

CEMA Signal



2016 Annual Report



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Front Row: (L to R)

Meredith Ley- Public Information Officer
 Kate Busbee- EM Specialist, Planning
 Kristi Norman- Admin Assistant
 Stephanie Cox- Administration

Back Row: (L to R)

Don Sullens- EM Specialist, Training and Exercise
 David Grotjohann- EM Specialist, Planning
 Randall Mathews- EM Specialist, Planning
 Dustin Hetzel- EM Specialist, Operations
 Dennis Jones- Interim Director



MISSION

TO PROVIDE A COMPREHENSIVE AND INTEGRATED EMERGENCY MANAGEMENT PROGRAM TO PREPARE THE WHOLE COMMUNITY FOR MAJOR EMERGENCIES AND DISASTERS.

VISION

TO BUILD A SAFE AND DISASTER RESILIENT FUTURE FOR OUR COMMUNITY THROUGH EFFECTIVE PUBLIC AND PRIVATE RELATIONSHIPS.

VALUES

COMMITMENT, PROFESSIONALISM, DEPENDABILITY, ACCOUNTABILITY

A Message from the Director



Without hesitation, I am proud to say that Chatham County has the best Emergency Management Agency in Georgia. Our team of professionals are dedicated to providing superior and unwavering support to our citizens and emergency partners throughout the county. They maintain a sense of readiness 24/7 so that they may be ready to assist in a moments notice.

Fiscal Year 2016 has been a challenging one for staff. We are down a team member, yet we have still managed to implement many new programs aimed at building relationships and strengthening our community. Every day, we are charged with the task of building, sustaining and improving Chatham County's capability to prepare for, protect against and recover from disasters. CEMA staff has risen to the occasion every time to give it their all.

In the past year, CEMA has made significant measurable progress in key areas of development.

Realizing that we cannot do it alone, the agency has adopted the principals of Whole Community Emergency Management. This initiative works on the concept that a disaster affects the whole of the community...not one person...not one area...not one jurisdiction...but the whole. Any disaster is a Whole Community event. Along with this concept is the engagement of Executive Leadership across the community. Historically, our planning efforts have primarily centered around mid-level managers and worked on a bottom-up approach. With Whole Community Emergency Management, our focus is top-down. We do that by ensuring the County / City Managers and the Chairman / Mayors are actively engaged in the direction of the program.

In January of this year, we launched the Emergency Management Program Advisory Committee (EMPAC) and it serves as the implementation arm of Whole Community Emergency Management. The EMPAC was established to get greater feedback and direction for how the Program should evolve. Our first two meetings were well attended with representatives from each municipal government, private sector, as well as federal and state partners. The diversity in each meeting reflects our community and allows us to have an active dialog about where we have been, where we are now and where we are going. Through the EMPAC, partners are able to provide constructive criticism and recognized success witnessed in the Program.

We have a moral obligation to care for and assist the residents of Chatham County during an evacuation, and that includes having adequate accommodations for their pets. Realizing that there were gaps in the evacuation plan, CEMA launched the Chatham Animal Response Team (CART). This initiative is the FIRST in the State of Georgia! We teamed up with the Florida State Animal Response Coalition to train volunteers on emergency pet handling, evacuation and sheltering. We are extremely proud of this program.

You asked for more training. You asked for more exercises. We heard you! We have reorganized internally and created a dedicated staff member to managing the Training and Exercise program. In the first quarter alone, we have conducted 12 training sessions and five exercises. For the second quarter, we have 21 training events and seven exercises scheduled.

We are proud to be your Emergency Management Agency. Thank you for your continued support.

A handwritten signature in blue ink, appearing to read "Dennis Jones".

Dennis Jones
Interim Director

Overview

Chatham County is located on the southeast coast of Georgia. There are eight municipalities within the County: Savannah, Bloomingdale, Garden City, Pooler, Port Wentworth, Thunderbolt, Tybee Island and Vernonburg. According to the 2010 Census, the population for all municipalities in Chatham County is 265,128. Savannah, established in 1733, is the oldest city in Georgia and the location of one of the largest National Historic Landmark districts in the country, making it a top travel destination. Through careful coordination and extensive training, we work to ensure CEMA, along with our partners, are ready to respond at a moment's notice, no matter the incident whether it be large or small.

The Chatham Emergency Management Agency is the governmental function that coordinates and integrates all activities to build, sustain and improve the capability to prepare for, protect against, respond to, recover from or mitigate against the threat of disasters, both natural and man-made.

To accomplish this, CEMA places heavy importance on planning and coordination efforts with local, state and federal partners, as well as private sector and nongovernmental organizations. Through these partnerships and the principals of Whole Community Emergency Management, CEMA is able to effectively accomplish its goals.

CEMA Duty Officers are available 24/7 to maintain situational awareness, assist first responders, coordinate response efforts, and activate the Emergency Operations Center.



On November 5th, this five hour Damage Assessment exercise allowed Team members to utilize training and knowledge of the Damage Assessment Strategy. They conducted structural damage and safety assessments of simulated residential, commercial, and not for profit properties within three separate areas within bordering jurisdictions.

8 Emergency Operations Center Activations

Tropical Storm Erika- August 27-28, 2015



Tropical Storm Joaquin- October 27-28, 2015



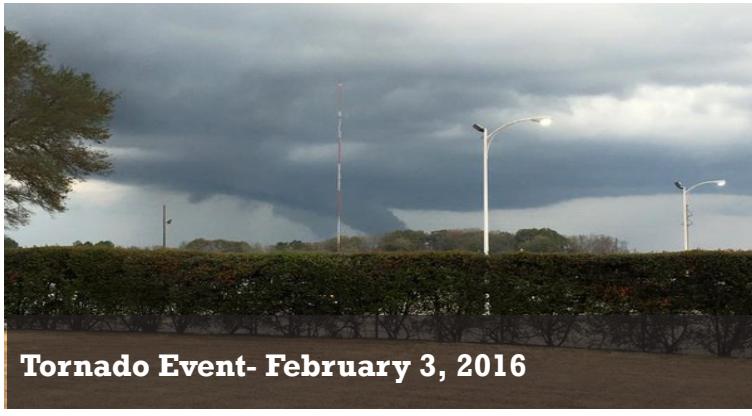
Uncontrolled Burn- October 30, 2015



Rock N' Roll Marathon- November 7, 2016



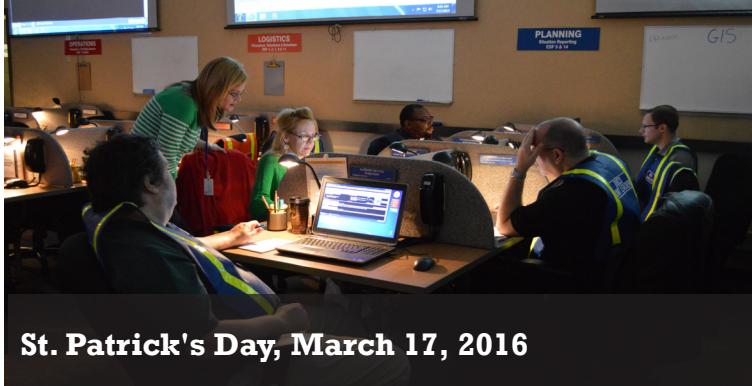
Tornado Event- February 3, 2016



Law Enforcement Event- February 10, 2015



St. Patrick's Day, March 17, 2016



Tropical Storm Colin, May 17, 2016

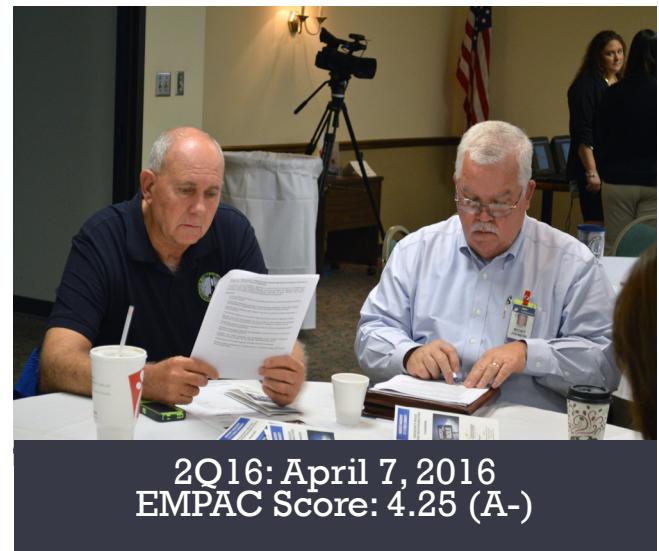


Emergency Management Program Advisory Committee

Inclusion and increased participation is a primary focus for the Chatham Emergency Management Agency (CEMA) and continues to be our driving force to ensure we are prepared for any disaster. We recognize that the best way to accomplish this is through partnership and collaboration with community members and local leaders.

As we welcomed 2016, we launched the new Emergency Management Program Advisory Committee (EMPAC) which is made up of municipal City Managers, Administrators, Senior County Leadership, and members of the media, and serves as the implementation arm of Whole Community Emergency Management. Because feedback is valued, Advisory Committee members meet quarterly to analyze CEMA's emergency management initiatives and evaluate our effectiveness in emergency preparedness, response, recovery and mitigation efforts. The purpose of the Advisory Committee is to offer an opportunity for partners to help mold the future of the program and have ownership and a voice within the emergency management.

Since its inception, EMPAC has met three times. Each meeting, members given a score card and are asked to grade the emergency management program on a scale of "1" through "5", based on their level of satisfaction as the program changes to meet their needs. The results are below:



To view the report card from the 3Q16 meeting, please see page 20.

Hazardous Materials

A hazardous materials accident can occur anywhere. With nearly four billion pounds of registered Tier II substances within Chatham County, a hazardous materials incident poses a significant threat to the County. Having a hazmat analyst on staff helps ensure that the facilities required to register their hazardous substance inventory in accordance with EPCRA guidelines are doing so. The hazmat analyst also ensures that these facilities annually register with Chatham County and pay any necessary fees associated with it, per Chatham County Code. These funds help share some of the costs of maintaining a dedicated hazmat response team. Also, the hazmat analyst tracks each reported hazmat incident, and executes the local hazardous substance spill ordinance, which requires responsible parties to write a report about the impact of the incident/release of hazardous substances. By tracking these incidents, we can determine if there are patterns with incidents, and work to develop ways to mitigate damages to life and property. The following fees were collected as of July 1, 2016:

Reg Fees Invoiced:	\$	275,400
Regular Fees Collected:	\$	258,500
Reg Fees Outstanding:	\$	16,900
Late Fees:	\$	8,825
Late Fees Collected:	\$	4,600
Late Fees Outstanding:	\$	4,225
Late Fees+Reg Fee:	\$	284,225
Total Collected:	\$	263,100
Total Pounds:		3,935,721,497

CEMA Volunteer Teams

- Community Emergency Response Team (CERT)
- Chatham Animal Response Team (CART)
- Damage Assessment (DA) Team
- Critical Workforce Shelter (CWFS) Management Team
- Point of Distribution (POD) Team
- Search and Rescue (SAR)
- Emergency Operations Center (EOC)
- Evacuation Assembly Area (EAA) Team



AT A GLANCE:

- Updated Planning Formats (Plan versus SOGs)
- Formalized Gap Analysis
- 11 – Department COOPs
- Internal and External COOP / COG Sites
- Municipal Assessments
- Launched Private Sector Coalition
- 6 - New Plans:
 - Detention Center
 - Recovery
 - Redevelopment
 - Hazard Mitigation
 - Donations
 - Damage Assessment

Planning

CEMA is responsible for developing and maintaining the Chatham County Emergency Operations Plan, Hazard Mitigation Plan, Continuity of Operations Plan, and the Disaster Recovery and Redevelopment Plan. Having the proper plans in place ensures response, recovery and mitigation activities are coordinated and concurrently implemented.

Planning Updates

After a thorough review of how CEMA's plans were written, it was determined that we needed a more user friendly approach to our planning efforts. In December, we did a complete overhaul of the planning organization and strategy. Based on FEMA's guidelines for plans, operating guides, Standard Operating Procedures (SOP), and handbooks; we concluded that the majority of our plans could be transitioned into Standard Operating Guides (SOG). We identified over 30 plans that need to be moved to a SOG and successfully moved 11 of plans.

Gap Analysis

In the first fiscal quarter of 2015, CEMA added an additional element of planning to its program. We wanted to ensure that our plans and our actions aligned. We created a Gap Analysis program to compare our Emergency Operations Plan, the CPG 101 and EMAP crosswalks to make sure our base EOP and other supports documents aligned. The documents we analyze are our Emergency Support Function documents, SOGs, SOPs, Incident Annexes, Support Annexes and Recovery documents. Currently we have completed 8 gap analysis. Once gaps were identified, we worked to close them as quickly as possible prior to publication.

COOP / COG Sites

In support of the COOP program, CEMA identified four alternate County facilities with the necessary infrastructure to support County Departments and their MEFs. Additionally, we identified four alternate facilities external to the County and Memorandum of Agreements for each of the four facilities were completed.

Municipal Assessments

In efforts to boost the resiliency in the Chatham Community, CEMA embarked on a new initiative to assist municipalities with their Emergency Preparedness efforts. CEMA appreciated the opportunity to visit with municipalities and conduct an emergency management review and discussion. Following the meeting, CEMA generated an extensive report and provided the feedback to the municipalities. Our focus for whole community emergency management is to continue progressing the county-wide program.

Department Continuity Of Operations Plans

Over the past year, CEMA has developed and implemented a new Continuity of Operations Plan (COOP) template to be used by County Departments. The main goal of these documents are to identify the Mission Essential Functions (MEF) and determine what support would be needed to implement the plan. By identifying the necessary staff capabilities and resources, County Departments would be able to conduct their MEFs to create more resilient Team Chatham.

Private Sector Coalition

The CEMA Planning Team hosted a kickoff meeting for creating a “Chatham County Private Sector Coalition”. The purpose of this group is to engage private industry’s preparedness efforts. In the event of a major disaster in Chatham County, we need to ensure businesses can get back up and running quickly, in order to get citizens back to work. Businesses will have the opportunity to learn best practices from other industries, learn how to effectively plan, as well as synchronize planning/response/recovery efforts. This is one of CEMA’s “Whole Community” initiatives to enhance the over preparedness and response in Chatham County.

New Plans:

- **Detention Center**

During Fiscal Year 2016, CEMA worked with the Chatham County Sheriff’s Office (CCSO) to develop a Detention Center Evacuation Plan. This was a major planning effort involving CCSO, CEMA, Chatham County Courts, State and Federal Agencies. Through this coordination the plan was finalized and is ready to be implemented.

- **Recovery**

In October of 2014, Chatham County, Hagerty Consulting and Georgia Emergency Management Homeland Security Agency worked together to develop the Chatham County Disaster Recovery Plan. This is the first of its kind in Georgia and will be used as a template for the State.

- **Redevelopment**

When the Recovery Plan project began to wrap up, CEMA continued work Hagerty Consulting, Georgia Emergency Management Homeland Security Agency and the Georgia Department of Natural Resources to develop Chatham County’s

- **Hazard Mitigation**

In December of 2015, CEMA along with Atkins finalized our federally regulated Hazard Mitigation Plan. This plan requires a complete update every five years. We were able to incorporate feedback and potential hazard mitigation projects for each municipality and departments within Chatham County to create a more disaster resilient community. Our plan was so rich with information that the Emergency Management Magazine wrote an article about it for their spring 2016 edition.

- **Donations**

CEMA worked with Low Country Consultants, who are retired from the American Red Cross helped develop an Unsolicited Donated Goods plan. The goal of this plan is to help reduce stockpiling of unnecessary donations after a disaster.

- **Damage Assessment**

CEMA is nearing completion on a new Damage Assessment Strategy for Individual Assistance. After completion and implementation of the new strategy, Damage Assessment Teams will be able to rapidly gather information from the field, report it back to the command post, which can then send the information to the EOC. This will allow the EOC to quickly gain situational awareness to see the scope of the event, as well as determine an approximate financial value which may determine eligibility for FEMA Individual Assistance.

Operations



21 Duty Officer Deployments



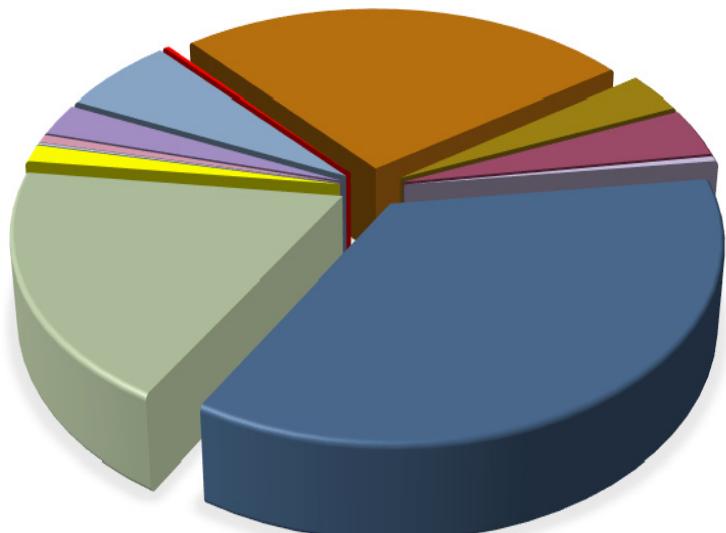
As we close the books on the 2015/2016 Fiscal Year, we look back at what was accomplished. The Old Courthouse and Annex Emergency Operation Centers were activated sixteen events that required monitoring and coordinating support. The Mobile Emergency Operation Center was mobilized eleven times to include support for Saint Patrick's Festival, Rock N' Roll Marathon, the Chatham County Sheriff Officer shooting, and two Glynn County Mutual Aid Requests.

WebEOC Tracking

Operations Staff logged almost 1200 records in the WebEOC. Over 300 events were weather related. The Duty Officers monitored thirty two Missing Persons this year and the Search and Rescue Team responded to eleven of those. One of those Missing Persons events included three missing children that got lost in the woods at night in Beaufort County that a Duty Officer responded to for Mutual Aid as well as the Chatham County Mosquito Control Helicopter with a Savannah Chatham Police Department Tactical Flight Officer. The Duty Officer and Helicopter Team found the three children and lead the Beaufort County First Responders directly to the missing children. The Board of Education Police Department and Savannah State University notified the Duty Officer of forty eight incidents to include bus accidents and school evacuations due to smell of gas or smell of smoke. Of the almost 1200 logged entries, the Duty Officers produced thirty two Incident Reports, three After Action Reports and two Improvement Plans were generated from these events.

Road- 223	NRC- 40
Law Enforcement- 17	School/ University- 48
Railway- 2	Aircraft- 5
Utility Failures- 8	Other- 423
Missing Person- 32	
Fire- 78	
Bomb Treat- 3	
Weather- 317	

TOTAL: 1196



Weather Events

Weather related incidents account for a quarter of the response from the Duty Officers. Monitoring the Tropics over the last few years has almost become a year round monitoring. The tropics are busy past November and have started much earlier than June 1st. The Duty Officer logged 203 tropical weather related events. These will include monitoring the National Hurricane Center's Tropical Weather Outlook at 8AM, 2PM, 8PM and when needed 2AM.

Chatham County experienced over sixty flooding events to include the King Tide event that produced a Coastal Flood event that produced a tide of 10.43 feet. Fort Pulaski has not recorded a tide of almost 10.50 feet since 1940. Highway 80 going out to Tybee Island normally floods when tides are over 9.4 feet.

The Duty Officer tracked twenty five thunderstorm events that impacted Chatham County. From the severe weather, two of the thunderstorms produced a tornado warning. In May, Chatham County experienced a brief EF-1 tornado in Bloomingdale that damaged a lot of trees and impacted at least three structures and a few vehicles. A damage assessment overflight was performed by the Duty Officer and Chief Pilot Yackel with Mosquito Control the following morning. The National Weather Service in Charleston visited the County and documented the damage in Bloomingdale. The report they generated described a very short lived weak EF-1 tornado that blew the roof off of a trailer and push numerous trees down and branches snapped off. Some of those trees narrowly missed destroying a second trailer, in which a family was sheltering.

New Equipment and Technology

In the 2015/16 Fiscal Year, eleven replacement laptops were purchased for the EOC along with new map making technology. Communications is testing a new compact and lightweight device called "GoTenna" which has the ability to send messages and share the user's GPS location between other GoTenna users. This technology can be used with or without cellular service, but was designed for "No Service" situations. It was designed for outdoor use and is considered weather resistant, however it should not be submerged for an extended period of time. GoTennas can be on "standby" mode for over 24 hours. Because GoTennas use Bluetooth Low Energy technology to sync to smartphones, the smart phone's battery will not be impacted by the Bluetooth connection. These devices have the potential to be great tools during disasters when normal communications are down. This type of device could be used with roving teams such as Damage Assessment, Search and Rescue and Re-Entry Teams.

Along with GoTennas, Chatham County was awarded grant funding to purchase portable communication satellite technology. After researching available technology, the Iridium Satellite system was purchased to ensure devices would be compatible with State and Federal agencies. The grant allowed the County to purchase five Iridium 9575 Extreme Kits with an Iridium AxcessPoint wifi adapter for each kit, along with five Nal Nano Shouts. The Iridium phones and AxcessPoint wifi will allow one phone call and five wireless devices to connect to the internet during a disaster. By acquiring the five kits, the Emergency Operations Center, Public Safety, Public Works, Damage Assessment or Search and Rescue staff will see expanded communications.

With the grant, Chatham County also purchased five Nal Nano Shout compact personnel tracking devices. This pocket size device allows two-way messaging either by SMS messages, email or GeoPro addresses. The device can alert audibly as well as visually. With the ability to track users in the field, the Incident Command and/or Unified Command can visually see on a web page the location of the user. Four years of prepaid "airtime" was purchased to allow monthly training with the devices to ensure they are operational when needed. This airtime was formulated to allow quick phone calls from each satellite phone, one or two messages sent on the Shout Nanos and a connection to the internet on the AccessPoint Wifi Hotspots.

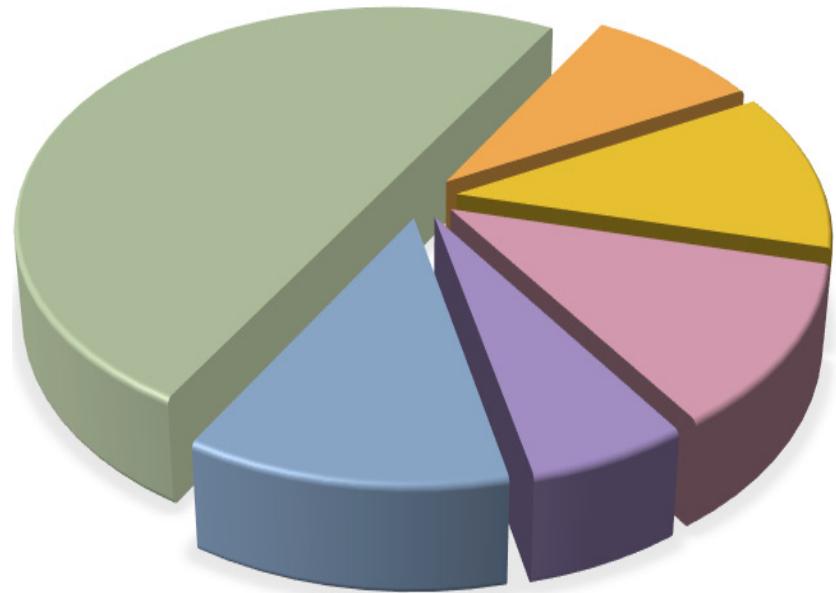


Top: October 29, 2015- Highway 80, the only road with access to Tybee, was closed due to flooding.

Training and Exercise

- █ Training Events- 17
- █ Seminars- 3
- █ Workshops- 4
- █ Tabletop Exercises- 4
- █ Functional Exercises- 2
- █ Full Scale Exercises- 4

TOTAL EVENTS: 34



Training and Exercises are essential components to Chatham County's comprehensive approach for emergency management. In FY16, CEMA coordinated multiple training and exercise opportunities throughout the County. Training consists of classroom presentations and practical applications. The types of exercises conducted varied and included seminars, workshops, tabletop discussions and full scale events. CEMA also participated in the planning and assisted with the conduct of exercises hosted by supporting EM Partner Agencies.

Seminars

- | | |
|----------------|--------------------------|
| September 2015 | Joint Information Center |
| May 2016 | Functional Medical Needs |
| May 2016 | Evacuation Assembly Area |

Workshops

- | | |
|----------------|------------------------------------|
| August 2015 | Evacuation Assembly Area |
| September 2015 | Functional Medical Needs |
| March 2016 | Mass Casualty Incident |
| April 2016 | County Training & Exercise Program |

This exercise simulated a planned Level II activation of the County's Alternate EOC to support Safety, Security and designated Emergency Support Functions required for a large public event.

A Simulation Cell was used to generate injects for, receive player responses for, and provide information in place of nonparticipating organizations that would have likely participated if exercise events were real.





In coordination with Chatham County Information Communication Services (ICS) and the County Manager's Office, CEMA hosted a Continuity of Government (COG) this exercise.

The primary goals for this exercise for participating County Departments included relocating all office functions and capabilities to a remote location (L. Scott Stell Park), to execute their Continuity of Operations Plans, and test Mission Essential Functions.

Tabletop Exercises

- | | |
|----------------|---|
| August 2015 | County Hurricane Evacuation |
| September 2015 | SSRC National Preparedness Response Program |
| December 2015 | Municipal Planning Commission Evacuation |
| June 2016 | Georgia Ports Authority (Partner Agency) |

Functional Exercises

- | | |
|---------------|---|
| November 2015 | Bulloch Active Shooter (Partner Agency) |
| June 2016 | County Continuity of Government |

Full Scale Exercises

- | | |
|---------------|--|
| November 2015 | Public Health Point of Distribution (Partner Agency) |
| November 2015 | Damage Assessment |
| January 2016 | Emergency Operations Center |
| February 2016 | North Carolina Search and Rescue Exercise (Partner Agency) |

Upcoming Emergency Management/Disaster Response Training

- | | |
|----------------|--|
| August 2015 | Situational Awareness & Common Operating Picture Course |
| September 2015 | Continuity of Operations |
| September 2015 | Disaster Finance |
| September 2015 | Damage Assessment (Team Training) |
| September 2015 | WebEOC |
| September 2015 | Emergency Operations Center Staff and WebEOC |
| October 2015 | Preventive Radiological / Nuclear Detection |
| January 2016 | Emergency Operations Center Staff and WebEOC |
| January 2016 | Emergency Operations Center Supervisor |
| January 2016 | Storm Spotter |
| February 2016 | Tornado Awareness (Partner Agency) |
| February 2016 | Small Animal Emergency Sheltering, Introduction |
| March 2016 | Individual Assistance / Damage Assistance (Partner Agency) |
| March 2016 | Small Animal Emergency Sheltering, Operations |
| April 2016 | County Hurricane Conference |
| April 2016 | Small Animal Emergency Sheltering, Train the Trainer |
| May 2016 | EM Training for Elected Officials |

LET'S BE SOCIAL:

Total Twitter Followers:



Gender:

Male:	Female:
49%	51%
Average Household Income:	
\$75k- \$99k	

Total Facebook Fans:



Gender:

Male:	Female:
31%	68%
Average Age Range:	
35-44	

External Affairs

In an emergency, residents will look to us for possible life saving information when seconds count. While crisis communication is important, CEMA works year-round to encourage participation in disaster preparedness and promote change at the community level. CEMA's community outreach and external affairs activities allow us to remain transparent and accessible, while establishing the agency as a trusted source of timely and accurate information.

Community Presentations

Building strong relationships within the community is critical in government and public safety. As the subject matter experts for emergency management within Chatham County, CEMA is often invited to neighborhood and business meetings to discuss preparedness. In FY16, staff gave 96 presentations to county residents on disaster and emergency readiness. The peak months for community outreach are during hurricane season, however due to other severe weather events, CEMA responded to dozens of presentation requests outside of the season. The Landings, Pinewood Village Apartments, Savannah Neurology and Coastal Middle School are just some of the locations to have reached out to CEMA.

Festivals and Events



Festivals provide us with great opportunities to reach our residents and help make learning fun! In FY16, CEMA participated in six preparedness festivals and events. CEMA Staff and volunteers were on hand again at this year's Home Depot Hurricane Expo (above), which is now in its 15th year.

Focusing on easy tips on how to protect life and property, the event is considered the unofficial kickoff to hurricane season and serves as the reminder to review one's personal emergency plan. CEMA also participated in the Gulfstream Family Day, Lowes Safety and Preparedness Festival, Walmart Safety Day, Senior Preparedness Festival at Pinewood Village and The Humane Society of Greater Savannah's Doggie Carnival.

Weather Awareness Campaigns

While hurricanes preparedness is a large focus for the agency, it's no secret that severe weather can happen any time of year. CEMA has an all hazards approach to community engagement and that means making sure our residents are ready for anything. Along with Hurricane Awareness Week, CEMA also worked with various local partners to promote preparedness campaigns for Winter Weather, Tornado and Lightning Safety, and Severe Weather Awareness Week which focused on a different weather threat each day.

Team Chatham Training



Chatham County Employees are considered our critical workforce. They will be on the front lines after a major storm, helping us get the county cleaned up and ready for our residents to come home. While some will be required to shelter in place with CEMA, most will evacuate ahead of the storm and will be called back by department. They will report to work, leaving their family behind until it's safe for them to also return.

CEMA staff leads a monthly training class for new Chatham County Employees to educate them on threats, family emergency planning and the County Disaster Work Assignment Policy. Coming back to work and leaving your family behind after a storm is stressful enough. We hope to make the process a little easier by helping them prepare and know what to expect. All county employees are required to have this training upon the start of employment and on an annual basis.

PLAN NOW

YOUR FAMILY MAY NOT BE TOGETHER WHEN A DISASTER OCCURS, PLAN HOW YOU WILL CONTACT ONE ANOTHER AND TEST YOUR EMERGENCY COMMUNICATION PLAN.



AMERICA'S
PrepareAthon!
BE SMART. TAKE PART. PREPARE.

Prepare-A-Ton!

CEMA has partnered with FEMA for Chatham County's PrepareAthon! to create a week-long initiative to help residents become better prepared for hurricanes. As part of this effort, CEMA is planning a series of preparedness actions that residents can take, including registering their cell phones with Swiftreach, an emergency notification system, learning about flood risk and planning for evacuation. While the campaign runs from August 1-5, a great deal of work and planning occurred to make this happen. By taking the guess work out of planning and providing easy action items, CEMA is working to make Chatham County a storm ready community.

External Affairs Continued

Chatham Animal Response Team

When an evacuation order is issued, the Evacuation Assembly Area (EAA) will be activated to assist members of the public and their pets who do not have reliable transportation out of town. Appropriate staffing at the pet evacuation area has always been a major concern in regards to pet check in procedures, registration, vaccination and loading. Animal Control and the Humane Society both are responsible for evacuating their own shelters and simply will not have enough staff to assist with pet evacuations of the general public at the EAA. This year, we decided to do something about it.

We are proud to announce the First graduating class of the Chatham Animal Response Team, the first of its kind in the state. Together, the group has completed approximately 1,000 hours of training to become the first deployable volunteer team in the state of Georgia. This victory would not be possible without the help of the Florida State Animal Response Coalition.

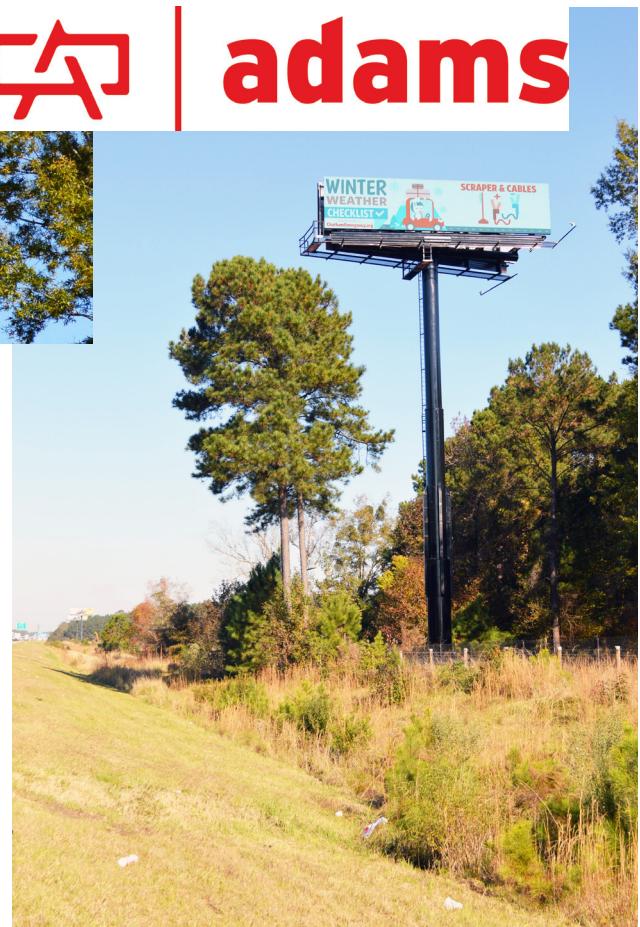
Critical Mention

In December of last year, CEMA and four other county departments acquired access to Critical Mention, a service that allows for quick and easy media monitoring. Critical Mention allows users to search global TV, Radio, Online News & Social Media, watch video, edit and share coverage, receive real-time email alerts, build reports, and analyze coverage through word clouds and graphs. Critical Mention captures and indexes 40 hours of broadcast content every 60 seconds from more than 2,000 unique broadcast sources producing a robust database of more than 16 million searchable segments, all available in broadcast quality definition and in real-time.

Adams Advertising



A large digital billboard stands tall against a clear blue sky. It features a cartoon illustration of a brown puppy looking up. To the left of the puppy is a teal box containing the text "WINTER WEATHER CHECKLIST" and the website "ChathamEmergency.org". To the right of the puppy, the words "BRING THEM IN!" are written in red. The billboard is supported by a black metal frame and sits on a grassy hillside.



A second digital billboard is shown in a rural setting, positioned along a road. It displays the same "WINTER WEATHER CHECKLIST" message and website as the first billboard. The background shows a line of trees and a clear sky. The billboard is mounted on a tall, dark pole.

As Emergency Managers, it's our job to get lifesaving information to the public as quickly as possible. We use a variety of mediums to accomplish this goal, but now we have another tool in our arsenal thanks to a public-private partnership with Adams Outdoor Advertising.

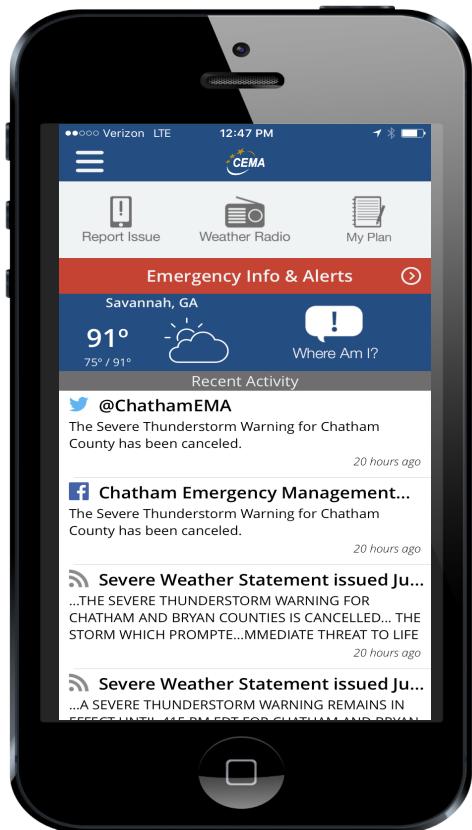
In October 2015, CEMA entered in to a yearlong agreement with Adams, where the billboard company agreed to host emergency preparedness messages on the digital board located at Exit 102 on Highway 95. The benefit to using digital boards is that they are hard to miss-especially at night, and they can be updated with an emergency notification within minutes.

External Affairs Continued

Public Affairs and Media Summit

Leading into hurricane season, it is common for emergency response partners to meet to discuss needs and resources, but it is rare to have the entire public information and media community in one place-to work together voluntarily. This is exactly what happened on May 5th when CEMA hosted its first ESF-15 Media and Public Affairs Pre-hurricane Season Summit. The summit allowed for honest and open dialogue regarding sheltering, evacuation terminology and rumor control, and all parties left with a sense of progress. The group will meet again in the following months to work out a plan for press pool coverage during an event and the possibility of media sheltering along with critical workforce staff. Having these types of discussions now, saves precious time during an event.

Redesign



Both the CEMA website and App have been totally redesigned with new features and interface. With thousands of unique visitors each month, ChathamEmergency.org is the go-to source for all things emergency management within the county. The home screen received a facelift, highlighting important topics, thus making them easier to find.

The free Chatham EMA app, now in its second year, relaunched in June. The fully redesigned weather platform leverages the latest technologies to give users the most accurate and up-to-date information. The app is a quick tool for submitting damage reports, listening to weather radio and building emergency contact lists. The new version includes a "Where am I?" feature that allows users to geo-tag their location and send to family and friends, along with a quick sign up for Swiftreach which serves as reverse emergency notification system in a disaster.

Save-the-Date

Our partners have asked for more training and exercise opportunities, so to keep those in the know, CEMA developed a monthly "Save-the-Date" publication which features educational emergency management events for a two month period. To take the guess work out of scheduling, the Save-the-Date breaks down the intended audience, point of contact and includes registration links for easy sign up. At the beginning of each month, the Save-the-Date is emailed out to Local EM Partners and posted on ChathamEmergency.org. We are happy to include your event on the publication!

AT A GLANCE:

- Budget Management
\$1,085,220
- Grant Management
\$189,634
- Various Policy Changes
- Transition to County
- Agency Reorganization
- Executive Leadership Guide
- Implemented Ordinance Change
- Formalized Partnerships with Partners and Municipalities
- Formalized Disaster Roles and Responsibilities for County

CEMA uses grant funding in conjunction with its annual budget to provide resources and training to outside partners. These funds are important in furthering the CEMA mission and vision in providing assistance and support to our partners.

Administration & Management

Budget Management

During Fiscal Year 2016, CEMA managed a budget of \$1,085,220. This budget allowed CEMA to continue to provide operational and planning support to local partners and Chatham County Departments. As CEMA determines each year's annual budget, many factors including planning efforts, training and exercise needs, and community outreach possibilities are considered and planned in order to ensure the requested budget meets the future needs of CEMA and its programs.

Grant Management

CEMA also managed four grants totaling \$189,634 during the fiscal year. These grants aided CEMA in providing additional resources to local partners. Using the Emergency Management Performance Grant (EMPG), CEMA was able to conduct a Damage Assessment Full Scale Exercise, a Continuity of Government Exercise, an Emergency Operations Center Full Scale Exercise, a Command Policy Group Tabletop, and an Evacuation Tabletop. These exercises enabled County-wide decision makers, outside partners and County employees to test plans, work through continuity issues and gain broader knowledge of the challenges they can expect to face lead up to, during and after a disaster.

• **EMPG**

The EMPG Response and Recovery Grant provided CEMA with funding towards maintaining and providing normal repairs to the Chatham County's 62 warning sirens. These sirens, placed throughout Chatham County, provide warning notices to County residents during inclement weather and other emergency situations. The importance of maintaining these sirens is paramount to ensuring the safety of Chatham County's residents.

• **HSGP**

Using the Homeland Security Grant Program (HSGP), CEMA was able to purchase five satellite phones, GPS units and wireless transmitting devices to assist with connectivity and information sharing during a disaster. These phones and devices will serve as important secondary communication channels between deployed Emergency Management Specialists and the Emergency Operations Center during a disaster.

• **Hazard Mitigation**

CEMA received the Hazard Mitigation Assistance Grant to aid in updating the Chatham County Hazard Mitigation Plan. This Plan must be updated every five years and adopted by each municipality within Chatham County. Through the awarded grant funds, CEMA contracted an outside contractor to assist with updating the plan and educating the municipalities and public with the importance and update of the plan.

Agency Transition and Reorganization

In June 2016, CEMA underwent a change of leadership. With this change, CEMA instituted multiple policy changes, reorganized the agency, and transitioned to the county. These changes have helped us focus on strengthening our bonds with local partners. The main policy change for Team CEMA was a greater focus on customer service and partnerships. This initiative worked in conjunction with the new Whole Community approach that has been the focus of our department this past year. In an attempt at providing better customer service, we have revised our Training and Exercise program as well as updated how our communications and publications are distributed to partners. Planning efforts were also redesigned to provide greater planning capabilities to outside partners while continuing to strengthen and improve our internal plans.

In an effort to provide the best service to local partners, CEMA reviewed each employee's role within the Agency and created new positions and teams to provide a more focused approach on customer service. Under this reorganization, the Planning Area became a three person team responsible for reviewing and updating all internal plans as well as assisting partners with their planning efforts. Training and Exercise became a greater focus, with one staff member becoming the main point of contact for all training and exercise needs. As CEMA is placing a greater emphasis on this area, it became important that one source was in control of all planning and execution functions of training and exercise. Finally, Operations became the sole responsibility of the Lead Duty Officer. This staff member is responsible for maintaining the CEMA Fleet and EOC functions to keep CEMA at a constant state of readiness should our services be needed. The Operations Duty Officer also reviewed and revised the Duty Officer program to account for the new organizational structure of CEMA.

Executive Leadership Guide

A significant change for CEMA was the transition to a County department. With this transition, CEMA became better integrated within the County which allows for a closer relationship with other County departments. Leading up to the integration, CEMA Team Members met with County Department Heads and key personnel to determine how CEMA can fit best with each individual department. These meetings led to a more formalized Disaster Roles and Responsibilities for each department. With this new understanding, departments were able to implement important planning guidelines and partake in various training opportunities to strengthen this understanding. From these meetings, CEMA also became aware of the need for leadership to have a readily available resource to guide them during a disaster. In light of this, CEMA created an Executive Leadership Guide with important guidance, protocols and ordinances for the Command Policy Group to retain and use when necessary.

Ordinance Change

With the transition and the new guides, CEMA underwent an ordinance change. This ordinance change allowed for CEMA to transition as a County Department as opposed to being a standalone organization. This ordinance change did not affect how CEMA responds to emergency issues, it built a stronger foundation for CEMA to use as it assists Chatham County and its municipalities.

Strong Relationships

A large focus for FY 16 was CEMA's partnerships with Municipalities. CEMA held meetings with each municipality to determine how we could work better together and grow our partnerships. We also had each municipality sign a new inter-agency agreements committing CEMA and State resources as needed during a disaster. These agreements help to lay the foundation for better understanding and relationships among all involved parties.



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Whole Community Emergency Management



3Q16 (APRIL- JUNE) EMERGENCY MANAGEMENT PROGRAM ADVISORY COMMITTEE (EMPAC) REPORT CARD

EVALUATION FACTOR	GRADE (5.0 Highest)
1. Chatham EMA supports my organization and acts in my best interest regarding emergency management activities.	A - (4.39)
2. My inquiries are responded to in a timely manner.	A- (4.33)
3. Focusing the Emergency Management Program on Community based planning is effective.	A- (4.25)
4. For plans in which I have a role/responsibility, I feel that my feedback and participation are important.	A- (4.35)
5. When assistance is requested, Chatham EMA is regularly ready to support.	A (4.59)
6. My ideas regarding emergency preparedness, response, recovery and mitigation are well received.	A (4.56)
7. I am satisfied with the quality of planning and the documentation produced for the EM Program.	A (4.53)
8. Emergency Management Training and Exercise opportunities meet my organization's need.	A- (4.33)
9. Situational awareness alerts and notifications are timely, relevant and helpful to my discipline and the community.	A (4.44)
10. The Emergency Management Program engages the community and promotes emergency readiness and safety.	A (4.44)
11. A wide variety of partners are integrated into the Emergency Management Program to address community needs.	A- (4.39)
12. I consider Chatham EMA a valuable source for emergency and preparedness information.	A+ (4.78)
13. During an emergency response, Chatham EMA provides sufficient support when requested by First responders.	A (4.60)
14. I am confident / comfortable with my role / responsibilities during an emergency event.	B+ (3.89)
15. Chatham County is well prepared for a large-scale disaster.	A- (4.22)

3Q16 OVERALL EMPAC GRADE:

A (4.41)