan.
- Serves as the principal City representative to external parties and groups during implementation of the COOP Plan.

Emergency Management Director (Senior COOP Official)

- Serves as the City COOP program point of contact.
- Coordinates implementation of the COOP Plan and initiates appropriate notifications inside and outside the City during COOP Plan implementation.
- Coordinates the COOP Training, Testing, and Exercising Program.
- Aids ERG efforts at the ERS.
- Initiates recovery of City as part of reconstitution.

ERS Support Official

- Prepares site support plans to support the implementation of the COOP Plan to facilitate the smooth transition of direction and operations from the City location(s) to the ERS.
- Provides for the proper storage of backup copies of vital records and other pre-positioned items.
- Designates personnel responsible to assist the arriving ERG Advance Team.
- Maintains a current roster of designated site support staff.
- Supports periodic coordination visits by City offices.
- Keeps the Senior COOP Official informed of site vulnerabilities or changes in site resources that may impact the effective implementation of the COOP Plan.
- Requests an annual security risk assessment of the ERS by security staff to assist in ensuring COOP relocation site readiness.
- Coordinates appropriate billeting arrangements with the ERS, if appropriate, for employees who will not commute and need to remain overnight near the ERS.
- Conducts periodic coordination visits to the ERS.



- Participates in scheduled tests, training, and exercises.

Department Head

- Appoints a COOP point of contact for coordination and implementation of the COOP Plan.
- Keeps the Senior COOP Official informed of any changes in the designation of the office COOP point of contact.
- Identifies essential functions to be performed when any element of the City is relocated as part of the COOP Plan.
- Identifies those functions that can be deferred or temporarily terminated in the event the COOP Plan is implemented.
- Maintains a current roster of office personnel designated as ERG members.
- Maintains current personnel emergency notification and relocation rosters.
- Prepares backup copies or updates of vital records.
- Ensures that the time and attendance function is represented on the ERG.
- Designates personnel to assist security officials in securing office equipment and files at City locations when implementing the COOP Plan.
- Conducts periodic tests of the office telephone notification cascade(s).

City Staff

- Review and understand the procedures for emergency evacuation of City locations in the Occupant Emergency Plan.
- Review and understand responsibilities related to COOP support functions and performance of City essential functions at a relocation site.
- Report to work to perform essential functions as detailed in this COOP plan or as requested.
- Provide current contact information to supervisors.

6. FACILITY PREPARATION

Describe the steps you will take to secure your facility and equipment (e.g., computers, electrical equipment, and paper filing systems) to protect them from possible damage from wind and water (e.g., move everything away from windows, fire and waterproof storage).

Routine preparation for a storm or impending disaster will include the following procedures:

- New facility has hurricane impact windows so placement of shutters is unnecessary
- information on the main office computer will be safeguarded by the City's Information and Technology staff;
- Move computer equipment away from windows, disconnect and cover with plastic bags.
- Cover locked client filing cabinets with plastic tarps
- place chairs atop of tables in dining room;
- bring in all loose items from outside (garbage cans, patio furniture, etc.)
- clear outside area of palm fronds and tree branch cuttings;
- tie lids of dumpster down and secure dumpster to adjacent fence with rope.



7. TRAINING & TESTING

Describe your organization's annual activities undertaken to train staff on what to do in the event of an emergency (e.g., annual training, practice events).

A changing threat environment and past events emphasize the need for COOP capabilities that enable the City to continue its essential functions across a broad spectrum of emergencies. Federal Preparedness Circular (FPC) 66, in accordance with FPC 65, states that testing, training, and exercising of COOP capabilities are necessary to demonstrate and improve the ability of agencies to execute their essential functions. The City administration oversees the three functional areas of testing systems and equipment, training personnel, and exercising plans and practicing procedures. The Elderly Services Department reviews internal policies and procedures annually with staff members, to include the Administrative Assistant, Driver, key volunteers and MSPD Community Policing Office.

8. PLAN MAINTENANCE

Describe how often and when you will review and revise your COOP, and who is responsible for keeping information, such as client and/or employee contact lists, current.

To maintain a viable citywide COOP, administration is continually engaged in a process to designate essential functions and resources, define short- and long-term COOP goals and objectives, forecast budgetary requirements, anticipate and address issues and potential obstacles, and establish planning milestones. Following is a list of standardized activities necessary to monitor the dynamic elements of the City COOP Plan and the frequency of their occurrence.

Activity	Tasks	Frequency
Plan update	<ul style="list-style-type: none">Review entire plan for accuracy.Incorporate lessons learned and changes in policy and philosophy.Manage distribution.	Annually
Maintain orders of succession and delegations of authority	<ul style="list-style-type: none">Identify current incumbents.Update rosters and contact information.	Semiannually
Maintain emergency relocation site readiness	<ul style="list-style-type: none">Check all systems.Verify accessibility.Cycle supplies and equipment, as necessary.	Monthly



Activity	Tasks	Frequency
Monitor and maintain vital records management program	<ul style="list-style-type: none">• Monitor volume of materials.• Update contractual requirements of off-site storage vendor.• Update /remove from City servers and continue to scan paper files.	Ongoing

9. GENERAL INFORMATION AND PROCEDURES

A. DISASTER PUBLIC AWARENESS

Describe how you will educate your clients and employees about disaster preparedness (e.g., annual training, handouts, and materials) well in advance of hurricane season.

The City of Miami Springs Senior Center will distribute disaster preparedness materials provided by the Alliance for Aging (such as the Department of Elder Affairs' "Disaster Preparedness Guide for Elders", American Red Cross preparedness checklists, disaster supply kit information, etc.) to all registered clients annually in early in June. Other materials may be distributed to participants of the senior center, homebound clients, and the general citizenry. In addition, public awareness activities may be scheduled, advertised and conducted annually during the month of June and may include an educational workshop or seminar on hurricane and disaster preparedness. The video tape produced by the DOEA entitled, "Are You Ready?" may be shown to center participants during the month of June. Community agencies recognized as knowledgeable on this topic (i.e. the American Red Cross, the National Weather Bureau, the Miami-Dade Office of Emergency Management) may be solicited for guest speakers. Senior Center staff will offer additional presentations as warranted. Another video program produced by Miami Springs Television Productions, Inc. on the effects of past Hurricanes on our local community, as well as citizens' personal accounts and knowledge, may be utilized as part of this center's public awareness programs.

B. CLIENT PLANNING

Describe all activities that will be implemented to ensure your client population is ready for an emergency. This could include encouraging clients to register with the special need's registry, providing handouts on evacuation and disaster preparedness/recovery, making phone calls before the emergency to identify any service or evacuation needs, calling all clients after the emergency to reassure clients that services will be restored as quickly as possible. Describe the process and identify who is responsible for each activity, and note when this will occur (e.g., upon intake and again at the beginning of hurricane season).

Prior to May 31 of each year, efforts will be made to ask clients if they will need assistance with evacuation, transportation to a public shelter and/or assistance in public sheltering in the event of a disaster. Said efforts will include a "call down" of all home delivered meal recipients prior to an anticipated weather



emergency and immediately following an emergency. Other senior center clientele determined to be at-risk will be contacted via telephone as well. As the number of clients who may need evacuation assistance fluctuates, Center staff and volunteers will update lists of those in need of special assistance annually.

If it is determined that an individual will benefit from and/or need assistance with evacuation, transportation to a public shelter and/or need assistance in a public shelter, the City of Miami Springs Senior Center will recommend to that individual that they register with the special need's registry. If the individual agrees to be a participant of the special need's registry, assistance will be given in completing a Special Needs Registration form online. The C.M.S. Senior Center will submit the completed online registration to the local county Office of Emergency Management. If the individual refuses to be listed on the registry, the senior center may request that the client sign a waiver stating their refusal to register. A record of such individuals may be kept to be used for priority contacts with clients in the event of a disaster.

In addition, individuals may be encouraged to complete individual checklists prior to an emergency and to share copies of the forms with their family and friends. Information on the checklists may include data on: what to have on hand should you plan to stay at home during a forecasted emergency; whether you should evacuate or not and what to do when you leave; as well as an emergency contact list to use in reporting one's location and safety.

C. DISASTER PREPAREDNESS AND RESPONSE TRAINING

Describe how you will prepare your staff annually in advance of hurricane season. Note any training activities or joint efforts with other providers; include dates.

Staff from the Miami Springs Elderly Services Department will participate in training activities conducted or coordinated by the Alliance for Aging and the City of Miami Springs, as provided. These activities will be designed to: enhance the capability of individual service provider agencies and the aging services network with regard to disaster planning and disaster response; and strengthen the cooperation between the Emergency Management agencies, the aging services network, and other special needs providers.

Prior to a pending disaster, staff will be instructed to take precautions to insure the health and wellbeing of themselves and their families and to secure their property. Staff will be provided annually with written materials obtained from the American Red Cross, to include disaster preparedness checklists and information on calling telephone #211, the crisis Hotline for children, families and seniors, as well as #311 to report problems or learn of different types of services and assistance provided by M-D County. The Elderly Services Department staff has been instructed to check-in with the Senior Center office or City Hall to learn when to report back to work following an emergency. If telecommunication systems are down, staff has been informed to report back when local public schools reopen.

D. DISASTER COORDINATION

Describe other organizations that play a key role in your disaster plan (e.g., the county, the Alliance) as well as any subcontractors (e.g., caterers, food vendors) that will need to work together to serve your client population before, during, and after a disaster.



The Special Needs Emergency Operations Center, established by Miami-Dade's Office of Emergency Management, will serve as the hub for coordinating disaster response operations to the elderly and other special needs populations. The Miami-Dade Emergency Operations Center for this municipality, listed as a member of Division 6, is the City of Hialeah Fire Administration Building, 83 East 5th Street, Mezzanine, Hialeah, FL 33010. In any given disaster situation, this coordination center shall notify the City's Designated Emergency Disaster Coordinator of appropriate telephone numbers, names of contact staff, and Special Needs Operations Center information.

The City of Miami Springs Senior Center will continue to work cooperatively with:

- the Alliance for Aging, Inc. and other AAA contracted service provider agencies;
- other elder service providers and volunteer networks;
- other special needs service providers and volunteer networks;
- appropriate State of Florida departments and agencies including the Department of Elder Affairs, Department of Children and Family Services, Agency for Health Care Administration; and
- local emergency management agencies and police departments

The purpose of this collaborative work will be to:

- identify activities to be coordinated through the Special Needs Emergency Operations Center;
- identify specific positions necessary;
- identify the duties and responsibilities of these positions;
- identify and recruit staff of agencies and volunteers who shall commit to fulfilling these positions;
- design the operating and command structure of the Special Needs Emergency Operation Center; and
- prioritize services for delivery in the event of a disaster.

1. Specific Disaster Coordination Participation

- a. Assisted Care Shelters - No shelter has been established within the City of Miami Springs to care for individuals who are dependent upon assistance with activities of daily living or who require specific medical monitoring. Citizens requiring such assistance during previous storms were referred to countywide special need's shelters, Hialeah area hospitals. As the city has no professional medical personnel or attendant care personnel in its employ that could be used to staff an assisted care center, available, bi-lingual city employees will provide information, referral, and follow-up assistance instead of direct care service in a shelter. City staff may assist local residents in need of assisted care by advocating their need for help, assisting them in finding an appropriate shelter or solution, and possibly transporting them to that shelter.
- b. Transportation - The City of Miami Springs Senior Center may be able to provide limited pre-disaster and post-disaster evacuation of local residents with certain disabilities or special needs. Utilizing the center's two 18 passenger buses, staff may be available to evacuate a limited number of residents who need a general or assisted care public shelter, either pre- or post-disaster. Local transportation may be provided to those who wish to "weather" the disaster at another's home



in Miami Springs. If evacuation transportation is offered, it will be provided to those able to ride the city bus and as long as the roads are passable before and after any disaster. Assistance from Miami-Dade Transit Administration and any available agency or individual volunteers will be sought for the transportation needs of the mobility impaired, wheelchair-bound, and bed-bound citizens that cannot utilize the city bus vehicle.

- c. *Crisis Response/Outreach Teams* - The City's Elderly Services Director and departmental[staff, along with the Officers from the MS Community Policing Office, will coordinate the provision of limited crisis intervention to local residents requesting assistance: with food, water, ice, medications and essential supplies; for temporary relocation locally; with contacting out-of-area family members via telephone, cell-phone and E-mail; and with requested information, referral and crisis assessment. Staff will be available 24 hours/day through the MS. Police Department. As the City is not funded for case management or in-home services, the City does not employ staff who could conduct, or supervise volunteers to conduct, a formalized crisis intervention via a door-to-door outreach effort. Informal, short-term case management would be provided and consist of:
- collecting & logging information of citizens' needs;
 - providing information and referral;
 - contacting appropriate agencies & individuals who could assist with citizens' needs;
 - networking to provide relief assistance;
 - and following-up with individuals to determine the effectiveness of service coordination.

The City's Elderly Services Director would be available to assist the county's emergency management offices with non-medical, crisis situations and interventions for the residents of Miami Springs.

- d. *Logistical Support Management* - The City of Miami Springs will bear initial responsibility for disaster response and relief in most emergencies affecting its citizenry. Utilizing city administrative staff, police and public safety officers, Public Works crews, Recreation and Senior Center staff, the City will work with other agencies for the benefit of its citizens in:
- identifying needs and resources;
 - soliciting supplies and assistance;
 - storing materials on a limited basis; and delivering needed supplies to its residents.

The City's designated emergency disaster coordinator will coordinate with Miami-Dade County's Emergency Operations for other logistical support items, and with area-wide coordinators of utility companies for the restoration of services based on priority of need. Should the needs of the City and its citizenry not require a full complement of staffing, available police personnel may be made available to assist other jurisdictions and other participating agencies under the MSPD's Mutual Aid Agreement in unusual or emergency situations.

- e. *Public Information/Information and Referral* - The City of Miami Springs will serve as a Local Emergency Management Agency created in accordance with the provisions of FSS 252.31-22.60 to discharge the emergency management responsibilities and functions of a political subdivision.



Utilizing resources within its jurisdiction, the city's elected officials and administrative staff are committed to the preparation for, and the carrying out of, an emergency management system embodying all aspects of pre-emergency preparedness and post-emergency response. The Mayor, Council members and city administrative staff (representing Police, Public Works, Community Affairs, Recreation, Elderly Services, and Building Departments) will disseminate bi-lingual information and coordinate requests for assistance through the establishment of a command post in the Police Department Communications area at City Hall.

Through this command post, staff will:

- be available before and after regular operational hours throughout pre- and post-emergency situations;
- gather information on services available;
- dispatch police and city service staff as required;
- provide information and referral assistance;
- and will coordinate individual requests for services to crisis teams and appropriate agencies.

Through Police dispatch, round-the-clock information and referral assistance will be made available to all residents of Miami Springs.

- f. Temporary Housing - Additionally, paid and volunteer staff will assist in the coordination of relocating disaster victims if necessary. Staff will gather information on available shelters and short-term temporary housing (both residential and institutional). Police and Hotline staff will identify the housing needs of citizens and attempt to link those without adequate shelter to known housing resources or to available neighbors, friends or family who could offer temporary housing or assistance with moving.

E. SERVICE DELIVERY AND COORDINATION

Describe activities that will be conducted immediately prior to and immediately following a disaster. Describe whether your programs will be offline during the emergency, and how/how long it will take for you to bring your programs back online. Describe any alternatives (e.g., alternate service locations, meal sites) that may be part of your organization's response. Most importantly, please describe how you will reassure your clients that they will be able to access much-needed services after a disaster or emergency.

The City of Miami Springs Senior Center serves the older populations of Miami Springs and Virginia Gardens with the following services: congregate meals; home delivered meals; screening & assessment; nutrition education and counseling; health support screenings and activities; adult education classes and workshops; limited transportation; recreation; and information and referral assistance.



If feasible, all services would be continued prior to a forecasted disaster with priority given to group and individual education, information and referral, shopping assistance, home delivered meals, congregate meals, transportation, and screening and assessment of special needs. The catering firm currently under contract with the Elderly Services Department has emergency provisions on hand and the ability to prepare meals using gas cooking and generator power; therefore, both homes delivered and congregate meals will be provided immediately before and after a disaster if humanly possible.

Following the disaster, services will be resumed after a designated facility is deemed physically safe, equipped for service, and staffed adequately. Should the Senior Center facility be deemed an unsafe structure for the provision of services to the community's elderly, alternative sites will be considered, to include: The City's Community Center, the City's Aquatic Center's Multi-Purpose Room, the MS Lion's Club, the MS Woman's Club building, and the Village of Virginia Gardens Town Hall. Resumption of service will depend on community service needs as determined by the Elderly Services Director through initial hotline feedback, City Hall command post referrals as well as from direct client contacts made by and to the Screening & Assessment Specialist and Elderly Services Director. It is believed the resumption of home delivered meals, congregate meals, transportation, and information & referral will be the primary community service needs to address first. A more specific model for determining the prioritization and suspension of services during each of the three phases of a disaster is listed in this plan under: number 10. E. Humanitarian/Immediate Relief; number 10. F. Short Term/Intermediate Relief; and number 10. G. Long Term Relief.

F. DEMOGRAPHICS/ HAZARD ANALYSIS

Describe whether your facilities are in an evacuation zone, a flood plain, or other areas that may be affected by weather related disasters or other emergencies, such as Turkey Point nuclear power plant.

The Miami Springs' Elderly Services Department's office is housed within the City's Senior Center facility which is located on an athletic field across the street from a small lake. The land that the new Senior Center facility is built on has been graded and raised to avoid flooding issues that occurred in the past with the previous facility. If there should be a flooding issue or other damage that would make the Senior Center unsafe, our alternative operations location is the City's Recreation Center, located at 1401 Westward Drive, Miami Springs.

10. DISASTER SPECIFIC INFORMATION

The City of Miami Springs will use our primary caterer, Greater Miami Catering, during disaster related emergencies. These services are a part of our agreement with them to ensure meals are available immediately to our clients without service gaps. The Senior Center Manager, Tammy Key, will be in contact with the primary catering company prior to and immediately after the storm/disaster and will reach out to key staff members at the catering company via their business phones and/or personal cell phones to coordinate services and to make alternative plans in case the Senior Center facility is compromised and our alternative location needs to be utilized (Miami Springs Recreation Building at 1401 Westward Dr. Miami Springs) If the primary caterer is



unable to fulfill their responsibilities due to disaster related damage then the back-up caterer (Chebere Appetite Inc./ Sergio's Catering) will be utilized immediately. In the event that both the primary and the back-up caterer are unable to provide immediate services, the City of Miami Springs will provide food to Senior Center clients until the catering companies are back in service.

A. SEASONAL WEATHER MONITORING

Identify which staff member will be responsible for monitoring weather reports and reporting potential storm situation to appropriate management staff.

During each hurricane season from June 1 to November 30 of each year, the City Manager of Miami Springs shall monitor broadcasted weather reports, analyze severe weather bulletins emailed from NOAA headquarters, and be generally alert to any weather condition which may become potentially dangerous to the lives and property of the citizenry. In the event a tropical storm or hurricane does develop, the City Manager shall notify the Mayor and City Council. The City Manager will monitor and track the progress of the storm at least once every four hours during daytime hours and eight hours over night. The City Manager will confer with the Mayor, City Council, as well as with department and division heads as to the progress of the storm as necessary.

B. TROPICAL STORM/HURRICANCE ADVISORY

Storm approaching. Describe what your organization will do when the designated civil authorities announce such an advisory (e.g., what emergency procedures will be initiated, what emergency supplies will be prepared or procured, what will staff tell clients).

The National Hurricane Center issues advisory messages concerning tropical storms and hurricanes. An advisory gives details as to where the tropical storm or hurricane is located, its intensity, direction and speed of movement. Based on the progress of the weather activity, notification that a tropical storm or hurricane watch may be posted within a prescribed period of time may be advised. The City Manager will be in contact with Miami-Dade County's Office of Emergency Management to receive additional information and instructions with regard to the tropical storm and/or hurricane advisory. The City Manager may, after conference with the Mayor and Police Chief, declare the City to be on an emergency standby status.

Department heads will be notified that they should stand by and be ready to implement their emergency procedures. If the emergency standby status is still in effect at the end of a regular business day, the City Manager may call a meeting of all key staff to issue specific instructions before staff members are dismissed. Staff will be instructed to monitor weather reports during the evening or weekend and to enact their emergency procedures should a hurricane watch be issued. The City Manager may instruct city staff to begin securing their facilities or he may advise staff to begin preparing their homes and families in the event a hurricane watch is issued prior to the next day. Employees will be encouraged to act as early as possible to ensure the safety of their families and to secure their personal property and possessions as they may be needed to provide direct services to the community.



C. TROPICAL STORM/HURRICANE WATCH

Storm expected in 24 to 48 hours. Describe what your organization will do when the designated civil authorities announce the existence of Hurricane Watch status. Describe what staff will be asked to do (e.g., prepare the facilities, prepare their own families, notify supervisors of where they will be and how they can be contacted). Include a description of communication plans, and what staff will be instructed to do for clients (e.g., reschedule appointments, special needs registry, review evacuation plans).

An announcement of a "Hurricane Watch" indicates that the hurricane is near enough that everyone in the area covered by the "watch" should listen for subsequent advisories and be ready to take precautionary action in case hurricane warnings are issued. A hurricane watch is not a warning but implies the possibility of dangerous conditions within 24 to 48 hours. When a hurricane watch is issued, the City Manager will immediately notify the Mayor, City Council, Police Chief and other Department Heads of the change in status and will notify them of the time to report to work. All Senior Center staff will be contacted by the Elderly Services Director to assist with pre-storm preparations to include:

- securing equipment;
- determining client needs;
- disseminating information;
- fueling vehicles prior to the arrival of hurricane force winds;
- Securing and covering critical files and moving computer equipment and files away into interior spaces away from windows
- and securing the facility as planned (moving outdoor furniture in, securing trash cans, moving buses into safe locations away from possible falling trees.)

Evacuation and preparation checklists are included in the appendix. The Elderly Services Director will update information on key staff members' personal disaster plans to learn if any plan to evacuate and to where, and any emergency contact information.

D. TROPICAL STORM/HURRICANE WARNING

Storm expected in 24 hours or less. Describe what your organization will do when the designated civil authorities announce the Hurricane Warning stage. This should be the highest level of preparation, and should anticipate an imminent threat that could potentially close institutions and suspend program activities. Describe what staff responsibilities might be during the storm itself (if staff stay with clients), and what staff are expected to do once the "All Clear" has been announced.

A hurricane warning indicates that winds of 74 MPH (64 knots) and higher are expected within the next twenty-four hours or less; or dangerously high water and exceptionally high waves (even with winds as low as 60 MPH) are expected. When a warning is announced, hurricane conditions are considered imminent. The City Manager may cancel all leaves, including vacations and regular days off. Staff may be subject to extended working hours. The Elderly Services Director will provide a status report to the



Alliance for Aging's Disaster Coordinator and the City Manager will be in contact with personnel from Miami-Dade County's Office of Emergency Management. The City's Police Department, along with the City Manager and other key personnel will staff a command post at City Hall, equipped with police radios, cell phones, emergency rations of food and water, and an emergency generator. City Hall will function as a command post before, during, and after the

storm. Citizens' requests and questions will be directed to the appropriate staff person by City Hall's information and assistance hotline operators. All nonessential personnel will be instructed to ride out the storm in their preplanned safe locations and to report back to City Hall by telephone, if possible, as soon as the storm is over. If they cannot reach their supervisor by telephone, employees are expected to report to work if they can safely do so. Elderly Service staff may be dispatched to alternate service sites and areas within the City of Miami Springs such as the MS City Hall/Police Department, the Community Policing Office or the Recreation Department.

E. HUMANITARIAN/IMMEDIATE RELIEF

When the "All Clear" has been announced and it is safe to go in the streets again, describe activities your organization will conduct to determine if there are damages to the facilities or if there are staff who are unable to return to work. Describe any recovery operations (e.g., food, ice, water, home visits) in which your organization will participate. Describe how you will communicate with the Alliance and other organizations during recovery to ask for or help.

Phase One - Humanitarian Relief

- a. Limited information, referral, outreach and crisis intervention will be offered utilizing all available City paid and volunteer multi-lingual staff from the Administrative, Police, and Elderly Services Departments;
- b. Although Home Delivered Shelf-Stable Emergency Meals will be distributed to all clients in June of each year (if funding permits), the delivery of daily, hot meals will resume to individual clients as soon as roadways to homes are safely passable. The senior center staff, as well as staff from other City departments, will assist the caterer with deliveries, as necessary;
- c. 3 Congregate Shelf-Stable Emergency Meals will be distributed to all clients in June of each year so clients will have food that can be consumed if the provision of congregate meal service is unavoidably interrupted. The serving of daily congregate meals to clients will resume as soon as an appropriate facility is available and roads are safely passable for the department's bus and seniors who will drive, bike or walk to the facility;
- d. The purchase and delivery of emergency food, water and other personal supplies for needy disaster victims and relief workers, which cannot be obtained through primary relief efforts/agencies, may be purchased locally by the City and distributed by senior center, police department or other City staff;
- e. Transportation to and from medical facilities, unsafe housing to shelters and/or other temporary housing, meal sites, food and supply stations may be offered on a limited, emergency basis using the senior center's bus and other City owned vehicles if transportation is not available through primary relief efforts;
- f. All new referrals for senior citizens in need of immediate services will be processed as soon as possible;



- g. Assistance with case management and case follow up may be offered to primary relief agency for those in our target area.

F. SHORT TERM/INTERMEDIATE RELIEF

According to the conditions of your facilities and your community in general, describe whether your organization will be able to offer short-term assistance to a) your clients and b) others in the community (e.g., crisis intervention/stabilization services, information and referrals, case management/case follow up, meals, transportation).

Phase Two - Short Term Recovery

- a. Outreach and crisis interventions;
- b. Home delivered meals;
- c. Congregate meals;
- d. Purchase and delivery of emergency food, water, ice and other personal supplies for disaster victims and relief workers which cannot be obtained through primary relief efforts/agencies;
- e. Information and referral (limited to local inquiries);
- f. Assistance with transportation to and from medical facilities, unsafe housing to shelters and/or other temporary housing, meal sites, food and supply stations, disaster assistance centers;
- g. Assistance with case management/case follow-up provided by a primary relief agency.

G. LONG TERM RELIEF

Describe how regular services will resume after the disaster, once damages of the building and grounds are assessed and it is determined safe to open your facilities and resume services to clients.

Phase Three - Long Term Recovery

Resumption of all regular services, and additional services as needed, if funding is available, to aid elder residents of Miami Springs and Virginia Gardens in the long-term recovery process.

H. RADIOLOGICAL (TURKEY POINT) AND HAZARDOUS MATERIAL DISASTERS

The City of Miami Springs Senior Center does not provide services to and has no clients residing within a ten-mile radius of Turkey Point Nuclear Facility. If specific disaster plans are required, they will be developed in consultation with the Miami-Dade Office of Emergency Management.

I. MULTI-DWELLING FIRES

Specific plans for such disaster will be developed in consultation with the American Red Cross and the Miami-Dade Office of Emergency Management.

J. CIVIL UNREST



Specific Plans for such disaster have been developed by the City of Miami Springs' Police Department in consultation with the Miami-Dade Police Department and the Miami-Dade Office of Emergency Management.

11. NON-DISASTER RELATED INFORMATION

In the event a situation results in a cessation of services by a Subcontractor, the Contractor (Provider) shall retain responsibility for performance under their contract and must follow procedures to ensure continuity of operations without interruption.

In this section, all Providers must indicate how they will ensure continuity of critical services in the event of a non-disaster or non-weather-related emergency.

Providers offering nutrition services must describe the agency's specific back-up procedures for ensuring continuity of all critical services without interruptions.

Nutrition Provider must:

- a) Describe the specific back-up procedures detailing how it will ensure at least three (3) days' worth of shelf stable meals or have a pre-approved three-day (3) menu for emergency meals with reserved funds set aside to purchase the food items. Describe how either option will be made available immediately (no gaps) to clients, in the event of a non-disaster emergency, until the back-up caterer can provide services in order to ensure continuity of meal services without interruption.
- b) Describe how your agency will purchase, retain, and distribute the three-day (3) shelf stable meals or the three-day (3) pre-approved menu meals in case on a non-disaster related emergency.
- c) Describe how your agency will have at least one back-up caterer (same meal type) who can provide meals immediately in the event of an emergency. Copy of the back-up caterer's license and the agreement must be submitted with the COOP. The Provider must ensure that the back-up caterer has had no Administrative complaints or closures in the past 12 months, as per the requirements of Chapter 4, of the DOEA Programs & Services Handbook.

- a. **The City of Miami Springs will ensure at least 3 days -worth of shelf-stable meals for its Congregate and Homebound clients by purchasing said meals with reserved Department of Elderly Affairs funding in advance of Hurricane season (June) from our contracted primary caterer. Meals will be distributed to Congregate Meal participants on the next weekday following the last day the primary caterer was able to provide**



meals to the Congregate and Home Delivered Meal recipients so as to insure continuity of the meal service from one day to the next. The center will remain open for other scheduled activities over the three-day period the caterer needs to acquire supplies, drivers and transportation equipment to begin preparing and delivering our hot menu items.

- b. Shelf stable emergency meals will be purchased annually by the City of Miami Springs with reserved budgetary funds (which will then be reimbursed to the City through OAA funding at a later date) The City of Miami Springs will ensure that meals will be made available to all clients immediately in the event of a non-disaster emergency through distribution at the congregate meal site as well as through delivery to homebound clients by pre-screened Senior Center Employees and volunteers. A disaster preparedness event will be held at the Senior Center at the start of the hurricane season where information and shelf stable meals and supplies will be distributed to congregate clients. Information, shelf stable meals and supplies will also be delivered to all homebound clients the day immediately following the disaster preparedness event. A notice will be provided explaining that these meals are temporary and that their hot meal deliveries will resume in three business days.
- c. In the event a situation results in a cessation of services by a subcontractor, the City of Miami Springs shall retain responsibility for performance under our contract and will follow established procedures to ensure continuity of operations, without interruption.

In the event the primary caterer (Greater Miami Caterer), responsible for the provision and delivery of daily congregate and home delivered meals, is unable to fulfill their subcontract for any reason, the City of Miami Springs would immediately contact the **back-up caterer (Chebere Appetite Inc./ Sergio's Catering)** and enact emergency purchasing procedures to provide meal service without service gaps to all clients. An agreement has been negotiated with a secondary caterer who is deemed capable of meeting DOEA food service requirements by the Alliance for Aging, Inc. as they are included on the "Registered Caterer List for the Adult Care Food Program" that was provided to us by the Alliance.

Disaster Related

1. Determine if your agency will use your primary caterer or back-up caterer during Disaster Related Emergencies

- If the back-up caterer is selected to be used during Disaster Related Emergencies, the COOP must mirror the Non-Disaster Related Section.



- If the primary caterer is selected be used during Disaster Related Emergencies, the COOP must define a plan to ensure meals are available immediately to client to ensure continuity of services with no gaps

The City of Miami Springs Senior Center will use the primary caterer during disaster related emergencies. The Primary Caterer is Greater Miami Caterer, Inc. As indicated, shelf stable food will be purchased at the start of Hurricane Season and will be distributed to all clients. Should food delivery or congregate services stop due to the storm, the shelf stable food will last each client for three days. Homebound clients are also provided with 3 days worth of shelf stable meals. During this three-day period the primary caterer may be able to resume regular service, if not we will utilize the services of our back up caterer (a Chebere Appetite Inc./ Sergio's Catering) and distribute food provided by them until the primary caterer is able to resume services. If the facility is damaged and deemed unsafe and all other alternative distribution sites are also damaged and unsafe then we will request that the caterer deliver shelf stable foods to all clients at their homes. The City will assist in this effort if necessary to insure the continuity of service.



Golf & Country Club

Administrative Order

Emergency Personnel Mobilization

Paul O'Dell, Director





The golf administration will stay appraised of all advisories issued by the police department, and staff will be advised of potential warnings, landfall status, and will be placed on standby.

A staff meeting will be conducted during this time to keep employees abreast of potential situations and schedules.

Hurricane Warning (Process starts 72 hours prior to projected landfall)

Director/Golf Superintendent:

1. Stay advised of all advisories
2. Fuel all vehicles and top off fuel tanks
3. Coordinate boarding up of clubhouse with the Public Works department
4. Remove all trash receptacles, cooler stands, flag sticks, benches, and other movable objects on course
5. Secure all other loose items
6. Will apprise managers and personnel of golf course the closing
7. Assign staff to assist with preparation as well as re-entry and post clean-up operations
8. Will assign persons for reporting of or any storm damage and methods of appropriate reporting followed
9. Back up and shut down all computer systems
10. Document through photos the golf course maintenance equipment listing all equipment with serial numbers and type along with golf cart fleet
11. Take inventory of all pro shop merchandise and document the value
12. Cover all computer system equipment with plastic covering and remove from floor
13. Take representative pictures of the golf course and driving range
14. Make sure that the cart fleet and range picker is secured
15. Monitor a potential storm from the minute a watch is issued to start possible early preparations
16. Shut down and the pressurized irrigation system
17. Collect cell numbers from all department heads
18. Advise city manager and all necessary staff on status of preparation and once all items are completed



Golf course will be open upon judgment and inspection of golf course director and opened after all safety checks have been addressed to ensure public safety of all items for golfers and patrons.

Procurement & Other

Administrative Order

Emergency Personnel Mobilization

Aeemed Jaime, Procurement Specialist I



Purchasing and Other

- Monitor Debris removal contractor's contract
- Monitor Debris monitors contract
- Process invoices for payment



Building & Code Compliance Department

Administrative Order

Emergency Personnel Mobilization

Ulises Fernandez, Director





Emergency Post-Disaster Recovery Guidelines

City of Miami Springs Building and Code Compliance Department

Preparing for Post-Disaster Recovery

- Brief the City Manager, as soon as possible after the event, of the departments' responsibilities to:
- Issue permits for repair and reconstruction.
- Make substantial damage determinations and assessments for buildings that are in the City of Miami Springs.
- Explain what it means to bring a substantially damaged building into compliance with current floodplain management standards.
- Share the materials developed to communicate with citizens.
- Coordinate and communicate with Public Works department for the clearing of roads.
- Establish a routine to drive through affected areas to check for unpermitted construction work and ask the police and other departments to report on activities that may not be authorized by permit.

Rapid Evaluations and Detailed Safety Evaluations

Rapid evaluations, sometimes called "building condition surveys," typically are based on an exterior inspection. They are conducted to:

- Identify buildings that appear to be so damaged that they are unsafe and should not be reentered without a detailed inspection of structural integrity.
- Identify buildings that appear to have damage sufficient to require a permit before they can be repaired or reoccupied.

These rapid evaluations can also help local officials determine the scope of an event and the level of effort that will be required to perform building-by-building inspections, review permit applications, collect substantial damage data, and perform inspections once recovery work is underway.



Posting of Inspected Buildings

Posting damaged buildings with one of the two notices:

- Restricted Use (yellow placard). This signifies that the safety of the building is questionable or hazardous conditions exist or are believed to exist and warrant restrictions on occupancy and reuse. Further evaluation is necessary (which may or may not be performed by the local official).
- Unsafe (red placard). This signifies that an extreme hazard or unsafe situation is present and there may be a significant risk of further damage or collapse. These buildings are unsafe for occupancy or entry, except as authorized by the local official. A “red tag” is not a demolition order, although such an order may be issued depending on subsequent evaluations.

Post-Disaster Communications with Property Owners

Communications with property owners will take place throughout the post-disaster recovery phase. Local officials should recognize that substantial damage determinations may generate many questions from home and business owners, and should be prepared to respond to these questions. This section provides local officials with guidance for communicating substantial damage information, and describes the following:

- Information about clean-up and repairs
- Information about permits
- Information about Increased Cost of Compliance coverage
- Interactions during damage inspections
- Providing substantial damage determination letters to owners



Information about Clean-up and Repairs

The initial contacts with property owners are typically related to cleaning up, advising them that inspections must be conducted to determine the safety of buildings, reminding owners not to perform any work that requires a permit until permits are obtained, and advising them that substantial damage determinations must be made and that such determinations trigger the floodplain management requirement to bring buildings into compliance by elevating them (or by dry flood-proofing, non-residential buildings only). Local officials can provide information to owners about the kinds of clean-up and repairs that may be performed prior to a substantial damage determination, including work necessary to temporarily stabilize a building so it is safe to enter, as well as trash removal and clean-up.

Information about Permits

- Inform owners with requirements needed for applying for permits.
- The importance of having damaged buildings inspected before repair work is started.
- Activities that require a permit.
- Activities that do not require a permit (e.g., disposing of damaged contents and carpeting; cleaning floors, walls, and ductwork; or covering damaged roofs and windows).
- The importance of hiring licensed contractors and cautions about fraudulent and unlicensed entities that may take advantage of victims in areas that have been hit by a significant event.



HR/Risk Management Department

Administrative Order

Emergency Personnel Mobilization

Bill Collins, Director

In the event of a disaster, the Human Resources Department has the responsibility for handling both Human Resources and Risk Management matters for the City of Miami Springs.



Human Resources

Human Resources duties related to emergency disasters include:

- Provides information and assistance to City supervisors regarding Miami Springs personnel policies during emergencies.
- Provides coordination for employees working the disaster and for those who return following the event.
- Maintains a list of personal phone numbers and contact information for all City employees.
- Maintains a roster of essential and non-essential employees in the event of an emergency.
- Assists City departments to accomplish their mission during an emergency by maintaining a roster of available City employees in non-essential positions who can be assigned to perform tasks required in other departments.
- Coordinates efforts to provide shelter and mass care for City employees and their families, including temporary shelter, securing damaged primary residence, and healthcare.
- Communicates information to City employees as necessary.
- Distributes information to employees regarding Red Cross, FEMA, and other individual assistance programs.
- Links employees to counseling and employee assistance program support.
- Supports the Finance Department to ensure that employees are paid while emergency operations are ongoing.

Risk Management

Risk Management duties related to emergency disasters include:



- Serves as a clearinghouse for damage assessment of City properties impacted in the disaster.
- Assists with on-site photo and video documentation of property damage.
- Coordinates insurance claims relating to property damage and transmits them to the City's insurance carrier.
- Monitors clean-up efforts to ensure proper safety measures are being followed.



Information Technology

Administrative Order

Emergency Personnel Mobilization

Jorge Fonseca, Director

PLAN OVERVIEW

The disaster recovery plan is composed of a number of sections that document resources and procedures to be used in the event that a disaster occurs at one of the server locations throughout the City. Each supported application or platform has a



section containing specific recovery procedures. There are also sections that document the personnel that will be needed to perform the recovery tasks and an organizational structure for the recovery process. This plan will be updated on a regular basis as changes to the computing and networking systems are made. Due to the very sensitive nature of the information contained in the plan, the plan should be treated as a confidential document.

DISASTER DECLARATION

PERSONNEL AUTHORIZED TO DECLARE A DISASTER OR RESUME NORMAL OPERATIONS

The following employees for the City of Miami Springs are authorized to declare an Information Technology Systems Disaster and also signal a resumption of normal processing:

- Mayor Maria Puente Mitchell
- Interim City Manager Tammy Romero

PLAN ACTIVATION

This plan will be activated in response to internal or external threats to the Information Technology Systems for the City of Miami Springs. Internal threats could include fire, bomb threat, loss of power or other utility or other incidents that threaten the staff and/or the facility. External threats include events that put the facility in danger. Examples might include severe weather or a disruptive incident in the community. Once a threat has been confirmed, the plan management team will assess the situation and initiate the plan if necessary.

RESUMPTION OF NORMAL OPERATIONS

Once the threat has passed, equipment has been repaired or replaced or a new data center has been built and stocked, the disaster recovery team will assess the situation, declare the disaster over and resume normal operations.

PLAN OVERVIEW, OBJECTIVES, AND DECISIONS

The primary focus of this document is to provide a plan to respond to a disaster that destroys or severely cripples the City's central computer systems operated by the Information Technology Department. The intent is to restore operations as quickly as possible with the latest and most up-to-date data available. This plan is designed to reduce the number of decisions which must be made when, and if, a disaster occurs. This plan is a "living document". It is the responsibility of everyone involved in the City's disaster recovery efforts to ensure that the plan remains current. When you are aware



of any changes to personnel, hardware, software, vendors or any other item documented in the plan, please bring them to the attention of the Information Technology Director.

PLAN OBJECTIVES

The overall objectives of this plan are to protect the City's computing resources and employees, to safeguard the vital records of which the Information Technology Department is the custodian, and to guarantee the continued availability of essential IT services. The role of this plan is to document the pre-agreed decisions and to design and implement a sufficient set of procedures for responding to a disaster that involves the data center(s) and its services.

A disaster is defined as the occurrence of any event that causes a significant disruption in IT capabilities. This plan assumes the most severe disaster, the kind that requires moving computing resources to another location. Less severe disasters are controlled at the appropriate management level as a part of the total plan.

The basic approach, general assumptions, and possible sequence of events that need to be followed are stated in the plan. It will outline specific preparations prior to a disaster and emergency procedures immediately after a disaster. The plan is a roadmap from disaster to recovery. Due to the nature of the disaster, the steps outlined may be skipped or performed in a different sequence. The general approach is to make the plan as threat independent as possible. This means that it should be functional regardless of what type of disaster occurs.

For the recovery process to be effective, the plan is organized around a team concept. Each team has specific duties and responsibilities once the decision is made to invoke the disaster recovery mode. The leader of each team and their alternates are key IT and other city personnel. With such a small IT staff, the use of distinct teams with separate responsibilities is not practical as would be in larger organizations. Rather, IT staff will be assigned to multiple teams with specific assignments made according to knowledge, experience and availability. It is also assumed vendors and knowledgeable personnel from the city will be actively enlisted to help during a recovery situation.

The plan represents a dynamic process that will be kept current through updates, testing, and reviews. As recommendations are completed or as new areas of concern are recognized, the plan will be revised to reflect the current IT environment.

DISASTER RECOVERY PHASES

The disaster recovery process consists of four phases. They are:

Phase 1: Disaster Assessment

Phase 2: Disaster Recovery Activation

Phase 3: Alternate Site/Data Center Rebuild

Phase 4: Return Home



DISASTER ASSESSMENT

The disaster assessment phase lasts from the inception of the disaster until it is under control and the extent of the damage can be assessed.

DISASTER RECOVERY ACTIVATION

When the decision is made to move primary processing to another location, this phase begins. The Disaster Recovery Management Team will assemble at the command center and call upon team members to perform their assigned tasks. The most important function is to fully restore operations at a suitable location and resume normal functions. Once normal operations are established at the alternate location, Phase 2 is complete.

ALTERNATE SITE OPERATION/DATA CENTER REBUILD

This phase involves continuing operations at the alternate location. In addition, the process of restoring the primary site will be performed.

RETURN HOME

This phase involves the reactivation of the primary data center at either the original or possibly a new location. The activation of this site does not have to be as rushed like the activation of the alternate recovery center. At the end of this phase, a thorough review of the disaster recovery process should be taken. Any deficiencies in this plan can be corrected by updating the plan.

KEY DISASTER RECOVERY ACTIVITIES

Declaring a disaster means:

1. Activating the recovery plan
2. Notifying team leaders
3. Notifying key management contacts
4. Redirecting voice service to an alternate location
5. Securing a new location for the data center
6. Ordering and configuring replacement equipment
7. Reconfiguring the network
8. Reinstalling software and data
9. Keeping management informed
10. Keeping users informed
11. Keeping the public informed

DISASTER DECISION TREE

EVENT	DECISION
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Local servers destroyed	Activate disaster recovery plan
Local servers unusable for more than 2 days	Activate disaster recovery plan
Network down	Management and Tech teams perform assessment
Environment problems (A/C, power, etc.)	Management, Tech, and Facilities teams perform assessment.

RECOVERY TIME OBJECTIVES (RTO)

The Recovery Time Objectives reflect the estimated recovery times based on current configurations and operations. While a detailed listing of applications and their associated Recovery Tiers is listed later in this document, here is a general overview of the RTO's.

NETWORK SERVICE	RECOVERY GOAL
LAN	7-10 days
WAN	30 days
Internet	30 days

These RTO's should be considered best-case estimates. Currently, the city of Miami Springs does not have computer hardware available for recovery nor contracts or agreements in place to obtain hardware on a priority basis. In the event of a disaster, hardware would have to be located, purchased, shipped, installed, and configured before any software or data could be installed or restored. The availability of the relevant equipment and shipping times could vary greatly depending on the timing and scope of the disaster.

The network services and application recovery times are additive in case of a disaster that affects servers and the LAN. However, a WAN disaster takes significantly longer to recover from due to the installation schedules of telecommunications providers. During this delay, server and LAN recovery could be completed so the WAN recovery time would be the only time applicable to the RTO.

SERVER RECOVERY

These procedures outline the steps required to restore any of City of Miami Springs servers. Recovery for the servers assumes that:

- Good backup data exists and can be retrieved from offsite storage
- Replacement servers will be procured with equal or greater capacity



- Network connectivity will be re-established

A decision must be made as to where the recovery will take place (alternate site, primary location, or cloud). This decision is not made ahead of time since the specifics of the incident requiring recovery is not known.

SunGard / Superion systems are cloud based and will only require a secure connection over the Internet to access during a disaster. Disaster recovery for these applications is covered by the vendor's own policies.

Local servers and services affected during a disaster include the following:

- E-mail services / Exchange servers
- File system / file shares on the FS1 server
- Laserfiche imaging system
- Print servers
- Terminal servers for remote communications
- Secure FTP server for DHSMV
- TrendMicro antivirus server
- Vermont systems server - REC center
- Golfnow server -Golf
- MSSTOR - NAS server for Optiview data (to be decommissioned Oct 1, 2017)
- MSSQL - database server
- AC server - climate control system for city hall
- Door Security image virtual server
- GC1 - domain controller
- Fluidsecure - public works tanks
- MSPD-MOB - USA software mobile application server
- MSPD-SLQ-01 - Primary database server used by USA Software / File and Print server
- MSPD-SQL-02 - Database server used for ALPR BOSS services
- MSPD-DC - Primary domain controller
- MSPD-DC-02 - Domain controller and remote site VPN peer
- MSPD-DC-03 - Domain controller
- MSPD-H1 - Primary virtualization server



SERVER RECOVERY GENERAL TASK CHART

This section is designed to be used to recover any City Server. Some steps are not applicable to all disaster situations.

TASK	COMPLETED
Assess damage	
Prioritize servers to recover	
Order replacement for damaged equipment	
Order appropriate cables, wires, network devices	
Configured hardware as it arrives	
Retrieve backup drives	
Test server hardware	
Install OS and apply all patches and security updates	
Configure networking / install network cards	
Restore data from backups using Windows backup service	
Attach server to network	
Start applications for user verification	
Verify user access to network	
Resume normal processing	

NETWORK RECOVERY PROCEDURES

Currently there are direct communications path from remote office sites to backup AWS sites.

Firewalls, routers, and switches may need to be installed/configured or settings changed to reflect the changes in the LAN and WAN after a disaster.

VOICE RECOVERY FOR THE CITY

In a disaster situation for the City involving the telephone system, support personnel from the City will assist with recovering the VOIP system services and coordinate with the system vendor (Comcast). In the event of a complete system failure or major damage, the City will rely on Cell phones

A file containing the VOIP configuration is stored in the IT office. Back up of the VOIP configuration and voice-mail is made once every week to insure up to date information.



VOIP EQUIPMENT LISTING

Matrix/Yealink VOIP server by ITC

T1/PRI 23 channels (connected to Comcast for outside calls)

IP Telephone licenses

INITIAL RECOVERY: Initial recovery will be accomplished by routing VOIP services to Designated site. When a new VOIP server is shipped, data and configuration backups will be used to restore the system at Memorial Building.

DISASTER RECOVERY PLAN MAINTENANCE

The disaster recovery plan is a "living" document. Failure to keep it current could severely impact the City of Miami Springs ability to successfully recover in the event of a disaster.

Some information contained in the plan is more dynamic than other information. It is important to document changes to the plan and ensure that all copies of the plan are updated. Software changes, personnel changes and other changes that affect the plan should be updated as soon as possible, not just when the recommended intervals occur.

TRAINING THE DISASTER RECOVERY TEAM

The Disaster Recovery Coordinator is responsible for the coordination of training relating to the disaster recovery plan. The purpose of this training is twofold:

- To train recovery team participants who are required to execute plan segments in the event of a disaster.
- To train management and key employees in disaster prevention and awareness and the need for disaster recovery planning.

The training of the city of Miami Springs user management in disaster recovery planning benefits and objectives is crucial. A Disaster Recovery Plan must have the continued support from the City of Miami Springs, user management to ensure future effective participation in plan testing and updating. As discussed later, it is not solely the responsibility of the Disaster Recovery Coordinator to initiate updates to the disaster recovery plan. User management must be aware of the basic recovery strategy; how the plan provides for rapid recovery of their information technology systems support structure; and how the plans effectiveness may be compromised without notification to the Disaster Recovery Coordinator as their business operations evolve and expand significantly.

It is the responsibility of each recovery team participant to fully read and comprehend the entire plan, with specific emphasis on their role and responsibilities as part of the recovery team. Ongoing training of the recovery team participants will continue through plan tests and review of the plan contents and updates provided by the Disaster Recovery Coordinator.



Finance

Administrative Order

Emergency Personnel Mobilization

Chris Chiocca, Director and Moira Ramos, Comptroller

Emergency Support Function (ESF) duties include:

- Lead department for Administrative and Finance Section



- Establishes and maintains a single cost center system whereby emergency/disaster costs are identified and accumulated for state and federal reimbursements.
 - Maintains accurate records of funds, materials, and man-hours expended as a direct result of the disaster.
 - Directs Departments to keep accurate records separating disaster operational expenditures from day-to-day expenditures. Documentation will include: Logs, formal records and file copies of all expenditures, receipts, personnel time sheets.
 - Ensures that Departments keep records of the name, arrival time, duration of utilization, departure time and other information relative to the service of emergency workers, as well as documentation of the injuries, lost or damaged equipment, and any extraordinary costs.
- Assists City Departments with impending emergency purchasing procedures and maintaining records.
- Ensures supply of vouchers, receipts, and other forms.
- Establishes and maintains a system to meet finance, payroll and other payment obligations during emergency/disasters.
- Provides for security and protection of records and equipment.
- Coordinates financial relief efforts with County, State and Federal agencies. Coordinates reimbursement efforts with County, State and Federal agencies. Determines which administrative procedures may have to be suspended, relaxed, or made optional in the interest of protecting life or property.
 - Normal procedures that do not interfere with timely accomplishment of emergency tasks will continue to be used.
 - Determines need to depart from “business-as-usual” and issue emergency administrative procedures as appropriate.



Key Personnel Contact Information

Name	Title	Phone Number	Email
Tammy Romero	Interim City Manager	786.229-9758	romerot@miamisprings-fl.gov
Chris Chiocca	Finance Director	786-441-7162	chioccac@miamisprings-fl.gov
Maria Mitchell	Mayor	305.962.5545	mitchellm@miamisprings-fl.gov
Jorge Santin	Councilman	305.962.6038	santinj@miamisprings-fl.gov
Jacky Bravo	Councilwoman	786.831.3332	bravoj@miamisprings-fl.gov
Walter Fajet	Councilman	786.285.3794	fajetw@miamisprings-fl.gov
Victor Vazquez	Councilman	305.833.1830	vazquezv@miamisprings-fl.gov
Armando Guzman	Police Chief	305.842.8168	aguzman@mspd.us
Lazaro Garaboa	Public Works Director	786.229.9715	garaboal@miamisprings-fl.gov
Shannen Jaser	Public Information Officer (City Communications)	786.606.1282	Jasers@miamisprings-fl.gov
Haydee Sera	City Attorney	305.854.0800	hsera@wsh-law.com
Erika Gonzalez-Santamaria	City Clerk	305.401.1121	gonzaleze@miamisprings-fl.gov
Omar Luna	Parks & Recreation Director	786.402.9041	lunao@miamisprings-fl.gov
Tammy Key	Elderly Services Director	305.805.5160	keyt@miamisprings-fl.gov
Paul O'Dell	Golf Course Director	786.299.7407	odellp@miamisprings-fl.gov
Ulises Fernandez	Code Compliance & Building Director	305.842.4321	fernandezu@miamisprings-fl.gov
Bill Collins	HR/Risk Management Director	305.805.5008/9	collinsw@miamisprings-fl.gov
Jorge Fonseca	I.T. Department	305.707.4267	fonsecaj@miamisprings-fl.gov
Maira Ramos	Finance Comptroller	305-965-8056	ramosm@miamisprings-fl.gov



Section 2

CITY OF MIAMI SPRINGS, FLORIDA

Key Organizations Contact Guide



Miami-Dade Fire Rescue Station 35 *(Miami Springs)*

Address: 201 Westward Drive, Miami Springs, FL 33166

Phone: (786) 331-5000

Miami Springs Schools

MIAMI-DADE COUNTY PUBLIC SCHOOLS

DISTRICT 5 BOARD MEMBER:

Danny Espino



School Board Member, District 5
DEspino@dadeschools.net 305-995-1343

MIAMI SPRINGS PUBLIC SCHOOLS

Miami Springs Senior High School
731 Dove Avenue (305) 885-3585
<https://www.miamispringshawks.org/>

Miami Springs Middle School
150 S. Royal Poinciana (305) 888-6457
<http://msms.dadeschools.net/>

Miami Springs Elementary School
51 Park Street (305) 888-4558
<http://mse.dadeschools.net/>

Springview Elementary School
1122 Bluebird Avenue (305) 885-6466
<http://svelem.dadeschools.net/>

Glenn Curtiss Elementary AIE Charter School
1080 LaBaron Drive (305) 883-3900
<http://www.aiecharterschool.org/>

ISAAC Academy Charter School
301 Westward Drive (305) 863-8030
<https://www.isaacacademy.org/>

PRIVATE SCHOOLS

Academy of International Education Charter School
1080 La Baron Drive (305) 883-3900
<http://www.aiecharterschool.org>



<u>Blessed Trinity Catholic School</u> 4020 Curtiss Parkway http://blessed-trinity.org	(305) 871-5766
<u>Children's Enrichment Center</u> 300 N. Royal Poinciana http://www.poinciana.org	(305) 888-0642
<u>Grace Lutheran Learning Center</u> 254 Curtiss Parkway http://www.gracelutheranmiamisprings.org	(305) 888-3220
<u>Miami Springs Learning Center</u> 200 Canal Street http://www.miamispringslearningcenter.com	(305) 888-1715
<u>Miami Springs Adventist School</u> 701 Curtiss Parkway http://www.miamisprings-sda.org	(305) 888-2244
<u>Miami Springs Baptist Preschool</u> 378 Westward Drive http://miamispringsbaptist.org	(305) 888-1530
<u>Miami Springs Montessori School</u> 699 Ludlum Drive www.miamispringsmontessori.com	(305) 883-0012
<u>New Life After School Program</u> 1080 La Baron Drive http://newlifeasp.org	(305) 887-3119
<u>Loyola Elementary & Arts Preschool</u> 1801 Ludlum Drive www.loyolamiami.com Email : info@loyolamiami.com	(305)-471-4417

Miami Springs

Places of Worship

<u>All Angels Episcopal Church</u> 1801 Ludlum Drive http://allangelschurch.org	(305) 885-1780
<u>Blessed Trinity Catholic Church</u>	



4020 Curtiss Parkway (305) 871-5780
<http://btc.blessed-trinity.org/>

Crossbridge Church
301 Westward Drive (305) 887-8258
<http://www.crossbridgemiami.com>

Christ Fellowship
150 S Royal Poinciana Blvd (305) 238-1818
<https://cfmiami.org/>

Grace Lutheran Church
254 Curtiss Parkway (305) 888-2871
<http://gracelutheranmiamisprings.org>

Iglesias Bautista Sion:
1801 NW 67th Ave, Miami Springs, FL 33166 (305) 885-9686
Mailing: 6330 NW 39 Terr.
Virginia Gardens, FL (786) 290-4263
<http://iglesiabautistasion.com>

Iglesias Vida Abundante of Miami Springs:
301 Westward Drive (305) 823-5647
<http://iglesiavidaabundantems.com/>

Miami Bible Church:
631 E. 1st Avenue, Hialeah (305) 883-7775
378 Westward Drive, Miami Springs, FL 33166
<http://miamibiblechurch.org>

Miami Springs Baptist Church:
378 Westward Drive (305) 888-1538
<http://miamispringsbaptist.org>

New Life Family Church:
1234 Heron Avenue (305) 888-4055
<http://newlifemiamisprings.com>

Poinciana United Methodist Church:
300 N. Royal Poinciana (305) 888-0641
<http://poinciana.org>



Seventh Day Adventist Church:

701 Curtiss Parkway

<http://miamisprings-sda.org>

(305) 888-3783

Word of Faith Global Ministries:

81 Hook Square

<http://wordoffaithglobal.org>

(305) 883-7722

Miami Springs Civic & Community Organizations

Boy Scouts South Florida Council

15255 NW 82nd Ave

Miami Lakes, FL 33016-1499

<http://www.sfcbsa.org>

(305) 364-0020



Caring About the Strays (CATS) (305) 889-0840
www.caringaboutthestrays.com
INFO@COMMUNITYPETRESCUE.ORG

Curtiss Mansion, Inc.
500 Deer Run, P.O. Box 661-494
Miami Springs, FL 33166 (305) 869-5180
www.curtissmansion.com

Girl Scout Council of Tropical Florida 11347
SW 160th Street, Miami FL 33157 (305) 253-4841
info@girlscoutsfl.org

Hialeah Miami Springs Rotary (305) 588-7227
President: Anastasia Yecke Gude
ayecke@hotmail.com

Little League (305) 863-8982
<http://eteamz.com/miamispringslittleleague>
springsbaseball@hotmail.com

Miami Springs Branch Library
401 Westward Dr. Miami Springs, FL 33166 (305) 375-5010

Miami Springs Lions Club
301 Swallow Drive, Miami Springs, FL 33166 (305) 434-2003
<http://www.miamispringslions.org> LionElizFisher@gmail.com

Miami Springs Airport Area Chamber of Commerce, (305) 508-8080
msaachamber@gmail.com

Miami Springs Historical Museum (954) 815-2288
<http://miamispringshistoricalsociety.org>

Miami Springs Woman's Club (954) 815-2288
200 Westward Drive, Miami Springs, FL 33166

Miami Springs / Virginia Gardens (305) 799-2455
American Cancer Society Relay for Life
(305) 779-2843

Miami Springs / Virginia Gardens Optimist Club
1101 Wren Avenue, Miami Springs, FL 33166
<http://msvgoptimist.com>
info@msvgoptimist.com www.MiamiSprings-Fl.Gov



Oleeta Masonic Lodge F & AM
145 South Royal Poinciana Blvd.
Miami Springs, FL 33166
<http://oleetawestdadelodge145.org>

(305) 888-2576

Pelican Playhouse Inc.
www.pelicanplayhouse.org
rwakefield@pelicanplayhouse.org

(305) 884-6804

Miami Springs Adult Living Facilities

Fair Havens Center
201 Curtiss Pkwy
Miami Springs, FL 33166

(305) 887-1565

Daisy's Place Group Home #4
670 Wren Ave.



Miami Springs FL 33166

(305) 986-2421

Evelyn's Paradise, LLC.
120 Apache Street
Miami Springs, FL 33166

(786) 234-6619

L & L Senior Care, INC.,
1161 Nightingale Avenue
Miami Springs, FL 33166

(786) 247-4152

Olga's Place
295 Nahkoda Drive
Miami Springs, FL 33166

(305) 805-0277

Miami-Dade Shelters & More

For a list of shelters, please visit:



<https://www.miamidade.gov/hurricane/>

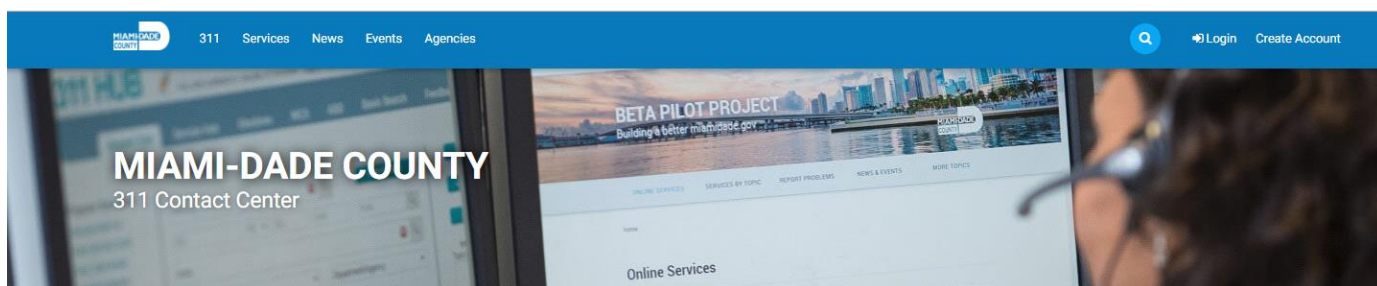
Hurricane Guide

Be prepared!
Hurricane season begins on June 1 - November 30. Take charge of your safety by making a hurricane plan ahead of time and stocking up on vital supplies.

Getting ready
Learn or freshen up on what you need to know to be prepared... the County can help!

Storm Surge Simulator
More than 1.75 million people are within one of Miami-Dade County's five [Storm Surge Planning Zones](#). Miami-Dade County, in partnership with Florida International University, has created the [Storm Surge Simulator](#), which combines historical data and modern day technology to illustrate what storm surge could mean to you and your home.

Download the phone application: Apple & Android



311 Contact Center

The 311 Contact Center provides a fast, simple and convenient way for you to get information on local government services.



Call Us

By dialing 311 or 305-468-5900 you can get one-on-one personal customer service in English, Spanish or Creole. You can call Monday through Friday from 7 a.m. - 7 p.m. and Saturday 8 a.m. - 5 p.m. Closed on Sunday & holidays. Individuals with a hearing or speech disability can contact us by calling Florida Relay at 711.



Report Problems Online

You can report neighborhood problems and code violations to the 311 Contact Center Online. Attach a photo of the problem, submit relevant details, and choose to either remain anonymous or provide your contact info for follow-up.



Tweet @miamidade311

Join the conversation on Twitter. Tweet your issue to our team of problem solvers. We know how to find the answers!



Download Mobile App.

311 Direct is a mobile application which enables the residents of Miami-Dade County to report neighborhood problems and code violations to the 311 Contact Center on-the-go! The app. is available for download for both Apple and Droid devices.



Email Us

We are available to answer your questions or take reports for you via email. Just provide us with the information and we will take it from there. We will give you the Service Request number or provide you the answers to your questions.



311 Service Centers

Our specialists are available for walk-in services at 311 Service Centers located in north, south and west Miami-Dade.

beta.miamidade.gov

Select Language ▼



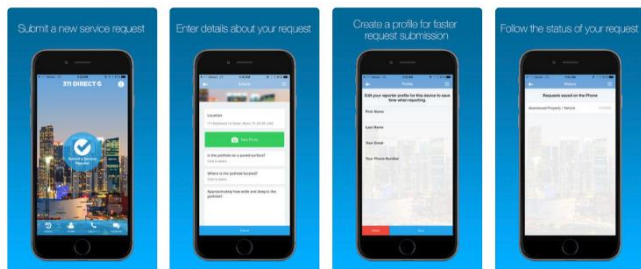
Feedback

This app is only available on the App Store for iOS devices.



311Direct 4+
Miami-Dade County
★★★★☆ 7 Ratings
Free

iPhone Screenshots



311Direct

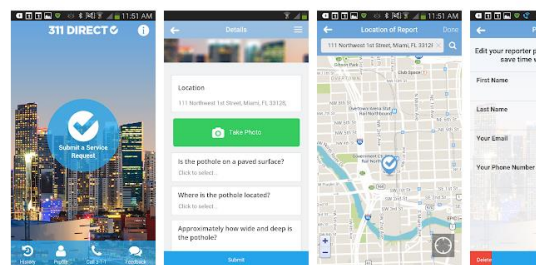
Miami-Dade County Tools

Everyone

⚠️ You don't have any devices.

Add to Wishlist

Install



Florida Power & Light (FPL)



<https://www.fpl.com/my-account/web-outage.html#wors/mainTab/phoneTab>



Restoring Power After a Storm

FPL has a specific power restoration plan following a severe storm or hurricane. First, we restore power to critical functions, like hospitals and 911 centers, and then to the most people in the shortest amount of time. Restoration work is always done simultaneously, and we work until every customer's power is back on.

Miami-Dade Water and Sewer Department

3071 SW 38th Ave, Miami, FL 33146, (305) 665-7477

<http://www.miamidade.gov/water/>

Section 3



MIAMI-DADE COUNTY, FLORIDA Comprehensive Emergency Management Plan (EEOC)



**This section of the Miami-Dade County
Emergency Management Plan can be
found at www.miamidade.gov/oem**