

***City of Colorado Springs
Office of Emergency Management
2012 Annual Report***



Office of Emergency Management
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Message from the Director

To the Residents of Colorado Springs:

With 2012 in the past, and the flames of the June Waldo Canyon fire long since extinguished, the community is left with both the short and long-term effects of the wildfire. The City of Colorado Springs Office of Emergency Management continues to work daily to ensure that our community is prepared for future disasters.

In the coming year, we will continue to work on ways to improve our ability to respond to, recover from, and mitigate against disasters that may affect the residents of Colorado Springs. As we move into 2013, the Office of Emergency Management will continue to develop and expand our plans, conduct exercises and prepare our community members for the potential effects of disasters or emergency events.

With the ongoing threat of natural and human-caused disasters, it is incumbent on all Colorado Springs residents to develop personal, family, and/or business emergency plans. Having a family or business disaster plan is not just for one season; having these plans in place year-round is critical for preparing our residents for disasters that affect the Colorado Springs region. If those of us who have the means to prepare for disasters take these simple steps, we can mitigate the disaster impacts in our community and region by ensuring that community members can assist those who do not have the ability to prepare themselves.

Sincerely,



Bret Waters
Director of Emergency Management
Office of Emergency Management

Emergency Management in Colorado Springs

Overview

The City of Colorado Springs Office of Emergency Management (OEM) has become more efficient in its emergency management role within the past nine years. This enhancement has enabled the City to protect its community members more effectively from the wide range of hazards that threaten the area. The success of this system is built on an all-hazards approach to emergency management, and strong partnerships within the emergency management community. This community consists of federal, state, and local partners; voluntary and other non-governmental and community-based organizations; surrounding military facilities; and the private sector, such as large retailers and medical services providers.



OEM is committed to reducing the effects of disasters and dedicated to increasing effectiveness in protecting lives, property, the economy, and the environment. However, as the emergency management community has entered the 21st century, it is faced with circumstances that require changes to its ways of doing business. The events of June 26, 2012 permanently altered the emergency management in our city. Although OEM sought to be prepared for natural and human-caused disasters, regardless of cause, the Waldo Canyon Fire expanded emergency management priorities and resources among all partners in the local emergency management community to include the recovery of our city, and preparedness for future emergencies and disasters associated with the wildfire.

Community Profile

Colorado Springs covers approximately 193 square miles and sits at an altitude of 6,035 feet above sea level. The City lies in the foothills of the Rocky Mountains with many homes in the wildland urban interface area. Multiple military installations that vary in focus from education to strategic defense are located in and around the City. The combination of high-risk hazard areas and large numbers of out-of-state visitors who are unfamiliar with local conditions and emergency response capabilities represent a unique emergency planning and response challenge. Colorado Springs has experienced, or is threatened by, natural disasters such as hail, floods, wildfires, tornadoes, winter storms, and technological emergencies such as dam failures and hazardous material incidents.

Office of Emergency Management Services

OEM provides the following services in the City of Colorado Springs:

- Manage and support the City's Emergency Operations Centers (EOC)
- Mitigation of and planning for large-scale all-hazards emergencies
- Coordinate recovery efforts for the Waldo Canyon Fire
- Development and maintenance of the City's Emergency Operations Plan
- Liaison to local, county, state, military, and federal agencies and departments

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- Coordination of multi-jurisdictional exercises
 - Coordination of emergency resources for special events
 - Management of resources needed to assist responders and the affected population
 - Assistance to partner response agencies and the affected population
 - Provision of assistance and preparedness to the City of Colorado Springs through the administration of federal and state grant funding

Community Hazards

Overview

The Colorado Springs area has endured numerous major disasters over the past 150 years. These include flooding, wildfire, landslides and numerous large damage events from severe weather. There is no certainty that subsequent disasters will be equal, less, or greater than the magnitude of previous disasters. However, as the City continues to grow, the consequences from a major disaster are exponentially increasing.



Although many different natural or human-caused hazards may affect the City, the four most likely to have a significant impact are flood, wildfire, landslides and severe weather.

Mitigation and preparedness activities are an insurance policy that can never provide all the protection needed from local hazards. Colorado Springs officials and those from its enterprises, other stakeholders, and the public must have a clear vision of the potential consequences and a commitment to providing sufficient resources to long-term programs that sustain and improve disaster preparedness. All stakeholders must share responsibility for reducing the risks in an open and trusting environment.

Wildfire

Much of Colorado Springs is within the Wildland Urban Interface and because the City is located in the foothills of the Rocky Mountains, much of the Interface is adjacent to steep mountainous forests.

Flood

Historically, flooding is the deadliest and most damaging hazard to affect Colorado Springs. Flooding can occur along a waterway in one drainage area or in larger watersheds. The Waldo Canyon Fire has increased this risk to areas near the burn scar.

Landslides

Landslides have been recorded in the Colorado Springs area back to at least 1959. The majority of the landslides in Colorado Springs occur in the foothills of the Rocky Mountains and west of the Interstate (I-25). This is a large area with many locations west of I-25 that is largely stable. Within the last 6-years, significant mitigation efforts were necessary to protect affected properties.

Severe Weather

The Colorado Springs area is subject to a number of severe weather phenomena; including intense, localized thunderstorms with high rates of precipitation, hail, floods, high winds, tornadoes, lightning strikes, heavy snow and ice storms. Located in the middle of two major topographic influences – the Rocky Mountains and the Palmer Divide – Colorado Springs frequently experiences extreme weather conditions.

Waldo Canyon Fire – June 23, 2012

The Waldo Canyon Fire was a forest fire that started approximately 4 miles northwest of Colorado Springs, Colorado on June 23, 2012, and 1 mile from the Cedar Heights neighborhood in Colorado Springs. It was declared 100% contained on July 10, 2012. The fire was active in the Pike National Forest and adjoining areas, covering a total of 18,247 acres (29 sq mi). The fire caused the evacuation of over 32,000 residents of Colorado Springs, Manitou Springs and Woodland Park, several small mountain communities along the southwestern side of Highway 24, and partial evacuation of the United States Air Force Academy. CSPD confirmed that there were two fatalities in the evacuated area. The Waldo Canyon Fire is the most expensive fire in Colorado State history with insurance claims totaling more than \$352.6 million dollars. It was also the most destructive fire in Colorado state history as measured by the number of homes destroyed, exceeding the previous record-holding fire, the High Park Fire of 2012.

Colorado Governor John Hickenlooper issued an open-burn ban on June 14, citing extremely dry conditions and high fire danger. At that time, the High Park Fire was burning strong in Larimer County and Colorado had experienced 344 wildfires during 2012. Eight days later, on June 22, initial calls were made to the Manitou Springs Fire Department reporting smoke in the area of Waldo Canyon. First responders responded but were unable to locate any fire.

Manitou Springs Fire Department began looking again at 7:00 a.m. on June 23. At approximately noon on June 23, numerous residents from throughout the Pikes Peak Region were calling 911 to report seeing smoke in the area of Waldo Canyon. This was about the same time that on-scene fire crews verified a quick-burning fire located in the Pike National Forest.

As initial attack efforts were underway, the Colorado Springs Emergency Operations Center (CSEOC) was activated and a mandatory evacuation was ordered for the Cedar Heights neighborhood. Further voluntary evacuations were ordered for neighborhoods along the westernmost edge of Colorado Springs and by El Paso County (EPC) for the towns along Highway 24. The Colorado Springs Fire and Police Departments, along with the Office of Emergency Management (OEM), developed Evacuation Zones and management action points, based on fire behavior.

The first American Red Cross (ARC) shelter was opened at Cheyenne Mountain High School, in coordination with the Colorado Springs Community Animal Response Team (CART) and the Medical Reserve Corps of El Paso County (MRCEPC). This collaboration resulted in a fully functioning all-populations shelter accommodating individuals with Access and Functional Needs (AFN) and sheltering for companion animals. Penrose Equestrian Center was designated as the large animal shelter and was managed by the El Paso County CART. Both companion and large animals were accepted for sheltering at the Humane Society of the Pikes Peak Region (HSPPR).

The weather conditions were hot and dry with erratic winds causing the fire to spread rapidly to the northwest and south. The initial Incident Command structure made decision to delegate the authority of this fire to a Type I Incident Management Team (IMT). Shortly after, during mid-

afternoon, southern Mountain Shadows was issued a mandatory evacuation order; bringing the total number of Colorado Springs evacuees to approximately 2,300. The Colorado Springs Police Department (CSPD) established a perimeter with traffic control points and a security patrol for both Cedar Heights and southern Mountain Shadows.

Shortly after 4:00 p.m. on June 26, 2012, the fire reached the top of Queen's Canyon. Queen's Canyon was the management action point for mandatory evacuation and therefore a mandatory evacuation of northern Mountain Shadows/Peregrine was issued by Mayor Bach at 4:21 p.m. At the same time, the weather was becoming more problematic as a large thunderstorm column was developing to the west of northern Mountain Shadows. Winds were becoming strong and gusting hard. Between 5:07 p.m. and 5:11 p.m., the thunderstorm column collapsed and 65 mile per hour winds drove the fire rapidly east and downhill into Colorado Springs.

Active fire within the northern Mountain Shadows/Peregrine area led to additional mandatory evacuations of several adjacent neighborhoods during the evening hours, including: north Rockrimmon; southeast Rockrimmon; south Pope's Valley; and Kissing Camels. Two additional ARC shelters were opened in the Colorado Springs vicinity at the Southeast YMCA and Lewis Palmer High School. Colorado Department of Corrections officers deployed and assisted with evacuations and traffic control. CSPD maintained security patrols inside the evacuate area and changed the security perimeter and traffic control points to contain the entire evacuated perimeter.

The fire grew from 4,500 acres to 15,622 acres, with 1,516 acres within the Colorado Springs City limits on June 26 alone.

Temperatures remained high on Wednesday, June 27. The fire grew only about 1,000 acres on this date, but flare-ups continued along all edges on the fire and on "islands" that were created within the active fire zone. A thunderstorm column, similar to the day before, began to develop and weather conditions became more erratic west of Peregrine and the United State Air Force Academy (USAFA). This prompted additional pre-evacuation notices within the City limits for Holland Park and Pleasant Valley. El Paso County also issued pre-evacuation notices for the areas north of USAFA and south of the Douglas County Line Road and west of I-25. USAFA ordered evacuations for all families and dormitory residents. The fire behavior on the southwestern border continued to grow, prompting further mandatory evacuations in El Paso and Teller counties.

Weather conditions were a little more favorable on June 28, 2012, and containment of the fire within the City burn area was maintained. Mayor Bach announced at the 4:00 p.m. press conference that initial reports indicated that 346 homes in the northern Mountain Shadows neighborhood were destroyed on June 26. A meeting was held at 8:00 p.m. at the University of Colorado at Colorado Springs (UCCS) for those residents that lived on streets where a house was severely damaged or destroyed. Approximately 4,000 individuals attended this meeting and received the news about their homes.

Residents of the hardest hit northern Mountain Shadows neighborhood were allowed to return for the day to visit their homes on July 1. Electricity and natural gas were turned off during the

firestorm on June 26, and homeowners were encouraged to remove all food from their refrigerators and dispose of it. First responders, City and County Officials, The Salvation Army Mobile canteens, and behavioral health workers conducted roving patrols within the impacted area to provide support to the more than 4,000 individuals who entered the area.

Containment of the fire continued and weather conditions became more favorable. Restoration of vital utility services became a key priority. As critical utility service was restored in the affected neighborhoods, residents were allowed to re-enter their neighborhoods and homes. The re-entry was announced on a street-by-street basis throughout the affected neighborhoods, until all streets were released from the mandatory evacuation on Sunday, July 8, 2012.

Historic Disasters and Emergency Events

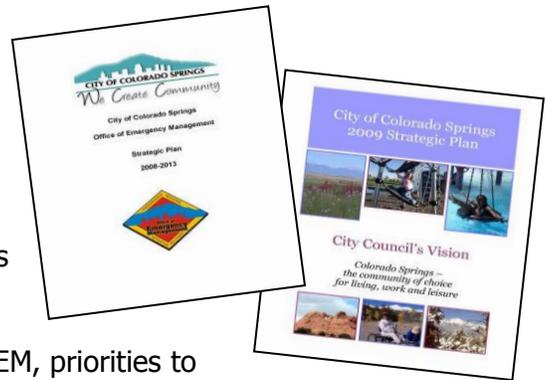
2012	<ul style="list-style-type: none"> Severe weather storm in June produced hail damage and flooding Waldo Canyon Fire resulted in the loss of two lives, 347 homes, and required the evacuation of over 32,000 residents in the northwest side of the City. EOC activated for 11 days to support event, including evacuation, sheltering, re-entry, and recovery Coordination of emergency resources for USA Pro Cycling Challenge, EOC Activation Severe weather over the Waldo Canyon burn scar produced debris movement and flash flooding
2011	<ul style="list-style-type: none"> Coordination of emergency resources for US Golf Association's Women's Open and USA Pro Cycling Challenge, EOC Activation Multiple training exercises with EOC Activation
2010	<ul style="list-style-type: none"> Multiple training exercises with EOC Activation
2009	<ul style="list-style-type: none"> Severe winter storms, EOC Activation
2008	<ul style="list-style-type: none"> Numerous wildfires on or near Schriever Air Force Base, Fort Carson Army Post and Highway 115, multi-jurisdictional coordination and response Coordination of emergency resources for US Golf Association's Senior Open
2007	<ul style="list-style-type: none"> Fatal shooting at New Life Church; 3 fatalities; incident linked to a shooting earlier in the day at a youth ministry complex in Aurora, Colorado, multi-jurisdictional event that included two cities, Colorado State Patrol, FBI and ATF involvement Castle West Apartment Complex Fire, 2 fatalities, 135 unit apartment complex destroyed, all residents left homeless, EOC Activation, SBA declaration
2006	<ul style="list-style-type: none"> Two blizzards in one week, multi-jurisdictional coordination and response, hundreds stranded, roadways closed, transit systems shut down, three shelters opened, Presidential Disaster Declaration, EOC activation Blizzard, Power loss for 15,000 to 20,000 customers, EOC activation Westwood Wildland Fire, multi-jurisdictional wildland fire near the Air Force Academy, EOC activation
2005	<ul style="list-style-type: none"> Responded to Hurricane Katrina – Disaster Recovery Center operation for over 1,200 evacuees, multi-jurisdictional coordination and response (continuing into 2006) High wind event, winds in excess of 80 mph, 25 percent of the city affected by power outages for up to three days, EOC activation Fast moving blizzard with significant snowfall in the northern and eastern areas of the city, EOC activation Explosive residue at Colorado Springs Airport, EOC activation
2004	<ul style="list-style-type: none"> Winds in excess of 100 mph, residential structures damaged
2002	<ul style="list-style-type: none"> Hayman Fire, 137,760 acres burned in four counties, 600 structures lost, more than \$39 million in costs, largest fire in Colorado's history, not within city limits but significant resources deployed to assist with the firefighting efforts, EOC activation Hailstorm, estimated \$24.1 million dollars in damages
1999	<ul style="list-style-type: none"> Flooding, considered a 10-year event by the Corps of Engineers, Fountain Creek peak discharge 20,100 cubic feet per second, Presidential Disaster Declaration, EOC activation Landslide, 10 slopes in residential neighborhoods failed, more than \$4 million in damages
1997	<ul style="list-style-type: none"> Blizzard, up to 48 inches of snow, high winds, over 2,000 persons stranded along Interstate 25 corridor, approximately 1,000 persons sheltered, two fatalities locally with nine fatalities statewide, EOC activation Flooding, bridges washed out, evacuations in two communities
1995	<ul style="list-style-type: none"> Landslide in southwestern part of town, homes destroyed and severely damaged
1993	<ul style="list-style-type: none"> Flash flooding with Fountain Creek overflowing
1972	<ul style="list-style-type: none"> Jimmy Camp Creek Washout, \$50,000 damage to roads and bridges
1965	<ul style="list-style-type: none"> Flooding, Tornado, Hail, highways closed, 8-10 bridges swept away, Stratmoor Valley evacuated, Fountain Valley School Reservoir dam burst, hundred evacuated to Colorado Springs Auditorium Flash floods caused landslide, damage to Cheyenne Mountain Zoo, roadways, major destruction in developed areas, four fatalities

Historic Disasters and Emergency Events

1935	<ul style="list-style-type: none">• Memorial Day Flood, Monument Creek floods 200 square blocks of City, southern end of Colorado Springs under water, eight victims – estimated \$1.769 million in damages
1932	<ul style="list-style-type: none">• Flooding in Templeton Gap Basin, Cottonwood Creek, Fountain Creek, and northern Colorado Springs
1922	<ul style="list-style-type: none">• Eastern Colorado Springs and Templeton Gap Basin flooded
1921	<ul style="list-style-type: none">• Shooks Run, Sand Creek, and Fountain Creek flooded

Strategic Plan

During 2011, the Colorado Springs Office of Emergency Management (OEM) reviewed and revised its Strategic Plan to ensure continued effectiveness in the delivery of emergency management services to the City. The Plan provides a road map from 2011 to 2015 as the City adapts to the changing landscape.



The Plan provides the mission and guiding principles of OEM, priorities to achieve over the next five years and objectives to meet in pursuit of these priorities. The Plan was prepared with input from the Strategic Planning Team comprised of OEM staff members.

Mission

The Office of Emergency Management is responsible for providing mitigation, preparedness, response, recovery, and coordination for large-scale emergencies and disasters, both natural and human-caused, to the citizens of Colorado Springs for the purpose of saving lives, preventing property damage, and protecting the environment.

Guiding Principles

The City government as a whole also maintains a Strategic Plan. This plan includes the Mayor's specific goals and Mayoral Strategies which each City department is expected to implement and to which OEM aligns its own priorities and objectives.

2012 Performance Indicators

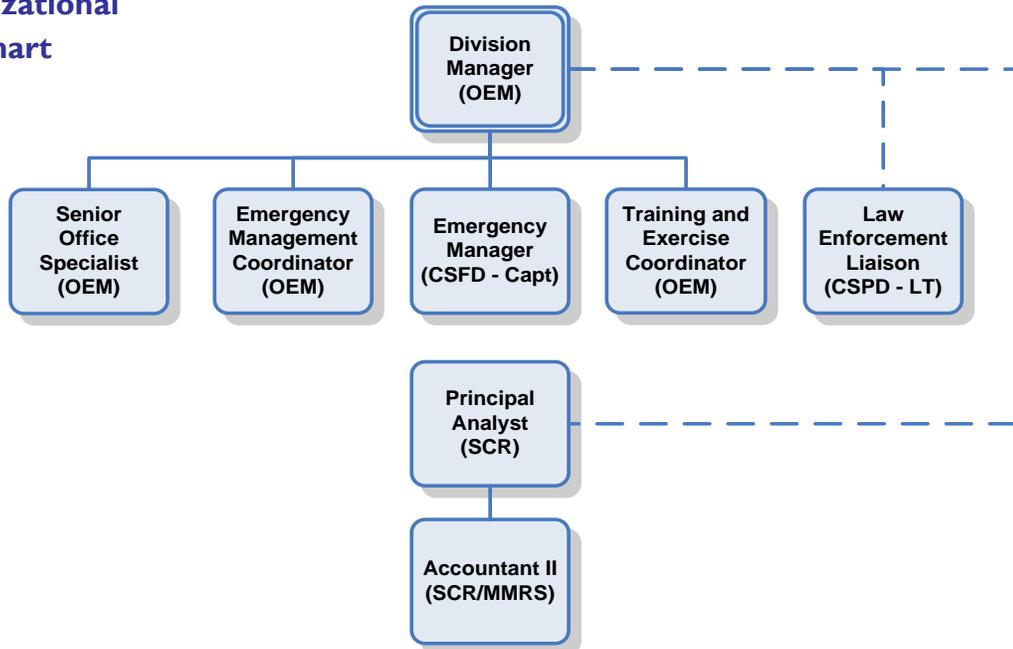
Objective	Indicator	Measurement	Outcome			
			2009	2010	2011	2012
Enhancing community preparedness	Leadership in disaster training and exercise and provision of preparedness presentations	Number of emergency preparedness presentations	74	173	37	18
Performing citywide emergency coordination during emergency events	Emergency coordination activities	Number of events OEM responded to or were otherwise involved	12	2	2	5
Securing emergency preparedness grant funding	Provision of grant funds and disaster assistance	Amount of grant or other funding facilitated or coordinated through OEM to city agencies and outside entities	\$1.7 M	\$1.6 M	\$2.1 M	\$1.2 M

Strategic Priorities and Objectives

Priority	Objective	Description	Relationship to the Mayor's Goals and Strategies
Priority One Meet OEM Organizational Mandates and Standards	Comprehensive Emergency Plan/Program Development and Maintenance	The Office of Emergency Management will continue developing and maintaining emergency plans under the Comprehensive Emergency Plan/Program umbrella, such as the Emergency Operations Plan (EOP), the Pre-Disaster Mitigation (PDM) plan, the Metropolitan Medical Response System (MMRS) plans, the community evacuation plan, the Emergency Notification List (ENL), the National Terrorism Advisory System (HSAS), Public Health and Medical Emergency Support Function Plan, city continuity plans, and the damage assessment plan. OEM will ensure emergency plans for City departments are consistent with one another and meet National Incident Management System (NIMS) compliance and other national standards.	Delivery Of Consistent Quality Core Resources
Priority One Meet OEM Organizational Mandates and Standards	City-wide Emergency Management Coordination during Emergency Events	A primary function of the Office of Emergency Management is to fulfill response and recovery roles and responsibilities during a widespread emergency or disaster. This is accomplished by the direct response of OEM representatives to emergency incidents and by Emergency Operations Center (EOC) activation during a disaster. Emergency incident response and coordination serves to assist citizens, business, and the greater community to recover from the harmful effects of emergency events.	Building Community
Priority Two Maintain All Standards and Current Levels of Service	Secure Grant Funding	OEM will continue to seek and secure grant funding and facilitate economic assistance related to emergency management and homeland security. OEM obtains training and equipment grants for OEM programs and other City departments and agencies. In addition, OEM assists citizens who are affected by disasters in applying for direct financial aid. The availability of grants and the need for financial assistance depends upon availability of funding and occurrences of disasters.	Fiscal Sustainability with Limited Resources
Priority Three Increase Public Awareness of OEM's Purpose	Enhance Community Preparedness	The OEM provides emergency preparedness presentations for various civic groups, industries, hospitals, schools, nursing homes, etc., throughout the community to help the public mitigate damages and loss of lives caused by emergencies and disasters. The number of disaster exercises and emergency preparedness presentations, community fairs, and public information campaigns that disseminate emergency preparedness information varies annually. OEM's preparedness outreach programs also serve to educate emergency management partners on the OEM mission and purpose and secure support for our mission.	Building Community Achieving Community Partnerships
Priority Four Leverage Partnerships with the Private Sector	Leverage Partnerships with the Private Sector and Non-Governmental Agencies	The OEM will strive toward the development and maintenance of cooperative relationships with emergency management partners, including non-governmental agencies such as the Colorado Springs Chamber of Commerce and the American Red Cross. Neither the public nor private sector can sufficiently carry the burden to prepare for, respond to, and recover from large-scale disaster events. Enhancement of community emergency preparedness may occur from the combination of resources and capabilities of the public and private sectors.	Building Community Achieving Community Partnerships

Division at a Glance

Organizational Chart



Position Title	Division/Department	Status	Funding Source
Director of Emergency Management	Emergency Management	Full-time	General Fund - OEM
Emergency Management Coordinator	Emergency Management	Full-time	General Fund - OEM
Senior Office Specialist	Emergency Management	Full-time	OEM (50%) – EMPG Grant (50%)
Emergency Manager	Fire Department Captain	Full-time	General Fund - CSFD
Law Enforcement Liaison	Police Department Lieutenant	Half-time	General Fund - CSPD
Training and Exercise Coordinator	Emergency Management	Full-time	General Fund - OEM
Principal Analyst	South Central All-Hazards Region	Full-time	SHSP / MMRS Grant
Accountant	South Central All-Hazards Region	Half-time	SHSP / MMRS Grant

Division Historic Timeline

Pre-1988	The City's Emergency Management function was managed by the Disaster Emergency Service Agency, which was administered by El Paso County.
1988	The Colorado Springs City Council directed the Fire Chief to write an Emergency Operations Plan (EOP) dedicated to the management of city activities in times of disaster. This action initiated City responsibility for emergency management functions through the Fire Department.
1997	The Office of Emergency Management (OEM) consisted of an "Emergency Management Program Manager" who was responsible for all activities of the office, and one Office Specialist who provided clerical assistance to the program manager.
2001	The Pikes Peak Metropolitan Medical Response System (MMRS) was contracted to the City of Colorado Springs through the U.S. Department of Health and Human Services. The MMRS contractor reported to OEM. In December 2001, an Administrative Technician who was responsible for budget and grant administration was added to the staff.
2002	During February 2002, a Fire Department Battalion Chief replaced the Emergency Management Program Manager with the title "Director." In addition, a Fire Department Captain was added to the staff, filling a position authorized as an assistant to the program manager. The Captain carries the title "Emergency Manager." The Director became responsible for the overall administrative functions of OEM with the Emergency Manager responsible for day-to-day emergency management functions.
2004	Pikes Peak MMRS coordination became the responsibility of a Senior Analyst position funded by grant reimbursement through the City. OEM began providing supervisory and organizational support to the position.
2005	In June 2005, the Fire Department hired a civilian OEM Director who reported directly to a Deputy Fire Chief. The first Law Enforcement Liaison from the Police Department was assigned and co-located with OEM beginning in August 2005. The MMRS program added an Analyst I position during 2005.
2006	OEM assumed responsibility for regional Homeland Security grants as the regional fiscal agent. This additional responsibility resulted in OEM supporting the South Central Region and its staff of one Principle Analyst and a three-quarter time Accountant through grant reimbursement. OEM began providing supervisory and organizational support to these positions.
2007	In June 2006, Police Department representation with OEM increased with the addition of a Patrol Officer to assist the existing Law Enforcement Liaison.
2010	In December 2010, OEM Senior Analyst position was reclassified to an Emergency Management Coordinator, adding an increased level of management and continuity to OEM
2012	August 2012, the Exercise and Training Coordinator position was added to the OEM Staffing. Started construction on a new dedicated Emergency Operations Center to be located in the FDC West with the existing OEM Staff offices.

Partner and Stakeholder Collaboration

Overview

Throughout 2012, the Colorado Springs OEM continued its strong tradition of building and enhancing relationships with local emergency management partners and stakeholders. Cooperation between local and regional partners and stakeholders is key in accomplishing complex projects and finding successes when project affects cross-jurisdictional borders and areas of responsibility.

2012 Collaboration Highlights

Wildland / Urban Interface Evacuation Planning

Continued collaboration between OEM, Colorado Springs Fire and Police Departments, and local neighborhood groups to develop and exercise evacuation plans for the Wildland Urban Interface within the City. Training and exercising the plan continued with select communities in the WUI.

Military Coordination

OEM staff worked to enhance point-of-contact relationships with area military emergency management liaisons.

Flood Warning System

El Paso County and OEM continued working together to manage and support a countywide flood monitoring and warning system. The system is designed to provide advance warning when conditions are favorable for flooding events. CSOEM strengthened our relationship with the National Weather Service and local TV Meteorologists to enhance warnings to flooding events.

Access and Functional Needs Planning

Continued collaboration with El Paso County and United Way 211 to develop a countywide Special Needs Population Plan, Registry, and Frequently Asked Questions responses. Participated in a discussion of the Waldo Canyon Fire response hosted by the Colorado Springs Independence Center and the Rocky Mountain ADA Center.

Sheltering

Worked with Pikes Peak American Red Cross (ARC) in identifying and certifying new emergency shelters within the City. The ARC established three working shelters for Colorado Springs residents during the Waldo Canyon Fire.

Special Event Coordination

OEM worked collaboratively with the Colorado Springs Police and Fire Departments, and the Parks, Recreation, and Cultural Services Division to prepare for special events throughout the year. WebEOC is used to develop event incident action plans for these events.

Continuity of Operations Planning

Continued to work with all city departments to create and maintain continuity of operations plans for the city.

Emergency Operations Center

An Emergency Operations Center (EOC) is the physical location where an organization comes together during a disaster or significant citywide event to coordinate information and resources. The EOC is not an incident command post; rather, it is the operations center where coordination and management decisions are facilitated. The primary Colorado Springs EOC is located in the Colorado Springs Fire Department Complex – West (FDC-West).



History

Prior to 1995, emergency management activities were directed from the EOC in the basement of the old Colorado Springs Police Headquarters building at 230 East Kiowa Street. Since that time, the headquarters building along with the EOC moved into what is referred to as the Police Operations Center, located off Nevada Avenue in the southern section of downtown Colorado Springs.



2012 Improvements

In 2012, EOC was relocated to the FDC-West giving Colorado Springs its first fully dedicated EOC. The FDC-West also houses the OEM staff, increasing the operational readiness of the EOC with daily staffing.



Future Needs

The OEM continues to refine the operations of the EOC. Additional improvements include enhancing the power backup system and ventilation systems to provide for improved sustainability of the EOC operations

2012 Improvements increase OEM's response capabilities:

- Stand-alone EOC established
- Enhanced EOC Emergency Notification process with addition of CodeRed notification system
- Upgraded all EOC computers
- Connected Colorado Springs and State WebEOC™ using WebFusion™
- Efficiencies in resource allocation

2013 Improvements will enhance flexibility and strengthen communications:

- Upgrade the current backup power system
- Creation of an Incident Support Team for EOC and Incident Support
- Provide training and exercises focused on the EOC Staffing and Operation.

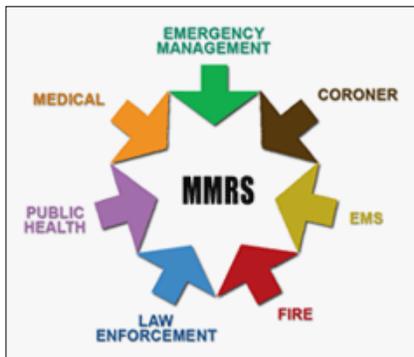
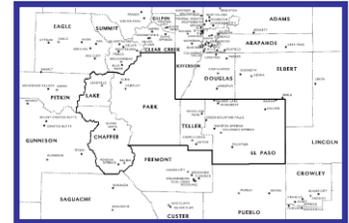
Pikes Peak Metropolitan Medical Response System

Overview

The purpose of this organization is to prepare, respond and recover from significant events that have a medical and/or public health impact on the local community.

The Pikes Peak Metropolitan Medical Response System (MMRS) was developed under the US Department of Homeland Security (DHS) grant program. It was designed to assist highly populated jurisdictions in developing plans, conducting training and exercises, and obtaining needed equipment in order to achieve the enhanced capability necessary to respond to a mass casualty event.

The Pikes Peak MMRS serves as a regional healthcare coalition as defined in state and federal guidelines. It augments existing local health and medical services for any event that significantly affects health and medical resources in the seven-county region of Colorado, which includes El Paso, Pueblo, Fremont, Teller, Park, Lake, and Chaffee counties.



Membership consists of agencies in the Pikes Peak MMRS area that support the organization's purpose. Membership is voluntary and there are no time limits on terms of service. Members are contacted regularly for meeting requests and with information on upcoming opportunities. Member agencies, regardless of voting member status, are encouraged to attend MMRS meetings and serve as advisors.

The Pikes Peak MMRS personnel support the region independently from OEM, other than that OEM provides supervisory and organizational support to these positions. Colorado Springs serves as the regional fiscal agent.

Recent MMRS Highlights

- Hosted medical and mass care debriefings for regional stakeholders following the Waldo Canyon Fire
- Completed a Multi-Casualty Incident Response Field Guide used for presenting twelve mass casualty instructional workshops throughout the region
- Recognized as the CDPHE Hospital Preparedness Partner of the Year for 2012
- Conducting evacuation support planning with healthcare facilities and other stakeholders within region
- Supporting the medical support to flood planning in El Paso County
- Restructuring and updating the regional medical caches
- Refining and exercising the regional Medical Communications Guidelines

South Central All-Hazards Region

Overview

By Executive Order in July 2003, Governor of Colorado Bill Owens created All-Hazards Emergency Management Regions to coordinate the state's efforts to prevent and respond to potential terrorist attacks in Colorado. Each Region has developed Homeland Security Working Groups that represent the response disciplines and agencies that are critical stakeholders in determining each region's needs and priorities.



The State of Colorado awarded Homeland Security Grants to fund a Homeland Security Coordinator in each region to serve as the single point of contact for homeland security issues and as a liaison to State government. Regional Coordinators are expected to take the lead communication and facilitation role in their regions, author and administer regional grants, engage the region in homeland security capabilities based planning efforts, and participate in various training and exercise opportunities.

The City of Colorado Springs is represented by the South Central Homeland Security Region (SCR) and includes the following counties: El Paso, Teller, Park, Lake, and Chaffee.

The SCR management and staff supports the region independently from the Colorado Springs Office of Emergency Management (OEM), other than that OEM provides supervisory and organizational support to these positions. Colorado Springs serves as the regional fiscal agent.

2012 South Central Region Highlights

- Administered multiple homeland security grants for the region in the amount of \$3.8 Million.
- Hosted several training courses including Incident Command System, Incident Command System Overview for Executives and Senior Officials, and Homeland Security Exercise Evaluation Program.
- Hosted a regional Spontaneous Volunteer Workshop which focused on national lessons learned on issues such as: processing, credentialing, assigning, tracking, and communicating with volunteers.
- SCR staff supported emergency operation center efforts in response to the Waldo Canyon Fire.
- SCR staff received certification in the FEMA Master Exercise Practitioner Program to assist in regional exercise planning.
- Maintained several capability working groups addressing regional planning efforts surrounding: Explosive Ordnance Disposal (EOD)/Tactical, Community Preparedness, Communications and Hazardous Materials.
- Hosted the South Central Region SWAT School to strengthen the capabilities of law enforcement teams to provide and maintain on-scene security while protecting the affected population.
- SCR Staff served on the State Transition Advisory Committee. Efforts resulted in a state-level realignment of emergency management and homeland security programs.

Emergency Management Training and Exercises

Overview

Training and exercising for emergency response is an integral part of community preparedness. The Colorado Springs Office of Emergency Management (OEM) coordinates and participates in multiple activities every year. Training and exercises are specifically tailored to the responsibilities of the personnel involved in incident management. Mentoring or shadowing opportunities, to allow less experienced personnel to observe those with more experience during an actual incident, are incorporated to enhance training and exercising. Exercises are designed to allow personnel to simulate multiple commands, supervisory, or leadership roles whenever possible. Additionally, non-governmental organizations and private sector entities with direct roles in response operations are strongly encouraged to participate in training and exercises.

Multi-Year Training and Exercise Plan

Multi-year Training and Exercise Plans (TEP) are designed to improve citywide preparedness, coordination, and disaster resistance. OEM has a priority and responsibility of being proactive in developing and testing the city's emergency response plans. Through exercises we can evaluate, test, and modify current plans to ensure that responding agencies understand their roles in emergency response.

The exercise program objectives will evaluate the response plans and assist with the development of training for all city agencies. The City receives annual support from Federal grant programs to assist in this process.

Training

Personnel with roles in emergency management and incident response at all levels of government—including persons with leadership positions, such as elected and appointed officials—should be appropriately trained to improve all-hazards capabilities nationwide.



2012 Training Highlights

- OEM provided training to City Council on their role during emergencies.
- The City is compliant with federal National Incident Management System (NIMS) directives with nearly 100 percent of required personnel trained
- Provided preparedness training to citizens through Community Emergency Response Training courses, public presentations, community events and the Office of Emergency Management website
- Provided WebEOC training to EOC Staff

Exercise

Exercises are conducted with parties identified in strategic and operational plans (e.g., the emergency operations plan), including departments, agencies, partners in mutual aid agreements and assistance agreements, Non-Governmental Organizations, and the private sector.

OEM exercises also contain a mechanism for incorporating corrective actions and lessons learned from incidents into the planning process. OEM exercises follow the exercise design, methodology, and evaluation processes prescribed within the Homeland Security Exercise and Evaluation Program, commonly referred to as HSEEP, and other exercise development tools.



2012 Exercise Highlights

- OEM hosted a citywide Continuity of Operations Plan (COOP) tabletop exercise with all City Department leaders to test COOP plans
- OEM assisted in developing a one day workshop on managing Spontaneous Unaffiliated Volunteers
- OEM sponsored two "Winter Storm" Workshops. The first workshop was geared toward internal City processes and procedures. A subsequent workshop was held with community partner agencies.
- OEM participated in the planning and execution of the "Rodeo Blast" regional full scale exercise in Chaffee County
- OEM, as well as the Fire and Police Departments participated in exercises with local military installations and other jurisdictions several times each year



Community Outreach and Education

Organizations Presented with CERT and Emergency Preparedness Information

Aerospace Corporation
Beth El School of Nursing, UCCS
CONO Neighborhood Forum
CSFD Fire Prevention Week
CSFD Station 10 Annual Meeting
CSPD National Night Out
D11 Safety/Health Fair
LDS Church
Lutheran Family Services
Neighborhood Watch Groups
NORAD/NorthCommUSNORTH.COM
Pikes Peak Area Council of Governments
CSPD Refuse to be a Victim
Tesla Alternative School, D11

Inherent to the Colorado Springs Office of Emergency Management (OEM) mission, and consistent with its strategic priorities are the performance of activities related to community outreach and education. Presentations by OEM management and staff educated thousands of stakeholders within the community about emergency preparedness during 2012.

CERT and Emergency Preparedness

General emergency preparedness presentations and informational sessions related to the Community Emergency Response Training (CERT) offered through the city represent a majority of OEM's outreach and education activities. In 2012, through CERT and general emergency preparedness related presentations to various organizations, 694 people were educated on emergency preparedness.

These organizations included public, private, schools, churches, military, community organizations, Neighborhood Watch groups, and neighborhood associations. The outreach discussed above also includes outreach gained through the participation of community fairs such as the Beth El School of Nursing Health Fair

In addition to CERT and emergency preparedness outreach, OEM Staff coordinated the Third Annual Emergency Preparedness Night at the Colorado Springs Sky Sox game on August 31. Colorado Springs OEM Partnered with other agencies in our community to create a night of education for the 7,000 people attending the game that night. Each person entering the game was provided information about emergency preparedness. Throughout the game, emergency preparedness messages were featured between innings.

Waldo Canyon Fire / Flooding

With the damage to the watershed created by the intense heat of the wildfire, the City of Colorado Springs faces an increased risk of flood and debris flow. In addition to mitigation projects, the OEM has embarked on a mass education process to provide our community with the tools to reduce their risk in the event of a flooding event. Information was provided on the OEM website, through media interviews, community meetings, and other methods. To further prepare residents, sandbags were provided at the first of many Sandbag Saturday.

On August 23, OEM invited the community to a group discussion on the flood risk in the areas impacted by the Waldo Canyon Fire. This event featured representatives from OEM, CSPD, CSFD, US Forest Service, FEMA, National Weather Service, local TV Meteorologists Brian

Bledsoe (KKTU) and Matt Meister (KRDO), and many other agencies involved with the community. Each agency presented a summary of their services and then made themselves available to the community members for individual questions and answers. Many residents complimented the meeting format with access to the experts.

In addition to the community education, OEM sponsored Sandbag Saturday on September 1. We provided over 10,000 sandbags filled with 150 tons of sand to the residents in Mountain Shadows. With sand donated by Daniel's Sand, and labor from volunteers throughout the community, the bags were filled within two hours, and ready for the community to use around their property to provide some protection from the anticipated water flows. Residents' vehicles were loaded by volunteers and provided basic information about sandbag placement. Because of the success of the event, we plan to conduct similar event in the years to come.

Severe Weather Monitoring and Warning Program

Overview



The Colorado Springs Office of Emergency Management (OEM) prides itself on the development and ongoing support of a comprehensive weather monitoring and warning program. In partnership with El Paso County, Colorado Springs Utilities, and Colorado Springs Public Works, OEM's comprehensive weather program includes direct severe weather notification and a system of weather monitoring

stations throughout the City. With the increased flood risk caused by the Waldo Canyon Fire, OEM has increased our communication with the local meteorologists, area emergency managers, and the National Weather Service (NWS).

StormReady Community

Colorado Springs earned the NWS's StormReady designation in the spring of 2005, becoming only one of five communities in the state achieving such recognition. In 2008, the City reaffirmed its StormReady designation.

A community that demonstrates their communication systems provides an easy flow of critical severe weather warnings and information between NOAA's NWS, emergency response agencies, and the residents of and visitors to the community earns StormReady designation.

StormReady communities are better prepared to save lives from the onslaught of severe weather through better planning, education, and awareness. No community is storm proof, but StormReady can help communities save lives.



Weather Spotter Training



Since 2008, OEM, in cooperation with the NWS forecast office in Pueblo, has offered Skywarn™ Spotter training community members.

Skywarn™ Weather Spotters are a NWS team of volunteers trained to observe and report significant weather. Weather spotters support their local community and emergency managers by providing the NWS with timely and accurate severe weather reports. These reports are an integral part of

the NWS mission to help save lives and property through flood and weather watches, warnings, and advisories. The NWS works with other volunteer organizations in the Skywarn™ Weather Spotter program, such as Amateur Radio, the American Red Cross, and area emergency managers.

Skyview Weather

To augment weather information from the NWS and local media, OEM contracts with Skyview Weather, a private weather company specializing in daily forecasts and operational weather information.



2350 N Rocky View Road, Castle Rock, CO 80108

Skyview Services

Planning Forecasts

These daily weather forecasts describe general statewide conditions, and more specific local information such as temperature expectations, wind speed and direction, precipitation amounts and duration, potential for severe weather, and potential for flooding. Information provided includes which portions of the city are expected to be affected.

Updated Forecasts

Updates necessitated by changes to forecasted conditions such as variations in arrival and duration, movement and intensity, and any other changes in severe weather conditions are provided.

Storm Tracking

When storms develop they are tracked by Skyview Weather. The location, speed, duration and intensity are relayed to OEM as necessary or as requested.

On-Demand Point Forecasts

Skyview is contracted to provide 24/7 site specific weather monitoring and forecasting. This service is used several times per year during emergency events.

Services provided by Skyview Weather include planning forecasts, updated forecasts, storm tracking, point forecasts, and Skywarn™ Spotter coordination.

On-demand spot weather forecasts available 24/7 provide the ability for OEM to ascertain conditions at specific locations related to disaster events, such as wildfires, to better understand local moisture levels and prevailing wind conditions. The tailored site-specific winter weather forecasts provide important information to the City. For example, site-specific weather forecasts indicate the potential for snow accumulation on paved surfaces and the potential for icing. This information is useful to the City's Street Division for the strategic deployment of snowplows and efficient placement of de-icing chemicals throughout the city.

Flood Warning System

The City of Colorado Springs and El Paso County share responsibility for operating a real-time flood-monitoring network to support their disaster mitigation and emergency response capabilities. The Flood Warning System operates a network of forty-six (46) monitoring stations.

Rainfall, water level, and weather data are collected and transmitted using VHF radio telemetry from weather sensors across the region. Some of these

sensors report water levels in creeks and rainfall amounts in localized areas.

Comprehensive Emergency Plan

Overview

Preparedness is achieved and maintained through an ongoing cycle of planning, training, exercising, and corrective action. Ongoing preparedness efforts among those involved in emergency management activities ensure coordination during times of crisis.

Comprehensive Emergency Plan

The City of Colorado Springs Comprehensive Emergency Plan is a critical element of community preparedness. The comprehensive plan serves as an umbrella for critical components of emergency planning within the City. In order to focus emergency planning on the appropriate natural or human-caused hazards the City may face, a Hazard Analysis and Risk Assessment is performed.

The Office of Emergency Management (OEM) will continue developing and maintaining emergency planning activities under the Comprehensive Emergency Plan umbrella, including the Emergency Operations Plan (EOP), the Pre-Disaster Mitigation (PDM) Plan, the Metropolitan Medical Response System (MMRS) Plan, evacuation planning, the Emergency Notification List (ENL), Pandemic Flu Plan, and citywide continuity plans. OEM will ensure emergency plans within the City are consistent with one another and meet National Incident Management System (NIMS) compliance and other national standards.

In 2012, OEM continued building on the success of the major rewrite of the EOP that was completed in 2007 with ongoing updates and maintenance. In addition, OEM completed a major update of the PDM Plan in 2010.

Emergency Operations Plan Structure

Emergency Support Functions

- 1 Transportation
- 2 Communications and Warning
- 3 Public Works and Engineering
- 4 Firefighting
- 5 Emergency Management
- 6 Mass Care and Sheltering
- 7 Resource Management
- 8 Public Health & Medical Services
- 8a Public Mental Health Services
- 9 Urban Search and Rescue
- 10 Hazardous Materials
- 11 Agriculture and Natural Resources
- 12 Energy
- 13 Public Safety and Security
- 14 Community Recovery
- 15 External Affairs

Support Annexes

- 1 Financial Management
- 2 Logistics
- 3 Pikes Peak MMRS
- 4 Private Sector Coordination
- 5 Volunteer and Donation
- 6 Worker Safety and Support

Incident Annexes

- I Biological
- II Catastrophic
- III Cyber
- IV Food and Agriculture
- V Nuclear/Radiological
- VI Hazardous Materials
- VII Terrorism
- VIII Severe Weather
- IX Flood
- X Landslide/Debris Flow
- XI Wildfire

Special Event Coordination

Overview

A special event:

- Is non-routine
- Places a strain on community resources
- May involve a large number of people
- Requires special permits or additional planning, preparation, and mitigation

In general, a special event is defined as a non-routine activity within a community that brings together a large number of people. To determine whether an event in Colorado Springs is to be considered a special event, emphasis is placed on the community's ability to respond to the exceptional demands that the event places on response services rather than on the total number of people attending the event.

Planning any event is difficult. Planning for the potential risks and hazards associated with large public events is even more difficult, but critical to the success of an event.

Special Events Committee

During 2008, the City of Colorado Springs Special Events Committee was formed in partnership between OEM, the Police and Fire Departments, the Parks, Recreation, and Cultural Services Division, and other partners and stakeholders as needed. Planning for Special Events requires a group of interdisciplinary subject matter experts' best suited for developing Incident Action Plans (IAPs).

Before scheduling a special event, planners should consider the following:

- Scope of the event
- Risks to spectators and participants
- Impact on the community
- Emergency support required

Having IAPs in place reduces local emergency management response times and better enables agencies to improvise by pre-planning the contingencies. A pre-event plan defines roles and responsibilities in advance and creates ownership of potential problems for agencies involved in the process.

Resource Coordination and Management

Overview

Emergency management and incident response activities require carefully managed resources (personnel, teams, facilities, equipment, and/or supplies) to meet incident needs. Utilization of the standardized resource management concepts such as typing, inventorying, organizing, and tracking facilitate the dispatch, deployment, and recovery of resources before, during, and after an incident.



History

In the aftermath of blizzards occurring just days apart in 2006, it became apparent through After Action Reporting that a centralized system to manage the resources available to personnel within Colorado Springs would increase efficiency and decrease costs associated with disaster response and recovery.

Resource Typing

The City of Colorado Springs Office of Emergency Management (OEM) uses a dual process for resource management. One process is related to larger resources that may be shared with other jurisdictions during a large-scale national emergency.



Guidelines on how to classify these larger resources is provided by FEMA through the National Incident Management System commonly referred to as NIMS. The other process OEM uses in resource management concerns smaller or locally specialized resources that would be used primarily in local or regional events. This second process for resource management is largely customized to best meet the city's needs.

Interagency Cooperation

OEM staff initiated meetings with multiple city agencies and partners to begin the process of typing and inventorying the city's resources. These agencies include:

- El Paso County Emergency Management
- Colorado Division of Homeland Security and Emergency Management
- Fleet Services Division
- Parks, Recreation, and Cultural Services Department
- Public Works
- Colorado Springs Utilities
- Colorado Springs Fire Department
- Colorado Springs Police Department
- Colorado Springs Airport

OEM uses WebEOC software, a web-based disaster information management system, to facilitate the city's resource management program. This system connects our resources with those at the State of Colorado EOC to enhance our resource management.