
Project Plan

Continuing Volunteer Management

Contact Information

Contact name:	Mark Penn
Title:	Emergency Management Coordinator
Organization affiliation:	Emergency Management
Jurisdiction:	City of Alexandria
E-mail address:	Mark.Penn@alexandriava.gov
Phone number:	703-706-3940 ext. 283
Facsimile number:	703-548-6952
Mailing address:	900 Second Street, Alexandria, VA 22314

Project Information

Period of Performance:	19 months
Grant Award:	\$1,500,000 (FY06) (Scaled)
Related Documents:	Concept paper, Initiative Plan

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I. Project Summary

Initiative:

Continuity of efforts regarding Volunteer Management across the NCR & Continuity and enhancement of Citizen Corps Council membership and Citizen Corps affiliated programs and activities in the NCR.

Approach:

This initiative represents collaboration between the emergency management and the volunteer and nonprofit community to further citizen preparedness and citizen involvement by building a sustainable infrastructure that will further strengthen emergency planning.

This methodology involves:

- 1) Integrating the resources and capabilities of citizens through Citizen Corps programs and affiliated programs,
- 2) Providing a framework for regional collaboration between the NCR's Citizen Corps Councils and affiliated programs;
- 3) Strengthening the capabilities of nonprofit agencies engaged in disaster services and
- 4) Advancing the capacity for and utilization of spontaneous (unaffiliated) volunteers by government and nonprofit disaster response/recovery organizations.

Benefits:

- Promotes a culture of citizen responsibility for personal emergency preparedness.
- Integration and leveraging of volunteer resources in support of governments' disaster preparedness, response and long-term recovery efforts.
- Increases capabilities and resources of the nonprofit sector to provide for un-met needs thereby absorbing costs that may otherwise be borne by government.

II. Project Background and Goals

A. Project Background

Since 2003 the Metro Coalition of Volunteer Center (MCVC), Citizen Corps Councils (CCC) and CCC Core Programs (C.E.R.T., MRC, VIPS, Neighborhood Watch), Voluntary Organizations Active in Disaster (VOAD) and the Office of Emergency Managers (OEM) have worked to collaborate on the efficient, effective response to a disaster by the volunteer and non-profit sector. These organizations and programs have developed a solid infrastructure for collaboration. Each entity brings different strengths to the process. This consortium, working under the guidance of the Offices of Emergency Management, intends to continue of the work that has been developed through the UASI 03 & 05 process. To accomplish this, the Volunteer and Donations Management Committee partners propose to perform the following to ensure sufficient volunteers are available to support preparedness, response and recovery efforts throughout the NCR while realizing each jurisdiction needs the flexibility to tailor this concept paper to their on specific needs.

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
2.2.1 Identify and develop opportunities and resources for stakeholder partnerships to broaden participation in public disaster preparedness	Com.B 2.3 Develop plans, policies, and protocols for managing volunteers.
2.2.2 Increase civic involvement and volunteerism in all phases of disaster preparedness	Com.B 2.3.1 Coordinate use of assigned Volunteer Organizations Active in Disasters (VOAD).
4.1.2 Align and integrate response plans across jurisdictions (including Federal partners), with emphasis on continuity of government, operations, and evacuation	Rec.A.3 2.4 Provide volunteer services.

B. Goals and Outcomes

This project will:

- 1) Foster citizen preparedness and participation through Citizen Corps Council and the Citizen Corps Council programs including: Community Emergency Response Teams (CERT), Neighborhood Watch, Volunteers in Police Service (VIPS), Fire Corps, Medical Reserve Corp (MRC) and EMT Reserve Corps (a special program in DC) and through it's affiliated partners that include the Metro Coalition of Volunteer Centers, American Red Cross, Voluntary Organizations Active in Disaster (VOAD) members and others within the guidance of local and regional emergency planning.
- 2) Promote the citizen volunteers through affiliation with Citizen Corps Councils, it's core programs, and affiliated programs
- 3) Deliver a tested system of managing spontaneous volunteers that can be integrated into local and regional response plans. This project's goals reflect the continued coordination and collaboration to promote preparedness education, affiliate volunteers and build upon plans for citizen preparedness and participation for the betterment of the region that was originally undertaken through the UASI 03 & 05 process.

Goal	Outcomes
Public Education and Awareness	<ul style="list-style-type: none"> • Number of education materials distributed through collaborative events, i.e. training, advertising. • Number of modules developed to incorporate message into already existing trainings. % of adapted education materials developed.
Recruitment	<ul style="list-style-type: none"> • % of volunteer opportunities for emergency preparedness posted on Volunteer Centers websites • Number of MOUs created with community organizations/specialized networks who could help recruit volunteers in an emergency

Goal	Outcomes
	<ul style="list-style-type: none"> • % of volunteer prospects reachable through these MOUs • Number of outreach materials designed for use with multicultural populations (Spanish language capability) • Number of outreach materials designed for non traditional communities. • % of volunteers recruited beyond '03 and '05 Number of recruitment events in other languages or specialized populations
Training	<ul style="list-style-type: none"> • Number of newly-trained CERT volunteers • Number of exercise/training experiences provided to CERTs, i.e., tabletops (output) • Number of residents participating in various training programs of the CCCouncil and CCC Core Programs. • Number of CCCouncil and CCC Core Program cross-trainings implemented • Number of participants in cross trainings Number of other specialized trainings
Sustainability	<ul style="list-style-type: none"> • % of increase of ongoing communication & follow-up mechanisms developed • Number of sustainability plans developed • % of volunteers retained over a designated period of time • Number of staff members hired and trained Number of organizations receiving barrier-free management capacity trainings
Regional Coordination	<ul style="list-style-type: none"> • Coordinating body will meet a minimum of once each quarter • Number of reports disseminated to collaborative partners • Number of CC Councils Regional meetings that occur (minimum of once each quarter) Number of times CCC Core Programs & affiliate programs meet regionally (minimum of once a quarter)

C. Project Managers

Council of Governments' Volunteer and Donations Management Committee (Currently designated the R-ESF-15 Committee, soon to be re-designated R—ESF-16) would provide regional coordination while each jurisdiction would coordinate through their Office of Emergency management or Emergency Management Agency, as appropriate. The partner organizations (listed above) would continue to convene program specific working groups.

- Key stakeholders already identified include:
 - NCR Citizen Corps Councils
 - Metro Coalition of Volunteer Centers
 - MD, DC & NoVA VOADS
 - NCR Emergency Managers

- NCR Case Mgmt Cooperative
- NCR Nonprofit Emergency Preparedness Task Force

D. Project Assumptions & Scalability

1. Project Assumptions

Number	Description	Notes
3,662	Citizens recruited, trained, active engaged in Citizen Corps programs across the NCR; program management, maintenance, regional coordination.	Reflects 20% improvement over 05
846,388	Citizen Corp programs outreach: Citizens receiving emergency preparedness & volunteer opportunities messaging	20% of NCR population
7,000	Citizens recruited & placed with nonprofit disaster response organizations	

2. Scalability:

Any reduction in the amount requested would result in incremental decrease in the stated deliverables. Resulting impact to Citizen Corps programs would diminish outcomes : limit the numbers of citizens recruited/ trained/engaged in CERT, Medical Reserve Corps, Neighborhood Watch, Fire Corps, Volunteers in Police Service as the training costs, program(s) maintenance, sustainability and regional coordination costs constitutes 2/3 of the request. Citizen emergency preparedness outreach downsized as Citizen Corps volunteers are utilized in preparedness outreach.

III. Project Approach

A. Activities

To operationalize coordination plans within each organization. Developing MOUs, convening all partners both public and private to establish some baseline communication and operational guidelines, begin the process of truly sharing resources both human and monetary and sharing of emerging practices. They will need to continue this development so that uniformity and cross understanding exists between all partners and jurisdictions.

B. Resources

Resource Name	Type	Responsibility	Duration
R-ESF-15 Committee, soon to be re-designated R—ESF-16	Committee Members	Will provide regional coordination	19 months
The Metro-Coalition of	Staff	Will continue to build out Volunteer	19 months

Volunteer Centers		Reception Centers, provide on-going recruitment, volunteer management & volunteer retention training to partners.	
Resource Name	Type	Responsibility	Duration
Citizen Corps Councils	Staff	Bring together both public and private organizations in order to harness the power of every individual through education, training, and volunteer service	19 months
Voluntary Organizations Active in Disaster (VOAD)	Staff	Coordinating Consortia of independent organizations that provide disaster assistance to individuals and government	19 months

C. Deliverables

Deliverable	Delivery Date	Estimated Cost
Working with partners, set regional goals, identify populations, draft plan, message and method of delivery. 20% increase in citizen involvement in Citizen Corps Councils and affiliated programs (CERT, VIPS, Neighborhood Watch, Fire Corps)	4 th Quarter of fy2007 (4q07)	\$1,000,000
Working with partners, set regional goals; identify populations, draft plan, message and method of delivery. 20% increase in pre-affiliated volunteers	4 th Quarter of fy2007 (4q07)	\$235,000
Maintain a regular calendar of training opportunities, posted & managed by COG 20% more volunteers engaged in training opportunities including those from special needs populations	4 th Quarter of fy2007 (4q07)	\$125,000
Develop a calendar of regional activities that support sustainability, posted & managed on the COG website. 20% retention rate in affiliated volunteers	4 th Quarter of fy2007 (4q07)	\$60,000
Monthly/Quarterly meetings determined by the collaborative partners with reports produced upon completion of meetings. Documented representation by all collaborative partners	4 th Quarter of fy2007 (4q07)	\$80,000

D. Next Steps

IV. Project Methodology

A. Project Dependencies

Question	Yes or No (If yes, please describe how)

Project Plan

Citizen Preparedness and Protection

Contact Information

Contact name:	Merni Fitzgerald
Title:	Director, Office of Public Affairs
Organization affiliation:	Chair, RESF-14/Director
Jurisdiction:	Fairfax County
E-mail address:	Merni.Fitzgerald@fairfaxcounty.gov
Phone number:	(703) 324-3189
Facsimile number:	
Mailing address:	12000 Government Center Parkway, Suite 551 Fairfax, VA 22035

Project Information

Period of Performance:	July 1, 2006–June 30, 2008
Grant Award:	\$1.4M (FY06)
Related Documents:	

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V. Project Summary

This project plan bundles three concept papers under the “Citizen Preparedness and Citizen Protection” capability. The three papers are as follows:

- Extend community outreach for the “Be Ready. Make a Plan.” Campaign (\$800,000)
- Regional Marketing Campaign for the NCR’s Alert and Notification Systems (\$400,000)
- Public Information Dissemination Campaign to Educate the Public on Mitigating the Impacts of Energy Emergencies in the National Capital Region (\$200,000)

These projects will increase NCR’s residents’ preparedness for another disaster—whether manmade or natural.

VI. Project Background and Goals

A. Project Background

The public, not just governments, play an important role in preparing our region and our nation for a disaster. They must prepare for all-hazards, and practice shared responsibility for neighborhood and community disaster planning, according to the U.S. Department of Homeland Security’s definition of the desired outcomes for the “Citizen Preparedness and Participation” capability.

To increase the disaster preparedness of NCR residents, these three bundled projects will employ regional public education campaigns that will cover the entire NCR.

More specifically, these bundled projects will continue the NCR’s “Be Ready. Make a Plan.” Campaign, market the region’s text and alert systems, and implement a public education campaign to disseminate information before, during, and after energy emergencies.

Not only must public education campaigns be sustained over time to increase the number of people who adopt a desired behavior, such as preparing for disaster, but also these campaigns must be continued otherwise positive behavior changes are quickly abandoned.

For example, the NCR boosted personal preparedness through the recently concluded public education campaign, “Be Ready. Make a Plan,” but this public education effort must be sustained. In fact, the campaign was designed with “evergreen” elements, so the campaign could be continued. Therefore, this campaign will be extended by:

- Reprinting Z-cards, the campaign’s most popular collateral material, for the region’s Citizen Corps and volunteer organizations, so they can conduct community outreach.
- Conducting targeted print, electronic and online advertising, which was used during the campaign last year.
- Developing a preparedness “toolkit” for use by businesses, nonprofits and faith groups, and this toolkit, which will be created by adapting the training manuals created for the prior campaign, will be offered in print and online.

While most NCR jurisdictions have deployed the Roam Secure text alert system, relatively few residents have signed up for this free, timely source for emergency information. This communications technology will fail to perform its function if the public isn’t connected.

Therefore, the NCR requires a regional marketing campaign to boost subscriptions, maximizing its investment in this system.

These, alert systems also are accessible to people with disabilities. Many people who are blind or deaf already use e-mail or text messages as an alternative form of communication, and there are cell phones and pagers available that use software to convert text to speech or connect to a relay system.

The public also needs education on how to respond to an energy emergency. Energy conservation is the most effective measure the public can take to mitigate an energy shortage. Therefore, it is important to develop a regional public awareness campaign to encourage the public to comply with voluntary and mandatory energy conservation measures during emergencies.

These public education campaigns are designed to be regional, and in fact, these campaigns address several top priorities as identified by the NCR's Strategic Plan:

- Goal 2, Objective 2, "Raise the level of preparedness across the NCR by utilizing and enhancing public awareness and education campaigns."
- Goal 2, Objective 1, Initiative 2, "Establish or enhance a 'system of systems' for emergency warning, alert and notification, and continuing information."
- Goal 2, Objective 1, Initiative 3, "Identify and enhance methods for targeted communication to reach populations with special needs."
- Goal 2, Objective 4, Initiative 1, "Increase Civic Involvement in all Phases of Disaster Preparedness."

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
2.1.2 Develop and sustain multi-year education campaigns to provide the public (residents, workers and visitors) with preparedness information	Citizen preparedness

B. Goals and Outcomes

Goal	Outcomes
Raise the level of preparedness of NCR residents by utilizing and enhancing public awareness and education campaigns.	<ul style="list-style-type: none"> • Increase the number of NCR residents who have taken concrete steps to prepare for disaster, such as stockpiling food and water. • Increase the number of NCR residents who have signed up for the text and alert systems in the region. • Increase public awareness of how and when to conserve energy during emergencies.

C. Project Managers

Merni Fitzgerald Director, Fairfax County Office of Public Affairs, and RESF-15 chair

Belien Tadesse Deputy chief, Planning and Evaluation Division, D.C. Energy Office

D. Project Assumptions & Scalability

1. Project Assumptions

There are no project assumptions.

2. Scalability

Both items in this project can be scaled.

VII. Project Approach

A. Activities

- Hire contractors to conduct research, design advertising or campaign materials, and perform Web work.
- Develop messaging based upon research.
- Create and/or maintain new and existing Web sites.
- Print and/or develop regional collateral materials, such as Z-cards or toolkit.
- Conduct regional advertising.
- Work with NCR media outlets to secure agreements to print/broadcast PSAs.

B. Resources

Resource Name	Type	Responsibility	Duration

C. Deliverables

Deliverable	Delivery Date	Estimated Cost
Reprint Z-cards.	May 2007	\$100,000
Create and maintain new and existing Web sites, such as for "Be Ready. Make a Plan."	Aug. 2006-Jan. 2008	\$100,000
Use targeted print, electronic and online advertising, including in ethnic and community newspapers.	Sept. 2006 – Jan. 2008	\$900,000
Develop preparedness "toolkit	Jan. 2007 – Jan. 2008	\$50,000
Include preparedness information in utility bill inserts.	Jan. 2007 – Jan. 2008	N/A

Deliverable	Delivery Date	Estimated Cost
Conduct baseline and post-campaign research for increasing subscriptions of alert and notification systems	May 2006 – Jan. 2007	\$50,000
Production of multi-lingual awareness campaign materials for voluntary and mandatory energy conservation measures.	July 2006-Jan. 2008	\$200,000
Work with NCR media outlets to secure agreements to play/print public messages during energy emergencies.	July 2006-Jan. 2008	N/A

D. Next Steps

VIII. Project Methodology

A. Project Dependencies

There are not project dependencies.

Project Plan

NCR Family Assistance/Reunification Center

Contact Information

Contact name: Ruby Brown, Ph.D
Title: Grant Lead
Organization affiliation: Department of Social Services
Jurisdiction: Arlington County
E-mail address: rbrown@arlingtonva.us
Phone number: (703) 228-4789
Facsimile number: (703) 228-4789
Mailing address:

Project Information

Period of Performance: 19 months
Grant Award: **\$ 1,500,000.00 (Scaled)** from \$2,000,000.00 (FY06)
Related Documents: Concept paper, Initiative Plan and Project Plan from FY 05 Grant award

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IX. Project Summary

Initiative:

Immediately following a terrorist attack or significant emergency/incident in the National Capitol Region (NCR), affected individuals must be notified quickly and provided access to information and services--all of which must be victim sensitive and easily accessible for all including those with special needs. Effective response to victims' families is dependent upon prior planning and coordination, and should be provided via an established vehicle such as a Family Assistance/Reunification Center (FAC). A Family Assistance/Reunification Center is designed to assist communities by providing a centralized location for a full-range of initial disaster recovery services and resource referrals for unmet needs. Lessons learned from the impact of Hurricane Katrina on New Orleans clearly indicate that unless FAC services are readily available, communities are likely to experience a legacy of unprecedented levels of substance abuse, post-traumatic stress disorder, depression and suicide. Katrina impacts also demonstrate that unmet FAC-type services needs will over-burden Police Departments and other first-responder agencies, as those agencies will be challenged to fill the gap, providing assistance outside their regular areas of expertise. FACs serve a critical function in helping to ameliorate potential negative long-term effects that are consequential to emergencies/disasters.

The National Capital Region Family Assistance Center Plan (NCR FAC) is a template for the requirements and services necessary in "standing up" a FAC. The Seminole Plan, with all deliverables, was successfully completed as required on May 31, 2006, utilizing FY03 USAI Funds allocated in calendar year 2005. In a review of the recent Homeland Security Nationwide Plan Review, a comparative analysis of the completed Plan revealed five of the 15 Initial Conclusions for States and Urban Areas were not relevant to the NCR FAC Plan. Of the remaining 10 elements, nine were fully addressed and/or suggested for additional consideration by localities in the completed Plan, and one were earmarked in next steps for Plan considerations.

Approach:

The National Capital Region Family Assistance/Reunification Center model is designed to assist affected communities and their residents by providing a centralized location for services and resource referrals for unmet needs following an emergency/disaster. Throughout the course of history, Family Assistance Centers (FACs) have been established to provide various services to those in need. Most recently, these referenced centers were established to address natural disasters (Hurricanes, Tsunamis, and Earthquakes), oil spills, and domestic and foreign initiated terrorist attacks. In the NCR, following the terrorist attacks on 11 September 2001, FACs were created to assist those directly affected by the attacks—providing information, providing support, providing reunification services, providing crisis and grief counseling, providing food, providing housing, and providing financial entitlements. In the NCR Plan, the functions of a FAC are modular in nature—providing selective services as warranted by the given disaster or emergency. With the utilization of technology, many of the FAC's functions can be delivered, assessed, or moderated via the use of the Internet, Telephones (traditional, cell, other), and Internet/Telephonic enabled devices. With the mobilization of society, it is imperative that the FAC response have the capacity to be of a mobilized nature—enhancing availability and accessibility to all in need including special population groups.

Although the theoretical concepts, organizational structure (NIMS compliant), operations assumptions/definitions, services modules, staffing parameters, and other critical elements are constructed, developed, and finalized in the guidance provided in the completed NCR FAC Plan, continuing work is required to ensure the Plan is fully adequate, feasible, and acceptable to manage catastrophic events. The NCR must be fully response ready for the actual formation of a local or Regional FAC (i.e., Standard Operating Procedures). This continuing work requires intense planning and coordination between 'vested' agencies and organizations, and requires community engagement. Therefore, at this point, the completed Plan is not sufficient. In fact, the completed Plan is the starting point—providing valuable insight into what, in fact, the response and the assistance should be, as well as how theoretically to provide the referenced response and assistance. The completed Plan puts the NCR in excellent position at the starting gate: however, continuation and sustainment of effort is required in order to reach the finish line. Clearly, additional team-building (agency

and organizational coordination, collaboration, and corroboration); an aggressive communications campaign—one that engages the community, possible/probable FAC consumers; and training for those staffing the FAC and managing its operations is warranted, needed, and mandated to take place before the occurrence of a major incident or event.

Benefits:

- Assist affected communities and their residents by providing a centralized location for initial primary recovery services for unmet needs following a disaster
- Centralized location for resource referrals for unmet needs following a disaster
- Provides response and recovery services (vital necessities) and logistics and operations support services (improve comfort and safety) in a time of emergency or disaster
- Immediate Information: Call Centers, Virtual Access
- Team-building (agency and organizational coordination, collaboration, and corroboration)
- Aggressive Community Engagement campaign
- Training of personnel
- Better developed partnerships between Stakeholders

X. Project Background and Goals

A. Project Background:

During a major crisis (natural disaster, terrorism, other), Family Reunification (one of the services that can be offered/coordinated by the FAC) becomes a significant issue. As Hurricane Katrina, the London Bombings, and Tsunami disasters illustrated, those affected by the disaster often are separated from spouses, children, and family members, and initiate “Family Reunification” journeys/activities in an attempt to find/communicate with their loved ones. Without immediate information and clear, precise, & organized communication channels/processes, these “Reunification Activities” can become grueling and nightmarish. Additionally, workers providing various services to those in need can become inundated (requests for information, information gathering, information management, etc.). Immediate information, coordinated and or provided by the FAC, is needed, and the communication channels and vehicles should be constructed and in place prior to the occurrence of an incident.

The Family Assistance Center Initiative will allow for, and assist in, the continuance of the following:

1. Planning: Effective planning prior to the occurrence of an incident, as well as the formation of contingency plans & risk mitigation plans.
2. Coordination: Continued coordination efforts involving all vested parties (those offering assistance to, or supporting the FAC’s Operations).
3. Community Engagement: Informing and involving probable consumers (those requiring assistance following a significant emergency/incident), prior to the actual utilization of the services during the existence of a FAC, and effectuating and solidifying organized processes prior to the occurrence of an incident.

4. Information Sharing: Development (among NCR jurisdictions) of information sharing capabilities to be used by FAC consumers or offered/coordinated by the FAC

In conjunction with the FY '03 UASI Grant Award (Awarded in Calendar Year 2005), the following activities are completed:

- Phase A: Plan Initiation & Development Phase: the research-based development of the referenced plan, facilitation of 'regional' discussions—guiding the plan development activities, and the formulation of the plan's conceptual foundation.
- Phase B: Plan Exercise: the exercising of the referenced plan includes an interim exercise to assist in the plan's formation and finalization.
- Phase C: Plan Final Delivery Phase: the integration of lessons learned from the aforementioned exercise, COG-NCR approval activities, and the presentation of the plan to the State Authorizing Authority

For the FY'06 Grant Request, the following sustaining activities are proposed:

- Regional strategic planning with COG ESF # 6 Group and other Regional Stakeholders to develop Standard Operating Procedures/Protocols (in accordance with the completed Plan) for activating Regional FACs
- Identify and establish protocols for Regional and local FAC Call Centers focusing on already established jurisdictional resources
- Regional trainings in all aspects of FAC services and operations as incorporated in the completed Plan. Training will be strategically located to facilitate participation by all NCR jurisdictions stakeholders and will be discipline focused
- Developing FAC Virtual Aspects including needed technology acquisition in collaboration with Regional Stakeholders
- Acquisition of Technology Equipment and Consumables to outfit one additional Mobile FAC Solution
- Development and implementation of information/media campaign to education public about functions of an NCR FAC
- Regional Exercise of FAC plan including virtual and interoperability (i.e., NCR Patient Tracking System & NCR Credentialing System) aspects

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
2.1.1 Establish regional protocols and systems for developing and distributing emergency information	a) Completion of Regional FAC SOP allowing for strengthening of regional coordination of recovery response activities in all hazards occurring disasters b) Provide mechanism allowing for Regional stakeholder collaborative review and update of the Plan

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
	Develop/plan training requirements and complete all modules
	a) Complete protocols and identify jurisdictional FAC call centers b) Develop/Complete primary FAC virtual aspects
	Include citizen and stakeholder participation

B. Goals and Outcomes

Goal	Outcomes
Strategic Planning for Regional FAC SOP(s)	COG ESF #6 and Regional Stakeholder collaboration for development
Training & Educational Outreach	Training Modules, Training Classes, Symposiums, NCR FAC Plan Regional Conference, Other
Community Outreach Education/Communications Campaign	Public knowledge through Media messages
Additional NCR Mobile FAC Solution Resource	One additional mobile FAC for NCR Region
Virtual Aspects	NCR FAC Website, Call Center Model, Virtual Exercise
Plan Exercises	Modified NCR FAC Plan
Continuation of Equipment Procurement Activities to support virtual aspects	A universal Capability available via the utilization of technology

C. Project Managers

Program Manager: Dr. Ruby E. Brown, Ph.D. Arlington County Department of Human Services

Project Manager: TBD

D. Project Assumptions & Scalability

1. Project Assumptions

Number	Description	Notes
1.		
2.		
3.		

2. Scalability:

Our Concept paper and Initiative Plan submitted in January 2006 had a total of \$2,000,000. Through the efforts of the original author, elimination of redundancy, increased levels of cooperation and the scaling back of deliverables, the new package amounts to \$1,500,000.00. As a direct result of the dramatically reduced DHS UASI Award total for the region, and as part of an effort by the Human Services Regional Working Group and the ESF Communities to fund multiple projects and efforts, the newly scaled back effort totals **\$1,500,000.00 (Scaled)**.

XI. Project Approach

A. Activities

- Purchase Equipment, as required for virtual aspects and mobile FAC solution
- Training Volunteer and Full time Human Services Staff
- Develop protocols for operation and List all designated FAC Call Centers
- Draft standard Operations Policy/Procedures for Regional Family Assistance/Reunification Centers
- Document defining common public information message concerning Family Assistance/ Reunification Centers
- Initiate/Complete Public Message Campaign
- Design and conduct Plan exercises

B. Resources

Resource Name	Type	Responsibility	Duration
Human Services Regional Programmatic Working Group	Committee Members	Project Oversight, Program management and Overall Project Guidance	24 Months
ESF-6 Committee	Committee Members	Planning – Project oversight, input and guidance	19 Months
ESF-5 Committee	Committee Members	Coordinate with ESF_6 Committee and Red Cross re: shelter planning and mass care equipment purchase & storage	19 Months
Arlington County, Department of Human Services	Staff	Project Management, Coordinate with Emergency Management re: Shelter Planning, Conduct Shelter Planning, Conduct Shelter Staff Training	19 Months
D.C. Emergency Management Agency	Staff	Coordinate with Red Cross and other Emergency Managers	19 Months
National Organization On Disability	Staff	Provide support to Family Assistance Centers and Special Needs Planning	19 Months

C. Deliverables

Deliverable	Delivery Date	Estimated Cost
FAC Virtual Aspects including acquisition of required technology/equipment	15 months	300,000
NCR FAC Emergency Exercise	15 months	100,000
Protocols for operation and identification of Family Assistance/Reunification call centers in the NCR	15 months	50,000
Standard Operating Procedures outlining how Regional NCR FAC(s) will be opened and accommodate community needs.	12 months	70,000
Training of a minimum of 200 NCR Human Services staff as FAC workers/managers	15 months	290,000
Media and Community Information/Education Outreach Campaign	15 months	275,000
Consultant Support for production of all deliverables throughout the Project	4 months	415,000

D. Next Steps

XII. Project Methodology

A. Project Dependencies

Question	Yes or No (If yes, please describe how)

Project Plan

Special Needs Proposed Bundling

Contact Information

Contact name: Dr. Carl T. Cameron
Title: Chief Executive Officer
Organization affiliation: Disability Preparedness Center of the National Capital Region on behalf of
Jurisdiction: National Capital Region
E-mail address: ctcameron@inclusionresearch.org
Phone number: (202) 338-7158 ext. 201
Facsimile number: (202) 338-7158
Mailing address: 1010 Wisconsin Avenue, N.W.
Suite 340, Washington, D.C. 20007

Project Information

Period of Performance: 19 months
Grant Award: **\$ 2, 850,000.00 (Scaled)** from \$4,000,000.00 (FY06)
Related Documents: Bundling Paper

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XIII. Project Summary

Initiative:

We propose a partnered, combination approach to the problem of inadequate civic involvement and lack of information about what to do in the event of an evacuation or shelter-in-place for the NCR disabilities and other special needs community and those who serve them. The following concept papers were originally submitted for UASI 2006 consideration under the area of special needs.

- Identify and Coordinate Transportation Requirements for the Special Needs Populations (Natalie Jones Best, District of Columbia Department of Transportation)
- Increasing Special Needs Involvement in NCR Disaster Preparedness: Building Sustainable Capacity for Sheltering-in-Place, Evacuation and Mass Care (Carl T. Cameron, PhD, Disability Preparedness Center)
- National Capitol Region Evacuation and Shelter in Place Coordination and Outreach to Community, Business and Special Populations Providers (Jamie Quarrelles, District of Columbia Emergency Management Agency)
- Special Needs Populations Emergency Response Inclusion (DeLaine E. Yates, Prince George's County Health Department)

Each of these concept papers is focused on people with disabilities and other special populations and includes development of a special needs consortium to conduct and participate in special needs assessments and emergency planning, exercises, education and training. In order to reduce duplication of efforts, reduce costs, and maximize pooling of resources across special needs service organizations and agencies, we propose a three-part, bundled approach that focuses on the goal of improving the involvement and disaster event outcomes of persons with disabilities and other special needs especially with regard to evacuation and sheltering in place in the National Capital Region.

Approach:

The participants on the June 9 2006 HSWG conference call agreed that four of the proposals could be bundled for consideration under auspices of the ESF-6 Committee. Additionally, they agreed that the total bundle would be reduced from the original estimate of just under \$17 million to a total of \$2.65 million, per the maximum allocation agreed to by the Senior Policy Group and the NCR Chief Administrative Officers in their February 15th meeting for the Mass Care Capability.

Benefits:

- Coordinated evacuation procedures and the shelter in place education, planning and exercises across all jurisdictions to support the special needs community in the event of a natural or man made disaster.
- A Special needs transportation assessment, review of documents, and inventory of resources resulting in an overall strategy for each special needs population.
- A representative consortium of DSN advocacy groups and service providers with national outreach and local NCR chapters or facilities focused on jurisdictional preparedness, exercises, sheltering efforts and evacuation dedicated to the disability and special needs populations.
- Develop partnerships among stakeholders.
- Define special needs populations.

XIV. Project Background and Goals

A. Project Background

In the 2000 US Census, 29% of American families had a member with one or more disabilities. That percentage is increasing as the population ages. Recent disaster experience in the United States shows that more preparedness is needed for organizations like nursing homes, group homes, and providers of home health care that serve people with disabilities or other special needs. The National Capital Region (NCR) is vulnerable to hurricanes and other natural dangers, and is one of the most likely U.S. targets for terrorist attacks, including radiological, biological, and chemical attacks. The congested urban character of the NCR and problems with transportation heighten the danger for all NCR residents, but especially for people with disabilities and other special needs who are most vulnerable to the effects of a widespread disaster. Organizations housing people with disabilities and other special needs in the NCR (or providing other services) are not sufficiently prepared to shelter in place the people they serve, or to evacuate them to a place of safety and shelter. In general, special needs groups and individuals are not sufficiently involved in local or regional disaster preparedness, especially planning and exercises, and do too little personal or group planning to increase their private readiness for disasters.

Emergency planners and responders in the NCR lack the resources and skills to work with many disabilities and other special needs organizations in the NCR to help disabilities and other special needs groups and individuals prepare to evacuate or shelter-in-place. These advocacy groups and service provider organizations in the NCR lack the staff, financial resources, and expert advice to plan and practice sheltering-in-place or evacuating from a congested urban region which is also a likely target of terrorist attacks. They also lack an organized voice to efficiently and regularly represent the interests of groups and individuals with disabilities and other special needs in public preparedness planning processes.

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
1.3.1 Establish regional oversight and accountability function with appropriate tools and resources for performance transparency	Pre-identification of special needs populations that may need evacuation/shelter-in-place within the community in the high risk areas.
2.1.2 Develop and sustain multi-year education campaigns to provide the public (residents, workers and visitors) with preparedness information	Pre-identification of agencies involved in evacuations/sheltering, staffing of shelters, logistical supply and support of shelters
2.2.1 Identify and develop opportunities and resources for stakeholder partnerships to broaden participation in public disaster preparedness	Memorandum of Understanding (MOU) are specified so that adjacent communities that are not impacted will become "host" communities and will be prepared to manage evacuees from other jurisdictions.
2.2.2 Increase civic involvement and volunteerism in all phases of disaster preparedness	Effective public self-evacuation and family emergency planning
3.1.3 Develop and implement an integrated plan related to health surveillance, detection and mitigation functions between NCR	Define the decision making processes for shelter-in-place/evacuations

Partners	
	Training and exercising of the public
	Establishment of evacuation routes, traffic flow, and control measures.
	Rapid and effective identification of the potential and/or actual danger to the public

B. Goals and Outcomes

Goal	Outcomes
Create a representative consortium of Disabilities and Other Special Needs (DSN) advocacy groups and service providers with national outreach and local NCR focus	<ul style="list-style-type: none"> 1.1 NCR DSN Consortium – assemble a NCR DSN consortium 1.2 Evacuation and Shelter in Place Workshop – convene a workshop/ brainstorming session with consortium members to discuss evacuation and shelter-in-place plans for NCR DSN 1.3 Consortium Review – use NCR DSN consortium to review development of evacuation and shelter-in-place trainings and exercises <p>NCR DSN Emergency Planning website – establish a website for disseminating information to consortium members and others interested in emergency preparedness for NCR DSN</p>
Develop a template that identifies each individual special needs sector, the population within each special needs sector, and the equipment and resources needed to support the special needs movement during a requested evacuation	<ul style="list-style-type: none"> a. Population and Needs Assessment – Conduct assessment among DSN consortium to identify the transportation needs for evacuation and shelter-in-place of target DSN populations throughout the NCR region <p>Report of Best Practices – conduct a study of transportation evacuation and shelter-in-place best practices, planning gaps, and options targeting NCR DSN</p>
Coordinate National Capital Region evacuation and shelter in place and outreach to community, business and special populations providers	<ul style="list-style-type: none"> a. Community-wide Evacuation and Shelter-in-Place Plan Overview – using information gained in the consortium workshop, the population and needs assessment, and evacuation/shelter-in-place best practices reports and working with consortium members create a community-wide NCR DSN evacuation and shelter-in-place plans that include roles and responsibilities, an accountability chart and logic model, and an NCR DSN resource directory b. Site-Specific Consortium Planning – provide technical assistance and planning guidance to consortium member organizations to

Goal	Outcomes
	develop their own site-specific plans in relation to the NCR DSN Plan Overview c. Evacuation and Shelter-in-Place Exercises – test the viability of community-wide and site-specific evacuation and shelter-in-place planning for NCR DSN through tabletop exercises and field exercises

B. Project Managers

Program Manager: Dr. Carl T. Cameron – Disabilities Preparedness Center
 Project Manager Harkavy – American Red Cross of the National Capital Area
 Asst. PM Shelter Planning & Training Jessica Adams ARC-NCA

C. Project Assumptions & Scalability

1. Project Assumptions

Number	Description	Notes

2. Scalability:

The individual Concept papers submitted in January, 2006 had a total in excess of \$17,000,000. Through the bundling efforts of the original authors, elimination of redundancy, increased levels of cooperation and the scaling back of deliverables, the new package amounted to \$4,000,000.00. As a result of the dramatically reduced DHS UASI Award total for the region, and as part of an effort by the Human Services Regional Working Group and the ESF Communities to fund multiple projects and efforts, the new scaled back effort totals **\$ 2,650,000 (Scaled)**.

XV. Project Approach

A. Activities

Target Activity 1:

Create a representative consortium of DSN advocacy groups and service providers with national outreach and local NCR focus to:

- Prepare DSN organizations in NCR jurisdictions to shelter in place or evacuate those they serve
- Support consortium members to conduct exercises to shelter in place or evacuate to a distant shelter
- Organize regular participation by Consortium representatives in NCR and jurisdictional preparedness planning processes

(Disability Preparedness Center,)

Target Activity 2:

Develop a template that identifies each individual special needs sector, the population within each special needs sector, and the equipment and resources needed to support the special needs movement during a requested evacuation.

- Special needs transportation assessment within the National Capital Region
- Review of documents and other resources
- Develop a planning template for each special needs population

(Disability Preparedness Center and District of Columbia Department of Transportation)

Target Activity 3:

National Capital Region Evacuation and Shelter in Place Coordination and Outreach to Community, Business and Special Populations providers

Coordinate evacuation procedures and the shelter in place education and planning across all jurisdictions to support the special needs community. Requests for evacuation support and plans to support “shelter in place” actions for schools, day cares, nursing homes, assisted living facilities in addition to support for persons with disabilities and persons who do not speak English or do not have vehicles will overwhelm government with requests for assistance during a large scale event. (Disability Preparedness Center, Prince George’s County Department of Health, and District of Columbia Emergency Agency)

- Identify Stakeholders
- Document Roles
- Host Facilitated Discussion
- Development of NCR Plan
- Strengthen Existing and Create New Partnerships
- Begin Community Outreach Efforts

B. Resources

Resource Name	Type	Responsibility	Duration
Human Services Regional Programmatic Working Group	Committee Members	Project Oversight, Program management and Overall Project Guidance	24 Months

ESF-6 Committee	Staff	Planning – Project oversight, input and guidance	19 Months
ESF-5 Committee	Staff	Coordinate with ESF_6 Committee and Red Cross re: shelter planning and mass care equipment purchase & storage	19 Months
Disability Preparedness Center	Staff	Project Management, Coordinate with Emergency Management re: Shelter Planning, Conduct Shelter Planning, Conduct Shelter Staff Training	19 Months
District of Columbia Department of Transportation	Staff	Planning – Project oversight, input and guidance	19 Months
D.C. Emergency Management Agency	Staff	Coordinate with Red Cross and other Emergency Managers re: Shelter Planning	19 Months
Prince George’s County Office of Emergency Management	Staff	Planning – Project oversight, input and guidance	19 Months
Prince George’s County Department of Health	Staff	Evacuation and Shelter in Place Coordination and Outreach to Community, Business and Special Populations providers	19 Months
National Organization On Disability	Staff	Provide support to Shelter Planning Efforts re: Special Needs Planning	19 Months

C. Deliverables

Deliverable	Delivery Date	Estimated Cost
1. Recruit and involve a minimum of 18 organizations in the NCR Disabilities and Other Special Needs Consortium	12 months	\$400,000
2. Design and provide an NCR Disabilities and Other Special Needs website and register a minimum of 5000 hits before the close of the funding year	12 months	\$100,000
3. Identify NCR Disabilities and Other Special Needs evacuation and shelter-in-place populations and needs	12 months	\$500,000
4. Identify evacuation and shelter-in-place best practices	12 months	\$200,000
5. Develop Community-Wide Evacuation and Shelter-in-Place Plan for NCR Special Needs populations	12 months	\$600,000
6. Work with a minimum of 18 NCR Disabilities and Other Special Needs organizations to develop site-specific emergency plans	12 months	\$500,000

7. Conduct a minimum of five site-specific plan assessments using tabletop exercises and other means of plan practice and assessment	12 months	\$350,000
8. Conduct a community-wide plan assessment through tabletop exercises	12 months	\$200,000

D. Next Steps

XVI. Project Methodology

A. Project Dependencies

Question	Yes or No (If yes, please describe how)

Project Plan

NCR Evacuation Planning and Tools

Comprised of Two Concept Papers:

1. Regional Evacuation Traffic Monitoring & Management Tool(s)
2. Evacuation Time Estimates – How much time do we need?

Contact Information: 1. Regional Evacuation Traffic Monitoring & Management Tool(s)

Contact name: Earl Lewis
Title: Assistant Secretary
Organization affiliation: Maryland Department of Transportation
Jurisdiction: National Capital Region
E-mail address: rlewis1@mdot.state.md.us
Phone number: (410) 865-1125
Facsimile number: (410) 865-1388
Mailing address: 7201 Corporate Center Drive, Hanover, MD 21076

Project Information

Period of Performance: July 1, 2006–June 30, 2008
Grant Award: Scalable from \$750K–1.5M (FY06)
Related Documents:

Contact Information for: *Evacuation Time Estimates – How much time do we need?*

Contact name: Natalie Jones Best
Title: Emergency Preparedness and Risk Manager
Organization affiliation: District Department of Transportation
Jurisdiction: Washington, D.C.
E-mail address: Natalie.jonesbest@dc.gov
Phone number: (202) 671-0539
Facsimile number: (202) 671-0650
Mailing address: 2000 14th Street NW Washington, D.C.

Project Information

Period of Performance: July 1, 2006–June 30, 2008
Grant Award: \$500,000 (FY06)
Related Documents:

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XVII. Project Summary

Per the request of the CAO/SPG Committee on May 19, 2006, this document details two concepts regarding the larger issue of Evacuation Planning that have been combined into one project. The first component is a scaleable (between \$750K and \$1.5M) **Regional Evacuation Traffic Monitoring & Management Tool(s)** concept that provides a real time model to aid in the management of regional traffic and transportation systems during an evacuation. The second concept is a \$500K **Evacuation Time Estimates – How much time do we need?** study that identifies evacuation zones for the National Capitol Region based on population characteristics and standard emergency response procedures and determines how long would it take to evacuate different parts of the National Capitol Region. Both of these concepts support ongoing regional evacuation planning initiatives.

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

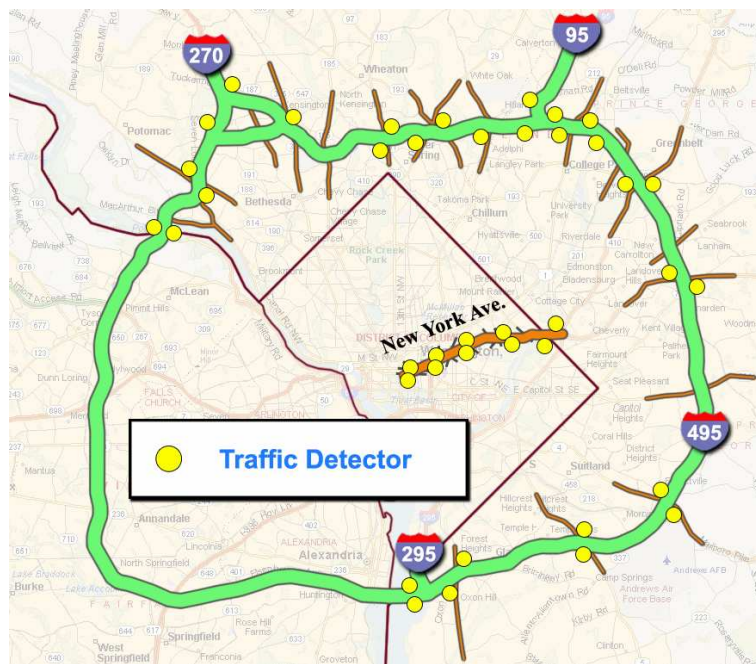
What will be accomplished:

This project will build upon work that has been underway in Maryland for the past several years. This work has built a foundation to ensure success of this project, which is of critical importance to the region. It will fill a dire need for a real time model to aid in the management of regional traffic and transportation systems during an evacuation. It will allow the coordination and control of evacuation routes from Washington, DC, into Virginia and Maryland. This tool will enhance the decision-making process in an evacuation by providing realistic visualization of the evacuation traffic and transportation conditions, and will enhance regional coordination. This tool will facilitate decisions made by a “unified command” without the need for face-to-face communication and provide a common operating picture to all decision makers in a unified command.

Approach:

The development of the Real-Time Traffic Network Simulator includes two parts:

- **Part-I:** Modeling of the Evacuation Road Network,
- **Part-II:** Modeling and Testing of Real-Time Simulation Functions. Install traffic monitoring sensors on New York Avenue and I-295, and the Capital Beltway to feed real-time traffic data to modeling center and decision makers.



Benefits:

The terrorist attacks of 9-11, as well as Hurricanes Katrina and Rita demonstrated the need to manage evacuation routes to allow egress of citizens and ingress of emergency responders. This system will make our planning, coordination, and execution of evacuation better, so should the unthinkable occur, we will have better tools to manage traffic to help demonstrate that we have learned the lessons of previous incidents.

2. Evacuation Time Estimates – How much time do we need?

Create evacuation zones for the National Capitol Region then based on population characteristics and standard emergency response procedures develop evacuation time estimates to assist in answering: how long would it take to evacuate the entire National Capitol Region and how long would it take to evacuate part of the National Capitol Region?

XVIII. Project Background and Goals

A. Project Background

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

This project builds on an existing investment for emergency evacuation in other regions of Maryland. The basic structure is in place to expand real-time traffic monitoring and modeling to the National Capital Region. This is critical to a region that needs additional tools to enhance its evacuation preparedness. The goal is to develop a system that will facilitate emergency evacuation of the Nation's Capital if needed, and will have the practical application of facilitating traffic flow throughout the region on a daily basis.

Since the tragic events of 9-11, the Maryland State Highway Administration (MDSHA) and the Maryland Department of Transportation (MDOT) have embarked on many initiatives to develop interagency traffic management and coordination plans as well as simulation tools to aid in emergency-response operations. These initiatives enhance the State's emergency preparedness in managing vehicular traffic surge caused by natural disasters, acts of terrorism, and other man-made incidents (e.g., an industrial incident). MDSHA has had discussions with DDOT and VDOT on these issues.

The U.S. Department of Homeland Security recently reviewed evacuation plans across the country and found the National Capital Region's plans to be inadequate. This project proposes to accelerate the completion of tools that will help the NCR manage traffic flows more effectively during an emergency. The purpose of these tools is to use "real-time" traffic data (not "historical data") and traffic management strategies to display the current traffic flow conditions, and to predict the immediate future traffic conditions over the entire region. This capability is necessary to maximize the road network capacity and decrease the evacuation clearance time. This capability may also be used to answer the "what if" questions, which will help refine emergency traffic/transportation management plans and realistically determine the transportation management resource requirements.

2. Evacuation Time Estimates – How much time do we need?

This project will divide the NCR within the Capital Beltway into unique geographical zones, identify the location and different population groups within each zone, and through a simulation model, determine the time it would take to clear that particular zone.

Evacuation planning was identified as a need by many of the NCR stakeholders during a target capabilities workshop. Specific target capabilities mentioned regarding evacuation planning included interoperable communication, citizen's awareness, and planning. These target capabilities addressed weaknesses that included a lack of regional preparedness in transportation plans and a viable evacuation plan. This initiative will

be a significant tool in determining and understanding regional state-of-the-practice for evacuation preparedness.

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
<p>2.1.1 Establish regional protocols and systems for developing and distributing emergency information</p> <p>3.3.3 Conduct gap analysis of CIP assessments and apply new assessment approaches to close identified gaps.</p>	<p>Critical Infrastructure Protection, CBRNE Detection, Economic and Community Recovery, Citizen Protection: Evacuation and/or In-Place Protection, Firefighting Operations/Support</p>

B. Goals and Outcomes

Goal	Outcomes
1. Regional Evacuation Traffic Monitoring & Management Tool(s)	
<p>Enhance Evacuation planning and “real-time” decision-making capabilities for the NCR</p>	<ul style="list-style-type: none"> ▪ Install traffic monitoring sensors on key routes ▪ Integrate real-time modeling ▪ Incorporate intelligent information for Unified Commanders
2. Evacuation Time Estimates – How much time do we need?	
<p>Develop a better understanding of evacuation as a protective measure.</p>	<ul style="list-style-type: none"> ▪ Creation of evacuation zones for the NCR ▪ Development of clearance times for each evacuation zones.
<p>Provide senior leadership with a better understanding on the estimated clearance time for each zone</p>	<ul style="list-style-type: none"> ▪ Senior leadership is better prepared to understand the possible time period they are working with when ordering an evacuation
<p>Baseline of information</p>	<ul style="list-style-type: none"> ▪ New strategies can be created to either lengthen or shorten the time period needed to safely evacuate a particular zone.

C. Project Managers

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

Joe Kammerman DCDOT

Dick Steeg VDOT, Northern Virginia Smart Traffic Center

Michael Zezeski MDSHA, Director, CHART

Alvin Marquess MDSHA Operations Manager, CHART

Mike Collins MDOT, Emergency Response Manager

2. Evacuation Time Estimates – How much time do we need?

Natalie JonesBest Emergency Preparedness and Risk Manager, DDOT

D. Project Assumptions & Scalability

1. Project Assumptions

Item Number	Description	Notes
1	All estimates are rough-order-of-magnitude	
2	Input data for the road network in Maryland National Capital Region is available and can be used at no cost. To include the road network in the District of Columbia and Virginia would cost an estimated \$50,000 to gather data to build that portion of the road network	Require cooperation from VDOT and DDOT
3	VDOT has traffic sensors along the Capital Beltway and other major routes. The real-time traffic data is assumed to be available for use by proposed traffic simulation effort.	Confirm with VDOT
4	The traffic sensor locations can change to cover a specific sector of the NCR.	System coverage should be defined by stakeholders

2. Scalability

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

This project is scalable, and can be expanded upon in three distinct phases. Option A covers the entire Maryland side of the Capital Beltway. Option B adds New York Avenue. Option C adds I-295 from Wilson Bridge to New York Avenue, and includes the Frederick Douglass Bridge and the 11th Street Bridge across the Anacostia River. (Refer to Project Approach—Resources for details)

2. Evacuation Time Estimates – How much time do we need?

This project is not scalable and the requested funding is fully required in order to complete the project.

XIX. Project Approach

Now that we know what you want to accomplish, we'd like to understand in greater detail how you'll accomplish the project. Effectively completing this section will likely determine whether you succeed; it's also the section we most closely scrutinize before issuing sub-grants.

A. Activities

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

Task-I: Modeling of the Evacuation Road Network

- Code the geometric and control features of the network
- Code the traffic volume for all trip generation and destination nodes, including
- Model the available type of traffic sensors and locations
- Model calibration to ensure the accuracy of the developed simulation

Task 1: Data Collection

Divide the District and the area jurisdictions within the beltway into emergency planning zones (EPZ). This could be done using an existing zonal structure or developing a new structure. The zones should take into account at a minimum geographic and demographic data. Geographic and demographic data should be gathered from existing census, tax and other data services available.

Task-II: Modeling and Testing of Real-Time Simulation Functions

- Validate the accuracy and reliability of available sensors
- Develop an efficient communication module to receive data in real time from traffic sensors
- Estimate volumes for those control points without sensors
- Evaluate and validate the real-time simulation reliability
- Customize the interface to facilitate the model applications.

Task-III: Three-Dimensional, Real-Time Transportation Visualization System

Task-IV: Completion of Real-Time, 3D Road System Status Viewer

- Enhance GIS Data
- Incorporate Additional Sensor Data
- Acquire and Install Computer Servers

2. Evacuation Time Estimates – How much time do we need?

Task I: Data Collection

Once completed, a gap analysis should be conducted to look at missing data for the model implementation. For instance a survey conducted to review where and how many mandatory zonal to zonal trips would be necessary before a person left the District (leave work to pickup family, or elderly parent lives across the District and needs a ride). The data collection should also look at the residential versus transient populations as some evacuation orders may require a shut down of services but not a closure of residential establishments

Task II: Data Collection

Using the All-Hazard approach, develop different emergency scenarios that would require a zonal evacuation. These hazardous scenarios should also include time of day, weather conditions, and any District event information (i.e. Nationals game, Folklife festival). These scenarios should not only look at hazards that would directly affect a zone (plume cloud) but zones that would be evacuated due political decision making and public concern (shadow evacuation).

Task III: Impact Analysis

Based on Task 2 develop a time estimate for how long each zone has before being effected in some manner by the proposed scenario. Identify, at a minimum, the time on target, and how much of the population per zone is effected. This task basically establishes a baseline for how long each zone has before being impacted by a hazard.

Task IV: Evacuation Time Estimates

Based on Task 1 and Task 2 develop evacuation time estimate for each zone based on the scenarios drafted. The evacuation time estimate should take into consideration, notification, population response time, traffic considerations, and first responder capability.

Task V: Evacuation Analysis

Based on the results from Task 3 and Task 4 develop an analysis of current conditions and recommendations for improvement.

B. Resources

Tell us about the resources you'll need: People, facilities, and equipment. (Budget is included in the next section.) For each resource, complete the adjacent columns in the same row.

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

This project is scalable based on three (3) options:

Option 1A: The simulation system covers the entire I-495/I-95 Beltway in Maryland and the main connecting interchanges. This coverage may be augmented by traffic sensors that VDOT may provide along the Virginia side of the Beltway

Real-Time System Simulators: software (simulation, missing volume estimation, prediction module, and automatic data calibration module), hardware, and system validation (field data collection)	\$350,000
3-D visualization Module	\$150,000
30 Detectors (unit cost and operating costs)	\$250,000
ESTIMATED TOTAL COST	\$750,000

Option 1B: The simulation system covers the entire I-495/I-95 Beltway in Maryland and the main connecting interchanges, and New York Avenue in the District. This coverage may be augmented by traffic sensors that VDOT may provide along the Virginia side of the Beltway

Real-Time System Simulators: software (simulation, missing volume estimation, prediction module, and automatic data calibration module), hardware, and system validation (field data collection)	\$500,000
3-D visualization Module	\$150,000
40 Detectors (unit cost and operating costs)	\$350,000
ESTIMATED TOTAL COST	\$1,000,000

Option 1C: The simulation system covers the entire I-495/I-95 Beltway in Maryland and the main connecting interchanges, New York Avenue in the District, and I-295/ Kenilworth Ave in the District. This coverage may be augmented by traffic sensors that VDOT may provide along the Virginia side of the Beltway

Real-Time System Simulators: software (simulation, missing volume estimation, prediction module, and automatic data calibration module), hardware, and system validation (field data collection)	\$750,000
3-D visualization Module	\$200,000
60 Detectors (unit cost and operating costs)	\$550,000
ESTIMATED TOTAL COST	\$1,500,000

It is assumed that MDOT, DCDOT, and DOT will make personnel available to support this project. MDOT will commit resources to supplement this project.

Resource Name	Type	Responsibility	Duration
MDOT	People		
DDOT	People		
VDOT	People		

2. Evacuation Time Estimates – How much time do we need?

To accomplish this initiative, a majority of the data requirements will be gathered from preexisting data resources. Regional coordination groups charged with developing regional transportation models may be requested to provide parts of their data sets to support this initiative to limit the possibility in redundancy of effort. The same would be done for population information. A consulting firm with strong transportation modeling expertise would be needed to successfully implement this initiative.

This initiative will be developed through DDOT with strong support from the regional State and Local department of transportations. Oversight in regards to the management of the grant will be provided from the SAA Office. Subject matter expertise and guidance will also be requested from regional committees such as Management, Operations and Intelligent Transportation Systems Policy & Technical Task Forces (MOITS) and RESF#1 and RECP committees at the Metropolitan Council of Governments.

Resource Name	Type	Responsibility	Duration
DDOT	People		
DCEMA	People		
FEMS	People		
MDOT	People		
MPD	People		
VDOT	People		
WMATA	People		

C. Deliverables

Include a list that identifies each deliverable, a description, and the estimated cost. Again, we’ve included a table to make your life easier:

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

See Resources section of estimated costs

Deliverable	Delivery Date	Estimated Cost
Coding Geometric & Control Features of Network	TBD	TBD
Coding traffic volume for generation and Destination Nodes	TBD	TBD
Modeling available types of traffic sensors and locations	TBD	TBD
Model calibration to ensure accuracy	TBD	TBD
Validate accuracy/reliability of sensors	TBD	TBD
Develop efficient comm. module for real time sensor	TBD	TBD

Evaluate/validate real time simulation reliability	TBD	TBD
Enhancement of GIS data	TBD	TBD
Incorporate Additional Sensor Data	TBD	TBD
Acquire/Install Computer servers	TBD	TBD

2. Evacuation Time Estimates – How much time do we need?

There will be two deliverables for this initiative.

- A map with supporting documentation that illustrates each evacuation zone created for this project with the expected evacuation times labeled in each zone. There will be multiple evacuation times for each zone based on if the population need to move to either the adjoining zone, or if it needs to move a further distance.
- A document that provides transportation-related recommendations to NCR agencies, based on a select number of public emergency scenarios that either increase or decrease the clearance time for each evacuation zone. Some public emergencies may require an immediate clearance time, while others may not. Proper management of the population during an evacuation order will be critical to the response of the public emergency. This will ultimately become a tool for NCR Senior management to better manage first responder resources and public information.

Deliverable	Delivery Date	Estimated Cost
Wall size map with evacuation zones and times labeled with supporting document to explain how times were developed.	2 Months	
Evacuation Time Estimate and Analysis	14 months	
Total Cost		\$500K

D. Next Steps

1. Regional Evacuation Traffic Monitoring & Management Tool(s)

Upon completion of this project we will integrate the traffic sensors being developed and installed in the Baltimore Metropolitan Region to create a greater common operating picture for regional command and control of evacuation incidents.

2. Evacuation Time Estimates – How much time do we need?

Utilize document and map to support further evacuation planning initiatives

XX. Project Methodology

For complex projects we ask that you complete the sections below.

A. Project Dependencies

Question	Yes or No (If yes, please describe how)
Does this project conflict or compete for resources with any other project?	
Does any other project depend on this project?	
Are there any other important dependencies that will affect this project?	

Project Plan

Ensure Plans, Procedures and IT Systems for coordination between Emergency Management and 211 for Emergency Info and Referral

Contact Information

Contact name: Chuck Bean
Title: Chief Executive Officer
Organization affiliation: The Nonprofit Roundtable of Greater Washington
Jurisdiction: National Capital Region
E-mail address: cbean@nonprofitroundtable.org
Phone number: (202) 955-6187
Facsimile number: (202) 202-223-0620
Mailing address: 1201 15th Street, NW, Suite 420, Washington, DC 20005

Project Information

Period of Performance: 19 months
Grant Award: **\$ 100,000.00 (Scaled)** from \$150,000.00 (FY06)
Related Documents: Concept paper & Initiative Plan

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XXI. Project Summary

Initiative:

The need to ensure coordination between 211 and emergency management was specifically brought up in the Capability review for Citizen Preparedness.

The National Response Plan (NRP) created a new Emergency Support Function, the New ESF-15 – External Affairs, which includes a requirement for “Using a broad range of resources to disseminate information”, such as a hotline for people to call for information & referral for emergency support and services. In the NCR, the 211 systems are being designed to be available for such information & referral. Accordingly, in order to be in compliance with National Incident Management System (NIMS) the NRP and the Planning Capability of the Target Capabilities List (TCL) this project must be executed so that 211 can reliably have the emergency information

Approach:

- Work with local and state Emergency Management to ID how to get data from them regarding Emergency Services in the event of a catastrophic emergency in the NCR, including:
 1. Identify Best practices in this arena
 2. Identify existing capabilities in this arena
 3. Identify potential major security and/or sharing requirements around this I&R Data with Emergency Management
- Identify key Systems requirements for the data transfer to facilitate getting/transmitting the I&R Information from Emergency Management
- Develop appropriate system enhancements required to handle this data including the Interfaces and data segregation requirements
- Identify and implement appropriate related updates for maintenance & refinement of I&R Data and database

Benefits:

- Maintain Plans, processes and procedures for Data transfer between Emergency Managers and the 211 Database
- Successful data exchange accomplished between Emergency Management and the NCR 211 Database.
- Successful Updates during response & recovery of data shared between Emergency Management and the NCR 211 Database
- Successful retirement of Emergency Management data, after the recovery phase of an emergency ends
- Better Developed partnerships between Stakeholders

XXII. Project Background and Goals

A. Project Background

The Nonprofit Roundtable of Greater Washington, in conjunction with the NCR regional 211 service providers (Northern VA Regional Commission, DC 211Answers Please! and United Way of Central MD), the NCR Emergency Managers and other key partners will complete the following objectives to address this project's goals

1. Work with local and state Emergency Management to ID how to get data from them regarding Emergency Services in the event of a catastrophic emergency in the NCR, including: locations of shelters and public emergency supply distributions points, and cautions and warnings. 2-1-1 call centers will also feed collected information on areas of need to Emergency Services.
 - a) This project will take advantage of the resources already in place, including:
 - I. Identify Best practices in this arena
 - II. Identify existing capabilities in this arena
 - b) This would include systems already under development, including the NCR Data Exchange hub and Web EOC, where either system might be applicable. Should these existing tools not be applicable, we will pursue other channels to utilize existing technology to simplify this effort.
 - III. Identify potential major security and/or sharing requirements around this I&R Data with Emergency Management
2. Identify the key Systems requirements for the data transfer to facilitate getting/transmitting the I&R Information from Emergency Management
 - a) The project plan and budget are inextricably tied to having facilitating systems in place such as the NCR Data Exchange Hub and Web EOC. Should these existing tools not be applicable, we will pursue other channels to utilize existing technology to simplify this effort.
3. Develop appropriate system enhancements required to handle this data including the Interfaces and data segregation requirements
 - a) Our goal is to almost exclusively utilize existing systems to make this occur and minimize system enhancements to the greatest extent possible.
4. Identify and implement appropriate related updates for maintenance & refinement of I&R Data and database
 - a) Our goal is to almost exclusively utilize existing systems to make this occur and minimize system enhancements to the greatest extent possible.

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
2.1.1 Establish regional protocols and systems for developing and distributing emergency information	Res.B.5.1 Implement plans, procedures and policies for coordinating, managing and disseminating public information and warning
3.2.2 Enhance regional interoperability, and protection of sensitive and classified information, through technical connectivity and protocols, while building upon existing programs and promoting common systems	Res.B.5.3.7 Coordinate and integrate the resources and operations of external affairs organizations to provide accurate, consistent and timely information through the JIC.
4.2.3 Develop architecture, infrastructure, and concept of operations for regional interoperable communications	Res.B.5.4.1.4 Disseminate domestic and international travel advisories.
4.3.1 Develop a regional resource management system for deployment and utilization of resources	Disseminate prompt, accurate information to the public in languages and formats that take into account demographics and special needs/disabilities
	Disseminate critical health and safety information designed to alert the public to clinical symptoms and reduce the risk of exposure to ongoing and potential hazard
	Provide periodic updates and conduct regularly scheduled media conferences
	Implement a community relations plan for ensuring continued communications with citizens and tribal, city, county, state, federal and private industry leaders New Task Conduct an After Action Review to determine strengths and shortfalls and develop a corrective plan accordingly

B. Goals and Outcomes

Goal	Outcomes
Work with local and state Emergency Management to ID how to get data from them regarding Emergency Services in the event of a catastrophic emergency in the NCR	<ul style="list-style-type: none"> – Identify Best practices in this arena – Identify existing capabilities in this arena – Identify potential major security and/or sharing requirements around this I&R Data with Emergency Management
Identify the key Systems requirement for the data transfer to facilitate getting/transmitting the I&R Information from Emergency Management	Where such systems are already in place, such as the NCR Interoperability Hub and WebEOC, we will completely capitalize on such systems. Should these existing tools not be applicable, we will pursue other

Goal	Outcomes
	channels to utilize existing technology to simplify this effort
Identify and implement appropriate related updates for maintenance & refinement of I&R Data and database	Exclusively utilize existing systems to make this occur and minimize system enhancements to the greatest extent possible
Develop appropriate system enhancements required to handle this data including the Interfaces and data segregation requirements	exclusively utilize existing systems to make this occur and minimize system enhancements to the greatest extent possible

C. Project Managers

Program Director: Terrance Gainer – The Nonprofit Roundtable of Greater Washington

Project Manager Elliot Harkavy – EGH & Associates

D. Project Assumptions & Scalability

1. Project Assumptions

Number	Description	Notes
1.	The project plan and budget are inextricably tied to having facilitating systems in place such as the NCR Data Exchange Hub and Web EOC to provide the data and the transmission facilities	Should these existing tools not be applicable, we will pursue other channels to utilize existing technology to simplify this effort.
2.	The Data Exchange Hub Project will provide any required systems enhancements to the Data Exchange Hub to facilitate the data transfer	The 211 Project team has already begun talks with the Data Exchange Hub team regarding this
3.	The data from Emergency Management will be available in WebEOC or other appropriate systems	For this effort to work, the key data will have to be input into one of the key Emergency Management Systems before it can be pulled into 211. The 211 Project teams have already begun discussions with the Data Exchange Hub Team and NVRC to validate this assumption

2. Scalability:

As a result of the dramatically reduced DHS UASI Award total for the region, and as part of an effort by the Human Services Regional Working Group and the ESF Communities to fund multiple projects and efforts, the new scaled back effort totals **\$ 100,000.00 (Scaled)**.

The leads for the 6 inter-related projects under the auspices of the Human Services Working Group have all agreed to reduce their total request by approximately 1/3 in an effort to ensure that all 6 projects are funded to some level. These projects include:

- Mass Care Bundle
- Special Needs Bundle
- Volunteer Management
- Family Assistance Center
- Long Term Recovery Planning
- 211 linkage to Emergency Management

The Human Services working group strongly endorses this effort to ensure that all 6 projects are funded, even at reduced levels.

XXIII. Project Approach

A. Activities

- Identify Existing Capabilities
- Identify the key Systems requirement for the data transfer to facilitate getting/transmitting the I&R Information from Emergency Management
- Develop appropriate system enhancements required to handle this data including the Interfaces and data segregation requirements
- Identify and implement appropriate related updates for maintenance & refinement of I&R Data and database
- Test new system

B. Resources

Resource Name	Type	Responsibility	Duration
Human Services Regional Programmatic Working Group	Committee Members	Project Oversight, Program management and Overall Project Guidance	24 Months
NCR 2-1-1 Working Group	Staff	Planning – Project oversight, input and guidance	19 Months
ESF-15 Committee	Staff	Coordinate with NCR VOAD Agencies	19 Months
ESF-14 Committee	Staff	Coordinate with ESF_14 Committee	19 Months
ESF -6 Committee	Staff	Coordinate with Mass Care, Housing and Human Service Agencies in Response and Recovery	19 Months

C. Deliverables

Deliverable	Delivery Date	Estimated Cost
Plans Policies and Procedures for data sharing between	19 months	25,000

Emergency Management and the NCR 2-1-1 Database		
Report of requirements for data transfer	12 months	20,000
Working Systems for the data transfer	12 months	30,000
2-1-1 Database	24 months	25,000

D. Next Steps

<i>Project Performance Measures</i>	<i>Baseline Value</i>	<i>Target Value</i>
1. Have Plans, processes and procedures for Data transfer between Emergency Managers and the 211 Database	none	Completed by 4q07
2. Successful data exchange accomplished between Emergency Management and the NCR 211 Database.	none	Completed by 4q07
3. Successful Updates during response & recovery of data shared between Emergency Management and the NCR 211 Database	none	Completed by 4q07
4. Successful retirement of Emergency Management data, after the recovery phase of an emergency ends	none	Completed by 4q07

XXIV. Project Methodology

A. Project Dependencies

Cost Factors include:

- 1/43/16 FTE consultant to work with the NCR 211 providers and Emergency Management to coordinate this effort
- Covering the most costs of the NCR 211 providers to execute this effort
- Covering to most costs of the Roundtable to Manage this grant
- Configuring the NCR 211 Database to accept and manage NCR Emergency Management Information and integrating with the NCR Data Exchange Hub
- Continued data maintenance of the NCR 211 database

Question	Yes or No (If yes, please describe how)
The project plan and budget are inextricably tied to having facilitating systems in place such as the NCR Data Exchange Hub and Web EOC to provide the data and the transmission facilities	Should these existing tools not be applicable, we will pursue other channels to utilize existing technology to simplify this effort.
The Data Exchange Hub Project will provide any required systems enhancements to the Data Exchange Hub to facilitate the data transfer	The 211 Project team has already begun talks with the Data Exchange Hub team. They believe that few changes should be required and if such changes are required, they will be able to make them.

Question	Yes or No (If yes, please describe how)
The data from Emergency Management will be available in WebEOC or other appropriate systems	For this effort to work, the key data will have to be input into one of the key Emergency Management Systems before it can be pulled into 211. The 211 Project teams have already begun discussions with the Data Exchange Hub Team and NVRC to validate this assumption

Project Plan

Emergency Transportation Annex (ETA)—Testing, Exercising, and Resource Development

Contact Information

Contact name:	Natalie JonesBest
Title:	Emergency Transportation Annex (ETA)—Testing, Exercising, and Resource Development
Organization affiliation:	District Department of Transportation
Jurisdiction:	Government of the District of Columbia
E-mail address:	Natalie.Jonesbest@dc.gov
Phone number:	(202) 671-0539
Facsimile number:	
Mailing address:	2000 14th Street NW, 5th Floor, Washington, DC 20009

Project Information

Period of Performance:	July 1, 2006–June 30, 2008
Grant Award:	\$250,000 (FY06)
Related Documents:	

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XXV. Project Summary

In light of the 2005 hurricane season, regional evacuation planning has become a high priority in the National Capital Region. Although most NCR jurisdictions have developed some form of evacuation plans, regional coordination has been lacking. This project addresses this gap by providing technical expertise for the completion and review of the District of Columbia Emergency Transportation Annex (ETA) and applying the lessons learned through the development of this plan to additional jurisdictions in the NCR. This will result in the creation of a framework for regional evacuation planning.

XXVI. Project Background and Goals

A. Project Background

As part of its responsibility for the District ESF#1, DDOT is actively completing its Emergency Transportation Annex (ETA), which is an annex to the District Response Plan. The ETA, developed with coordination from multiple District agencies and regional jurisdictions, outlines the command and control requirement needed during a public emergency affecting the transportation sector, which includes evacuation. This annex identifies such data needs as primary and secondary evacuation routes, critical intersection, variable message board locations, and current planned sheltering locations. The ETA, like the District Response Plan, is a living document which requires continuous resources to update and to develop required operational tools.

While the ETA is a District based document, its policies and protocols stretch to affect the entire regional transportation network. The operational tools developed within this project must be done so with close coordination with MDOT, VDOT, and WMATA. This project is critical for the National Capital Region to ensure that regional transportation evacuation planning is adequate and effective.

NCR stakeholders identified evacuation planning as a need during a target capabilities workshop. Specific target capabilities mentioned regarding evacuation planning included:

- Interoperable communication
- Citizen's awareness
- Planning

These target capabilities address weaknesses that include a lack of regional preparedness in transportation plans and a viable evacuation plan. The ETA begins to address many of the concerns identified in the target capabilities but, but additional planning and coordination is required for an effective regional solution.

NCR Strategic Initiatives	DHS Target Capabilities & Performance Measures
4.1.1 Establish a corrective action program to modify plans by addressing gaps identified in analyses, exercises and events	Provide direction and guidance for emergency traffic routes to critical facilities and resources
4.3.1 Develop a regional resource management system for deployment and utilization of resources	Direct/redirect traffic to guide public out of affected areas,
4.4.1 Model and exercise the appropriate 15 DHS scenarios to assess region-wide impact	safely diverting the public from hazards,

B. Goals and Outcomes

This initiative deals directly with emergency transportation planning with an emphasis on evacuation management. Two of the national priorities are addressed within this initiative include:

- Implementation of the National Incident Management System
- Increased regional coordination

This initiative ensures protocols and procedures developed are NIMS compliant and issues requiring regional jurisdiction has been addressed.

Goal	Outcomes
Update the District's Emergency Transportation Annex	A contractor will review and update the current transportation annex by identifying and completing any gaps.
Regional Evacuations Plan	Using the outline in the DC ETA as a guide, the contractor will develop an annex for at least two other National Capital Region jurisdictions. These will serve as the groundwork for a regional evacuation transportation plan.
Regional Tools	Develop quick reference materials for operational use.

C. Project Managers

Natalie JonesBest Emergency Preparedness and Risk Manager, DDOT

D. Project Assumptions & Scalability

1. Project Assumptions

This project requires no assumptions.

Number	Description	Notes

2. Scalability

This project cannot be scaled. The requested funding is the minimal amount required to ensure a tangible result and provide the region with an effective baseline for regional evacuation planning.

XXVII. Project Approach

A. Activities

- **Project Plan Development.** Based on a document review of the ETA and the after-action report from Operation Fast Forward I and II, develop a work plan for this grant. The work plan should include but not be limited to strategies for completing the ETA , identification of needed local and regional operational procedures for implementing the ETA, and traditional and out-side-the-box materials.
- **Resource Development.** Data and graphical needs will be developed and implemented into the ETA.
- **Regional Evacuation Planning.** Using the District's ETA as an outline, no less than two (2) additional NCR jurisdictions will develop an ETA that is customized for their jurisdiction's requirements while plugging into a larger framework for future regional evacuation planning..
- **Standard Operating Procedures and Materials.** Based on Task 1, ETA based material such as quick reference cards, checklists, and other materials that could be used by multiple agencies to implement the ETA will be created. This task will also develop agency specific and cross agency/jurisdictional operating procedures. Procedures that are developed but require a policy/legal shift will have the needed draft MOU/MOA attached and ready for the approval process prior to implementation of the specific procedure.

B. Resources

Many of the resources needed for conducting an evacuation already exist within the District of Columbia and the surrounding jurisdictions. However, the planning and assets to ensure the effective deployment of those resources do not and that is the purpose of the ETA. This initiative, based on the current District of Columbia ETA, will develop the necessary tools needed for the proper implementation of an evacuation from within the NCR. Through contract support, items such as quick reference booklets, senior leadership checklists and an updated ETA will be developed. Exercises and training programs will also be needed to identify and fill gaps. This initiative is focused at finding short-term solutions to quickly address a major regional gap.

This initiative will be developed through DDOT. Oversight in regards to the management of the grant will be provided from the SAA Office and subject matter expertise provided by regional committees such as Management, Operations and Intelligent Transportation Systems Policy & Technical Task Forces (MOITS) and the NCR RESF-1 and RECP committees at the Metropolitan Council of Governments. Also, the District EPC panel would also receive updates and recommendations as well.

Resource Name	Type	Responsibility	Duration
DDOT	People	Project Oversight, Program management and Overall Project Guidance	24 Months
DCEMA	People	Project Oversight, Program management and Overall Project Guidance	24 Months
FEMS	People	Project Oversight, Program management and Overall Project Guidance	24 Months

Resource Name	Type	Responsibility	Duration
MDOT	People	Project Oversight, Program management and Overall Project Guidance	24 Months
MPD	People	Project Oversight, Program management and Overall Project Guidance	24 Months
VDOT	People	Project Oversight, Program management and Overall Project Guidance	24 Months
WMATA	People	Project Oversight, Program management and Overall Project Guidance	24 Months

C. Deliverables

Deliverable	Delivery Date	Estimated Cost
Project Plan	1 months	
Hard (color copy) and electronic format of finalized DC ETA including a graphical redesign, and updated data information based on gaps discovered during everyday operations and several planned exercises.	12 months	
Various Quick Reference Materials to support the implementation of the ETA which will be identified in the initial work plan	12 months	
Development of MOU/MOA's that are needed, and small item equipment needed to properly implement the ETA	12 months	
Development of ETA document in at least two (2) additional NCR jurisdictions and delivery in hard (color copy) and electronic formats	12 months	
Overall Project (including all deliverables)		\$250,000

D. Next Steps

XXVIII. Project Methodology

A. Project Dependencies

Question	Yes or No (If yes, please describe how)

No project dependencies have been identified.